



**Request for Proposal (RFP) for Outsourcing of Software Testing Services
for Application Softwares for IT solutions of SIDBI**

Tender No. : 400/2012/806/BYO/ISD dated 10/10/2011

The clarifications on queries received for the above RfP and discussed during the pre-bid meeting held on October 19, 2011 are given below:

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
1	2.4	15	These applications are fairly stable and UAT of these application is generally not desirable.	Since these legacy applications are already tested, the vendor will only test their integration with the new systems and not the functionality of the legacy systems	The testing of only applications listed under section 3.2 is required, alongwith the integration of these applications with allied applications as applicable.
2	3.2	20	The applications are listed in order of their tentative priority for testing alongwith related interfaces with other applications. Based on the requirement, testing of multiple applications may be undertaken in parallel	What is the tentative schedule on the availability of the applications for testing. It will be good if a high-level schedule on the same can be shared	The initial set of applications, which would be taken for testing is already mentioned in the RfP under section 3.2. The schedule of testing for other applications will be decided with the selected bidder.
3	3.2	20	The applications are listed in order of their tentative priority for testing alongwith related interfaces with other applications. Based on the requirement, testing of multiple applications may be undertaken in parallel	Will the all the applications be available in one go or will it be provided over multiple stages if so please share which all applications be bundled together in each stage	Applications will be provided for testing one after another, as per the priority defined by SIDBI. Exact schedule will be decided with the selected bidder.

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
4	3.2	20	In Production : 3. Flexcube LD for Direct Credit Accounting 4. Monitoring and Recovery System (MARS) 5. Lending Automation & Processing System (LAPS) 6. Admin applications (Staff Loans/Advances/Reimbursements etc.) 7. Integrated Accounting & General Ledger Implementation (Flex GL) 8. Resource Raising (RR) 9. Customer Management (CM) 10. Payment & Collection (P&C) 11. General Payment Processing System (GPPS)	By referring that these applications are already in production, does Bidder has to do UAT for each of these products or is it enough if Bidder does an integration test of these with the other existing legacy systems, DMS and BI/MIS? Will any of these applications undergo any upgrades interms of versions etc	End to end testing of these applications, testing of interfaces with allied applications is required to be done for all the applications listed in sections 3.2 of the RFP.
5	3.2	20	5. Lending Automation & Processing System (LAPS)	What are the total number of loan products and what are their classification	There are around 20 schemes, under term loan, working capital, combination etc.
6	3.2.5	24	Presently, BI/MIS and Document management are under implementation with deliveries in phased manner starting in November, 2011 onwards. The UAT of the phases of these components would be taken-up accordingly.	Can SIDBI share a high level project plan for this implementation.	As planned, the testing is expected to start as following: Document Management System - Dec. 2011 BI/MIS - Phase wise testing during Jan - Mar.2012

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7	3.2	21	9. Customer Management (CM)	How many types of customers does SIDBI have	SIDBI is dealing with all types of customers viz. banks, SFCs, IDCs, DFIs, MFIs, various companies, retail customers etc.
8	3.2	21	10. Payment & Collection (P&C) 11. General Payment Processing System (GPPS)	How many payment gateways and channels are part of the scope	Payment gateway is not part of the scope.
9	3.2	21	In addition to the assistance in testing of applications listed above, the Bank may require the Service Provider to assist the Bank in carrying out testing for other applications, change requests etc. during the period of engagement with the Bank.	What are these other applications which need to be tested and how many change requests does SIDBI envisage	The names of application are listed in section 2.4 & 2.5. The efforts for such testing would be taken under 350 man days provided in the scope.
10	3.2.1	21	Application Testing	Will there be a SIT that will be performed before the application is available for UAT, if so who will do that	Yes, SIT will be done by System Integrator / product vendor.
11	3.2.1	21	Application Testing	Will there be a separate test instance that will made available for testing	There will be separate dedicated environment for testing, provided by SIDBI, which will be similar to production environment.
12	3.2.1	21	e. Test the application software for functionality, operational convenience, security and controls. This will also includes the positive and negative cases for each type.	What does SIDBI mean by operational convenience, does it mean usability testing?	Operation convenience means user friendliness.

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13	3.2.1	21	e. Test the application software for functionality, operational convenience, security and controls. This will also includes the positive and negative cases for each type.	By mentioning security and control, is SIDBI referring to user profiles and user access privileges only?	This would include user authentication, authorization & application configuration.
14	3.2.1	22	Testing of interface of the Enterprise GL (Flexcube) with the applications and delivery channels	What delivery channels are these and how many are they	The delivery channels are the interfaces among applications with the Enterprise GL (Flexcube).
15	3.2.2	22	Performance Testing	Please provide collective Day or Monthly volume of transactions	The volume may be estimated with the parameters already provided under section 3.2.2.
16	3.2.2	22	Performance Testing	What are the channels/interfaces to be tested	The interfaces with allied applications.
17	3.2.2	22	Performance Testing	Are EoD/EoM batch jobs to be performance tested.?	No.
18	3.2.2	22	Performance Testing	On what environment the performance testing would be conducted (performance/pre-production/UAT)	Performance testing would be conducted in a environment similar to the production environment.
19	3.2.2	22	Performance Testing	1.Is there any load testing tool already available with the bank? (if so) 2.What protocol license does the bank have? 3.No. of virtual user licenses?	1 & 2. SIDBI does not have any tools for performance testing. The tool would be provided by the system integrator for performance testing. 3. The concurrent user details would be as mentioned in RfP under section 3.2.2

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
20	4.7	27	The selected Bidder will be required to provide a 10% margin of the Contract Value as Performance Guarantee, in the form of bank guarantee from a scheduled commercial bank	Generally whenever any client wants a performance bank guarantee, client also gives an advance, will SIDBI be open to any such practices?	No
21	5.2.6	32	The bidder should have at least 50% of total revenues coming out of software testing	What kind of documents / proof SIDBI require for this, although Bidder's revenue comes ONLY from testing, but we need to know what documents we need to show to prove the same.	Please submit the certificates from your auditor / chartered accountant.
22	6	40	Setting up of test environment is System Integrator' responsibility. Also, UAT is to be carried out using SIDBI' existing infrastructures. In case service provider requires any other hardware / software for delivery of the UAT services, the same should be brought by the service provider. SIDBI will not provide any other hardware / software resource	What is the present IT infrastructure in SIDBI (software hardware), can we get a list of the same?	The details of software & hardware are briefly provided under chapter 2. The applications are hosted on Intel platform using J2EE server on Windows OS and Oracle database is hosted on HP PA RISC & Itanium servers with HP UX 11i version.
23	42	45	The bidder must be ready to accept the extension of the contract by a further period of maximum 6 (six) months under the same terms and conditions, if so desired by SIDBI.	What is difference between this point and the one on page 38, point 6.1.4 ?	Please ignore the point no. 42 on page 45. The point mentioned in 6.1.4 on page 38 would prevail.

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
24	Performance Guarantee 4.7	27	Performance Guarantee	Can you please provide details on the sort of guarantee's SIDBI is looking from Testing vendors. Are there any specific guidelines in place that have been implemented by SIDBI in the past. What steps does SIDBI plan to put in place to measure / monitor SP's performance during the course of this engagement.	As stipulated in RfP section 4.7 page 27, the successful bidder is required to submit performance guarantee of 10% of the contract from a scheduled commercial bank. The performance will be measured towards timely delivery of services as per project scope.
25	Minimum Eligibility Criteria Annexure A: section 17	3	One Team lead on rolls with similar experience..... (PI provide details)	We assume that at the time of RFP response a sample profile with similar experience will be acceptable. Actual team lead and members will be conveyed to SIDBI at time of start of the engagement.	The bidder must submit the required core team details with requested skill sets. However, if during the course of project, any team member needs to be substituted, the same would have to be done as per clause 7.8 page 40 of the RFP.
26	Commercial Bid format, Annexure C: section 13	8	Cost of 350 man-days of UAT efforts	We assume that the efforts of 350 man days is estimated to 1 round of testing UAT on the application(s) listed in Annexure C. Any deviations to the scope in terms of change in list of applications or types of testing or Change requests will impact the estimates and will be taken up on Pro-rata basis on an agreed rate as specified in the RFP	No. The vendor is expected to provide the efforts and cost towards testing of applications listed under section 3.2 on a fixed cost basis. The efforts of 350 man-days would be used towards testing of any other application, change requests / upgrade etc. in any application.

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
27	section 3.2.1- Application testing	21	Test the application software for functionality, operational convenience, security and controls. This will also includes the positive and negative cases for each type.	what is meant by operational convenience?	Pl. refer to response to Point no. 12.
28	section 3.2.1- Application testing	21	Test the application software for functionality, operational convenience, security and controls. This will also includes the positive and negative cases for each type.	Security testing covers penetration testing only? Or is white box testing included in the scope? What Is the scope of controls	The security testing would include user authentication, authorization & application configuration. Penetration testing & white box testing are not part of the scope.
29	no specific reference			what are the timelines for the commencement of the engagement?	By end of November, 2011.
30	Critical Info Summary	5		what is the agenda for 19, 20 and 21	Already mentioned under the section.
31	2.2 Present Scenario	13		What % of functionality from the legacy application is carried forward to the new applications? If yes, is there a clear mapping and would it be possible to share any existing test assets of the legacy application for reference and reuse?	There is no one-to-one mapping of functionality from legacy to new application. SIDBI would not provide any test cases.
32	no specific reference			We assume UAT is on the staging environment which is a replica of the production environ. Can we get more details about the environment?	Pl. refer to response to Point no. 11.

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33	3.2.1- point "s"	22	Submit all documents on methodology, strategy, test cases, test documentation, customization requests, solution and test tools etc. to the SIDBI.	Do you have any existing testing tools implemented within SIDBI? If so, please provide details. Are you willing to look at Open source tools?	SIDBI does not have any testing tool. The use of Open source tools may be discussed & decided with the selected bidder.
34	3.2.1	22	Conduct integration testing, performance testing and user acceptance testing for the solution and other related software.	Integration testing- is it for the integration between the new apps and the legacy systems Or integration of new apps?	These are the interfaces between applications listed under section 3.2 with the other various applications. The interface details are also mentioned under section 2.5.
35	3.2.2- Performance testing	23	Data volume for business application is expected to grow at an average 20% p.a. for the next 5 years.	We assume as part of current UAT SIDBI is looking to measure the performance of its systems against an agreed acceptance testing. RFP also mentions that the applications will scale up significantly over the next 5 years. Does SIDBI expect the vendor to conduct scalability testing to evaluate the system performance with increased workload as part of current UAT?	Yes, under the scope of performance testing.

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36	3.1- Project objectives	20	The SP will be responsible for carrying out Software Testing as per the scope and project timelines (Annexure - E) outlines below.	<p>a. We assume here SIDBI is looking for the SP to conduct UAT for applications listed in Annexure E. Please clarify?</p> <p>b. Can you also provide details of any testing carried out by SIDBI's SI ahead of the UAT phase and if SIDBI will be able to provide any of their test plans and assets to the SP ahead of the actual UAT phase.</p>	<p>a. Yes.</p> <p>b. No.</p>
37	3.2.2 - performance testing	23	Service Provider will carry out Performance Testing of the applications. Performance testing need to be conducted with multiple Load scenarios up to the max. load of available number of licenses and data volume	<p>a. Can you please specify if you have existing tools and licenses to conduct performance testing?</p> <p>b. If No, will SIDBI look for vendor to provide their own tools and licenses and are those to be included in the service costs with Man Days efforts or to be quoted separately?</p> <p>c. Is SIDBI willing to consider use of Open source tools to conduct performance testing?</p>	Please refer to the SIDBI's response at serial no. 19 & 33, above.
38	EMD	5	All the responses must be accompanied by a refundable interest free security deposit of ` 1,80,000/- (Rs. One lakh Eighty thousand only), in the form of Demand Draft / Bankers Cheque in favour of " Industries Development Bank of India" payable in Mumbai.	Since the EMD value is large of INR 1,80,000 can the same be submitted in Bank Guarantee. In Case Yes is there a format for the BG	No. Please submit demand draft as per RfP.

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39	5.2.1	32	The respondent should be a Registered Company. and exclusively and independently operating in the area of testing services (Attested copies of Certificate of Registration and Certificate of Incorporation to be enclosed).	We are primarily into Infrastructure and Remote infrastructure Managed Service Organization with DR/BCP, Application management and Testing (QAT) Services. We are into Software Testing for more than 5 years. Kindly Specify What are the documents required to establish our eligibility. Can a certificate from Company Secretary stating our presence in Software Testing suffice.	Please submit the certificates from your auditor / chartered accountant.
40	5.2.5	32	The bidder should have a minimum of 50% of total staff as Testers.	Clarification Please	Please submit the certificates from your auditor / chartered accountant.
41	5.2.6	32	The bidder should have at least 50% of total revenues coming out of software testing.	Clarification Please	Please submit the certificates from your auditor / chartered accountant.
42	General Terms & Conditions 11	41	The Bank reserves the right to conduct an audit/ongoing audit of the testing services provided by the SP	Where will the Audit be conducted? What would be the Bidder's roll for the same	Bank reserves the right to conduct the third party inspection/ audit for the UAT testing phases as carried out by the bidder. This is to ensure the coverage of all the planned scenarios along with any breach of confidentiality, data etc.

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43		3	Must have on rolls at least one team leader and one additional member who has similar experience as that of the team leader who would have personally involved in at least one similar assignment. The Engagement Manager Must have at least experience of Testing Services for 3 years	Is there a specific format in which data has to be provided. What are the details required	Please refer to RfP annexure G.
44		5	Bidders Business Profile & Strategy	What is to be provided as strategy and what Documentary proof is required?	Please provide details of your companies business profile and strategy.
45	Annexure A Eligibility Bid Format	5	Percentage of revenue of software testing for BFSI to total revenue	what Documentary prove is required to be submitted?	Please submit the certificates from your auditor / chartered accountant.
46	Annexure A Eligibility Bid Format	6	Name of the team leader identified for this assignment and his professional qualifications and experience/expertise. Details of similar assignments handled by the said team leader. Documentary proofs for all the assertions are to be enclosed	The Names provided will be indicative only. The actual members will be identical in qualification and experience as the suggested names.	Please refer to SIDBI's response to Point no. 25.

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47	2.5 Project ESA Component	15	The list of various software products / custom developments, which have been implemented and being implemented, by the System Integrator to provide desired functionalities of each component, are listed below	If Custom developed application - Please specify what technology is used? - something like - MS.NET, J2EE Java, ASP C/C++, Mainframes based (CICS etc) OR if Others, Please elaborate	The custom developed applications are using J2EE technology.
48	2.5 Project ESA Component	15	The list of various software products / custom developments, which have been implemented and being implemented, by the System Integrator to provide desired functionalities of each component, are listed below	What kind of application architecture is followed? - Some of the common standards are - m 1) Web Based m 2) Client Server (Thick Client) 3) Terminal Based 4) Standalone Packaged ERP OR if Others, Please elaborate	Web Based (N Tier)
49	2.5 Project ESA Component	15	The list of various software products / custom developments, which have been implemented and being implemented, by the System Integrator to provide desired functionalities of each component, are listed below	What is the traffic between the Client and first server?	To be shared with the selected bidder.
50	3.1 Project Objective	20	SIDBI wishes to appoint a competent Service Provider (SP) for carrying out Software Testing for various applications / solutions implemented and being implemented at SIDBI, as mentioned in chapter 2	Are we looking at any cross project reporting or sharing of test resources and assets across projects?	Please refer to SIDBI's response to Point no. 25.

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
51	2.5 Project ESA Component	15	The list of various software products / custom developments, which have been implemented and being implemented, by the System Integrator to provide desired functionalities of each component, are listed below	What is the Architecture of the application? (How many tiers?). Please provide topology diagram if possible.	Web Based (N Tier)
52	2.5 Project ESA Component	15	The list of various software products / custom developments, which have been implemented and being implemented	What is the application server/Client servre/ OS used in all the applications?	Please refer chapter 2.
53	2.5 Project ESA Component	15	The list of various software products / custom developments, which have been implemented and being implemented	What is the front – end technology used? Mention specific versions if any.	Browser based access.
54	2.5 Project ESA Component	15	The list of various software products / custom developments, which have been implemented and being implemented	Give details of the hardware configurations expected to be used when the application is deployed.	To be shared with the selected bidder.
55	2.5 Project ESA Component	15	The list of various software products / custom developments, which have been implemented and being implemented	What is the database used? Mention specific versions if any.	Oracle 10i Enterprise edition.

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56	2.5 Project ESA Component	15	The list of various software products / custom developments, which have been implemented and being implemented	Which browsers are supported?	Internet Explorer 7 onwards.
57	2.5 Project ESA Component	15	The list of various software products / custom developments, which have been implemented and being implemented	What communication protocol is used between the client & the server?	TCP / IP Protocol
58	2.5 Project ESA Component	15	The list of various software products / custom developments, which have been implemented and being implemented	What are the different bandwidth scenarios for your application?	Please refer to section 2.3 of RfP. Bandwidth details would be shared with the selected bidder.
59	2.5 Project ESA Component	15	The list of various software products / custom developments, which have been implemented and being implemented	How may critical business scenarios (functional) are expected to be under the scanner for load testing? Briefly describe each of them.	The performance test need to be performed in LAN environment. The list of applications for performance testing are given below: 1. Intranet
60	2.5 Project ESA Component	15	The list of various software products / custom developments, which have been implemented and being implemented	How may critical business transactions are expected to be under the scanner for load testing?	2. Document management 3. Admin application 4. Flexcube GL & CIF 5. Payment & Collection 6. General Payment Processing System 7. Customer Management 8. Business Intelligence / MIS 9. Resource Raising 10. Direct Credit Accounting 11. Lending Automation & Processing System

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					12. Monitoring & recovery System A total of 100 critical business scenarios (functional process) are required to be tested among all the mentioned applications.
61	3.1 Project Objective	20	SIDBI wishes to appoint a competent Service Provider (SP) for carrying out Software Testing for various applications / solutions implemented and being implemented at SIDBI, as mentioned in chapter 2	Is there any functional automation currently being executed on Legacy application?	No
62	3.1 Project Objective	20	SIDBI wishes to appoint a competent Service Provider (SP) for carrying out Software Testing for various applications / solutions implemented and being implemented at SIDBI, as mentioned in chapter 2	Which tool is being use for functional automation	No
63	3.1 Project Objective	20	SIDBI wishes to appoint a competent Service Provider (SP) for carrying out Software Testing for various applications / solutions implemented and being implemented at SIDBI, as mentioned in chapter 2	Is there any Test management tool being used currently	No

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64	3.1 Project Objective	20	SIDBI wishes to appoint a competent Service Provider (SP) for carrying out Software Testing for various applications / solutions implemented and being implemented at SIDBI, as mentioned in chapter 2	Planned # of release for these applications in a year	The releases would be covered under the 350 man-days efforts already provided as part of scope.
65	3.1 Project Objective	20	SIDBI wishes to appoint a competent Service Provider (SP) for carrying out Software Testing for various applications / solutions implemented and being implemented at SIDBI, as mentioned in chapter 2	What is the typical number of iterations of test execution done for each release	One iteration.
66	3.1 Project Objective	20	SIDBI wishes to appoint a competent Service Provider (SP) for carrying out Software Testing for various applications / solutions implemented and being implemented at SIDBI, as mentioned in chapter 2	Do you have a dedicated test environment ?	Pl. refer to response to Point no. 11.
67	3.1 Project Objective	20	SIDBI wishes to appoint a competent Service Provider (SP) for carrying out Software Testing for various applications / solutions implemented and being implemented at SIDBI, as mentioned in chapter 2	Whether Test Data creation is required? If yes who will be responsible for creation.	The selected bidder has to create the test data.

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68	Sec 3.2.5	24	UAT Service Delivery	Can we we have the Project plan of the ESA implementation ? This is on order to do our overall resource planning and cost optimization.	Please refer to SIDBI's response to Point no. 2.
69	Critical Information Summary	5		What is the estimated start date of this RFP	As mentioned in Critical information summary on page no. 5, it is October 10, 2011.
70	1.1	9	The purpose of this Request for Proposal document ("") is the selection of suitable organisation to assist the Bank in conducting User Acceptance Test for various application software for IT solutions implemented and being implemented at SIDBI.	This being User Acceptance Testing, what are your key asks from the Vendor.	Please refer section 3.2.1 of RfP.
71	1.1	9		This being User Acceptance Testing, what will be level and extent of participation from SIDBI Business Users	The business users would be involved during clarifications and review of Test cases.
72	1.1	9		Pls provide a list of systems which are already implemented. We assume that all of them will be in the scope as well. Kindly confirm	Please refer section 2.4, 2.5 and 3.2.
73	1.1	9		Pls. provide a list of systems which are yet to be implemented including their time-lines	Please refer to SIDBI's response at serial no. 6.

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74	1.1	9		We assume that the following testing has already been conducted on the systems underscope before they are scheduled for UAT. Unit/Module Testing, System Testing, System Integration Testing, End To End Testing. Kindly confirm	Yes, except end to end testing.
75	1.1	9		UAT is typically conducted on a replica of Production on a "stable version" of the system. Thus we assume that a replica of production will be along with the required systems. Kindly confirm	Please refer to SIDBI's response at serial no. 11.
76	1.1	9		It is mentioned that Vendor should support SIDBI for UAT. Can you detail on 1. UAT test pack size 2. Current average duration of UAT 3. No of current core UAT resources	Please refer to the chapter 3 of the RfP.
77	2.4	15	The pre-existing Business application (Legacy application), which has been retained (post ESA) and integrated with the relevant ESA components are mentioned below. These applications are fairly stable and UAT of these application is generally not desirable.	This statement implies that the applications mentioned under Section 2.4 are out of scope for this RFP. Kindly confirm	Yes, as mentioned in section 2.4 of the RFP.

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78	2.5.1	18	ESA - Implementation Architecture	The block diagram for the implementation architecture doesn't reconcile with the list of interfaces mentioned in Section 2.5. For e.g. Document Management System is only interfacing with Audits and E-Learning system in the diagram where as according to Section 2.5 Document Management system interfaces with the following applications - Admin Application; Audit, GL, CM, Fixed, Assets, Resource, Raising; BI/MIS, (Flexcube/BO); Direct Credit, Asset Recovery, and NPA (LAPS). As another example BI is integrated with most of the systems according to Section 2.5 where as it is appearing as a stand-alone system in the diagram. Can you kindly supply the latest version of implementation architecture please. This will further help us in understanding the scope and interactions with the various systems	The application integration details as mentioned in table under section 2.5 would prevail.

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79	3.1	20	<p>SIDBI wishes to appoint a competent Service Provider (SP) for carrying out Software Testing for various applications / solutions implemented and being implemented at SIDBI, as mentioned in chapter 2. The SP will be responsible for carrying out Software Testing as per the scope and project timelines (Annexure - E) outlines below.</p>	<p>The following 11 applications are mentioned in the scope in Annexure E:</p> <ul style="list-style-type: none"> Document management System Business Intelligence (BI) / MIS Direct Credit Accounting (Flexcube LD) Monitoring and Recovery System (MARS) Lending Automation & Processing System (LAPS) Admin applications (Staff Loans/ Advances / Reimbursements etc.) Integrated Accounting & General Ledger Implementation (Flex GL) Resource Raising Customer Management (CM) Payment & Collection (P&C) General Payment Processing System (GPPS) <p>Most of these applications interact with other applications outlined in Section 2.5. We assume that integration testing of these applications would have already happened in the previous testing phases and SIDBI wants the vendor to conduct stand-alone UAT on these applications only. We also assume that the data required from the periphery / interfacing systems will be provided by SIDBI. Please confirm.</p>	<p>End to end testing of these applications, testing of interfaces with allied applications is required to be done for all the applications listed in sections 3.2 of the RFP.</p>

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80	3.2	20	The applications with all the associated components as indicated in Section 2.5 & Section 3.1, which will be covered under the scope of the User Acceptance Testing are mentioned below. The applications are listed in order of their tentative priority for testing alongwith related interfaces with other applications. Based on the requirement, testing of multiple applications may be undertaken in parallel. Initially, testing of Document Management System, BI/MIS, Resource Raising & Admin Application would be taken in parallel.	We realize that SIDBI wants to undertake UAT of certain systems in parallel however it is unclear from the RFP document as to which applications will be tested in parallel along-with their exact schedule. A higher parallel activity will demand higher number of resources and vise-versa. Please provide more clarity on this aspect so that we can correctly arrive at the number of resource required during the RFP.	Generally, testing of 3-4 application will be taken in parallel. The details would be provided to the selected bidder.
81	3.2.1	21	"The SP will be responsible for the following for each of the applications"	Section 1.1 States that the scope of RFP is to conduct User Acceptance Testing. However according to Section 3.2.1.u - the scope of RFP seems to be "Conduct integration testing, performance testing and user acceptance testing for the solution and other related software". Kindly confirm the scope of the RFP	The testing of only applications listed under section 3.2 is required, alongwith the integration of these new applications with allied applications as applicable. The performance testing of applications would be as mentioned under SIDBI's response at serial no. 59.

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82	3.2.1	21	"Conduct integration testing ..."	For - "Integration Testing" - We assume that the Functional Testing and System Testing of all applications have been undertaken by the existing SI and the Vendor is supposed to perform System Intergration Testing (akin to end to end testing) of the applications. Kindly confirm	The testing of only applications listed under section 3.2 is required, alongwith the integration of these new applications with allied applications as applicable. The performance testing of applications would be as mentioned under SIDBI's response at serial no. 59.
83	3.2.1	21	"Testing will be done in LAN as well as WAN environment"	Kindly highlight the difference of Testing in LAN and WAN in SIDBI context. Secondly, are you expecting the vendor to conduct all types of tests twice (once on LAN and then on WAN)	The bidder is not required to conduct testing twice, i.e. separately for LAN & WAN environment.
84	3.2.1	21	"Test the application software for functionality, operational convenience, security and controls. This will also includes the positive and negative cases for each type"	Kindly explain / elaborate the exact meaning of "Operational Convinience" in the context of this RFP	Please refer to SIDBI's response at serial no. 12.
85	3.2.3	22	"Service provider will conduct one week training at SIDBI, Mumbai..."	When do you expect this training to take place?	This will be decided mutually with the selected bidder.
86	3.2.4	23	"Must adhere to IT policy, IT security policy or any such guideline of the bank"	We treat the work and deliverables of all our customers with utmost confidentiality. However if you want us to adhere to a specific IT / Security policy which very specific to SIDBI, then kindly let us know.	The same will be shared with the selected bidder.

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
87	3.2.5	24	"The SP' involvement is expected to be spread across a period of one year, extendable to further one year based on the review at the end of first year"	We assume that the duration of the RFP is one year only. Kindly confirm	Initially the order would be placed for a duration of one year, which would be extendable to 2nd year as per clause mentioned in section 3.2.5 of RfP.
88	3.2.5	24	"Further, SP need to deploy sufficient resources to carryout UAT of multiple components in parallel, as decided by SIDBI. SIDBI will inform the priority & availability of various applications for UAT. The SP will have to follow the priority for UAT of various modules, as defined by SIDBI"	We will base our resource estimations on the response to our query number 83 and will be flexible to any changes subject to the bandwidth of the team. Any such changes will be impact assessed and if required a CR will be raised for additional resources. Kindly confirm	Please refer to SIDBI's response at serial no. 83.
89	4.1.1	25	At any time prior to the deadline for submission of Bids, the Bank, for any reason, may modify the Bidding Document, by amendment. The amendment(s) will be posted on Banks website www.sidbi.in	We are assuming that versions will be maintained in the bank site for any amendments - Please Clarify	Yes.
90	General			What are the deliverables that are generated for each test cycle by the current testing team?	SIDBI will not provide any details about the present testing.
91	General			Is the QA team involved from the requirements elicitation phase? What is the hand-off process from development to QA team?	The system integrator has delivered and implemented the products / custom developed applications, which were tested by SIDBI.

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
92	General			What kind of tools used for - Test Management, Defect Management, Automation and Performance Testing?	No tools are being used for testing by SIDBI.
93	General			What is the current level of automation in testing for applications in scope?	There is no automation in testing.
94	General			Does SIDBI already have an automation framework in place that we will need to align our testing services with?	There is no automation in testing.
95	General			We understand that the testing process will result in identifying defects which will be assigned to the development team for rectification. What processes are in place to make sure that the defects are fixed in a timely fashion and thereby not impacting the UAT timelines?	Except BI/MIS & Document Management, all other applications are already in production. The bidder is required to provide bugs / defects, which will be taken-up for resolution / fixes. Based on the severity and requirements, retesting may be taken.
96	General			Is there a separate infrastructure for UAT testing of all applications under scope? Is it expected that selected vendor should manage these environments as part of the scope? □ □	Please refer to SIDBI's response at serial no. 11.
97	General			Can you let us know no. of Releases in a year and duration of each release?	Please refer to SIDBI's response at serial no. 64.
98	General			Could you please let us know the # of test cases available to test functionality?	Please refer to SIDBI's response at serial no. 67.

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
99	General			Is the testing of current systems outsourced? Who are the existing vendors? What is the testing team size?	No.
100	General			Information about proposed development methodology (Agile, Waterfall, Iterative, spiral etc) as we need to make testing methodologies in align to development methodologies	Except BI/MIS & Document Management, which are in advance stage of development, all other applications are already in production. Generally, water fall model has been followed.
101	General (BI)			Can you specify the number of staging tables, dimensions, facts, summary tables involved with their % distribution of complexity?	Will be shared with the selected bidder.
102	General (BI)			Can you specify the % distribution of complexity for 400 reports?	Will be shared with the selected bidder.
103	General (BI)			What is the size of daily transactional records loaded into data warehouse?	Will be shared with the selected bidder.
104	General (NFT)			Please confirm only below projects are under scope of the Performance testing? Document Management System, Intranet, Admin Application, Audit Application, Resource Raising, General Ledger, Fixed Asset Management, Business Intelligence (BI) & MIS, Customer Management, Asset Recovery & NPA, Direct Credit	Please refer to SIDBI's response at serial no. 59.

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
105	General (NFT)			Please provide below Performance requirement metrics of the respective applications: 1. Present Data volumes 2. Expected Number of transaction/hr of the critical business transactions 3. Expected Response time of the critical Business transactions during the concurrent user load. 4. % CPU, Memory utilization of the application and database server components. etc.	Will be shared with the selected bidder.
106	General (NFT)		3.2.2	Does SIDBI have any preference for the open source or commercial Performance testing tool or they are expecting us to suggest?	Please refer to the SIDBI's response at serial no. 19 & 33, above.
107	General (NFT)		3.2.2	In which environment Performance testing to be conducted. Is the Performance environment similar in size and capacity (hardware) to that of target production. If possible, please provide the hardware configuration details of both Performance and Production environment as this will help in scaling the Performance criteria.	The performance testing would be provided in a similar environment to the production environment.

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
108	General (NFT)		3.2.2	Is the Performance Testing Team Expected to setup or create the test data? For e.g. Valid Accounts/User id's, Loan No's etc. or they will be provided to the performance testing team?	Yes.
109	General (NFT)		3.2.2	Is Performance testing to be conducted for both Online and Batch process transactions? If possible, please specify the important critical business transactions for the Performance testing of the respective applications?	Performance testing to be conducted for on-line transactions.
110	General (NFT)			Please specify the requirements on the Reliability and Availability percentage of the respective applications?	As mentioned in RfP, most of the application are already in production and are being used for business operations.
111	General			Since most of the applications are already in production we assume that all existing test cases will be made available for the vendor. Kindly confirm. If so please share the number of test cases per application, this will help us in further estimating the work	Please refer to SIDBI's response at serial no. 67.

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
112	General			As we are not aware of the start date of the engagement, we will provide representative CV s only. Kindly let us know if SIDBI is OK with this approach?	Start date of the services is expected during 1st week of December, 2011. The bidder must submit the core team details with requested skill sets. However, if during the course of project, any team member needs to be substituted, the same would have to be done as per clause 7.8 page 40 of the RFP
113	4.3	25	Envelope II, III and IV should also contain softcopy of respective responses in CDs.	Does SIDBI expect the softcopy in any specific document format type such as Word (.doc or .docx) or PDF?	Microsoft word (.doc) format
114	5.2.5,5.2.6	32	5.2.5 The bidder should have a minimum of 50% of total staff as Testers. 5.2.6 The bidder should have at least 50% of total revenues coming out of software testing.	We are an IT Services company with the following credentials : # of total employees = 25000+ , Revenues = 1.1 B USD with an independent testing service line of \$ 101 Million USD with 3000+ testing staff. While the revenue and manpower dedicated towards pure testing services is not > 50% of our total numbers, it is still significantly large and much larger than what has been asked as bare minimum in the RFP. We thus wanted to seek clarity on our eligibility for bidding for this RFP. Kindly clarify.	Clause remains unchanged.

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
115	5.2.1	32	The respondent should be a Registered Company and exclusively and independently operating in the area of testing services	Our understanding is that "exclusively and independently" could refer to a software services company which could have multiple offerings, but that can offer exclusive testing services. Please confirm.	Clause remains unchanged.
116	2.5	15	Legacy applications are fairly stable and UAT of these application These applications are fairly stable and UAT of these application is generally not desirable	Many of the processing in the new ESA application will still be with the legacy systems with ESA displaying the output thereof. In such a scenario transactions needs to be performed in the legacy system to validate the same in the ESA. How and who will perform these transactions.	The testing of only applications listed under section 3.2 is required, alongwith the integration of these new applications with allied applications as applicable.
117	2.5	15	Generic: Master Data Requirements for all the Products and facility	To validate any of the application we need to set up the product/facility (master data) offered to the customer . Will the details (master data)of the same be provided by the bank to setup such facility/product	The standard master data would be provided by the Bank.
118	2.5	15	Generic: Migration to new application	Is there any migration/conversion activity being undertaken as part of this implementation where in an existing legacy application is being sunset and the data in being moved of the new application. Such details has to be known upfront	Document Management - Audit of migrated documents need to be performed in phases. This would be taken-up separately.

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
119	2.5	16	Single Sign On	Is validating access and authorization of all user roles in scope	Yes, Authorization and authentication for the application provided for testing would be part of the scope for that application.
120	2.5	16	Audit Application	Are we referring to the audit trail in the application, if yes there is a need to seperately specify the audit trail requirement for each of the application.	No.
121	2.5	16	Document Mgmt (DM) Knowledge Mgmt. / Policy Mgmt. /Information Mgmt.(KM/PM/IM) System to maintain information, knowledge, documents and policy related content. Bespoke development -using Documentum	Since it is a new activity in the entire workflow and does not have a legacy need more info on 1) Method/Format of data storage 2) Interfaces with applications 3) Will the data storage be centralised and done by a single team or it can be done by all the teams 4) Where will the data be stored	1. SAN Box - Through application interfaces 2. DM is integrated with various applications alongwith Intranet. 3. Data Storage is centralized, however usage and data capture is across all SIDBI offices. 4. Centralized location.
122	3.2	20	Under Production Applications	The application under production, are already being used by the users hence there might be change request/production defect coming parallely.Are these change request/production defect to be validated by the testing team.	Yes. The same may be provided as decided by SIDBI and efforts would be covered under the 350 man-days provided in the scope.
123	3.2	20	Under Production Applications	How will we keep the application Under test (AUT) in synch with the application under production.	A patch before moving to production is tested under UAT environment.

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
124	3.2	20	Under Production Applications	Will the test environment created be a replica of the production with the customer data masking. i.e all the interfaces with legacy/external and internal systems be in place. Master data prefilled in all the applications a complete integrated system.	Due to this, the UAT environment is generally sync with the production environment. The master data would be provided for testing. The interfaces, relevant for the application under testing, would be provided for testing.
125	3.2	20	Under Production Applications	Please confirm that INR is the only currency.	SIDBI is having various asset & liability products under foreign currency. These would be part of application, as applicable.

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
126	3.2	20	Under Production Applications	What is the approximate no. of reports/MIS to be validated a) Regulatory b) Std MIS c) Output format (xls/PDF/File)	The approximate no. of reports in each application is given below: Document Management System : Nil Business Intelligence(BI) / MIS : 400 Direct Credit Accounting (Flexcube LD) : 100 Monitoring and Recovery System (MARS) : 120 Lending Automation & Processing System (LAPS) : 20 Admin applications (Staff Loans/ Advances/ Reimbursements etc.) : 30 Integrated Accounting & General Ledger Implementation (Flex GL) : 125 Resource Raising : 100 Customer Management (CM) : 20 Payment & Collection (P&C) : 9 General Payment Processing System (GPPS) : 7 The report output formats are of different types i.e. HTML, PDF, XLS etc.
127	3.2.2	22	Performance testing	In which network is the performance testing needed to be carried out a) LAN b) WAN c) Internet (bad width speed)	The performance test need to be performed in LAN environment.

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
128	3.2	22	Under Production Applications- Integrated Accounting & Enterprise General Ledger – Flexcube GL & CIF	<p>Is validating and recon of GL also under scope</p> <p>(A). We have few applications already in production and few in pipeline, as of today we do not have an insight into the transaction level detail w.r.t.</p> <p>i. How many transaction types where originally planned to be implemented in the new system and out of that how many are implemented.</p> <p>ii. With the new systems/applications getting integrated are there any new transaction types getting added if yes, the any financial transaction that we perform will impact the GL.</p> <p>iii. If there is a migration activity, then we might have GL recon depending on the application</p> <p>(B). During the life cycle testing of any financial product which will be carried out each transaction will impact GL, from a testing team is there an expectation to do any of the following</p> <p>i. Validate the voucher and confirm posting only</p> <p>ii. Check the GL balances also on basis of the voucher posting</p>	<p>The Flexcube GL is already implemented and is being used in production. There is no further data migration in Flexcube GL w.r.t. any new application.</p>

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
				iii. Validate the application GL viz Enterprise GL (Recon Assuming the application will have a GL Set-up which will have a corresponding mapping to the Enterprise GL at the Bank level) iv. Validate and recon Inter Branch transaction Testing of GL from a transaction point of view and recon point of view are entirely different from each other and hence their estimates as well.	
129	3.2	21	Under Production Applications- Integrated Accounting & Enterprise General Ledger – Flexcube GL & CIF	Will SIDBI be sharing with us the chart of accounts for validating the voucher posting	As and when required, the chart of account will be shared with the selected bidder.
130	3.2	20	Under Implementation Applications- Business Intelligence(BI) / MIS	What is the expectation from BI application testing. Will the rules and policy be shared with the testing team	Expectation from BI application is mentioned in Annexure I, Pg 33-36. Business rules and policies will be shared with testing team as and when required during testing.

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
131	Annexure I			Annexure I – Scope and Features & Functionalities of Applications Only brief description, features, and modules present under the application are present in the provided document which is not sufficient to understand the functionality and proceed for estimations. We need the functionality details and the work flow for the applications mentioned below: Payment & Collection, Flex GL, GPPS, Customer Management Application, MARS, Resource Raising	Pl. refer to section 2.5 & 2.5.1. Also, as mentioned in Critical information summary, a demonstration and briefing of the applications under the scope has been already conducted during October 20-21, 2011 to provide detailed understanding of scope to the bidders.
132	Section 2.5 Project - ESA Component	16 & 17	Project - ESA Component	Please list the applications for which a Thick Client (Desktop based) is used for access	None.
133	Section 2.5.1 ESA - Implementation Architecture	18	ESA - Implementation Architecture	Will downstream systems (Integrated ESA components) be available during performance test (For eg: FlexCube)	Yes
134	Annexure-I Flexcube - General Ledger (GL) in - Point No 13	20	Various accounting reports for internal use, tax purpose, RBI purpose etc. (Approx 100 - 125 Reports).	Please clarify the overall number of reports to be tested as part of UAT. Clarify whether GL reports (125 approx) are inclusive of reports mentioned in the MIS volume (400 approx.)	Please refer to SIDBI's response at serial no. 126.

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
135	Sections 3.2.1	21	Development of test cases and Development of detailed test scripts, if required.	We understand that comprehensive test cases will have to be prepared for applications which are under implementation (Document Management and Business Intelligence), however are comprehensive test cases to be prepared for applications in production or will the Bidder be responsible for refining the test cases provided by SIDBI.	Please refer to SIDBI's response at serial no. 67.
136	Section 3.2.1 Application Testing	21	Testing will be done in LAN as well as WAN environment	Please clarify whether we need to conduct performance test in LAN and WAN environment for all applications. If yes, please list the applications to be tested	Please refer to SIDBI's response at serial no. 59.
137	Section 3.2.1 Sub Section u.	22	Conduct integration testing, performance testing and user acceptance testing for the solution and other related software	Please specify whether the bank has planned for System Integration Testing before the UAT	No. SIT is not part of scope.
138	Section 3.2.2 Performance Testing	22	Performance Testing	Please clarify whether an End to End performance test (with multiple applications interfaced) needs to be executed as well	Please refer to SIDBI's response at serial no. 59.
139	Section 3.2.2 Performance Testing	22	Performance Testing	Will the systems in scope available for performance testing during the same period?	Yes
140	Section 3.2.2 Performance Testing	22	Performance Testing	Please list the applications for which batch processing (or End of day) is applicable	Batch processing would not be part of performance testing scope.

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
141	Section 3.2.2 Performance Testing	22	Performance Testing	What are the various business transactions that need to be simulated for performance testing the applications?	Please refer to SIDBI's response at serial no.138.
142	Section 3.2.2 Performance Testing	22	Performance Testing	Please provide hardware configuration details with break-up w.r.t. web, application, middleware, database etc. for various Applications under the scope of performance testing.	Will be shared with the selected bidder.
143	Annexure-I Business Intelligence (BI) / MIS	33	Testing would comprise of testing of ETL (extraction, transformation, loading), testing of reports, dashboard as per user requirements.	Please clarify whether the bank would provide migrated data for testing.	The data will flow as per ETL definition from source to destination, which will be available for testing.
144	Section 6 – Liquidated Damages	38	SIDBI will impose liquidated damages, of 0.5 % of the contract value for per, SIDBI will impose liquidated damages, of 0.5 % of the contract value for per weeks delay or part thereof, subject to a maximum of 10% of the total UAT cost of component, for delay in not adhering to the time schedules.	The bidder to discuss and mutually agree with SIDBI during contract creation about the percent of contract value per week' delay as well as on the maximum cap for the same	Clause remains unchanged.
145	Sections 6 and 7	38 & 39	Commercial Terms and Conditions General Terms and Conditions	The Bidder would use the deviations annexure (Annexure - J) provided by SIDBI to raise any further points of discussion before contracting concerning sections 6 and 7	Clause remains unchanged.

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
146	Section 7 – Substitution of Project Team Members	41	<p>During the assignment, the substitution of key staff identified for the assignment will not be allowed unless such substitution become unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the vendor can do so only with the concurrence of the Bank by providing other staff of same level of qualification & expertise. If the Bank is not satisfied with the substitution, the Bank reserves the right to terminate the contract and recover whatever payments made by the Bank to the vendor during the course of this assignment besides claiming an amount, equal to the contract value as liquidated damages. However, the Bank reserves the right to insist the vendor to replace any team member with another (with the qualifications and expertise as required by the Bank) during the course of assignment. □ □</p>	<p>The recovery of payments made in addition to an amount equal to contract value will need to be discussed and agreed upon between The Bidder and SIDBI during contract creation</p>	<p>Clause remains unchanged.</p>

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
147	Section 7 - Sub Section 13	Page No. 41	Software Testing is to be carried out from SIDBI's premises at Bandra Kurla Complex, (BKC), Bandra (East), Mumbai	Since the execution has to be carried out at SIDBI's premises, please clarify if Service Provider would be given the option of performing test planning activities from their premises.	Will be decided with the selected bidder.
148	Section 7 – Point No. 27	43	Time and quality of the service are the essence of this agreement. The Bidder must strictly adhere to the delivery schedule of delivery of services identified in their proposal. Failure to do so will be considered as breach of the terms and conditions of the purchase order / contract. If aggregated shortfall in achieving Service Level requirement exceeds 10% successively in two UAT components, SIDBI will inter-alias, be at liberty to invoke the performance guarantee in addition to other remedies available to it under the contract or otherwise.	The Bidder to discuss and mutually agree with SIDBI during contract creation	Clause remains unchanged.
149	Annexure C	8	For First UAT	Can you please clarify, if only UAT is in scope or it covers different types of testing like Integration, System etc. The estimates will vary accordingly	End to end testing of these applications , testing of interfaces with allied applications is required to be done for all the applications listed in sections 3.2 of the RFP.
150	Annexure C	8		How many releases are expected in a calendar year?	Please refer to SIDBI's response at serial no. 64.

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
151	Annexure C	8		1. How will the releases be managed? Will each single module be released and tested separately or will all modules be released in integration with other modules for testing?	Except BI/MIS & Document Management, all software release will be managed by SIDBI and entire application would be provided alongwith integrations for testing. The delivery schedule for BI/MIS & Document Management will be shared with the selected vendor.
152	Annexure C			2. Will separate UAT testing cycle be performed once the modules are tested and integrated?	
153	Annexure C	8		Is there any automation testing expected? If yes, will the test automation tool be provided by SIDBI?	No
154	Annexure C	8		What development methodology is being followed?	Please refer to SIDBI's response at serial no. 100.
155	Annexure C			How will the knowledge transition occur?	By demonstration of the application.
156	Section 3.2.2	22	Performance Testing	1. For Performance testing, does SIDBI hold any tool license? If yes, which is the tool?	Please refer to SIDBI's response at serial no. 19 & 33.
157	Section 3.2.2	22	Performance Testing	2. Will the tool license be provided by SIDBI or do they expect the vendor to provide the tool?	Please refer to SIDBI's response at serial no. 19 & 33.
158	Section 3.2.2	22		It is mentioned that legacy systems are stable and might not qualify for Testing but the entire project is talking about integration, which HCL owns. Wherein various systems like third party, legacy etc are being integrated, which implies that everything needs to be tested? Please confirm?	The testing of only applications listed under section 3.2 is required, alongwith the integration of these new applications with legacy applications as applicable.

Sl. No.	Section Ref	Page #	Text Mentioned in the RFP	Question / Issue	SIDBI's Response
159	Section 3.2.2	22		Will we get the existing Test ware from the current testing team?	No
160	Section 3.2.2	22		Is it going to be offshore/onsite model? Please clarify the number of people required onsite and offshore	On-site model.
161	Section 5.2.4	32	The bidder should have a minimum of 50% of total staff as Testers	The Bidder is a service-oriented company with strong technical as well as domain expertise. We have	Clause remains unchanged.
162	Section 5.2.4	32	The bidder should have at least 50% of total revenues coming out of software testing	a separate Centre of Excellence (department) for various technologies. Our focus is to ensure that our client benefits from our overall expertise in different technologies obtained from end to end implementations. It has been our observation that having experience in the entire software life cycle ensures better understanding and execution while testing. Hence, we request you to reconsider these clauses.	Clause remains unchanged.