

Response to Bidders Query - RFP-IT-219/2020-21 dated 19/03/2021 for Engagement of Consulting Agency for Selection of System Integrator for implementation of Core Business Solution in CAN FIN HOMES LTD Date: 07.04.2021					
Sr No	Section and Clause Reference No.	Page No.	RFP Text	Query	Response to query
1	Pre-bid Meeting Date & Time	Page 2	Pre-bid meeting will be held on 29.03.2021 @ 3:00 PM Venue: Can Fin Homes Ltd, Registered Office, 29/01 Sir M N Krishna Rao Road, Basavanagudi, Bangalore - 560004. Pre-bid queries should be submitted as per Appendix-D	We request CHFL to move the pre bid meeting to Tuesday 30 Mar at 15.00 hours. This is on account of Monday being a holiday for "Holi" across multiple locations where our teams will be joining from. Also we request CHFL team to provide an e-meeting link for the prebid meeting so that the team members out of Bangalore can also attend.	Bidder has to comply with RFP term
2	25.Termination for default	Page 18	25.1 The Company, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Bidder, may terminate this Contract in whole or in part, if the Bidder fails to perform any obligations(s) under the Contract. 25.2 In the event of the Company terminating the Contract in whole or in part, the company may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered, and the Bidder shall be liable to the Company for any excess costs for such similar services.	Our legal team requests CFHL to add below point in termination clause The consultant may terminate this Agreement, or any particular Services, immediately upon written notice to Client if consultant reasonably determines that consultant can no longer provide the Services in accordance with applicable law or professional obligations.	Refer Amendment
3	26. Force Majeure:	Page 18	Notwithstanding the above provisions, the Successful bidder shall not be liable for penalty or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics. If a Force Majeure situation arises, the Bidder shall promptly notify the Company in writing of such condition and the cause thereof. Unless otherwise directed by the Company in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event	Due to the current pandemic and remote working situation, consultant will like to include below clause in the general conditions of RFP (ii) To the extent that the provision of the Services is impacted by a pandemic (including COVID-19) and any reasonable concerns or measures taken to protect the health and safety interests of either Party's personnel, the Parties will work together to amend the Agreement to provide for the Services to be delivered in an appropriate manner, including any resulting modifications with respect to the timelines, location, or manner of the delivery of Services. (iii) Where consultant Personnel are required to be present at Client's premises, consultant will use reasonable efforts to provide the Services on-site at [Client] offices, provided that, in light of a pandemic the parties agree to cooperate to allow for remote working and/or an extended timeframe to the extent (i) any government or similar entity implements restrictions that may interfere with provision of onsite Services; (ii) either party implements voluntary limitations on travel or meetings that could interfere with provision of onsite Services, or (iii) consultant's resource determines that he or she is unable or unwilling to travel in light of a pandemic-related risk.	Incase of such circumstances, the same will be decided in consultation with the selected agency upon mutual agreement/ consent.
4	27.5 Access to Audit:	Page 18	In order to conduct the audit it may be necessary for the Auditors to access the servers and also to interact with Bidder's personnel. Bidder at request of the Company shall provide access to the Company's Auditors/Representatives in this regard to the facilities/installations/technical resources related to the project.	Request CHFL to consider adding below text in this clause Consultant can provide the company or its auditor (bound by respective confidentiality obligations) upon request of the latter with all the information and documents directly related to the engagement, without granting access to the consultant Firm's premises.	Refer Amendment
5	51. ANNEXURE VIII: - CONFIDENTIALITY / NON-DISCLOSURE AGREEMENT	Page 35	Disclosing Party shall be entitled to recover its cost and fees, including Advocate's fees, incurred in obtaining any such relief. Further, in the event of litigation relating to this Agreement, the prevailing party shall be entitled to recover its cost and expenses including Advocate's fees.	We request CFHL to remove below text from the NDA as we can't accept financial obligations as part of NDA Disclosing Party shall be entitled to recover its cost and fees, including Advocate's fees, incurred in obtaining any such relief. Further, in the event of litigation relating to this Agreement, the prevailing party shall be entitled to recover its cost and expenses including Advocate's fees.	Bidder has to comply with RFP terms

Response to Bidders Query - RFP-IT-219/2020-21 dated 19/03/2021 for Engagement of Consulting Agency for Selection of System Integrator for implementation of Core Business Solution in CAN FIN HOMES LTD Date: 07.04.2021					
Sr No	Section and Clause Reference No.	Page No.	RFP Text	Query	Response to query
6	51. ANNEXURE VIII: - CONFIDENTIALITY / NON-DISCLOSURE AGREEMENT - 12 Term	Page 35	The Agreement shall commence from the Effective Date of this Agreement and shall be valid for a period of 6 years there from the acceptance of the Purchase Order. Confidentiality obligations under this Agreement shall continue to be binding and applicable without limit in point in time except and until such information enters the public domain, without breach of the agreement.	Our legal team requests CFHL to keep the term of survival to 3 years instead of 6 years.	Bidder has to comply with RFP term
7		Page 7	Can Fin Homes Ltd, was incorporated in the year 1987, "The International Year of Shelter for the Homeless". The main objective of setting up the company was, promoting home ownership and increasing the housing stock in the country. Company is having its Registered office at 29/1, Sir M N Krishna Rao road, Basavanagudi, Bangalore 560004. The company, as on date, is having around 200 Branches/ Offices spread across various locations of the country	Given that Can Fin is sponsored by Canara Bank we would request a clarification whether Can Fin is a public sector entity and falls under the purview of CVC guidelines or is it a private sector entity ? Please confirm	a) CanFin Homes Ltd is a Private Sector entity. b) CVC guidelines not applicable.
8	30. TERMINATION FOR OWNER'S CONVENIENCE	Page 19	The Company, by written notice sent to the Consultant, may terminate the Agreement, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Company's convenience, the extent to which performance of the Consultant under the Agreement is terminated and the date upon which such termination becomes effective.	We would request CFHL to include below clause in termination Consultant may terminate this Agreement, or any particular Services, immediately upon written notice to Client if consultant reasonably determine that consultant can no longer provide the Services in accordance with applicable law or professional obligations.	Refer Amendment
9	3 Scope of Work	Page 7	The Consultant shall make detailed study of current IT landscape including IT Infrastructure, Cyber Security, Statutory guidelines of RBI/NHB or other authorities including IT governance, various policies of the company and recommend a comprehensive "Core Business Solution" as intended in RFP objective for various functions including Accounts, Borrowings, Credit, Deposit, Collections & Recovery, HR, Risk, Admin & Premises and other functional teams, interlinking branch/ offices and Corporate Office	We understand that CFHL wants us to study the current state of Cyber security in the organization do a cyber maturity assessment, identify gaps and maturity score and recommendations in various cyber security domains. Please confirm our understanding.	Yes
10	Section 53 . Point 22	Page 40	Consultant should study IT setup of the company including but not limited to IT environment, applications, processes, policies, manpower and suggest suitable reorganization of the IT setup.	Please clarify what do you mean by "suitable re-organization" here	Suggest IT Organogram for the Company with manpower requirement , skillsets , roles and responsibilities, Market standard CTC etc.
11	Section 53 . Point 6	Page 40	Define the test strategy, methodology and reporting framework.	Please confirm if CFHL wants consultant to include security aspects in the test strategy and methodology ?	Security aspects to be taken care during the VAPT before moving the modules to production(VAPT of both the application and infra)
12	Section 53 . Point 10	Page 41	Define and Document DR Drill Strategy for the new Core Business solution in tune with Company policies. All the documents to be shared with the company and the shall be in tune with the Companies IT/BCP policies etc. Ensure at least one successful DR Drill is conducted within 3 months of go live of Core applications.	1.Please confirm if expectation from consultant is limited to DR Drill strategy or consultant is required to prepare DR test plan , DR test report template as well 2. Is the consultant expected to participate in the DR drill. Please confirm	1.Consultant is required to prepare DR test plan and DR test report template as well and ensure the DR drill is successful. 2. Yes
13	Post Selection of System Integrator/ Application Vendor/OEM	Page 43	Ensure Migration of Legacy data and submit compliance report (for Audit purpose) for the same in coordination with the System Integrator and M/s CFHL.	Request CFHL to consider below change: Consultant will co-ordinate with selected SI partner/vendor to ensure data migration	Refer Amendment

Response to Bidders Query - RFP-IT-219/2020-21 dated 19/03/2021 for Engagement of Consulting Agency for Selection of System Integrator for implementation of Core Business Solution in CAN FIN HOMES LTD Date: 07.04.2021					
Sr No	Section and Clause Reference No.	Page No.	RFP Text	Query	Response to query
14	Terms of execution of work -8.2	Page 10	The Bidder should have the required number of resources ON SITE who have relevant industry standard certification and experience.	Please clarify what do you mean by " relevant industry standard certification" here	Certifications should be related to Scope of Work defined in the RFP.
15	18. Evaluation Criterion:	Page 13	The technical evaluation and the commercial evaluation shall have the weightage of 70% and 30% respectively and this weightage shall be considered for arriving at the successful bidder.	Request to make it 80-20 or 75-25 so that the strongest tech bidder wins	Bidder has to comply with RFP term
16	18.3 Determination of L1 Bidder and Awarding of Contract:	Page 14	On completion of evaluation process of Indicative Technical & Commercial bids, contract will be awarded to the lowest bidder post negotiation, if required.	This is T1-L1. This clause says L1. please confirm and clarify	Refer Amendment
17	35. DEFECTS PRIOR TO TAKING OVER	Page 20	Decide that any work done by the Consultant or by any Sub-Contractor is defective or not in accordance with the Contract, or that the works or any portion thereof are defective, or do not fulfil the requirements of Contract (all such matters being hereinafter, called "Defects" in this clause), and	This is a consulting engagement and defects are not relevant. Please clarify what is meant by defects here.	Clause is self explanatory, bidder has to comply with RFP terms.
18	Post Selection of System Integrator/Application Vendor/OEM	Page 43	1.Drafting of Purchase Order for SI/OEM and obtain sign off from Legal Dept of CFHL. 2.Drafting of Agreement for SI/OEM and obtain sign off from Legal Dept of CFHL.	Please note that we are consulting firms and not allowed to undertake any legal activity like drafting of agreements This activity will be limited to Scope of work ,milestones ,service levels and payment terms.	Refer Amendment
19	58. ANNEXURE - XV - [Unpriced Commercial Offer/Bid (Bill of Material)]	Page 50	4. This blended rate should be applicable for the following roles: • Programme Manager • PMO specialist • Business Analyst • Technical specialist • Any other as required by CFHL	Please specify the roles in the "any other" category and the specific number of roles and seniority to provide the blended rate.	Refer Amendment
20	58. ANNEXURE - XV - [Unpriced Commercial Offer/Bid (Bill of Material)]	Page 50	Consultant to provide the monthly blended rate which should be fixed for a period of Four years post go-live support and this rate must not exceed by 10% of the blended rate referred in point I /II above	A 10% increase for 4 years is not sustainable so we request 10% YoY increase and not a blanket increase only by 10% for 4 years, please confirm.	Refer Amendment
21	Bid submission	Page 2	Last date for Bid Submission of RFP : 20.04.2021 at 15:00 hrs.	We request CHFL to allow us an extension of one week to submit the bids i.e. 27.04.2021	Refer Amendment
22	Bidding Process (Three Part Offer)	Page 9	The Bid shall be typed or written in English language and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall affix signature in all pages of the Bids. The Bidder has to submit Power of Attorney / Authorization letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the tender documents.	Given the pandemic situation it may not be possible to submit signed physical copy of the bids in person, we request CanFin to allow soft copy submission of the bids through password protected files. The passwords will be shared in seaprate emails to the ids shared by CanFin teams.	Bidder has to comply with RFP term
23	Criteria for evaluation of technical bids	Page 13	Criteria for evaluation of technical bids	We request CFHL to consider below evaluation criteria for technical evaluation:	Refer Amendment
			Criteria	Evaluation parameters	Sub scores

Response to Bidders Query - RFP-IT-219/2020-21 dated 19/03/2021 for Engagement of Consulting Agency for Selection of System Integrator for implementation of Core Business Solution in CAN FIN HOMES LTD Date: 07.04.2021						
Sr No	Section and Clause Reference No.	Page No.	RFP Text	Query	Response to query	
			The Bidder should have been appointed as IT consultant for carrying out the tasks under Scope of Work, at least once during the last Five years i.e. 01/01/2016 to 31/12/2020 in Financial institutions like Banks, NBFCs in India. (Masked copies of POs to be submitted)	For IT consulting engagement in BFSI Organizations /NBFCs Company in India	3 marks each with Max of 15	
			The Bidder should have been appointed as IT consultant for carrying out the tasks under Scope of Work, at least once during the last 10 years i.e. 01/01/2011 to 31/12/2020 in HFCs in India. (Masked copies of POs to be submitted)	Consulting IT engagement in HFC	5 marks each with Max of 10	
				Maximum	25	
			Technical Specifications compliance	Approach and methodology as per Technical specification requirement given in Annexure X.	25	
			Profile of the engagement manager (Engagement Director) with 10 years of IT consulting experience in Financial services based out of Bangalore.	Max 10 marks	10	
			Profile of the on-site consulting team (should have experience in tasks listed in scope of work for similar Financial services clients to support on-site execution of the engagement. i. Program manager ii. PMO specialist iii. Business analyst iv. Technical specialist v. Any other as required CFHL (Relevant details to be submitted along with Annexure-V)	Max 25 marks	25	
			Presentation cum Interaction	Quality, relevance and innovations	15	
			Total marks		100	
24	21 : Payment Terms	page15	Payment Terms	Given the long duration of the implementation, in order to manage our costs better, we request CFHL to consider below payment terms	Refer Amendment	
		#	Milestone	Payment	Timeline	Overall timeline
		1	Submission of Market Assessment Report	5% of professional fee	1 M	1 M
		2	Floating of RFP	20% of professional fee	3 M	4 M
		3	Signing of contract by System Integrator	20% of professional fee	3 M	7 M
		4	Phase 1 implementation as per RFP/PO/Agreement	20% of Professional fee	6 M	13 M
		5	Phase 2/Final phase implementation as per RFP/PO/Agreement	20% of Professional fee	6 M	19 M
		6	Post go-live support	15% of Professional fee	6 M	25 M
25	8. Terms of execution of work:	10	The Bidder shall deliver the first phase of the solution (floating of RFP) within 4 months from the date of acceptance	Please increase the timelines to atleast 6 months	Bidder has to comply with RFP terms. Refer Amendment: SI.no: C & Service Level Agreements (SLAs) Clause No. 20.III 20. Timelines	
26	10. Offer Validity Period:	11	The offer should remain valid for a period of at least 365 days from the date of submission	The offer would be valid for 120 /180 days	Bidder has to comply with RFP terms	
27	15. Price Freezing:	12	The prices finalized shall remain valid for 1 year from the date of submission of Bid.	Shall remain valid for 6 months	Bidder has to comply with RFP terms	

Response to Bidders Query - RFP-IT-219/2020-21 dated 19/03/2021 for Engagement of Consulting Agency for Selection of System Integrator for implementation of Core Business Solution in CAN FIN HOMES LTD Date: 07.04.2021					
Sr No	Section and Clause Reference No.	Page No.	RFP Text	Query	Response to query
28	III. Penalties / Liquidated Damages:	15	Failure to complete the activities as per above project timelines mentioned in Clause 8 shall attract penalty at the rate of Rs. 10,000/- (Plus GST) per working day of CFHL	Please reduce the Penalty Price	Bidder has to comply with RFP terms
29	21. Payment Terms:	15	20% of Professional fee on floating the RFP for selection of System Integrator / OEM	Please consider a payment on completion of first milestone of Submission of Market Assessment Report	Refer Amendment
30	21. Payment Terms:	15	40% of Professional fee on completion of the entire project implementation as per RFP/PO/Agreement	Please relook at this clause as there would be no payment for a period of atleast 12 months, defined for implementation	Refer Amendment
31	21. Payment Terms:	15	Submission of Market Assessment Report --1 months	Please reconsider 3 months for the completion and submission of report	Bidder has to comply with RFP terms. Refer Amendment: SI.no: C & Service Level Agreements (SLAs) Clause No. 20.III
32	21. Payment Terms:	16	Consultant to provide the monthly blended rate which should be fixed for a period of four years post go-live support and this rate must not exceed by 10% of the blended rate referred above.	Please re-consider the rate of increase, as 10% additional over a period of 4 years is pretty low.	Refer Amendment
33	21. Payment Terms:	16	This blended rate should be applicable for the following roles: 1. Programme Manager	Please re-consider the requirement of a Programme Manager post completion of implementation	Bidder has to comply with RFP terms
34	22. Order Cancellation:	16	22.1 CFHL by written notice of default sent to the Bidder may terminate this Contract in whole or in part without prejudice to any other remedy for breach of contract, 22.2 If the Bidder fails to deliver any or all of the Services within the period(s) specified in the Contract, or within any extension thereof granted by the CFHL. 22.3 The Company reserves its right to cancel the order in the event of delay in delivery. 22.4 If the Bidder fails to perform any other obligation(s) under the Contract. 22.5 In the event CFHL terminates the Contract in whole or in part, CFHL may procure, Services similar to those undelivered upon such terms and in such manner, as it deems appropriate, and the Bidder shall be liable to CFHL for any excess costs for such similar Services	Please re-consider these terms.	Refer Amendment
35	25. Termination for Default:	18	25.1 The Company, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Bidder, may terminate this Contract in whole or in part, if the Bidder fails to perform any obligations(s) under the Contract. 25.2 In the event of the Company terminating the Contract in whole or in part, the company may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered, and the Bidder shall be liable to the Company for any excess costs for such similar services.	Please re-consider these terms.	Refer Amendment
36	27.5 Access to Audit:	18	Bidder at request of the Company shall provide access to the Company's Auditors/Representatives in this regard to the facilities/installations/technical resources related to the project.	Need for access to Facilities / Instalations	Refer Amendment

Response to Bidders Query - RFP-IT-219/2020-21 dated 19/03/2021 for Engagement of Consulting Agency for Selection of System Integrator for implementation of Core Business Solution in CAN FIN HOMES LTD Date: 07.04.2021					
Sr No	Section and Clause Reference No.	Page No.	RFP Text	Query	Response to query
37	30. TERMINATION FOR OWNER'S CONVENIENCE	19	The Company, by written notice sent to the Consultant, may terminate the Agreement, in whole or in part, at any time for its convenience.	Could it be through mutual agreement	Refer Amendment
38	Annexure XV and XVII	52	58. ANNEXURE - XV - [Unpriced Commercial Offer/Bid (Bill of Material)] 60. ANNEXURE - XVII - Commercial Bid: Bill of Material	Difference / Purpose of the two annexures	Refer Amendment
39	Annexure XV	48	58. ANNEXURE - XV - [Unpriced Commercial Offer/Bid (Bill of Material)] I) Monthly blended per resource rate factored in the professional Charges above (Incl. Programme Manager) = Rs ____ YES/NO _____ (Amount in Words: Rupees.....)	Need additional inputs on the line items having Yes/No and Amount fields	Refer Amendment
40	21 - Payment Terms	15	Payment Terms: • 20% of Professional fee on floating the RFP for selection of System Integrator / OEM • 20% of Professional fee on signing of the contract by the System Integrator / OEM • 40% of Professional fee on completion of the entire project implementation as per RFP/PO/Agreement. • 20% of Professional fee on completion of Six months post go-live support. Monthly blended rate: Consultant to provide the monthly blended rate which should be fixed for a period of four years post go-live support and this rate must not exceed by 10% of the blended rate referred above.	Payment terms mentioned in the RFP will have significant impact on the project cash flows and hence, makes the project unviable. We kindly request CanFin Ltd to consider mutually agreed payment terms at the time of signing of the Engagement Letter. Following are the recommended payment terms: 1) 10% of Professional fee on signing of Engagement Letter 2) 20% of Professional fee on floating the RFP for selection of System/Integrator/OEM 3) Staggered per month fees for entire project implementation - 4.16% per month = 50% in total for 12 month 4) 10% of Professional fee on completion of three months post go-live support 5) 10% of Professional fee on completion of six months post go-live support Blended rate: We will not be able to commit fixed monthly blended rate applicable for four years. Rates are determined by multiple factors including inflation, cost to the firm among others. We kindly request you to allow us to propose monthly blended rate on a yearly basis which should not exceed 20% of the previous year's monthly blended rate.	Refer Amendment
41	20 III Penalties/Liquidated Damages	15	Liquidated Damages for non-delivery of Services: Failure to complete the activities as per above project timelines mentioned in Clause 8 shall attract penalty at the rate of Rs. 10,000/- (Plus GST) per working day of CFHL. However, the total penalty under this clause shall be restricted to 10% (plus GST) of Professional Charges mentioned in the PO.	We request the CanFin Ltd to change the clause as follows: "Failure to complete the activities as per above project timelines mentioned in Clause 8 shall attract penalty at the rate of Rs. 10,000/- (Plus GST) per Week of CFHL. However, the total penalty under this clause shall be restricted to 5% (plus GST) of Professional Charges mentioned in the PO.	Bidder has to comply with RFP terms. Refer amendment for other modification.
42	43 Submission of Bids	22	The bidders shall duly seal each envelope. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the Authorized signatory.	Considering the COVID situation and lockdown in various parts of the country, we request CanFin Ltd. to accept soft copy submission of eligibility, technical & commercial bid submission as per RFP timelines. Kindly extend the timelines for physical submission of hard copy documents by 2 weeks.	No Soft copies are accepted. Refer amendment for timeline extension.
43	ANNEXURE - IX: - Technical Bid Covering Letter Format	37	Point 9 - Conformity to the obtaining of various certificates/benchmark testing standards for the items quoted to meet the intent of the RFP Point 10 - Conformity regarding back to back arrangements with third party hardware, software for providing continuous and uninterrupted support as per RFP Terms.	Please clarify on the applicability of these points to the Consultant's scope of work.	Refer amendment

Response to Bidders Query - RFP-IT-219/2020-21 dated 19/03/2021 for Engagement of Consulting Agency for Selection of System Integrator for implementation of Core Business Solution in CAN FIN HOMES LTD Date: 07.04.2021					
Sr No	Section and Clause Reference No.	Page No.	RFP Text	Query	Response to query
44	53 ANNEXURE - X: SCOPE OF WORK AND DELIVERABLES/TECHNICAL SPECIFICATIONS	39	Point 2 - Study the present application running in the Company	Kindly share the list of current applications. This will assist us in defining the clear scope of work and subsequently in the efforts & commercial estimation.	1.One monolithic application which is running as main application for most of the need of Housing Finance Company. 2.HRMS 3.Email Solution.4. RBIA inspection software 5.CKYC application 6.Borrowings application
45	53 ANNEXURE - X: SCOPE OF WORK AND DELIVERABLES/TECHNICAL SPECIFICATIONS	40	Point 18 - Assist CFHL in evaluation of Commercial bids and declaration of selected bidder	Please clarify as the consultant is expected to provide support in evaluation and normalization of commercial bids. Final selection and declaration is performed by the client	Yes
46	53 ANNEXURE - X: SCOPE OF WORK AND DELIVERABLES/TECHNICAL SPECIFICATIONS	40	Post selection of Vendor, the scope of work of Consultant includes the following but not limited to :Point 3 - Drafting of Agreement for SI/OEM and attend to observations from Legal Dept of CFHL till approval from Legal Dept.	Typically SI/OEM shares their standard License, AMC & Support agreement and it is mutually agreed by both parties. Please let us know if Consultant is expected to draft all SI/OEM agreements. Please let us know if there are any standard agreement formats that CFHL follows.	Refer Amendment
47	53 ANNEXURE - X: SCOPE OF WORK AND DELIVERABLES/TECHNICAL SPECIFICATIONS	40	Post selection of Vendor, the scope of work of Consultant includes the following but not limited to :Point 5 - The Project management should be processed based and template driven	Does CFHL has PMO tool which consultant can leverage during the engagement or consultant is expected to bring their own tools & include the same in commercials?	CFHL does not have PMO tool.
48	53 ANNEXURE - X: SCOPE OF WORK AND DELIVERABLES/TECHNICAL SPECIFICATIONS	41	Post selection of Vendor, the scope of work of Consultant includes the following but not limited to :Point 8 Assist CFHL in UAT	Will CHFL appoint a testing agency to write UAT test scenarios and cases on behalf of business team? or Is Consultant expected to write UAT test scenarios and cases? Please confirm if UAT will be performed by CHFL or a testing agency will be onboarded	UAT test scenarios to written by SI. Consultant to review and ensure completeness of the same and assist CFHL in UAT.
49	53 ANNEXURE - X: SCOPE OF WORK AND DELIVERABLES/TECHNICAL SPECIFICATIONS	42	Post selection of Vendor, the scope of work of Consultant includes the following but not limited to :Point 20 - Prepare RFP for selection of Cyber insurance vendor and Involve in conducting the entire bidding process including evaluation, selection of vendor, issuance of PO and agreement and obtain sign off from Legal Dept of CFHL.	What is the timeline CHFL is expecting to complete the Cyber insurance RFP preparation & Vendor evaluation process?	The timeline/evaluation will be decided in consultation with the selected agency.
50	Bid Details	2	Last Date of submission of Bids - 20.04.2021 at 15:00 hrs	Considering the complexity of scope of work & duration of the project, we request the CanFin Ltd to provide extension of 2 weeks for submission of bids, so that Consultant can prepare a detailed technical & commercial proposal to explain the activities they will performing during the project.	Refer Amendment
51	Bid Details	2	Pre-bid Meeting Date & Time	Given the Second wave of Covid-19, request a virtual meeting invite as well.	Bidder has to comply with RFP terms
52	53 ANNEXURE - X: SCOPE OF WORK AND DELIVERABLES/TECHNICAL SPECIFICATIONS	39	Point 1 - Conduct Market assessment of peer home finance companies	Kindly specify the number of peers for Market assessment	1)HDFC,2)PNBHFL,3)LICHFL,4)REPCOHL,5)GICHL 6) Sundaram Home Finance , etc. Any four out of these.

Response to Bidders Query - RFP-IT-219/2020-21 dated 19/03/2021 for Engagement of Consulting Agency for Selection of System Integrator for implementation of Core Business Solution in CAN FIN HOMES LTD Date: 07.04.2021					
Sr No	Section and Clause Reference No.	Page No.	RFP Text	Query	Response to query
53	53 ANNEXURE - X: SCOPE OF WORK AND DELIVERABLES/TECHNICAL SPECIFICATIONS	44	Post Selection of System Integrator/Application Vendor/OEM, Point 18 - Consultant has to develop processes, prepare documentation, presentation, in tune with expectations of various IT industry bodies for nomination for various IT awards during the period of contract.	Please clarify the expectation here. This scope of work is open ended without any expectations.	Consultant to prepare presentations/fill in proposals/templates/applications etc as per the requirement of various IT industry bodies for Awards.
54	53 ANNEXURE - X: SCOPE OF WORK AND DELIVERABLES/TECHNICAL SPECIFICATIONS	41	Point 13 - Ensure Migration of Legacy data and submit compliance report (for Audit purpose) for the same in coordination with the System Integrator and M/s CFHL. The secure storage of Legacy data has to be ensured by the agency.	Please clarify the expectation here. Consultant will not be able to provide any compliance report but only the status report to the management. Compliance report can be managed by onboarding a data migration audit partner or stat auditor of CFHL	Consultant is expected to submit status report on Data Migration confirming the completeness of Data Migration.