S. No.	RFP Main/Annexure/ Appendix/ General	Section & Clause Ref. No.	Page No.	RFP text	Bidder Query	Bank Response to query
1	RFP	6.9	24	The Bidder is required to size for adequate hardware based on the volumes for the Solution covering the integrated HRMS solution	Does the bank have a preference towards RISC based or intel based hardware?	The platform is open , however bidder should ensure that the solution meets the minimum technical specifications.
2	RFP	6.9	25	The hardware proposed has to be sized as per the below concurrency requirements	Can the bank please define what it means by concurrency? Does it mean number of active users or just logged in users without any activity?	Concurrency would mean number of transactions i.e no of active users with activity. Refer to RFP Section 6.9 for the definition
3	RFP	6.7	23	The Mobility requirements are divided into two sections	What kind of a mobile application is the bank looking for? Browser based or native app? Does the bank already have a mobile server which can be re-used for this application?	Bank requires both browser based and native app.
4	RFP	5.5	17	Staff Strength	Would the bank like to procure licenses of all modules for all its employees or would they like to restrict it to a set of employees? For example, performance module to be restricted only to class 4 and above and not for the clerks. Please confirm the exact number of licenses that the bank would like to procure module wise.	Refer to the RFP clause 5.6
5	RFP	5.6	18	License Requirements	Does the bank want the price to be the same perpetually for the lifetime of use by bank as per the procured price in 1st year?	During the contract period, the price should be as per the procured price in 1st year.
6	RFP	5.6	18	License Requirements	Request the bank to add the clause that ---- the bidder should certify the licenses are sufficient for all the employees to perform all the functions without any limitations of functionality as per the RFP. In case of non-compliance, same will be made available to the bank without any commercial implication for the purchased quantity of licenses any time during the contract	Refer to the RFP clause 6.8
7	RFP				Request the bank to confirm that they would like the proposed Product to have facility for employee to use the their own credentials as per the banks IT password policy, irrespective of his/her role, designation, location for the complete life cycle: hire to retire	No change in the RFP clause
8	RFP	4.3 & 6.5	10 & 22	Applications (Scope of Work) & Deployment of HRMS Solution	Is the bank looking for all its employees to have the license for performing performance appraisals through their own self service. And that the product license must be adequate for fulfilling the current process and future process of appraisal review?	No change in the RFP clause

#	Doc	Sec	Pg	Area	Query	Response
9	RFP	5.1	15	Providing self-service facilities to all bank employees like leave records, payslip printing, booking of Bank's facilities and electronic submission of various applications, etc. through a web enabled solution without any restrictions.	Is the bidder is required to propose Enterprise licenses for all employees of the Bank. Does the bidder/OEM have to provide licenses for all employees for all self service activities including mobility and delegation. Should the application be licensed for all self-services requirements for all managers who have reporting employees and for those who will become managers in future or whom the delegation of approval authority can be done for short term or on a need basis?	No change in the RFP clause
10	RFP	4.3	10	Applications (Scope of Work)	The proposed product must provide facility for Managerial approval delegation. Where all the managerial activity will be performed by an employee using his own self service credentials, so that bank can perform audit trails on a periodic basis.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
11	RFP	4.3	10	Applications (Scope of Work)	Request the bank to please confirm that the bidder of the proposed Product must certify that the development licenses proposed by the bidder is sufficient and Bidder should undertake and assume responsibility and accept all the disputes arises for non-compliance of development licenses. The quantity should be equal to banks onsite and bidders off-shore development (if used). In other words, bidder must only install and use the proposed quantity of developer licenses proposed during implementation. Inadequate developer licenses will not have any commercial impact or liability on the bank.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
12	RFP	5.5	17	Staff Strength	Kindly confirm if Bank is planning to process the Pension for the ex-officers and non officers (Retired Employees) in the proposed HCM system.	Yes, the bank is planning to process the pension for the ex-officers and non officers.
13	RFP	5.5	17	Staff Strength	Kindly confirm if the number mentioned in section 5.5 for (Retired Employees) includes both officers and non officers	Yes, the number mentioned in section 5.5 includes both officers and non officers
14	RFP	5.6	18	License Requirements	Please help us to understand if the staff strength mentioned unders section 5.5 includes RRB's as well. If not please provide the number of RRB and its staff strength please.	No, the numbers in section 5.5 does not include the strengths for RRBs. The bank has not included HRMS Sourcing for RRBs under this RFP. Currently for RRBs, the number of officers is 757, clerical 592 and sub-staff 161
15	RFP	9.3	54		HelpDesk is included in phase I; however we have not received any functional requirement for HelpDesk in the Annexure. Kindly help us to understand if Bank is looking for solution for HelpDesk or keen establishing a concierge to help solve level 1 calls. Need clarification.	Helpdesk functionality is mentioned in the section 7.10 point m.
16	RFP	5.4	17	Personnel Department	Number of users in HR department who would use the proposed system as HR Administrators.	34
17	RFP	5.4	17	Personnel Department	Is the HR department is centralized and located a headquarter or decentralized at RO level	The HR Department is located at the HO only
18	RFP				Will the Reporting environment be on the Production environment or its own environment? Do you need separate reporting environment	Bidder is required to meet the requirements of the RFP and also be guided by the same.

19	RFP					What is the batch window for each payroll run?	Currently, the zonal offices updates/changes data which is processed between 1st and 20th of every month. Three days(21st, 22nd and 23rd) are required by HR HO team for central processing and validating the data. Salary is credited on 25th of every month(early morning).
20	RFP					How many checks will be processed per payroll run?	This information will be shared with the selected bidder at the time of implementation
21	RFP					If importing transactions or data from another system, how many per batch and how frequently (i.e. 1000 orders w/ 10 line items per day etc.)	This information will be shared with the selected bidder at the time of implementation
22	RFP	Section 6.4	21	Bank expects OEM involvement during 1. System setup & configuration 2. Participation in Steering Committee 3. Problem & Issue resolution 4. Customisation assistance 5. Data migration assistance 6. Program governance 7. Go Live & Roll out		What level of involvement is expected? Is it just for advisory, governance, QA or involvement is actual design & development activities is also expected	This is upto the bidder to decide with respect to fulfilment of RFP requirement
23	RFP	Section 6.5 Clause 6	22	The HRMS application OEM would need to ensure that the bidder has necessary skills support available back to back for bidder's success in Bank's project during entire implementation phase.		The back to back support requested from OEM through the bidder is required only for core product related issues or also for implementation related activities and issues?	This is upto the bidder to decide with respect to fulfilment of RFP requirement
24	RFP	Section 7 Clause 4	28	The HRMS OEM's should be committed to the success of the project and have governance aligned by being part of the steering committee during the actual project implementation. The following are the expectations with respect to OEM involvement during the contract period: - The OEM should provide qualified personnel to the bidder to ensure that the HRMS Solution is designed and implemented according to the highest standards during the implementation phases. - The OEM must ensure that experienced, qualified staff is provided to the bidder during the implementation, support, sustenance phases throughout the validity of the contract.		Is the OEM required to be present during all steering committe meetings as well?	Not required

25	RFP	Section 7 Clause 5	28	The Bidder and OEM must ensure that these resources are on the ground in the project on a full time onsite basis during the implementation phase and the bank will verify the same through a review of resumes preferably with details of National Skills Registry ID (maintained by NASSCOM) and organizational photo id, timesheets and by taking an undertaking from the vendor and any other means necessary.	Are OEM resources also required to be on the ground on a full time onsite basis during implementation phase?	Bidder is required to meet the requirements of the RFP and also be guided by the same.
26	RFP	Section 7.9 Clause 6	35	During the entire phased implementation the HRMS OEM should provide resources as part of the overall implementation team for the phased implementation	OEM to provide resources just for governance or for hands-on implementation related activities as well?	Bidder is required to meet the requirements of the RFP and also be guided by the same.
27	RFP	Section 4.4 - Hardware Infrastructure for DC and DRC	11	The bank has the option of supplying the hardware to the system integrator.	Will Bank also own the responsibility of racking/stacking/installation of hardware/required software if Bank wishes to supply the technical Infrastructure	Yes, Bank owns the responsibility of racking/stacking/installation of hardware/required software if Bank wishes to supply the technical Infrastructure
28	RFP	Section 4.8 - Data Migration - Point # 3	12	While majority of the data is in electronic format some data is in physical files which would be converted to electronic data by data entry operators. The vendor needs to provide commercials for the data entry operators.	Can the indicative volume of physical files be provided?	Bidder is required to meet the requirements of the RFP and also be guided by the same.
29	RFP	Section 4.9 - Interfaces	13	Mobility Solutions for accessing the HRMS solution through smart devices (phones and tablets – to be provided by SI)	Does this mean that the SI should factor the cost of Phones and Tablets? If yes, what should be the number?	Bidder is not required to provide for Phones, Tablets or such smart devices
30	RFP	Section 4.9 - Interfaces	13	HRMS solution should be made available on the internet so that all existing and all retired employees of the Bank can login to the HRMS solution	What would be the scope of transactions for retired employees?	Self-booking Holiday home Enquiry on Pensions Form 16 on pensions Payment of holiday homes Reimbursement of hospitalization expenses under welfare schemes. And any other reimbursements under welfare/pensions schemes The above list is only indicative. This will be discussed and finalized with the selected bidder at the time of the implementation.

31	RFP	Section 6.4 - Scope for OEM	21	During the implementation process, the Bank expects the involvement of the OEM for the following activities	OEM will be brought in on a need basis as most of the activities fall within the purview of the System Integrator. However, OEM will support thru their OSS (Online Support System) for any product related issues. So OEM will be involved on a need basis.	This is upto the bidder to decide with respect to fulfilment of RFP requirement
32	RFP	Section 6.6 - Interface & integration requirements	22	The Bidder is required to build interfaces between the proposed Solution with the applications and systems mentioned below	Please let us know the Enterprise data warehouse currently used.	The EDW implementation is currently under discussion. However, the interfacing of the HRMS solution and EDW solution is in scope for the bidder
33	RFP	Section 6.7 - Mobility Requirements	23	Browser based mobility requirement	While the Tender document states the mobility requirement as browser based, the Functional/Technical requirement documents point to the usage of Apps for meeting the mobility requirements. Please confirm the right one.	Bank requires both browser based and native app. For more details, refer to the RFP and supporting documents.
34	Appendix 01	Section 4.29	Row # 70	Competency Mapping	Does the Bank currently has a structured Competency Framework in place?	This information will be shared with the selected bidder at the time of implementation
35	RFP	4.8	12	While majority of the data is in electronic format some data is in physical files which would be converted to electronic data by data entry operators	please let us know the volume of physical & elecronic data	Bidder is required to meet the requirements of the RFP and also be guided by the same.
36	RFP	4.9	12	Interfaces	Is Bank having any middleware which can be used for interfacing Bank's application with ERP	No, the bank doesn't have any middleware that can be used for interfacing Bank's application with ERP
37	RFP	4.9	13	Interfaces	which Document Management System, Bank is using today?	Refer to Annexure 05 - FAQ
38	RFP	6.3 (2)	21	The bidder is expected to involve the services of an Independent organization as a subject matter expert.	would suggest to make "Independent Organisation" as optional, because Tier 1 companies have experts of their own.	No change in the RFP clause
39	RFP	7.7 - 8(h)	32	Some data is available in electronic format while other is some available in physical forms (paper). Some of the raw data may be non-standardized and of improper quality with characters like *, /, etc. present in the content which needs to be cleaned and improved before upload to the proposed HRMS solution.	estimated volume of such data - please provide.	Bidder is required to meet the requirements of the RFP and also be guided by the same.

				The Bidder shall provide remote trouble shooting / customer support mechanism from any single location like Head office of the Bank or through Web based methodology.	Is trouble shooting / customer support remotely allowed from Bidder's Dev centre?	No, such remote support should be available within Banks network
40	RFP	3d	38			
41	RFP	3d	39	Providing "enhancements"	what does that mean?	Bidder is required to meet the requirements of the RFP and also be guided by the same.
42	RFP	3f	40	The Bidder agrees that the support will be rendered in person in the normal course and in emergencies, support will be extended through telephone, fax, and email and that such instances should be an exception	this contradicts with earlier statement in page 38 sec. 3d where it is written as "The Bidder shall provide remote trouble shooting / customer support mechanism from any single location like Head office of the Bank or through Web based methodology." Question is, how to give support to 1000 branch offices "In-Person"? Please clarify.	The in person support applies to HO HRMS department and not to other locations
43	RFP	3h	41	Vendor management (Logging a call with product Vendor)	Vendor Management ONLY related to HRMS application will be done by SI. Please confirm.	Yes,vendor management related to HRMS Application is only required.
44	RFP	l. Obligati ons of the Bidder	43	The Bidder shall render both on-site and off-site maintenance and support services to the Bank. The Bidder shall provide troubleshooting / customer support mechanism. The Software Maintenance and Support Services shall be provided by the Bidder from the Bank's premises.	1s sentence & 3rd sentence is self contradictory. Please confirm what is exact requirement of maintennace & support - is it only onsite or onsite/offshore mix?	Bidder is required to meet the requirements of the RFP and also be guided by the same.
45	RFP	m. Help Desk	44	The bidder will be required to provide one resource for level 1 helpdesk at the bank premises in Pune during the normal working hours and days at the bank. The helpdesk will be required for 3 months post go-live of Phase 1 and for 3 months post go-live of Phase 2 with a provision to extend by another 3 months at bank's discretion after each go-live. Any cost beyond 3 months will be paid by the bank on a pro-rata basis.	Understand L1 Help Desk requirement is ONLY for 6 months (mandatory) + 6 months (optional). Please confirm.	Yes. However, the exact time frame for setting up of the helpdesk is mentioned in the RFP.
46	RFP	9.7	55	The Bank has planned to implement HRMS & Payroll Solution across all its Controlling Offices and some or all branches (as decided by the Bank) all at one time.	Will the implementation & support team operate from DC at Pune? Please confirm.	It will be from Pune (DC or HO)
47	RFP	4.2	10	The tenure of the contract would be six years from the date of the issue of purchase order by the Bank. Bank can further extend this by another three years at its discretion.	Is Implementation period of 10 months included within SIX yrs. contract? Please confirm.	Yes, 10 months is a part of six year term of contract.

48	Appendix 01	Append ix 01: Clause 1.41.48	Manpowe r Planning	System to support Specimen Signature Index No.of signatories both atInland & Foreign branches.	What is the functional requirement here? Is it to store the specimen signatures?	Yes, it is to store specimen signatures
49	Appendix 01	Append ix 01: Clause 1.111	Manpowe r Planning	Support submission of claim to Life insurance corporation of India – claim under Savings Linked Insurance Scheme and remittance to concerned branches.	How does the Bank plan to interface with LIC for submitting claims? What support is expected from the HRMS software for submitting claims to LIC?	The integration of HRMS for this purpose with LIC will be shared with the selected bidder at the time of implementation. Bank expects the integration/interface architecture is based around industry's best practice.
50	Appendix 01	Append ix 01: Clause 10.55.2 .49	Terminal Benefits + Separatio ns	Aspects of PTS-off-rolls covered	What is the functional requirement here?	Currently, this functionality is not required. However, in future bank may use this functionality for off roll PTS on the same terms as on roll PTS.
51	Appendix 01	Append ix 01: Clause 11.55.1 .ag, 11.55.1 .ah	Terminal Benefits + Separatio ns	11.55.1.ag: Calculating Bank's Tax and Tax on Tax 11.55.1.ah: Making IT payment before 7th of subsequent month.	Calculating tax and making payment are financial functions. What is expected from the HRMS solution to support these?	The bank expects that all the taxes should be calculated as per the statutory guidelines. More details on this will be shared with the selected bidder at the time of implementation. The entire process for making the tax payment will be discussed during the implementation phase.
52	Appendix 01	Append ix 01: Clause 11.54.1 9	Terminal Benefits + Separatio ns	Obtain declaration of savings from the pensioners regarding savings to be made by them during the current financial year for the purpose of IT deduction through Self Service Module.	Is it mandatory for pensioners to have access to the core HR system to submit the declarations?	The bank expects the pensioners to have access to self-service module but not to core HR systems.
53	Appendix 01	Append ix 01: Clause 5.54, 5.55	Training & Develop ment	5.54: Capability to conduct virtual classes, on line self based learning, instructor lead interactive web oriented training 5.55 Capability of hosting a virtual university for e learning which would include e-learning content management, nomination by the management/self, programme search/content search/online testing and certification interaction with faculties, resource persons, interactive helpdesk, faculty/group evaluation on the basis of feedback etc.	While self-paced learning, e-learning content management, nomination by the management/ self, programme search/content search/online testing and certification are urgent business requirements, kindly confirm, if conducting vitual classrooms is a mandatory requirement?	Currently, the bank does not have virtual classrooms. Hence, virtual classroom is not a mandatory requirement. However, in future the bank may go for the same.
54	Appendix 01	Append ix 01: Clause 1.41.48	Manpowe r Planning	System to support Specimen Signature Index No.of signatories both atInland & Foreign branches.	What is the functional requirement here? Is it to store the specimen signatures?	Yes, it is to store specimen signatures

55	Appendix 01	Append ix 01: Clause 1.111	Manpowe r Planning	Support submission of claim to Life insurance corporation of India – claim under Savings Linked Insurance Scheme and remittance to concerned branches.	How does the Bank plan to interface with LIC for submitting claims? What support is expected from the HRMS software for submitting claims to LIC?		The integration of HRMS for this purpose with LIC will be shared with the selected bidder at the time of implementation. Bank expects the integration/interface architecture is based around industry's best practice.
56	Appendix 01	Append ix 01: Clause 10.55.2 .49	Terminal Benefits + Separatio ns	Aspects of PTS-off-rolls covered	What is the functional requirement here?		Currently, this functionality is not required. However, in future bank may use this functionality for off roll PTS on the same terms as on roll PTS.
57	Appendix 01	Append ix 01: Clause 11.55.1 .ag, 11.55.1 .ah	Terminal Benefits + Separatio ns	11.55.1.ag: Calculating Bank's Tax and Tax on Tax 11.55.1.ah: Making IT payment before 7th of subsequent month.	Calculating tax and making payment are financial functions. What is expected from the HRMS solution to support these?		The bank expects that all the taxes should be calculated as per the statutory guidelines. More details on this will be shared with the selected bidder at the time of implementation. The entire process for making the tax payment will be discussed during the implementation phase.
58	Appendix 01	Append ix 01: Clause 11.54.1 9	Terminal Benefits + Separatio ns	Obtain declaration of savings from the pensioners regarding savings to be made by them during the current financial year for the purpose of IT deduction through Self Service Module.	Is it mandatory for pensioners to have access to the core HR system to submit the declarations?		The bank expects the pensioners to have access to self-service module but not to core HR systems.
59	Appendix 01	Append ix 01: Clause 5.54, 5.55	Training & Develop ment	5.54: Capability to conduct virtual classes, on line self based learning, instructor lead interactive web oriented training 5.55 Capability of hosting a virtual university for e learning which would include e-learning content management, nomination by the management/self, programme search/content search/online testing and certification interaction with faculties, resource persons, interactive helpdesk, faculty/group evaluation on the basis of feedback etc.	While self-paced learning, e-learning content management, nomination by the management/ self, programme search/content search/online testing and certification are urgent business requirements, kindly confirm, if conducting vitual classrooms is a mandatory requirement?		Currently, the bank does not have virtual classrooms. Hence, virtual classroom is not a mandatory requirement. However, in future the bank may go for the same.
60	RFP	Hardwa re Infrastr ucture for DC and DRC	4.4	The hardware proposed for the DC has to be designed in High Availability wherein the database server should be in Active-Active, the application server should be in Active-Passive and a single server should be used to design the Web server.	We believe that high availability is a requirment and should be kept open to the bidders to achieve it in best possible scenario , taking care of overall uptime and TCO. Requesting to re state this reuqirement of HIGH AVAILABILITY to be achieved in the most cost effective manner.		No change in the RFP clause

61	RFP	Interface & integration requirements	6.6	Bank Intranet Applications □ Online Learning Solution Document Management System Core Banking Solution (staff loans, payroll, external payments etc.)	Need more information on these mentioned applications so that the interface requirmeents can be established.	Additional information on this will be shared with successful bidder
62	RFP	Main RFP	Page 12 Section 4.7 Language	The integrated HRMS solution should have multilingual capability (minimum requirement: English and Hindi). The Bank users can log in and perform transactions either in English or in Hindi. Bilingual capability shall be part of standard offering of the Solution including report printing by the Bank users. The data in the database can be stored in English language	Since Bilingual capability shall be part of standard offering of the solution, this can be achieved by storing the data updated in Hindi & English in the database. Hence, please confirm this requirement of storing bilingual data in the database.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
63	RFP	Main RFP	Page 13 Section 4.7 Language	The HRMS solution should be made available on the internet so that all existing and all retired employees of the Bank can login to the HRMS solution through a web URL/link and access/transact using their login profile without using a VPN connection. The features and functionalities that need to be provided are shared in the Appendix 01 - Functional Specifications document	In this section, Bidder has been asked to provide solution access to existing and all retired employees over intenet. In page 18, Section 5.6, Bidder has been asked to to propose license cost for ex officers (retired employees) of the Bank. This cost is optional and Bank will avail the same as per their requirement during the contract period. Please confirm the following the following. Solution should be made avaialble to exisitng + retired employees over internet. However, for commercial bid purpose, the bidder has to propose the software license cost only for Ex Officers and not all the retired employees.	Tha bank to refer to section 5.5 point 1 of the RFP.
64	RFP	Main RFP	Page 17 Section 5.5 Staff Strength	Details of Staff Strength from 2013-14 to 2019-20	In this, what is PTS? Please provide the following additional details. Among the projected officers in 2019-20 of 11006, how many of the officers will be performing the job of managers in respect of HRMS like leave approval/travel approval etc.	PTS means - Part Time Sweepers who are on the pay roll of the Bank.
65	RFP	Main RFP	Page 17 Section 5.5 Staff Strength	Details of Staff Strength from 2013-14 to 2019-20	In this, whether the sub staff will be provided access of self service, if so what are such self services required to be made available	No change in the RFP clause
66	RFP	Main RFP	Page 17 Section 5.5 Staff Strength	Details of Staff Strength from 2013-14 to 2019-20	The number of retired employees projected in 2019-20 is 22387, which is 8887 more than current retired employees of 13500. This is about 50% of current employee base. Is this proejction is practical. This info will help to optimze the license cost.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
67	RFP	Main RFP	Page 25 Section 6.9 Hardware	Hardware proposed to be sized considering 1000 standard Reports to be generated in an hour..	1000 reports to be printed in an hour is very unreasonable and so please confirm the practical number of reports to be generated in an hour or in a day.	Hardware sizing should be done in order to meet 100 standard reports in an hour.

68	RFP	Main RFP	Page 26 Section 6.10 Databse	hardware proposed to be sized considering 1000 standard Reports to be generated in an hour..	This RFP is specifically for HRMS application and bidder shall be permitted to offer commercially optimal option of data base license like RUN TIME Data Base license. The underlying data base for HRMS application has to be deployed considering all the security protocols, offering RUN TIME DATABASE license shall be cost effective.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
69	RFP	Hardware Infrastructure for DC and DRC	4.4	The hardware proposed for the DC has to be designed in High Availability wherein the database server should be in Active-Active, the application server should be in Active-Passive and a single server should be used to design the Web server.	How high availability can be provided in a single server ?	Bidder is required to meet the requirements of the RFP and also be guided by the same.
70	RFP				Why a separate web server is mandated ? For security considerations ? Would a solution be acceptable if the web capabilities are built into the application servers satisfying the general requirement of multi tier architecture ?	Bidder is required to meet the requirements of the RFP and also be guided by the same.
71	RFP				What is required by active-active clustering for database servers? Parallel database instances with shared storage ?	Bidder is required to meet the requirements of the RFP and also be guided by the same.
72	RFP				Is virtualisation allowed for production servers ?	The bidder has to propose optimal solution as per the requirements of the RFP
73	RFP			The Bidder has to provide physically separate environment for the Test & Development	Our interpretation is that Test and Dev environment need to be on a physically separate server from Production to maintain isolation. But implementation of Test and Development systems as virtual system on one physical server for Hardware cost optimisation is allowed. Please confirm if our interpretation is correct.	No change in the RFP clause

74	RFP	Interfac es	4.9	The Bidder is expected to interface the Solution to the Bank's applications which are mentioned Core Banking Solution (staff loans, payroll, external payments etc.) Enterprise wide data warehouse Email solution (Lotus Notes) Biometric Attendance system/Scan Reader Mobility Solutions for accessing the HRMS solution through smart devices (phones and tablets – to be provided by SI) Bank Intranet Applications Online Learning Solution Single-Sign-on solution/Active directory Document Management System SMS Gateway The Bidder will be responsible for identifying the detailed interface requirements for integrating the proposed packages to the HRMS system. The Bidder will be responsible for developing, testing and maintaining the interfaces during the contract period. The Bidder has to provide a one-time cost for development of each interface in Appendix 02 – Bill of Materials. All above interfaces are not available	Need more information on these mentioned applications. Which of these applications are presently being used ? Does the bank currently use Active Directory/LDAP ? Is there a domain configured ? What kind of interface is required for Core banking , Bank Intranet Application ? Is there a Document management system being used now ? What kind of integration is envisaged ? Is there a online learning solution being used ? Is it SCORM compliant ? Which single-sign-on product being used ? Will lotus notes integration be limited to e-mail integration or there are interface requirement with Lotus Notes based application as well ?	Additional information on this will be shared with successful bidder
75	RFP	Hardwa re	6.9	7. For Active-Active configuration, the design must ensure that there is equitable distribution of the load in the configuration and if a failover occurs then the server running should be able to take full load of the failed server	Does the average CPU and memory utilization threshold 60% is applicable in failover situations also ? Our assumption is that this utilisation threshold are applicable during normal operation and not during failover situation. Please confirm.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
76	RFP	Hardwa re	6.9	7. For Active-Active configuration, the design must ensure that there is equitable distribution of the load in the configuration and if a failover occurs then the server running should be able to take full load of the failed server	Does the average CPU and memory utilization threshold 60% is applicable in failover situations also ? Our assumption is that this utilisation threshold are applicable during normal operation and not during failover situation. Please confirm.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
77	RFP	Databa se	6.1	The bank intends to have full use license for the database and not just application based.	Does the bank intend to use this database for developing other application as well? OEM licensing policy for database may not allow that.	The bank will use the database licenses as per OEM licensing policy.

78	RFP	Database replication			Database should support online replication.	Will the network resource and bandwidth required for on-line replication be provided by the bank ?	Bank's existing bandwidth will be available for online replication
79	Annexure 02	Mobile	Anexsure 2 #3	Should support logging in and logging out of a user	Do the mobile applications need to be in native or hybrid applications (web interfaces formatted in mobile form factor) is also acceptable? What is meant be universal app?	Universal app means that the application should run on the OS mentioned in the RFP.
80	Annexure 02	Mobile	Annexure 2 #1	Should be devloped as an universal app…….	Are there any requirements for offline applications or these apps need to work while being connected to back end app servers	Only online usage is expected.
81	RFP	4.4	11	The hardware proposed for the DC has to be designed in High Availability wherein the database server should be in Active-Active, the application server should be in Active- Passive and a single server should be used to design the Web server.	This is contradicting with Page 25, section 6.9. In case the Bidder is proposing a High Availability design then the integrated HRMS Application should be designed for Active-Active and the Database should be sized for Active-Active cluster based on the proposed HRMS application design. Can we propose Active-Passive cluster instead of Active-Active.	Clause 6.9 point no 6 stands amended as below: *"The design should be such that the minimum availability requirements as specified in the SLA section of the tender are met."* Bidder to consider: "The hardware proposed for the DC has to be designed in High Availability wherein the database server should be in Active-Active, the application server should be in Active-Passive and a single server should be used to design the Web server."
82	RFP				Do we need to propose backup Hardware and Software. This is not mentioned in the RFP and Technical BOM	Required hardware and software for back up needs to be provided by the Bidder. However bank will provide Tapes for the back up.
83	RFP			Hardware Delivery In case the bank asks the SI to provide the hardware, the Bidder must deliver proposed the hardware for the Solution within 6 weeks of placing the purchase order by the Bank. The Bidder also has to ensure completion of installation and commissioning within 8 weeks of placing the purchase order by the Bank	Can this be changed to 8 and 10 weeks	Bidder is required to meet the requirements of the RFP and also be guided by the same.
84	RFP			SLA Critical - Availability	Please reduce Availability to 99.95% instead of 99.99%	Availability to be changed to 99.95% instead of 99.99%

85	RFP	Phase 1 - Eligibility Criteria Evaluation Eligibility Criteria compliance	77 4	SME Organization should have relevant people on their roles for the product / platform which is being proposed by the bidder to be part of implementation team. The lead team members proposed should have knowledge of the platform and should have experience of 3-5 years on the platform/technology. Supporting required is Relevant Credential Letters as per Appendix 12 – Experience Format.	Request Bank of Maharashtra to allow the SME to provide self-certification and team member CVs to demonstrate the said requirement.		No change in the RFP clause
86	RFP	Phase 2 – Technical Proposal Evaluation	81	Experienced team leader with more than 10+ / 3-9 years of experience in the proposed product /solution in a scheduled commercial bank	Experience of over 10+ years in the proposed product / solution for the team lead / member from the SME would be spread across multiple clients. Moreover, SME exposure would also be across the business processes and not just limited to the product. Hence, request Bank of Maharashtra to modify the requirement to "Experienced team leader with more than 10+ / 3-9 years of experience in the proposed product /solution"		No change in the RFP clause
87	RFP	Involvement of a Subject Matter Expert	21	The SME will be responsible for reviewing the FRSM and detailed HR procedures and processes manuals as appropriate and certify that it covers the bank's needs and identifies all relevant customizations in the solution.	Is the SME expected to update the HR procedures or processes or is the SME expected to provide a report on the shortfalls and the bank shall update the same themselves?		Refer to Section 6.3 point 9
88	RFP	Involvement of a Subject Matter Expert	21	Design HR & Analytical dashboards for the senior and middle management. The SME is expected to provide inputs as to how these dashboards and how they can be further improved even post go-live.	Given that the scope requires the SME to provide recommendations on how the dashboards can be further improved even post go-live, what shall be the end deliverable for the SME?		End deliverable would be a sample dashboard document file encompassing the suggested dashboards by the SME.

89	RFP	Cl.3.6 Cl.13.1	Pg.9 Pg.88	A recipient will, by responding to the Bank's RFP document, be deemed to have accepted the terms as stated in this RFP document. Bank reserves its right to not accept such deviations to the tender terms and in that case the Bidder shall be bound to comply with the terms.	We submit that we may have some concerns in accepting certain terms of the RFP. We have mentioned herein below our concerns on the same and alternate language, clarifications, additional terms on the same. We submit that at the time of bid submission we will propose such alternate language, clarifications and additional terms. We understand that at the time of contract finalization, the parties will discuss and reach a mutually agreeable position on the same. Hence, we propose modification of this clause as follows:- "A recipient will, by responding to the Bank's RFP document, be deemed to have accepted the mutually agreed terms as stated in this RFP document."	Bidder is required to meet the requirements of the RFP and also be guided by the same.
90	RFP	Cl.4.2	Pg.10	Bank can further extend this by another three years at its discretion.	We submit that any extension of the contract will need to be discussed and mutually agreed by the parties. Hence, we propose modification of thi clause as follows:- "Bank and successful bidder can further extend this by another three years at their discretion."	Bidder is required to meet the requirements of the RFP and also be guided by the same.
91	RFP	Cl.4.11	Pg.13	All hardware infrastructure need to be covered under three year warranty post which Bidders need to quote for applicable AMC for additional three years. All software need to be covered under one year warranty post which the Bidders need to quote for applicable ATS for additional five years.	We submit that products will be provided as per manufacturer's warranty period offered by OEM. After the expiry of warranty period, AMC/ATS support will be provided by successful bidder/OEM. Hence, we propose modification of this clause as follows:- "All hardware infrastructure need to be covered under PEM standard warranty post which Bidders need to quote for applicable AMC for the remaining term of the contract. All software need to be covered under OEM warranty post which the Bidders need to quote for applicable ATS for the remaining duration of the contract."	No change in the RFP clause
92	RFP	Cl.6.1(7)	Pg.19	Any new government/ministry/ regulatory requirements that impact the provided solution to the bank need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Bank at no additional cost during the period of the contract.	We submit that it will be difficult to predict the nature of any future government/ministry/ regulatory change that will happen in future. Hence, it will be difficult to estimate the efforts and cost that needs to be factored to cary out such change. Hence, we propose modification of this clause as follows:- "Any new government/ministry/ regulatory requirements that impact the provided solution to the bank need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Bank at mutually agreed additional cost through change management process during the period of the contract."	No change in the RFP clause

93	RFP	Cl.6.2(1) & (2)	Pg.19-20	The Bank expressly stipulates the Bidder's selection under this RFP is on the express understanding that this RFP contains only the principal provisions for the entire assignment and that delivery of the deliverables and the services in connection therewith are only a part of the assignment. The Bidder shall be required to undertake such tasks, render requisite services and make available such resources as may be required for the successful completion of the entire project at no additional cost to the Bank. Considering the extensive nature of the assignment and the envisaged relationship with the Bidder, any service, which forms a part of facilities management that is not explicitly mentioned in this RFP as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional costs to the Bank. The Bidder has to envisage all necessary services to be provided and ensure the same is delivered to the Bank. The Bank will not accept any plea of the Bidder at a later date for omission of critical services on the pretext that the same was not explicitly mentioned in	We understand that at the time of contracting the parties will execute a Statement of Work (SOW) that will state the detailed scope of work of the successful bidder.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
94	RFP	Cl.6.8	Pg.24	The Bank will not be responsible or liable for any infringements or unauthorized use of the licensed products. In the event of any claims against the Bank for any license related issues, the Bidder will have to act upon the same and all liabilities and claims whatsoever will have to be settled by the Bidder.	We submit that for third party branded software, IPR indemnity will be directly provided by OEM licensor to the Bank.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
95	RFP	Cl.10.7(4)	Pg.63	Failure to meet these delivery dates, unless it is due to reasons entirely attributable to the Bank, may constitute a material breach of the selected Bidder's performance.	We submit that each single event of delay in delivery does not amount to a material breach. Material breach should refer to regular, continuous and consistent delays and breaches that go to the root of the contract.	Bidder is required to meet the requirements of the RFP and also be guided by the same.

96	RFP	Cl.10.7(4)	Pg.63	In the event that the Bank is forced to cancel an awarded contract (relative to this RFP) due to the Bidder's inability to meet the established delivery dates, that Bidder will be responsible for any reprocurement costs suffered by the Bank. The liability of re-procurement costs in such an event could be limited to the amount actually spent by Bank for procuring similar deliverables and services. The re-procurement cost would be established post a reasonable due – diligence of the re-procurement cost to be incurred.	We submit that this clause is not relevant. In the event of delay. Bidder will be liable for penalty for delays and Bank may claim damages.	No change in the RFP clause
97	RFP	Cl.10.8(9)	Pg.66	Right to Alter Quantities	We submit tha the scope of work and quantities are a fixed price, fixed term and fixed scope work. Any new/additional quantities will be provided vide mutual agreement through change management process.	No change in the RFP clause
98	RFP	Cl.10.8(20)	Pg.67	The written demand by Bank as to the loss / damages mentioned above shall be final, conclusive and binding on the Bidder…	We submit that successful bidder should have the ability to dispute any demand made by Bank and the matter will be settled through the dispute settlement process. Hence we propose dletion of this clause.	No change in the RFP clause
99	RFP	Cl.10.8(24)	Pg.68	However indemnity would cover damages, loss or liabilities suffered by Bank arising out of claims made by its customers and/or regulatory authorities due to the failure of the Bidder to perform its obligations.	We submit that any claims by Bank;s regulators and customers are indirect, consequential matters which are not relevant to bidder. Hence, the clause should be deleted.	No change in the RFP clause
100	RFP	Cl.13.2	Pg.88-89	Indmenity	We submit that except for IPR infringement indemnity, all other the items mentioned herein are mattersl of claims of non-performance and dleays and hence claims of delays and not indmenitites.	No change in the RFP clause
101	RFP	Cl.13.3(2)	Pg.89	In each such instance, Bidder's aggregate liability shall be subject to an overall limit of the Total Cost of the Project for the contract period.	We submit that aggregate liability is an aggregate of all claims under the contract. Hence, we propose modification of this clause as follows:- "In the aggregate of all claims in relation with the project, Bidder's aggregate liability shall be subject to an overall limit of the Total Cost of the Project for the contract period."	No change in the RFP clause
102	RFP	Cl.13.3(3)	Pg.89	The limits specified above shall not apply to claims made by the Bank for claims relating to the loss of or damage to real property and tangible personal property and for bodily injury or death which is caused by sole gross negligence or sole willful misconduct.	We submit that the parties should propose some clarity on the terms gross negligence and wilful misconduct so that the same are distinguishable from negligence and misconduct. We submit that Cl.13.15 in Pg.97 is inconsistent with the terms of Cl.13.3 and hence we propose deletion of Cl.13.15.	No change in the RFP clause

		Cl./Sec.	Pg.	Clause Description	Bidder Query	Bank Response
103	RFP	Cl.13.5	Pg.90	Termination of Contract	We submit that termination is invoked not for each and every breach/delay and minor breaches/delays, but for grave and regular/continuous and material breaches. Further, a notice is given to cure the breach within a reasonable period prior to invoking the termination clause. Hence, we propose modification of the clause as follows:- "A party may terminate the contract if the other party commits a material breach of the contract and fails to cure the same within 30 days of receipt of a written notice for cure."	Bidder is required to meet the requirements of the RFP and also be guided by the same.
104	RFP	Cl.13.7	Pg.94	The Bidder shall procure and provide a non-exclusive, non-transferable, perpetual license to the Bank for all the software to be provided as a part of this project as per the license requirements mentioned in the RFP.	We submit that for third party branded software, OEM software licendor will directly execute an end-user license agreement (EULA) with the Bank.	No change in the RFP clause
105	RFP	Cl.13.26(1)	Pg.100	The proposed rate of Liquidated Damages would be 0.5% of the entire project cost/TCO per week of delay or non-compliance.	We submit that Liquidated Damages should be linked to the value of the relevant product/service that suffers a delay in delivery. Hence, we propose modification of this clause as follows:- "The proposed rate of Liquidated Damages would be 0.5% of the cost of the relevant product/service that suffers a delay in delivery per week of delay or non-compliance."	No change in the RFP clause
106	RFP	Cl.13.26(5)	Pg.100	The maximum amount that may be levied by way of Liquidated Damages pursuant to clause above shall not exceed 20% of the Total Contract value.	We submit that the aggregate Liquidated Damages should be linked to the value of the product/service that suffers a delay in delivery. We also submit that 20% is a high value and the same be aligned to the indistry standard position. Hence we propose modification fo this clause as follows:- "The maximum amount that may be levied by way of Liquidated Damages pursuant to clause above shall not exceed 5% of the value of the relevant product/service that suffers a delay in delivery."	No change in the RFP clause
107	RFP	8.8	53	Availability Service Credit Computation	Since there is no maximum limit provided, can bank consider capping of penalties maximum to 5% on monthly service billing.	Please consider below additional clause under section 8.8 - Availability Service Credit Computation: *"Overall cap for penalties will be 10% of the contract value, thereafter the contract may be cancelled"*
108	RFP	10.4.21	59	The Bank will not pay or is not bound to pay for items not procured or used by the Bank. The Bidder cannot compel the Bank to procure or pay for items not desired by the Bank.	Bidder is providing pricing for a complete solution and would request to consider the prices are valid for procurement of complete solution and for any part procurement prices / rates can be mutually agreed	Bidder is required to meet the requirements of the RFP and also be guided by the same.

109	RFP	10.4.23	60	The rates for additional items would only be applicable in the event the Bank is procuring additional quantities. The rates of all additional items would be valid for the period of the contract. The prices of all additional items would be added to the Year 1 cost for the purpose of computing the TCO.	We understand The Appendix 02 - Bill of materials needs to submitted with in scope hardware , software ans services. Does bank expect additional hardware or software to be procured and at the same same rate of contract. Are there any quantities available for these additional procurement elements	Bidder is required to meet the requirements of the RFP and also be guided by the same.
110	RFP	10.5.6 iv	62	iv. The Facilities Management should include all costs that the original manufacturer would charge the Bidder; The warranty on hardware would begin post successful acceptance and software post successful installation	Bidder will provide warranty for products as provided by OEM. Generally product warranty starts from the date of procurement of products.	No change in the RFP clause
111	RFP	10.6.2 (i & ii)	63	irrevocable performance bank guarantee for the period of the contract in the form and manner provided by Bank equivalent to 15% of the total contract value of ii. In the event of non-performance of obligation or failure to meet terms of this RFP Bank shall be entitled to invoke the performance guarantee without notice	We propose performance bank guarantee to be limited to 10% of balance total contract value at end of each year. Bank can invoke performance bank guarantee in case bidder unable to provide remedy to material breach with in 45 business days. Invoking BG shall be exclusive right available to bank in case of bidder's material breach of contract	No change in the RFP clause
112	RFP	7.10.3.k	43	However, if the new equipment supplied is priced lower than the price at which the original item was supplied, the differential cost should be refunded to the Bank	We propose removal of refund right of bank as in this case bidder is responsible to provide alternative solution which does not impact banks SLAs. Charges once paid and accepted shall not be refunded	No change in the RFP clause
113	RFP	12	84	Any deviation from the proposed payment terms would not be accepted The Bank shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder	Bidder would propose few critical payment deviation, The same can be discussed at the time of award of contract Bidder request the modify clause and removal of "any" payment withholding	No change in the RFP clause
114	RFP	12.2.1	84	Application (license) Cost Payment term	We propose 100% of software on delivery. Given these would be from specific software provider would request to consider this change	Bidder is required to meet the requirements of the RFP and also be guided by the same.
115	RFP	12.2.3	84	Hardware Cost	We propose 90% of hardware (DC and DR) due and paid upon delivery and 10% can be upon implementation complete	Bidder is required to meet the requirements of the RFP and also be guided by the same.

116	RFP	12.2.3	85	Implementation and Customization	Bidder proposes Implementation payment shall be linked to each phase implementation milestones as: 10% of the implementation cost for HRMS, for each phase payable on successful completion of current state assessment, gap analysis and systems specifications definition phase. 35% of the implementation cost for HRMS, for each phase implementation, would be payable on successful completion of the customization and testing phase 45% of the implementation cost for HRMS, for each phase implementation payable on successful implementation of the application of respective phase and go live; and The balance 10% of the implementation cost for HRMS, for the each phase payable on completion of 1 months of go live. Customization that are agreed in scope of RFP shall be payable 50% on commencement of customization and balance 50% on completion of customization Any Additional customization can be mutually agreed	Bidder is required to meet the requirements of the RFP and also be guided by the same.
117	RFP	12.2.3	86	Training and Facility Management	Training fees shall be due upon completion of successful training We propose Facility management charges shall be paid Monthly in arrears	Bidder is required to meet the requirements of the RFP and also be guided by the same.
118	RFP	12.3	86	10.3. All AMC and ATS cost would be paid quarterly by the Bank	We propose all AMC / ATS shall be paid annually in advance	Bidder is required to meet the requirements of the RFP and also be guided by the same.
119	RFP	12.6	86	10.6. The fees payable by the Bank to Bidder shall be inclusive of all costs such as insurance, taxes (including service tax, as per the rates applicable), custom duties, levies, cess, transportation, installation, (collectively referred to as "Taxes") that may be levied, imposed, charged or incurred and the Bank shall pay the fees due under this RFP and subsequent agreement after deducting any tax deductible at source ("TDS"), as applicable. The Bidder will need to provide the details for the tax rates as considered in the pricing. This will be used for subsequent tax changes.	We propose prices will include duties and taxes as applicable on date of proposal submission. Any future increase or decrease including introduction of new tax shall be borne by Bank.	Bidder is required to meet the requirements of the RFP and also be guided by the same.

120	RFP	12.7	86	The Bank shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, within thirty (30) Working Days after its receipt unless otherwise mutually agreed in writing,	We propose all invoices shall be due & paid within 30days from date of invoice.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
121	RFP	13. 5. 2 and 3	91	the Bank reserves the right to source the remainder of the Deliverables and Services from another entity of its choice by giving three months' notice of the same to Bidder. Bidder shall fully compensate the Bank for any expenditure incurred by the Bank Bidder to the Bank, the Bank reserves the right to procure the same or similar Deliverables or Services, from alternative sources at the risk, cost and responsibility of the Bidder.	We propose if bidder fails to provide remedy to the failures caused with in 3 months, in that case bidders liability to be capped at 5% of remainder value that is sourced from another vendor.	No change in the RFP clause
122	RFP	13.7.3	94	If such interfacing requires any modification or change to the Software, such modification or change has to be carried out by the Bidder free of any additional License charge or fees or expenses.	This shall be mutually agreed and price needs to be decided accordingly	No change in the RFP clause
123	RFP	3.6 Acceptance terms	9	A recipient will, by responding to the Bank's RFP document, be deemed to have accepted the terms as stated in this RFP document.	Request the bank to delete this clause.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
124	RFP	4.2 Tenure	10		Project start date to be within 2 years from the date of signing of the contract.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
125	RFP	4.3 Applications	10	Not limited to	Not ok. Pls delete the words" not limited to" and replace with "limited to" wherever applicable in the scope document in the entire RFP. Scope cannot be unlimited by nature.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
126	RFP	4.3 Applications	10	Migration from physical and electronic	need clarity on data migration in terms of- 1. Type of data and same should be defined and limited 2. Format of data- Data should be made available in Wipro required format for migration 3. data cleansing and validation is whose responsibility- Suggest customer to own the same. 4. Clarity required on "how many year old data"	Bidder is required to meet the requirements of the RFP and also be guided by the same.
127	RFP	4.3 Applications	10	Covering at minimum	Not ok. Scope to be defined and limited.	Bidder is required to meet the requirements of the RFP and also be guided by the same.

128	RFP	4.4. Hardware Infrastructure for DC and DRC	11	The decision whether the bank will provide the hardware or the SI will provide the hardware will be communicated to the successful bidder only after the bidder provides line item costs.	The cost and hardware Bill of material provided in response to the RFP will be considered in TCO or not?	The Cost and hardware bill of material in response to the RFP will be considered in the TCO. However, the bank will decide if they want to go with the proposed hardware by the SI or provide hardware
129	RFP	4.4. Hardware Infrastructure for DC and DRC	11	The Bidder has to provide physically separate environment for the Test & Development activities during the implementation. The hardware for test and development will be placed in the bank's data centre.	Two Environments in DC 1. Production 2. Test and Development	Bidder is required to meet the requirements of the RFP and also be guided by the same.
130	RFP	4.4 Hardware Infrastructure for DC and DRC	11	The hardware proposed for the DC has to be designed in High Availability wherein the database server should be in Active-Active, the application server should be in Active-Passive and a single server should be used to design the Web server.	We request Bank to change Qty mentioned for Web server from single server to as per Bidders design. Also, we suggest Bank to Database servers in Active-Passive mode from solution optimization perspective.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
131	RFP	4.4 Hardware Infrastructure for DC and DRC	11	The hardware sized for the HRMS applications should be redundant, both horizontally and vertically scalable and fault tolerant.	Application servers and Web servers can grow in horizontal and vertical manner, however Database servers always grows in vertical manner only. We request Bank to exclude Database server from Horizontal growth. Horizontal and vertical scalability can be provided to App and Web servers only.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
132	RFP	4.4 Hardware Infrastructure for DC and DRC	11	The Bidder has to provide physically separate environment for the Test & Development activities during the implementation.	Please confirm capacity to be considered for sizing of Test and Development setup in terms of percentage of capacity of Production setup.	Bidder is required to meet the requirements of the RFP and also be guided by the same.

133	RFP	4.6 Data Centre and Disaster Recovery Centre design	12	The Bidder needs to design the DC and DRC to meet the SLA of the Solution design as specified in this RFP. The DRC has to be sized at 100% capacity (Compute) of the DC. However, DRC may not be in high availability.	We request Bank to clarify, if DRC to be sized for Production setup only or Test, Development environment also need to be considered at DR site as well	Please refer to section 6.12 of the RFP.
134	RFP	4.7 / Language	12	The integrated HRMS solution should have multilingual capability (minimum requirement: English and Hindi)……………………	are you looking at translation only or Transliteration also.	Bank needs only translation
135	RFP	Clause 4.9 - Interfaces	12	The interfaces required for the Solution need to be sized, installed, developed, tested, implemented and maintained by the Bidder fully meeting the functional, technical and interfacing requirements	Support for interfaces for the retained applications at the application end will be provided by the Bank of Maharastra. To confirm	Interface for the retained application will be provided by the Bank
136	RFP	4.4 Training	13		How many trainees? Place of training? No. of batches etc	Refer to the table mentioned in section 7.8 of the RFP
137	RFP	4.11. Facilities Management, AMC, ATS	13	The Bidder will be the single point of contact and responsible for facilities management, AMC, ATS, guarantees & warrantees for all components, hardware, software, etc. provided as part of the RFP response.	Please suggest if bidder can leverage on the existing tools (e.g. monitoring tools, patch management tool etc) for the management of IT infrastructure. Or bidder should include the same in their BOM.	Bidder can leverage on the existing infrastructure monitoring tools , however it will be bidders responsibility to perform necessary configurations at the HRMS infrastructure and manage the same
138	RFP	4.11. Facilities Management, AMC, ATS	13	The Bidder will be the single point of contact and responsible for facilities management, AMC, ATS, guarantees & warrantees for all components, hardware, software, etc. provided as part of the RFP response.	Please suggest, if bidder can leverage on existing ticket management tool (ITSM tool) for ticket logging and SLA tracking. Or bidder should include the same in their BOM.	Bidder can leverage on the existing ticket management tool , however if the bidder is not able to generate reports or cover functionalities then in that case bidder needs to implement its own ticket management tool at no extra cost to the bank.
139	RFP	4.11. Facilities Management, AMC, ATS	13	The Bidder will be the single point of contact and responsible for facilities management, AMC, ATS, guarantees & warrantees for all components, hardware, software, etc. provided as part of the RFP response.	If system administration activities will be part of vendor's SoW then, please suggest, if bidder can propose remote infrastrucuture monitoring for the same or only onsite model needs to be proposed. Can a secure weblink (MPLS/IPSec) can be extended to bidder's remote NOC.	No, such remote support should be available within Banks network

		5	15	about bank	Implementation geographical scope (1890 branches in 29 states & 2 UT) Approx. 30,000 emps (including retired emps of 13,500) whether implementation at single site and roll out or multiple impls?	
140	RFP					Bidder is required to meet the requirements of the RFP and also be guided by the same.
141	RFP	5.7	18	Standalone HR systems	Is bank planning to retain/use any legacy systems parallely post implementation of SAP HR and if so integration with sap is required?	Not envisaged as of now however if required in future , bidder should be able to integrate without additional cost to the bank.
142	RFP	5.7	18	Standalone HR systems	Assets & Liabilities - Are they pertains to employees assets or even bank assets also to be maintained in HRMS system? Specify some examples.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
143	RFP	6.1 Project Objecti ve	19	The Bidder should ensure that all systemic changes or new requirements necessitated out of ministry / other regulatory guidelines or other Bank requirements as per the RFP are made available from day one of the solution going live. Any new government/ministry/ regulatory requirements that impact the provided solution to the bank need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Bank at no additional cost during the period of the contract.	Bidder can provide patches, updates & available feature. We are in NO position to confirm what features will be required by new government/ministry/ regulatory hence can not commit in advance. However , we will provide available feature as of today.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
144	RFP	6.2. Project Scope, Point 5	20	The Bidder has to size the Solution covering hardware, software & services to ensure availability, scalability, redundancy and performance of the solution, and to meet technical and functional requirements as per the terms of the RFP within the timeframe prescribed by the Bank.	Please confirm, hardware solution need to be sized and provided for complete Total 38,871 employees on Day-1 only. Asked 20% scalability will be sized on sizing for total 38,871 employees.	Bidder is required to meet the requirements of the RFP and also be guided by the same.

145	RFP	6.2 Project scope	20	The Bidder is completely responsible for the proposed solution to meet the scope and objectives of the RFP and all addenda & corrigenda issued thereafter. The bank assumes no responsibility for assumptions made by the Bidder. In the event the proposed solution fails to meet the SLA service levels and the scope and objectives of the RFP (and addendums), the Bidder will have to upgrade, modify or replace the solution at no additional cost to the bank.	Request the bank to delete this clause.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
146	RFP	6.2 Project scope	20	The Bidder will be the single point of contact / reference to the Bank. The Bank will enter into agreement with selected Bidder only. However, Bidder as well as other Partners / Associates / Consortium members / OEMs must confirm to the Bank that they are willing to enter into back to back arrangement with OEM for risk mitigation in meeting the deliverables, implementation and other service commitments as per the RFP the Bidder makes to the Bank under the contract to be entered into. The successful bidder must share a copy of the back to back arrangement with OEM and its partners with the Bank within 30 days from the issuance of the PO.	Request Deletion of the following : The successful bidder must share a copy of the back to back arrangement with OEM and its partners with the Bank within 30 days from the issuance of the PO.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
147	RFP	6.3 Indicative SOW	21	Scope to be defined and limited. Words like "not limited" not ok and to be deleted		Bidder is required to meet the requirements of the RFP and also be guided by the same.

148	RFP	6.4. Scope for OEM	21	During the implementation process, the Bank expects the involvement of the OEM for the following activities - 1. System setup & configuration 2. Participation in Steering Committee 3. Problem & Issue resolution 4. Customisation assistance 5. Data migration assistance 6. Program governance 7. Go Live & Roll out	Please confirm, entire scope from Points 1 to 7 mentioned in clause, will be delievered by SI only since we are Authorised Implementation Partners for all the OEMs. Please confirm, involvement of OEM will be as Support only.	This is upto the bidder to decide with respect to fulfilment of RFP requirement
149	RFP	4.11 Facilities Management, AMC and ATS	21	The Bidders need to have back to back arrangements with OEM for all AMC/ATS for the entire contract period. The copies of back to back arrangements will need to be provided to the bank during the period of the contract.	request deletion.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
150	RFP	6.5 Deployment at HRMS	21	At minimum	Not ok. To be deleted	Bidder is required to meet the requirements of the RFP and also be guided by the same.
151	RFP	6.6	23	Intranet applications	what kind of integrations required with bank intranet application whereas SAP provides employee/manager self services framework for all self services? Will intranet application still be used by employees post sap implementation?	Bidder is required to meet the requirements of the RFP and also be guided by the same.
152	RFP	6.6. Interface & integration requirements	23	6. The Bidder will present to the Bank the interface requirements for review. Any suggestions from the Bank will have to be included by the Bidder.	request modification 6. The Bidder will present to the Bank the interface requirements for review. Any suggestions from the Bank will have to be included by the Bidder , at extra cost as mutually agreed by both the parties in writing if such suggestions lead to substantial modification of the requirement.	Bidder is required to meet the requirements of the RFP and also be guided by the same.

153	RFP	6.6	23	Mobility Solutions for accessing the HRMS solution through smart devices (phones and tablets – to be provided by SI)	Request you to let us know the details of Smart Phone Devices to be provided by us (iOS, Android, Windows) Total Number of Smart Phones to be Supplied, request you to provide the spilt based on OS Total Number of Tablets to be Supplied, request you to provide the split based on OS Who will be the stakeholders using these Smart Phones and Tablets What Funtionalities of HRMS has been envisaged to be accessed using Mobile Devices Do you envisage any Offline Funtionality as well (App to run on Disconnected Mode)	No Smartphones/tablets to be provided by the bidder. Functionalities of the native app and browser based accessibility is mentioned in the RFP and techincal and functional specifications document. No offline functionality is required.
154	RFP	6.7	23	Mobillity Requirements Browser Based Mobility Requirement	Request you to let us know the funtionalities envisaged to be enabled on Browser Based Mobility Requirement in detail What all Approvals to be enabled What all Funtionalities to be enabled What all Report to be enabled What all Dashboards to be enabled Total Number of Users to envisaged to use the HRMS solution using Browsers Total Number of Concurrent Users envisaged to use the HRMS Solution	The bank expects standard features. However, this information will be shared with the selected bidder at the time of implementation.
155	RFP	6.6	23	Mobillity Requirements Browser Based Mobility Requirement	Do you envisage to have Browser Based Mobile Application for both English and Hindi Language	Both, browser and native mobile app is required by the bank. Presently english, however it should have the capability to incorporate bilinguality as per regulatory mandates.
156	RFP	6.6	23	Mobillity Requirements	What rules if any should be enforced by the mobile application?	This information will be shared with the selected bidder at the time of implementation
157	RFP	6.6	23	Mobillity Requirements	What reports would you like to have (Mobility Specific Reports)	This information will be shared with the selected bidder at the time of implementation
158	RFP	6.8. Software Licenses	24	Bidder is required to consider the ATS of the Solution and related application software for the period of contract from day one. The Bidder is required to provide perpetual license in nature for all modules of the Integrated HRMS solution.		There is no query

159	RFP	6.9 Hardware, Point 2	24	System should be sized to ensure that HRMS data relating to employees master information transfer and promotions will be retained online forever. The other data will be retained on-line for a period of 3 years, beginning from the previous 2 years and ending with the current year after which it will be archived for retrieval if required by the bank.	We assume that, 3 years data retention online means it will be on Storage, whereas after 3 years it will be archived. Please confirm, archival means data to be moved on high capacity, low cost storage disks.	Yes, that is correct
160	RFP	6.9 Hardware, Point 4	24	The vertical scalability available within the server hardware proposed for the Solution should be at least minimum 20% to accommodate additional CPUs, Memory (including cache) over and above the terminal year sizing requirements	In any server scalability can be provided in terms of additional CPU and memory. Cache is inbuilt component of CPU. Please confirm terminal year mentioned is sizing at year 2019-20 (38,871 Employees)	Yes, the terminal sizing year would be 2019-20 i.e the period of contract.
161	RFP	6.9 Hardware, Point 7	24	For Active-Active configuration, the design must ensure that there is equitable distribution of the load in the configuration and if a failover occurs then the server running should be able to take full load of the failed server.	From optimization perspective, it is recommanded to have Active-Passive configuration. Please confirm	Bidder is required to meet the requirements of the RFP and also be guided by the same.
162	Appendix 01	6.7	24	Mobile Native Application, Appendix 01	Do we need to provide separate Mobile Applications for all the Funtionalities envisaged in Appendix 01 (Leave Management, Staff Re-imbursement and welfare, Payroll, Tranfers and Promotions, HR Team Adminstration)

Do you envisage to have the offline capability as well if so provide the details of the funtionalities for which this is envisaged | One mobile application must have all functionalities. The relevant details will be provided to the selected bidder. |
| 163 | Annexure 02 | 6.7 | 24 | Mobile Native Application, Annexure 02 | Development of Mobile Native Applications across Mobile OS would require Mobile Enterprise Application Platform which calls for a user based License, can we propose an alternative solution Browser based to have all these funtionalities enabled on all Smart Phones Across Browsers (HTML5) irrespective of Mobile OS's | Bank requires both browser based and native app. |
| 164 | Annexure 02 | 6.7 | 24 | Mobile Native Application, Annexure 02 | Do you envisage to have an Mobile Device Management Solution as well

Do the employees would be allowed to use there own mobile devices or the mobile devices would be provided by bank to them | Query not relevant: Bidder is required to meet the requirements of the RFP and also be guided by the same. |

165	RFP	6.7	24	Mobile Native Application	Whether the mobile application would be used by all the 30,000 Employees	Bidder is required to meet the requirements of the RFP and also be guided by the same.
166	RFP	6.7	24	Mobile Native Application	Do you envisage to have Mobile Application for both English and Hindi Language	Both, browser and native mobile app is required by the bank. Presently english, however it should have the capability to incorporate bilinguality as per regulatory mandates.
167	RFP	6.9 Hardware, Point 6	25	The design should be such that the minimum availability requirements as specified in the SLA section of the tender are met. In case the Bidder is proposing a High Availability design then the integrated HRMS Application should be designed for Active-Active and the Database should be sized for Active-Active cluster based on the proposed HRMS application design.	In Section 4.4, bank has mentioned Active-Passive clustering for application but in Section 6.9 bank require Active-Active clustering for application so please confirm the clustering format for application	Bidder is required to meet the requirements of the RFP and also be guided by the same.
168	RFP	6.9 Hardware, Point 8	26	The hardware sized should be scalable and fault tolerant. The components within the server should be hot swappable or pluggable and should incur no downtime due to component failure.	Any hardware requires downtime to understand addition of hardware components, however solution will be designed to take care that there will be no downtime required on overall solution level. Please confirm, downtime will be measured on overall solution,and not on individual hardware component	Clause 6.9 point no 6 stands amended as below: *"The design should be such that the minimum availability requirements as specified in the SLA section of the tender are met."* Bidder to consider: "The hardware proposed for the DC has to be designed in High Availability wherein the database server should be in Active-Active, the application server should be in Active-Passive and a single server should be used to design the Web server."
169	RFP	6.10 Database, Point 1	26	The bank intends to have full use license for the database and not just application based.	We request Bank, to elaborate this point in detail.	The bank will use the database licenses as per OEM licensing policy.
170	RFP	6.13. Hardware utilization, Point 1	26	At any point in time during the contract period, for these locations, during business hours, the average CPU and memory utilization should not exceed 60% threshold and Hard Disk utilization should not exceed 50% threshold.	Please confirm, Hard disk utilisation mentioned is from capacity perspective.	Bidder is requird to meet the requirements of the RFP and also be guided by the same

171	RFP	6.13. Hardware utilization, Point 2	26	The bank would like to stagger the deployment of the hardware resources over the years based on rojected and actual utilization. Accordingly, the initial hardware deployed should be capable of handling at least the first four years load, volume and sizing as provided in this Section 5	For hardware upgrade, upgrade of components like CPU, Memory, Hard-disk is difficult to commit, since these components are provided by OEM and compatibility of future CPU, memory with older hardware is not guaranteed. Due to these practical technical limitations, we request Bank to ask the sizing to be delivered on Day-1 is for entire contract period.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
172	RFP	6.13. Hardware utilization	26	At any point in time during the contract period, for these locations, during business hours, the average CPU and memory utilization should not exceed 60% threshold and Hard Disk utilization should not exceed 50% threshold.	The utilisation of 60% is very aggressive, You can make it as 80% . The sizing will be done on the terminal year numbers and peak concurrency and then to make it 60% utilisation .. No. of cores and RAM will be increased + additional 20% vertical headroom is asked on top of that . This will make the Hardware sizning huge. Hence, suggesting 80% utilisation.	Bidder is requird to meet the requirements of the RFP and also be guided by the same
173	RFP	6.14 Hardware Delivery	27	In case the bank asks the SI to provide the hardware, the Bidder must deliver proposed the hardware for the Solution within 6 weeks of placing the purchase order by the Bank. The Bidder also has to ensure completion of installation and commissioning within 8 weeks of placing the purchase order by the Bank.	We request Bank to change Installation and Commissioning timelines for hardware Infra as minimum 4-6 weeks post delivery of hardware at implementation site. Application Implementation can be started only once hardware infra is ready.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
174	RFP	6.14. Hardware Delivery	27	In case the bank asks the SI to provide the hardware, the Bidder must deliver proposed the hardware for the Solution within 6 weeks of placing the purchase order by the Bank. The Bidder also has to ensure completion of installation and commissioning within 8 weeks of placing the purchase order by the Bank.	We request Bank to change Installation and Commissioning timelines for hardware Infra as minimum 4-6 weeks post delivery of hardware at implementation site. Application Implementation can be started only once hardware infra is ready.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
175	RFP	6.13. Hardware utilization	27	4. The Bidder also has to perform pro-active monitoring of the solution to ensure that before any breach happens they have sufficient time in procuring and installing the additional components. At no point in time should the bank be made to suffer on account of the vendors delay to procure the additional resources.	Do we need to propose any kind of monitoring tools or Bank has existing EMS solution which can be leveraged	Bidder can leverage on the existing infrastructure monitoring tools , however it will be bidders responsibility to perform necessary configurations at the HRMS infrastructure and manage the same

176	RFP	6.14. Hardware Delivery	27	In case the bank asks the SI to provide the hardware, the Bidder must deliver proposed the hardware for the Solution within 6 weeks of placing the purchase order by the Bank. The Bidder also has to ensure completion of installation and commissioning within 8 weeks of placing the purchase order by the Bank.	We request Bank to change Installation and Commissioning timelines for hardware Infra as minimum 4-6 weeks post delivery of hardware at implementation site. Application Implementation can be started only once hardware infra is ready.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
177	RFP	Clause 7.3 - Customization	29	Over and above the Bank HRMS MIS/report requirements (including regulatory reports) specified in the Appendix 01 – Functional Specifications, the Bidder must additionally provision for configuration/customization/development and delivery of a total of 150 simple and 100 complex reports/MIS from the Solution.	Is the 250 reports to be provisioned will be utilized only for implementation or during Warranty and Support period of 5 years?	These number of reports are applicable during the implementation as well as the support period
178	RFP	7.10. Facilities Management	35	c. The Bidder shall provide a detailed bill of material and methodology for providing each of the above service at each of the locations, respectively.	The solution will be implemented centrally at the DC and DR. IS there any other location which is envisaged by Bank for HRMS solution?	The solution infrastructure would be hosted at DC and DR
179	RFP	Clause 7.10.3 - Facilities Management / Scope of services	35	System Administration	we understand that System Adminstration support will be taken care by Bank of Maharastra IT team , however only escalated incidents /calls will be reported to Bidder for resolution	No, System Administration for HRMS infrastructure shall be taken care by the bidder only. Bidder is required to meet the requirements of the RFP and also be guided by the same.

		Clause 7.10.3 - Facilities Management / Scope of services	35	Database Support	we understand that Database Monitoring support will be taken care by Bank of Maharastra IT team , however only escalated incidents /calls will be reported to Bidder for resolution	No, Database Monitoring tool for HRMS infrastructure shall be taken care by the bidder only. Bidder is required to meet the requirements of the RFP and also be guided by the same.
180	RFP					
181	RFP	Clause 7.10.3 - Facilities Management / Scope of services	38	The Bidder shall provide remote trouble shooting / customer support mechanism from any single location like Head office of the Bank or through Web based methodology.	Please confirm onsite location site for providing centralized support during warranty and support period of 5 years	Bank's DC or HO in Pune
182	RFP	Clause 7.10.3 - Facilities Management / Scope of services	38	Enhancements would include changes in the software due to Statutory and Regulatory changes and changes required due to changes in industry and other Banking practices in India. It will also include all the functionalities mentioned in Appendix 01 - Functional Specifications.	As per our understanding any change of scope, over and above the requirements mentioned in proposed Technical document, the change request process would be followed and will be charge extra based on the time and efforts. Kindly confirm if the understanding is correct.	The bidder is required to do implement all change requests at no extra cost
183	RFP	Clause 7.10.3 - Facilities Management / Scope of services	39	Installing/commissioning the software at the designated locations/changed designated location at no additional cost or fees or expenses to the Bank.	Please provide clarity of installation / commissioning to be taken care at designated locations /changed designated locations .	This information will be shared with the selected bidder at the time of implementation

		Clause 7.10.3 - Facilities Management / Scope of services	39	Updates / Upgrades / New Releases / New Versions - The Bidder/OEM agrees that all such Updates/Upgrades/New releases/New versions, as and when released during the term of warranty or ATS/AMC shall be provided to the Bank at no additional cost or fees or expenses including implementation cost during the contract period.	Software upgrades are limited to Technical upgrades- To confirm Any new requirement outside the definition of Enhancement, modifications as defined in RFP and new functionalities which requires to be implemented by virtue of upgrades will be done at the additional manday rate	
184	RFP					Bidder is required to meet the requirements of the RFP and also be guided by the same.
185	RFP	h. Application Management	41	Performance Monitoring & Management of application.	Do we need to propose performance and monitoring tools?	Bidder is required to meet the requirements of the RFP and also be guided by the same.
186	RFP	4.15.1 Price	41	Prices payable to the Supplier as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, changes in taxes, duties, levies, charges, etc.	Taxes shall be paid at actuals and any variation in Service Tax / VAT shall be passed on to the customer. Also any new levy shall be to the account of customer	No change in the RFP clause
187	RFP	Clause 7.10.3 - Facilities Management / Scope of services	43	Obligations of the Bidder In the course of rendering the aforesaid Software Maintenance & Support services, Bidder shall be responsible for the following: ◻ The Bidder shall render both on-site and off-site maintenance and support services to the Bank. The Bidder shall provide troubleshooting / customer support mechanism. The Software Maintenance and Support Services shall be provided by the Bidder from the Bank's premises	It is expected that Bidder can render both onsite and offsite maintenance and support services to the bank. Please confirm if bidder can propose Hybrid (Onsite - bank premise and Offshore - Bidder delivery center) during Warranty and Support period for 5 years	No, such remote support should be available within Banks network

188	RFP	Clause 7.10.3 - Facilities Management / Scope of services	43	Obligations of the Bidder In the course of rendering the aforesaid Software Maintenance & Support services, Bidder shall be responsible for the following: ☐ The Bidder shall render both on-site and off-site maintenance and support services to the Bank. The Bidder shall provide troubleshooting / customer support mechanism. The Software Maintenance and Support Services shall be provided by the Bidder from the Bank's premises	Please confirm the Service Window for the Application functional and technical support during Warranty and Support period of 5 years? if support needs to provided 8x5 or 8x6 support?	8x6 support
189	RFP	m. Help Desk	44	The bidder will be required to provide one resource for level 1 helpdesk at the bank premises in Pune during the normal working hours and days at the bank. The helpdesk will be required for 3 months post go-live of Phase 1 and for 3 months post go-live of Phase 2 with a provision to extend by another 3 months at bank's discretion after each go-live.	Please confirm: Bidder will not be responsible for providing application Helpdesk (Application L1 services) beyond the timeline of 3 months as mentioned in the RFP. Also, suggest,if bidder needs more than 1 resource for managing the application helpdesk services as per the SLAs mentioned in the RFP how same will be addressed by the bank. Can bidder leverage on Bank's service desk tool for ticket logging and SLA measurement.	Yes. However, the exact time frame for setting up of the helpdesk is mentioned in the RFP.
190	RFP	Clause 7.10.3 - Facilities Management / Scope of services	44	Helpdesk - The bidder will be required to provide one resource for level 1 helpdesk at the bank premises in Pune during the normal working hours and days at the bank. The helpdesk will be required for 3 months post go-live of Phase 1 and for 3 months post go-live of Phase 2 with a provision to extend by another 3 months at bank's discretion after each go-live. Any cost beyond 3 months will be paid by the bank on a pro-rata basis.	The call volumes and SLAs will be baselined in the warranty period and subsequent Maintenance period of 5 years and increase /decrease in resources will be mutually agreed - to confirm	Bidder is required to meet the requirements of the RFP and also be guided by the same.
191	RFP	Clause Helpdesk	44	The bank requires the Bidder to establish and maintain a helpdesk to service, track and route requests for service and to assist end users in answering questions and resolving problems	Can we use Wipro tool or a COTS product is required as a help desk tool?	COTS or Wipro tool can be used as a help desk tool if it can be used at no extra cost

		8.5. Performance Measurements	50	Hardware average daily utilization levels should be less than 70%. (CPU, Memory, Cache, Hard Disk, NIC cards)	IN section 6.13. Hardware utilization, Point 1, it is mentioned that, Hardware utilization to be maintained at 60%, whereas Clause 8.5 mentions utlization levels of 70%. Please confirm what utlization percentage need to be maintained by Bidder while sizing the solution	Hardware utilization to be maintained at 60%
192	RFP					
193	RFP	8.5. Performance Measurements	50	Each planned down - time for application, database and operating system servicing (up gradation, bug fixing, patch uploads, regular maintenance etc.) will not be more than 4 hours. This activity will not be carried out during business hours.	Please confirm assessment periodicity or frequency, monthly/quarterly/annually?	Bidder is required to meet the requirements of the RFP and also be guided by the same.
194	RFP	8.7 Liquidated damages for SLA defaults	53	As per draft	The total penalty on SLA defaults shall be capped at 5% of the contract value	Bidder is required to meet the requirements of the RFP and also be guided by the same.
195	RFP	9.2. Hardware Delivery and Implementation at the DC and DRC	54	All IT infrastructures should be delivered within 6 weeks from issuance of the purchase order to the selected Bidder. All the commissioning must complete within 8 weeks from the date of issuance of Purchase Order.	We request Bank to change Installation and Commissioning timelines for hardware Infra as minimum 4-6 weeks post delivery of hardware at implementation site. Application Implementation can be started only once hardware infra is ready.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
196	RFP	Clause 9.7- High Level Roll out Plan	55	Project Timeline	Is it 10 M Implementation + 1 year Warranty Support + 5 yrs of additional maintenance support	The whole project is of six years inclusive of 10 months implementation phase.

		10.4 price	59	20. The Bidder at no point in time can excuse themselves from any claims by the Bank whatsoever for their deviations in conforming to the terms and conditions, payments schedules, time frame for implementation etc. as mentioned in the RFP documents circulated by the Bank. Bidder shall be fully responsible for deviations to the terms & conditions, project schedule etc. as proposed in the RFP.	request deletion	Bidder is required to meet the requirements of the RFP and also be guided by the same.
197	RFP					
198	RFP	10.4 price	60	If the Bidder fails to reimburse the amount within a fortnight, the Bank shall adjust the amount out of the payments due to the Bidder from the Bank along with the interest calculated at 18% (eighteen per cent) per annum	Request deletion ~~If the Bidder fails to reimburse the amount within a fortnight, the Bank shall adjust the amount out of the payments due to the Bidder from the Bank along with the interest calculated at 18% (eighteen per cent) per annum~~	Bidder is required to meet the requirements of the RFP and also be guided by the same.
199	RFP	10.4 price	60	If there is any delay in delivery of the hardware or software or services ordered on account of the Bidder, then any increase in tax rate has to be borne by the Bidder. However if any decrease in the tax rates, then the taxes at actual will be paid.	Not acceptable	Bidder is required to meet the requirements of the RFP and also be guided by the same.
200	RFP	10.4 price	61	34. The Bidders should note that the contract entered with the successful Bidder will extendable at Bank's discretion for an additional three years. However, Bank will have the right, in its sole discretion to renegotiate the prices/terms and conditions at the end of the contract period.	request modification 34. The Bidders should note that the contract entered with the successful Bidder will extendable at Bank's discretion for an additional three years. However, **Either party** ~~Bank~~ will have the right, in its sole discretion to renegotiate the prices/terms and conditions at the end of the contract period.	Bidder is required to meet the requirements of the RFP and also be guided by the same.

201	RFP	10.7.4 Others - Risk Purcahse	63	In the event that the Bank is forced to cancel an awarded contract (relative to this RFP) due to the Bidder's inability to meet the established delivery dates, that Bidder will be responsible for any reprocurement costs suffered by the Bank. The liability of re-procurement costs in such an event could be limited to the amount actually spent by Bank for procuring similar deliverables and services. The re-procurement cost would be established post a reasonable due – diligence of the re-procurement cost to be incurred.	In the event that the Bank is forced to cancel an awarded contract (relative to this RFP) due to the Bidder's inability to meet the established delivery dates, that Bidder will be responsible for any reprocurement costs suffered by the Bank. The liability of re-procurement costs in such an event could be limited to the amount actually spent by Bank for procuring similar deliverables and services. The re-procurement cost would be established post a reasonable due – diligence of the re-procurement cost to be incurred.Provided further that the Bidder shall not be liable to Excess Cost in excess of (ten) 10 percent of the price of remaining contract for which such option is exercised by the Purchaser.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
202	RFP	9. Right to Alter Quantities	66		Not Ok. Any change in Quantity to come through Change request process	Bidder is required to meet the requirements of the RFP and also be guided by the same.
203	RFP	10.8.16 Other RFP Requirements - Deemed Acceptance	67	As per the RFP	To be added: Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Bidder within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Bidder shall have 15 days time to correct in case of any rejection by Client.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
204	RFP	10.8.20 Other RFP Requirements - Deemed Acceptance	67	The written demand by Bank as to the loss / damages mentioned above shall be final, conclusive and binding on the Bidder and Bidder shall be liable to pay on demand the actual amount of such loss / damages caused to Bank including but not limited and all costs and expenses, including, without limitation, reasonable attorneys' fees and court costs.	request modification The written demand Court Awarded damages by Bank as to the loss / damages mentioned above shall be final, conclusive and binding on the Bidder and Bidder shall be liable to pay on demand the actual amount of such loss / damages caused to Bank including but not limited and all costs and expenses, including, without limitation, reasonable attorneys' fees and court costs.	Bidder is required to meet the requirements of the RFP and also be guided by the same.

205	RFP	Clause 7.10.3 - Facilities Management / Scope of services	85	Customization cost - All additional customization over and above the RFP requirements as per the man day rates quoted in the tender would be paid to the Bidder on the completion of respective customization user acceptance and go live along with Bank signoff including 30 days of successful working of the customization delivered in the live environment.	The manday rates will be applicable for all new additional requirements in the Warranty and Support period which excludes L1 support, bug fixes. Please confirm	Bidder is required to meet the requirements of the RFP and also be guided by the same.
206	RFP	13.2. Indemnity	88	As per the RFP	Request Modification Subject to the limits of liability set forth herein, in regard to performance under this Agreement each party (the "Indemnifying Party") shall defend, indemnify, and save harmless the other party (the "Indemnified Party") and its officers and directors, employees, agents, and representatives from and against any losses, damages, costs, attorneys' fees, penalties, fees, liabilities, or expenses (collectively, "Losses") associated with any third party claim against the Indemnified Party connected with (i) death, or (ii) injury to persons or property, or (iii) breach of confidentiality, in each case resulting from the acts or omissions of the Indemnifying Party, its employees, agents or contractors.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
207	RFP	13.3. Limitation of Liability	89	As per the RFP	Request Substitution Notwithstanding anything contained herein, neither Party shall be liable for any indirect, punitive, consequential or incidental loss, damage, claims, liabilities, charges, costs, expense or injury (including, without limitation, loss of use, data, revenue, profits, business and for any claims of any third party claiming through Wipro) that may arise out of or result from this Agreement. The aggregate liability of Wipro, under this Agreement, shall not exceed the fees (excluding reimbursements) received by it under this Agreement during the six months preceding the date of first claim.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
208	RFP	2. Subrogation	90	2. Subrogation In the event that Bidder will be obligated to indemnify those indemnified pursuant to this RFP and subsequent Contract, Bidder will, upon payment or satisfaction of such indemnity in full, be subrogated to all rights of the Bank with respect to the claims to which such indemnification relates.	request deletion	Bidder is required to meet the requirements of the RFP and also be guided by the same.

		3. Extension of Contract Post Expiry	90	The Bank desires to appoint the Bidder for a total period of specified in the RFP, considering the effort and investments required in the arrangement. However, understanding the complexities of the entire arrangement, Bank would like to safe guard the interests of all the entities involved in the arrangement. Therefore, the Bank would like to have options to revisit the arrangements and terms of contract as well as to re-price the same (rates similar or less than existing arrangement) after the contract expiry, if necessary. ☐ The Bank expects the benefits from any unanticipated decrease in technology infrastructure costs, over the term of the contract due to reduction of prices, efficient use of IT infrastructure/reduction of statutory charges, etc. and operations management methods that yield more efficient operations, to be passed on through re-negotiation. No conflict between the Selected Bidder and the Bank will cause cessation of services.	Request deletion of entire clause.	
209	RFP					Bidder is required to meet the requirements of the RFP and also be guided by the same.

210	RFP	13.5 In the event that Bidder will be obligated to indemnify those indemnified pursuant to this RFP and	91	The Bank also reserves the right to cancel the AMC or ATS and terminate the respective agreements for the same, if the Services provided by the Bidder are not satisfactory and recover any payment made by the Bank for the provision of AMC ATS, not rendered to the Bank. In the event of any deficiency, defect or inadequacy of the Deliverables or Services, provided by Bidder to the Bank, the Bank reserves the right to procure the same or similar Deliverables or Services, from alternative sources at the risk, cost and responsibility of the Bidder.	Request deletion of entire **termination clause 13.5**. And substitution with the following Term and Termination - Either party may, without cause, terminate the entire Agreement upon written notice of forty five (45) days to the other. Either party may terminate the Agreement upon written notice to the other in the event that the other party commits a material breach of the Agreement or Statement of Work and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days after receipt of notice. In the event of termination by Customer, the Service Provider shall be paid for the: 1. Goods delivered 2. Services rendered 3. Work in progress 4. Unpaid AMCs/ Services 5. Third party orders in pipeline which cannot be cancelled despite Bidder's best efforts 6. Unrecovered investments shall be paid by customer as per termination schedule till the date of termination.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
211	RFP	13.16. Negligence	97	As per the RFP	Request Deletion	Bidder is required to meet the requirements of the RFP and also be guided by the same.
212	RFP	13.26 subsequent Contract, Bidder will, upon payment or satisfaction of such indemnity in full, be	100	subsequent Contract, Bidder will, upon payment or satisfaction of such indemnity in full, be	Inability of the Bidder to either provide the requirements as per the scope or to meet the timelines as specified would be treated as breach of contract and would invoke the Liquidated Damages clause. The proposed rate of Liquidated Damages would be 0.5% of the undelivered ~~entire~~ project cost/TCO per week of delay or non-compliance. The maximum amount that may be levied by way of Liquidated Damages pursuant to clause above shall not exceed 5% ~~20%~~ of the Total Contract value	Bidder is required to meet the requirements of the RFP and also be guided by the same.
213	RFP	13.26. Liquidated Damages	100	5. The maximum amount that may be levied by way of Liquidated Damages pursuant to clause above shall not exceed 20% of the Total Contract value.	Request Modification The maximum amount that may be levied by way of Liquidated Damages pursuant to clause above shall not exceed **5**% of the Total Contract value.	No change in the RFP clause

214 RFP		13.26 Liquidated damages	100	The maximum amount that may be levied by way of Liquidated Damages pursuant to clause above shall not exceed 20% of the Total Contract value.	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Bidder shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
215 RFP		13.32. Disclosing Party	102	20. The confidentiality obligations shall survive the expiry or termination of the agreement/contract between the Bidder and the Bank.	Request Modification 20. The confidentiality obligations shall survive the expiry or termination of the agreement/contract, for a period of 2 years between the Bidder and the Bank.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
216 RFP		4.9 / Interfaces & 6.6 / Interfaces	12 - 13 & 22	Interfaces	Out of listed legacy systems, which systems will be running in parallel & for how much period ?	Not envisaged as of now however if required in future , bidder should be able to integrate without additional cost to the bank.
217 RFP		4.8 / Data Migration & 7.7 / Data Migration	12 & 32	Data Migration	what is the size of electronic data?

Is there any requirement of historic data migration? Currently RFP do not have this?

Total Data Extraction & Validation will be responsibility of Bank of Maharashtra, please confirm.

Conversion of Physical Data into electronic format, Setting up of Data Entry operators and provide interface to capture data Need to know approx. no. of employees, no. of years data, no. of records? | Bidder is required to meet the requirements of the RFP and also be guided by the same. |
218 RFP		9.7 / High level roll out plan	55, 56, 67	Rollout Plan	can Bidder suggest phasewise timelines, based on their experience of managing such large projects or Bidder has to accept & work out as per plan provided	Bidder is required to submit a proposed plan for implementation as a part of bid submission as mentioned in the RFP
219 RFP		Annexure-2, Cost Summary sheet			Since we recommend to have complete hardware to be implemented at Day-1 only, staggered pricing for hardware and its implementation can not be given on yearwise basis. Please confirm.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
220 RFP		General			Please confirm, if Bank is looking for any specific Backup window requirement	Bidder needs to adhere to Banks back up policy and/or any other regulatory requirement
221 RFP		General			Please confirm, if Bank is looking for any specific methodology of replication of data between DC and DR site	Bidder is required to meet the requirements of the RFP and also be guided by the same.
222 RFP		General			Please confirm, if Bidder can consider virtaulization solution if solution sizing requires the same from optimization perspective.	The bidder has to propose optimal solution as per the requirements of the RFP

223	RFP	General		Network components and bandwidth	Bank will provide network coponents firewall,switches,Rack,Power,Space for the Infra and the bandwidth for replication will also be provided by bank. SI need to factor only load balancers	Bidder is required to meet the requirements of the RFP and also be guided by the same.
224	RFP	General		Backup + Tape library	What is the backup window	Bidder needs to adhere to Banks back up policy and/or any other regulatory requirement
225	RFP	General		Transfer of risk and title	Bidder assumes that the title of ownership and risk of the goods supplied under this Contract is passed onto Customer on delivery of the material at the Customer location.	No change in the RFP clause
226	RFP	General		Mutual termination due to default	Please add: Either party may terminate this Agreement upon written notice to the other in the event that: (a) the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days after receipt of notice (or ten (10) days in the event of nonpayment by Company); or (b) the other party becomes insolvent or bankrupt, assigns all or a substantial part of its business or assets for the benefit of creditors, permits the appointment of a receiver for its business or assets, becomes subject to any legal proceeding relating to insolvency or the protection of creditors' rights or otherwise ceases to conduct business in the normal course; provided that this right to termination shall not apply if the other party is ordered to be wound up by the court for the purpose of a bona fide reconstruction or amalgamation.In the event of termination hereunder, Customer shall pay SI/Implementation partner for services render including work in progress and Product delivered till the effective date of the termination	Bidder is required to meet the requirements of the RFP and also be guided by the same.
227	RFP	General		Limitation of liability	Bidder request insertion of following clause "Notwithstanding anything to the contrary elsewhere contained herein, the maximum liability of Bidder shall be, regardless of the form of claim, the consideration actually received by Bidder ."	Bidder is required to meet the requirements of the RFP and also be guided by the same.
228	RFP	General		Change Request	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work. Implementation Partner will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. Absent a signed Change Order, Implementation Partner shall not be bound to perform any additional services. The parties agree to negotiate in good faith all Change Order proposals.	Bidder is required to meet the requirements of the RFP and also be guided by the same.

		General		Payment to invoices	Customer shall pay invoices within fifteen (15) days from the date of receipt of invoices, except for those portions of any invoice that the Customer disputes in good faith. Delayed payments shall incur interest at the rate of 1.5% per month	Bidder is required to meet the requirements of the RFP and also be guided by the same.
229	RFP					
230	RFP	General		Change in Taxes	Any change in taxes subsequent to submission of proposal shall be borne by Customer	Bidder is required to meet the requirements of the RFP and also be guided by the same.
231	RFP	General		Savings Clause	Contractor's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Contractor's non-performance is caused by Employer's omission to act, delay, wrongful action, failure to provide Inputs, or failure to perform its obligations under this Agreement	Bidder is required to meet the requirements of the RFP and also be guided by the same.
232	RFP	General		Payment terms	Wipro request customer to suggest below payment terms-Wipro request customer to suggest below payment terms- Project start-25% Completion of RA-20% Completion of Coding-20% Completion of SIT-15% Completion of UAT-15% Go-live/3 months of UAT-5% Payment terms for support- Quarterly in arrears Payment for License - On Delivery Payment for ATS- Yearly in advance	Bidder is required to meet the requirements of the RFP and also be guided by the same.
233	RFP				Testing tools required for independent testing or team can be allowed for manual testing?	Manual testing will not be allowed.
234	RFP				Can we consider internal consulting practice as part of SME (independent testing)?	Bidder is required to meet the requirements of the RFP and also be guided by the same.
235	RFP	4.7	12	The integrated HRMS solution should have multilingual capability (minimum requirement: English and Hindi). The Bank users can log in and perform transactions either in English or in Hindi. Bilingual capability shall be part of standard offering of the Solution including report printing by the Bank users. The data in the database can be stored in English language.	PeopleSoft does not offer Hindi as standard language, request you to provide the details for which self service and core administrator or reports pages are required in Hindi	Bidder is required to meet the requirements of the RFP and also be guided by the same.

		4.8	12	The Bidder will be responsible for developing extraction scripts, upload scripts, testing, rectification and carrying out the electronic data available in the Bank's various systems. The successful bidder will have to study the existing systems of the Bank for the purpose of this activity. The details of the various systems of the Bank are provided in Section 5 – About the Bank.	Request you to confirm the skill required as per the section 5 Visual Basic, Oracle and Web is required for data extraction of data from legacy system, can the Bank provide more details	Bidder is required to meet the requirements of the RFP and also be guided by the same.
236	RFP					
		4.8	12	While majority of the data is in electronic format some data is in physical files which would be converted to electronic data by data entry operators. The vendor needs to provide commercials for the data entry operators. The bank may or may not use the data entry operators provided by the bidder, in which case the bank will not pay for the data entry operators provisioned by the System Integrator as part of the final contract. The cost of data entry operator will however be considered for calculating the TCO of the solution. The bidder would need to provide user interface to the bank/data entry operators which would be required to key in data available in physical files	Request the Bank to own the Employee Data	Bidder is required to meet the requirements of the RFP and also be guided by the same.
237	RFP					
		5.6	18	All the employees would submit their performance appraisal online in the system would perform activities like ticket booking, leave requests, payroll access, etc.	Request the Bank to provide additional details on the ticket booking requirements	This information will be shared with the selected bidder at the time of implementation
238	RFP					
		6.1	19	Bank during the period of the contract, based on its technical and functional requirements can add additional third party application and interfaces to the HRMS Solution. Bidder has to extend all necessary support and assistance for addition to the Solution with the required third party applications and interfaces desired by the Bank with no additional costs	1. What kind of third party applications and interfaces are expected to be added in the future? 2. Would these be real time interfaces or batch interfaces? 3. How many such interfaces should be assumed by the SI and what should be the assumed complexity of the same? 4. Incase there is not enough clarity at this point of time on the kind of requirements that can be added in the future, can the SI propose keep these requirements out of scope at the moment and provide the effort estimate and cost for the same at the later point when more details are available? Interface list will be provided in the scope and assumptions any additional Interface will be PCR	Refer to Section 6.6 of the RFP
239	RFP					

		6.1	19	The Bidder should ensure that all systemic changes or new requirements necessitated out of ministry / other regulatory guidelines or other Bank requirements as per the RFP are made available from day one of the solution going live. Any new government/ministry/ regulatory requirements that impact the provided solution to the bank need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Bank at no additional cost during the period of the contract.	Application of Patches and minor enhancement can be part of AMS solution, for Application and Tools upgrade will be additional cost	Bidder is required to meet the requirements of the RFP and also be guided by the same.
240	RFP					
241	RFP	6.3	21	The bidder is expected to involve the services of an Independent organization as a subject matter expert. The bidder has to ensure that the independent subject matter organization is involved for at least 15% of the overall time of the project throughout the contract period.	Can the SME be from the SI	No change in the RFP clause
242	RFP	6.7	23	Browser based mobility requirement for Mobility	Bank wants to just access the PeopleSoft application on browser or wants a Mobile application	Both, browser and native mobile app is required by the bank.
243	RFP	7.3	30	9. The Bank will compensate the Bidder on the basis of a man day rate that will stay fixed through the contract period. This rate has to be provided by the Bidder in the Appendix 02 – Bill of Material. For TCO evaluation purposes, the man day rate will be multiplied by 180 for all bidders.	Bank to provide more details on the day rate 180	Bidder is required to meet the requirements of the RFP and also be guided by the same.

		7.12	45	1. It is mandatory for the System Integrator to propose an external third party testing agency for conducting the functional testing of the integrated HRMS solution. This agency has to be reputed and should have experience of having performed functional testing. The Bank will have the discretion to engage this agency during the implementation stages. The cost of this testing agency must be a part of total TCO but payable only if the bank wishes to engage the agency.	Can this be provided by the SI	
244	RFP					No, the bank intends to have the third party testing agency
245	RFP	RFP Section 6.2 Project Scope	20	Considering the extensive nature of the assignment and the envisaged relationship with the Bidder, any service, which forms a part of facilities management that is not explicitly mentioned in this RFP as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional costs to the Bank. The Bidder has to envisage all necessary services to be provided and ensure the same is delivered to the Bank. The Bank will not accept any plea of the Bidder at a later date for omission of critical services on the pretext that the same was not explicitly mentioned in the RFP. 3. The SI will be responsible for documenting detailed manuals of all HR procedures and processes	1. Can the SI assume that details of all critical services that are expected to be delivered as part of the HRMS solution, will be clearly provided during the requirement gathering phase and any new requirements coming thereafter would be taken through the change request route?	Bidder is required to meet the requirements of the RFP and also be guided by the same.
246	RFP	RFP Section 6.3 Involvement of Subject Matter Expert.	21	The bidder is expected to involve the services of an Independent organization as a subject matter expert. The bidder has to ensure that the independent subject matter organization is involved for at least 15% of the overall time of the project throughout the contract period.	1. We wish to re-confirm that it is mandatory for the SME to be from an organization different from the SI. Can the SI propose an independent SME from within the organization?	No change in the RFP clause

247	RFP	RFP Section 7.7 Data Migration	32	The Bank expects the Bidder to migrate the entire data pertaining to the employees account (from hire to retire from the time data is available).	How many years of historical data is available in the existing legacy system? How many years of historical data is required to be converted?	Bidder is required to meet the requirements of the RFP and also be guided by the same.
248	Appendix 01	Functional-Specifications	Row 125	The system should record history of trainings attended like name of the course, name of the institution, month and year of training, duration of the course in days/weeks.	How many years of training history data need to be converted? Is the entire data to be converted available in electronic format?	Bidder is required to meet the requirements of the RFP and also be guided by the same.
249	Appendix 01	Functional-Specifications	Row 135	Validations should be made for recognized universities list of recognized universities.	Please elaborate more on this requirement. Does it mean that a list of recognized universities need to be maintained in the system?	Yes, the list of universities will be shared with the selected bidder at the time of implementation.
250	Appendix 01	Functional-Specifications	Row 147	Recording of desk handled with various duties during period	Request further details on this. Requirement is not clear	Desk here means the job description handled by the employee.
251	RFP	RFP Section 4.5 Interfaces	13	interface to e-mail solution	By interface to e-mail solution, we understand that it should be possible to configure an SMTP server for sending of e-mails through the HRMS system. Is this understanding correct?	This information will be shared with the selected bidder at the time of implementation.
252	RFP	RFP Section 4.5 Interfaces	13	interface to Biometric scan reader	What kind of interface is expected here? Would it be a flat file based interface or a real time interface?	This information will be shared with the selected bidder at the time of implementation.
253	RFP	RFP Section 4.5 Interfaces	13	interface to Bank Intranet application	What interfaces are expected to the intranet application?	This information will be shared with the selected bidder at the time of implementation.
254	RFP	RFP Section 4.5 Interfaces	13	Interface to Document management system	The FAQ's state that there is currently no document management system in place. Please elaborate on what document exchange needs to happen between the HRMS system and the document management system.	Currently, bank does not have a document management system in place. Hence at this stage, we wont be able to elaborate on the type of documents that will be exchanged between HRMS and document management system.
255	RFP	RFP Section 4.5 Interfaces	13	Interface to CBS for staff loans	1. Where are the staff loan accounts currently maintained? Are they maintained in CBS? 2. what are the different interfaces required to CBS for staff loans?	The staff loans are currently maintained in CBS. The interfacing of the CBS and HRMS Application is in scope of the RFP as per the section 6.6.
256	Appendix 01	Payroll tab SR. no. 7.103		The system should capture/access all types of loan details of an employee and the outstanding balance overdue if any through link with CBS system	1. We understand that a real time interface will be required to CBS for this to retrieve the outstanding balance. Is this understanding correct? 2. What is the Core Banking system currently in use?	Yes real time interface will be required with CBS to retrieve the outstanding balance. The Core Banking System currently used by Bank is "BaNCS 24"

257	Appendix 01	Payroll tab SR. no. 7.113.11		Facility to provide online application for the loan	What are the various loan products offered to the staff members?	The list of loans will be shared with the selected bidder at the time of implementation.
258	Appendix 01	Payroll tab SR. no. 7.113.10		Maintenance of loan disbursement details	1. Is the HRMS system expected to support application of loan disbursement through the system? 2. Is the HRMS system expected to support initiation of pre-payment/loan closure request through the HRMS system?	No, HRMS system is not expected to support loan disbursement, pre-payment/loan closure. However, the reports should be generated through HRMS system for loan disbursement, pre-payment/loan closure through CBS integration.
259	Appendix 01	Payroll tab SR. no. 7.3		Facility to upload data history from existing system for a number of years/months as decided by the Bank and its updating	How many years of historical payroll data is required to be migrated here? We assume that the data is required only for record purpose and no arrear/retro calculation is expected based on the historical data. Please confirm that this understanding is correct.	The historical payroll data available with the bank is from 2007 onwards. However, any data prior to that will be updated as and when required by the bank. Arrear/retro calculation will be required based on the historical data.
260	RFP	RFP Section 7.12 Independent Testing Agency	45	It is mandatory for the System Integrator to propose an external third party testing agency for conducting the functional testing of the integrated HRMS solution.	Would the bank be open to re-look at the mandate to involve a third party testing agency? Can the SI propose to set up a separate testing team from within the SI's organization instead of engaging a third party testing agency?	No, the bank intends to have a third party testing agency.
261	RFP	RFP Section 7.7 Data Migration pt 8n and 8o	33	It is imperative that the data which is extracted from the source system be clean. This can be achieved by running exception/data integrity reports on the source system prior to data extraction. The branches should use these reports to rectify the invalid data. It will be the responsibility of Bidder to ensure complete data cleaning and validation for all data being migrated from the existing systems to the new HRMS solution	We wish to clarify that the SI's responsibility will be limited to providing reconciliation /exception reports highlighting the discrepancies in data and the branches/bank of Maharashtra staff will use these reports to rectify the invalid data and provide the cleansed data to the SI team for re-validation/upload i.e. data cleansing will be the bank's responsibility. Please confirm that this understanding is correct.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
262	RFP	RFP Section 4.7 Language		Bilingual capability shall be part of the standard offering of the solution including report printing by the bank users. The data in the database can be stored in English.	1. How many bilingual reports are required? Please provide a list of all such reports. 2. The FAQ's state that bilingual capability is required for both storage as well as reports/portal whereas the RFP stats that data in the database can be stored in English only. Please clarify. 3. Can the SI propose a third-party transliteration tool to manage the Hindi requirements?	This information will be shared with the selected bidder at the time of implementation

263	RFP	Section 4.8 Data Migration	32	Data Migration 1. The Bidder will be responsible for successful data migration from existing physical and electronic data available in the Bank. The electronic data is available in Oracle database. The bank can facilitate data extraction from the database as and when required. 2. The Bidder will be responsible for developing extraction scripts, upload scripts, testing, rectification and carrying out the electronic data available in the Bank's various systems. The successful bidder will have to study the existing systems of the Bank for the purpose of this activity. The details of the various systems of the Bank are provided in Section 5 – About the Bank. 3. While majority of the data is in electronic format some data is in physical files which would be converted to electronic data by data entry operators. The vendor needs to provide commercials for the data entry operators. The bank may or may not use the data entry operators provided by the bidder, in which case the bank will not pay for the data entry operators provisioned by the	IBM proposed following Data Migration approach and process. Request bank to confirm. Data Migration Approach : IBM will provide data collection templates to BOM core team. IBM will provide a data cleansing plan based on which the BOM team members will extract (from legacy) and collect the data in the template. Data cleansing will be the responsibility of BOM. Where data is absent, BOM will make available the data in templates provided. BOM will be responsible for such data enrichment, as they know their data best. The quality of data that is uploaded will be a significant driver for the implementation of the project. **Data Conversion Process :** It is proposed that BOM will put together a team under the supervision of IBM for data extraction and cleansing. Feedback will be given by IBM to BOM at appropriate points to correct the data to ensure upload. A total of 3 iterations of data upload will be carried out before its final upload. Depending on the volume of data to be uploaded, a decision will be taken by the project team as to the best upload method. Where non-electronic data conversions to PeopleSoft suite may be required, BOM would be needed to provide resources to manually convert data. The IBM technical consultant will define the data conversion strategy; provide management input, expert ERP input, support and provide guidance to BOM resources assigned to the data conversion team. **Data conversion responsibility Matrix :**	Bidder is required to meet the requirements of the RFP and also be guided by the same.
264	RFP	Section 5.5 Staff Strength	17	Staff forecast provided for from 2013 to 2020	We would like to confirm that staff forecast provided in this section cover all the staff of H.O., branches, Regional offices, Controlling Offices and RRB's.	The numbers in section 5.5 does not include the strengths for RRBs. HO, Branches and Zonal offices are included The bank has not included HRMS Sourcing for RRBs under this RFP.
265	RFP	Section 6.9 Hardware	24	System should be sized to ensure that HRMS data relating to employees master information transfer and promotions will be retained online forever. The other data will be retained on-line for a period of 3 years, beginning from the previous 2 years and ending with the current year after which it will be archived for retrieval if required by the bank.	Please provide expected volume of data to size storage appropriately	Bidder is required to meet the requirements of the RFP and also be guided by the same.

266	RFP	Section 6.9 Hardware	25	The Bidder is required to provide appropriate interface for quick retrieval of data from the archives as and when required without any intervention by the bidder once the system goes live. Data archival must be an automated process based on certain business rules which will be shared with the successful bidder and data retrieval system needs to be user friendly on demand system without the intervention of the Bidder once the system is online.	Does bank expect SI to provide specific data archival system or Bank is fine with SI proposed applications data archival mechanism?	Bidder is required to meet the requirements of the RFP and also be guided by the same.
267	RFP	Section 7.5 Gap Identification & Resolution	31	3. Bidder will ensure that all gaps identified at the time of system testing will be immediately resolved. 4. The Bidder will ensure that gaps pointed out by the audit and inspection teams, statutory and regulatory bodies, or any other third party agency engaged by the Bank will be immediately resolved	In point 3 & 4 "Gaps" refers to Gaps between bank signed off solution document (FRSM) and actual configured / developed product being tested / inspected? Please confirm.	Yes, that is correct
268	RFP	Section 7.6. Testing	31	It is up to the bank if they want to participate in the UAT. If the bank decides to participate in the UAT along with the System Integrator, all necessary support needs to be provided to the Bank.	SI expect that bank team (actual users) should conduct UAT of application and provide sign off on UAT. System Integrator, will provide all necessary support needed to the Bank. Please confirm bank stance on this point	Bidder is required to meet the requirements of the RFP and also be guided by the same.
269	RFP	Section 7.7. Data Migration	32	Bidder will take not more than 15 working days from date of release of purchase order to prepare the "Data Migration Strategy" and process documents.	Preparation of "Data Migration Strategy" and process documents is only possible after finalization of solution. We request you to word this clause as "Bidder will take not more than 15 working days from date of sign off on solution document (FRSM) to prepare the "Data Migration Strategy" and process documents.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
270	RFP	Section 3. Scope of Services , c. Software Maintenance	37	Prior to delivering any software to the Bank, the Bidder will be required to test the software and the media on which it is to be delivered with a current version of a leading anti-virus application in efforts to detect, and if so detected, to eliminate, any "viruses" or "worms" designed to damage, disrupt, disable, harm, or otherwise impede in any manner, the orderly operation of the software.	Will bank provide leading anti-virus application or SI has to provide and factor the cost of anti-virus application? Please clarify.	Bidder is required to meet the requirements of the RFP and also be guided by the same.

		3. Scope of Services, f. Enhancements	40	The Bidder shall ensure 'nil' downtime of licensed software, prompt execution of customization and enhancement requirements, version control mechanism and also to develop smooth upgrades and version changes, ongoing training, user group meetings and feedback mechanism.	Deployment of some of the enhancement may require license software down time to deploy on production environment. Hence request you to reword " 'nil' downtime" as "Mutually agreed minimum down time"	
271	RFP					No change in the RFP clause
272	RFP	8.6. Application Implementation. Critical Gaps/Bus/Defects/Showstoppers	52	The Bidder shall ensure that all bugs reported by the users/ testing team will be resolved within 2 hour from reporting.	Request your to reword this clause as "The Bidder shall ensure that all bugs reported by the users/ testing team will be resolved within 1 day from reporting"	No change in the RFP clause
273	RFP	9. Project Timelines	54	Effort Distribution The Bank has envisaged the following effort distribution for the bidder for the project. System Integrator - 70% OEM - 15% Subject Matter Expert - 15%	Does 70% effort of system Integrator includes independent testing agency effort?	Yes, that is correct
274	RFP	Section 9.7. High-level Roll Out Plan	55	The detailed rollout plan is given below. All timelines are from the first month (M1) which is the date of PO issuance by Bank. The timelines specified for each month in the below table are from the start to the end of that month.	Can System Integrator(SI) propose the suitable rollout plan / project plan based on SI understanding of requirement and proposed solution?	Yes, the bidder is equired to propose the same as a part of the bid submission
275	RFP	Section 12. Payment terms	84,85,86		Can bidder propose the suitable / revised payment terms in commercial proposal? Which are mutually beneficial.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
276	RFP	Section 13.26. Liquidated Damages	100	5. The maximum amount that may be levied by way of Liquidated Damages pursuant to clause above shall not exceed 20% of the Total Contract value.	Request your to reword this clause as "The maximum amount that may be levied by way of Liquidated Damages pursuant to clause above shall not exceed 5% of the Total Contract value."	No change in the RFP clause

		3.5,13.31,13.32 Confidentiality	8, 101,102		Bidder wishes to clarify that the obligations of confidentiality listed in this section shall be applicable to during the bidding process, as regards the project parties will enter into a mutually agreed confidentiality agreement to govern the engagement. The principle of the said agreement for confidentiality shall be as follows the bidder will make appropriate changes to the confidentiality clauses to reflect this principle understanding: Each party shall maintain as confidential all information received from the other party that is identified as confidential at the time of disclosure (Confidential Information). Confidential Information shall not include information that is independently developed by recipient or is in public knowledge or is already in the possession of the recipient or is received by receiving party from a third party. If receiving party is required to disclose Confidential Information due to a legal requirement, it shall provide prompt notice of the same to disclosing party. Confidentiality obligation shall survive for a period of two years from date of initial disclosure. Each party shall comply with the applicable export and import laws and regulations.	
277	RFP					Bidder is required to meet the requirements of the RFP and also be guided by the same.
278	RFP	3.6 4.1, 5.1, 6.2, 7, 10.22, 13.1 Acceptance of Terms and structure of the contract	8,10,15,19,74,88		Bidder clarifies that if chosen as the successful bidder parties will enter into a mutually agreeable contract/agreement, based on our proposal and the deviations listed in the bidders proposal which shall govern the engagement. Bidder will comply with the terms of the RFP read in accordance with its proposal, this deviations and a mutually agreed contract between the bank and the bidder.Request the banks concurrance on the above undertsaning.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
279	RFP	4.1. 4.2, 6, 7 Intent and scope of work	10,19,28		Bidder wishes to clarify that it will provision services and resources based on a defined scope as listed in our proposal for the banks concurrence, acceptance and evaluation. Please confirm the understanding.	Bidder is required to meet the requirements of the RFP and also be guided by the same.

280	RFP	4.1. 4.2, 6, 7 Intent and scope of work	10,19,28		Bidder wishes to clarify that if there is any additional requirements or scope to be added to the existing project (including for change in regulatory requirements of the bank, intimated to the bidder by the bank) the same will be handled in accordance with the Project change control procedure enumerated in the proposal at an additional cost, which cost shall be mutually agreed by the parties.- is the said understanding correcet?	Bidder is required to meet the requirements of the RFP and also be guided by the same.
281	RFP	4.11, 4.11. 6.8, 7.10 , 5.6, 6.8, 13.7 Facilitie s Manag ement, AMC, ATS, OEM product s, SW license s etc	13,24,35, 18,24,94		Bidder wishes to clarify that all Software products shall be provided based on their standard terms and conditions including licensing terms, on a pass through basis to the bank.Bidder wishes to clarify that Bidder will provide third party product warranties and licensees on a pass-through basis to the Bank in accordance with the relevant third party terms and conditions. Further, there are no implied conditions or warranties, including warranties for merchantability and fitness for a particular purpose. Please confirm the above understanding and clarification	Bidder is required to meet the requirements of the RFP and also be guided by the same.
282	RFP	13.2. 7,13.2, 13.3, 13.8 Indemni ties across the RFP	88,28,88, 95		Bidder requests removal of these clauses on indemnities mentioned across the RFP document as the bank has adequate alternate remedy by way of damages which the bank can claim. As regards specific indemnity with respect to alleged IP infringement bidder can provide the same with some modifications for the banks consideration. Bidder requests your confirmation on the same.	Bidder is required to meet the requirements of the RFP and also be guided by the same.

283	RFP	13.3, 13.15 Liability	89,90		Bidder requests that the principle of these clauses are as below, and the bidder will make appropriate modification to these clause for submission to the bank in the proposal submission stage: Notwithstanding anything stated to the contrary in the RFP and regardless of the nature of claim, Bidder's aggregate liability for direct damages under this Contract shall not exceed the charges paid by Customer to Bidder for the individual product or service that is the subject of claim (if recurring, twelve months charges apply). This limit shall not apply to damages for bodily injury (including death) and damage to real property and tangible personal property for which Bidder is legally liable. The Bidder shall in no event be liable for indirect, consequential, incidental or special damages, loss of/damage to, data, loss of profit, business/revenue and third party claims, even if Bidder has been advised of possibility of such damages. Bidder requests conformation of the above understanding from the bank.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
284	RFP	13.5. Termination of Contract	90		Bidder wishes to clarify that the principle of termination should be as follows, bidder will make approprate changes to the clause in the RFP- request confirmation of the said understaning: Either party may terminate the contract, with thirty days prior written notice, if the other party has committed a material breach of the contract and if such breach has not been cured during the notice period. Bank shall pay Bidder for all products and services provided up to the effective date of termination.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
285	RFP	13.8 Compliace with laws			Bidder wishes to clarify that the bidder will only comply with laws and obtain the required approvals and permisions that the bidder needs to comply and obtain with as a provider of inforamation technology services and products. i.e applicable to its business. For abundant clarity bidder will not be able to notify the bank of laws and permissions applicable to its or the bidders business. Any compliance that the bank needs to undertske being in the banking industry shall be the responsibility of the bank. Please confirm the above understaing.	Bidder is required to meet the requirements of the RFP and also be guided by the same.

| 286 | RFP | 13.12. Escrow Mechanism | 96 | Escrow Mechanism
1. The Bank and the Bidder shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code for the integrated HRMS software supplied/procured by the Bidder to the Bank in order to protect its interests in an eventual situation. In case of a disagreement between the Bank and the Bidder regarding appointment of an escrow agent, the Bank shall appoint an escrow agent in its entire discretion which shall be final and binding on the Bidder. The Bank and the Bidder shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, inter alia, the events of the release of the source code and the obligations of the escrow agent. Costs for the Escrow will be borne by the Bidder. As a part of the escrow arrangement, the final selected Bidder is also expected to provide a detailed code documentation of the integrated HRMS application which has been duly reviewed by an external independent organization.
2. The Escrow arrangement suggested by the Bidder shall not be binding on | Bidder requests removal of this clause - request banks confirmation on such removal. | Bidder is required to meet the requirements of the RFP and also be guided by the same. |

		13.16. Negligence	97	In connection with the work or contravenes the provisions of general terms, if the selected bidder neglects the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the bank, in such eventuality the bank may after giving notice in writing to the selected bidder, calling upon him to make good the failure, neglect or contravention complained of , within such timelines as may be deemed reasonable and in default of the said notice, the bank shall have the right to cancel the contract holding the selected bidder liable for the damages that the bank may sustain in this behalf. Thereafter, the Bank is to be compensated for good the failure at the risk and cost of the selected bidder.	Bidder requests removal of this clause as the bank has adequate alternate remedy by way of the modified termination clause	
287	RFP					Bidder is required to meet the requirements of the RFP and also be guided by the same.

| | | 13.21. Corrupt and Fraudulent practice | 99 | Corrupt and Fraudulent practice
1. As per Central Vigilance Commission (CVC) directives, it is required that Bidders/Suppliers/Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:
2. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of an official in the procurement process or in contract execution.
3. "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.
4. The Bank reserves the right to reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract. | Bidder wishes to clarify that any action in relation to this clause may be taken by the Bank only of the Bidder, by a competent judicial body, is adjudicated to have engaged in such corrupt and fraudulent practices.Bidders requests banks confirmation on the above understaning. | |
| 288 | RFP | | | | | Bidder is required to meet the requirements of the RFP and also be guided by the same. |

| | | 13.26. etc Liquidated Damages (LD oenalty reference across the RFP) | 100 | Liquidated Damages
1. Bank expects that the Bidder complete the scope of the project as mentioned in section 9 – Project timeline of this document within the timeframe specified. Inability of the Bidder to either provide the requirements as per the scope or to meet the timelines as specified would be treated as breach of contract and would invoke the Liquidated Damages clause. The proposed rate of Liquidated Damages would be 0.5% of the entire project cost/TCO per week of delay or non-compliance. Bank at its discretion may apply this rule to any major non-delivery, non-adherence, non-conformity, nonsubmission of agreed or mandatory documents as part of the Project.
2. Thereafter, at the discretion of the Bank, the contract may be cancelled. Bank also has the right to invoke the Performance Guarantee. Liquidated Damages on delay will be applicable when the delay is not attributable to Bank and is attributable to the Bidder.
3. Inability of the Bidder to provide services at the service levels defined | Bidder requests that this clause be replaced with the following: Notwithstanding anything stated to the contrary, the aggregate of all penalties and liquidated damages under this Contract shall not exceed 2% of the Total Contract Price. Any penalty shall be levied only for reasons solely attributable to the Vendor. Penalty shall constitute the company's sole and exclusive remedy against the Vendor for such defect/delay.Request Banks confirmation on the same | |
| 289 | RFP | | | | | Bidder is required to meet the requirements of the RFP and also be guided by the same. |

		13.27. 13.7, 13.34 Information Ownership	100,94, 104		Bidder requests that these clauses follow the principle listed below, bidder will make appropriate modifications to the clauses to reflect the principle below, request the banks confirmation on the same: Nothing in this Agreement affects the intellectual property rights of the parties that are in existence on or before the Effective Date of this Agreement. Bidder or third parties will own the copyright in all Materials created under the Agreement ("Bidder Materials"). Bidder grants Customer an irrevocable, nonexclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, and distribute (within Customer's Enterprise only) copies of Bidder Materials solely for the purposes for which they were delivered. "Materials" means literary works or other works of authorship such as programs, program listing, programming tools, documentation, reports, drawings, etc. that Bidder may deliver to customer as part of the Services. The term 'Materials' does not include licensed program products available under respective Bidder's license agreements.	
290	RFP					Bidder is required to meet the requirements of the RFP and also be guided by the same.
291	RFP	Section 11.2. Phase 1 - Eligibility Criteria Evaluation	76	The Bidder needs to comply with all the eligibility criteria mentioned in Annexure 01 – Eligibility Criteria. Non-compliance to any of these criteria would result in outright rejection of the Bidder's proposal and/or OEM partner. The Bidder is expected to provide proof for each of the points for eligibility evaluation. The proof provided has to be in line with the details mentioned in Annexure 01 – Eligibility Criteria. Any credential detail mentioned in Annexure 01 - Eligibility Criteria that is not accompanied by relevant proof documents will not be considered for evaluation. All credential letters should be as per format specified in Appendix 12 – Experience Format and should be appropriately bound, labeled and segregated in the respective areas. There is no restriction on the number of credentials a Bidder can provide. There will be no scoring involved in the Eligibility Bid evaluation.	This section states that "All credential letters should be as per format specified in Appendix 12 – Experience Format". We request to accept the credential letter in any format with maximum coverage on project details.	Bidder is required to meet the requirements of the RFP and also be guided by the same.

292	RFP	4.4. Hardware Infrastructure for DC and DRC		The hardware proposed for the DC has to be designed in High Availability wherein the database server should be in Active-Active, the application server should be in Active-Passive and a single server should be used to design the Web server.	As Application is mentioned in Active Passive condition. It may lead to higher Downtime. So we suggest it Should be in Active mode with hardware Network load balancer	Bidder is required to meet the requirements of the RFP and also be guided by the same.
293	RFP	4.4. Hardware Infrastructure for DC and DRC		The hardware proposed for the DRC has to be of 100% similar capacity, make and model however the design may not be in High Availability.	As in DC 2 node DB Clustering solution is requested in active-Active Condition. DB Vendor has to confirm Can DR be a single node DB.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
294	RFP	4.4. Hardware Infrastructure for DC and DRC		The Bidder has to provide necessary hardware infrastructure at the Bank's DC and DRC. However the bank does not need server racks, L2 or L3 switches, router, KVM switches and UPS from the SI. The same shall be provided by the bank to SI.	Request Bank to confirm which network will be used 1 Gbps or 10 Gbps	1 Gbps
295	RFP	4.4. Hardware Infrastructure for DC and DRC		The Bidder has to provide physically separate environment for the Test & Development activities during the implementation. The hardware for test and development will be placed in the bank's data center.	Can Solution be proposed using leading virtualization technology on RISC platform	The platform is open , however bidder should ensure that the solution meets the minimum technical specifications.

296	RFP	6.13. Hardware utilization		The Bidder is expected to size Hardware for the Solution based on the information provided in the section 5 – About the Bank of this RFP for implementing the solution for the branches and employees. The sizing should scalable to support the terminal year requirements of branches and employees over the tenure of the Contract. At any point in time during the contract period, for these locations, during business hours, the average CPU and memory utilization should not exceed 60% threshold and Hard Disk utilization should not exceed 50% threshold. In case the above requirement is not met, additional hardware and related software would have to be provided by the Bidder at no further cost, within two weeks of crossing the threshold(s).	We request CPU utilization has to be measured in overall server prospective and not on Individual OS instance in Virtualized environment	Bidder is required to meet the requirements of the RFP and also be guided by the same.
297	RFP	6.9	24	The Bidder is required to size for adequate hardware based on the volumes for the Solution covering the integrated HRMS solution	Does the bank have a preference towards RISC based or intel based hardware?	The platform is open , however bidder should ensure that the solution meets the minimum technical specifications.
298	RFP	6.9	25	The hardware proposed has to be sized as per the below concurrency requirements	Can the bank please define what it means by concurrency? Does it mean number of active users or just logged in users without any activity?	Concurrency would mean number of transactions i.e no of active users with activity. Refer to RFP Section 6.9 for the definition
299	RFP	6.7	23	The Mobility requirements are divided into two sections	What kind of a mobile application is the bank looking for? Browser based or native app? Does the bank already have a mobile server which can be re-used for this application?	Bank requires both browser based and native app.
300	RFP	5.5	17	Staff Strength	Would the bank like to procure licenses of all modules for all its employees or would they like to restrict it to a set of employees? For example, performance module to be restricted only to class 4 and above and not for the clerks. Please confirm the exact number of licenses that the bank would like to procure module wise.	Refer to RFP clause 5.6
301	RFP	5.6	18	License Requirements	Does the bank want the price to be the same perpetually for the lifetime of use by bank as per the procured price in 1st year?	Bidder is required to meet the requirements of the RFP and also be guided by the same.
302	RFP	5.6	18	License Requirements	Request the bank to add the clause that ---- the bidder should certify the licenses are sufficient for all the employees to perform all the functions without any limitations of functionality as per the RFP. In case of non-compliance, same will be made available to the bank without any commercial implication for the purchased quantity of licenses any time during the contract	Refer to RFP clause 6.8

303	RFP				Request the bank to confirm that they would like the proposed Product to have facility for employee to use the their own credentials as per the banks IT password policy, irrespective of his/her role, designation, location for the complete life cycle: hire to retire	No change in the RFP clause
304	RFP	4.3 & 6.5	10 & 22	Applications (Scope of Work) & Deployment of HRMS Solution	Is the bank looking for all its employees to have the license for performing performance appraisals through their own self service. And that the product license must be adequate for fulfilling the current process and future process of appraisal review?	No change in the RFP clause
305	RFP	5.1	15	Providing self-service facilities to all bank employees like leave records, payslip printing, booking of Bank's facilities and electronic submission of various applications, etc. through a web enabled solution without any restrictions.	Is the bidder is required to propose Enterprise licenses for all employees of the Bank. Does the bidder/OEM have to provide licenses for all employees for all self service activities including mobility and delegation. Should the application be licensed for all self-services requirements for all managers who have reporting employees and for those who will become managers in future or whom the delegation of approval authority can be done for short term or on a need basis?	No change in the RFP clause
306	RFP	4.3	10	Applications (Scope of Work)	The proposed product must provide facility for Managerial approval delegation. Where all the managerial activity will be performed by an employee using his own self service credentials, so that bank can perform audit trails on a periodic basis.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
307	RFP	4.3	10	Applications (Scope of Work)	Request the bank to please confirm that the bidder of the proposed Product must certify that the development licenses proposed by the bidder is sufficient and Bidder should undertake and assume responsibility and accept all the disputes arises for non-compliance of development licenses. The quantity should be equal to banks onsite and bidders off-shore development (if used). In other words, bidder must only install and use the proposed quantity of developer licenses proposed during implementation. Inadequate developer licenses will not have any commercial impact or liability on the bank.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
308	RFP	5.5	17	Staff Strength	Kindly confirm if Bank is planning to process the Pension for the ex-officers and non officers (Retired Employees) in the proposed HCM system.	Yes, the bank is planning to process the pension for the ex-officers and non officers.
309	RFP	5.5	17	Staff Strength	Kindly confirm if the number mentioned in section 5.5 for (Retired Employees) includes both officers and non officers	Yes, the number mentioned in section 5.5 includes both officers and non officers
310	RFP	5.6	18	License Requirements	Please help us to understand if the staff strength mentioned unders section 5.5 includes RRB's as well. If not please provide the number of RRB and its staff strength please.	No, the numbers in section 5.5 does not include the strengths for RRBs. The bank has not included HRMS Sourcing for RRBs under this RFP. Currently for RRBs, the number of officers is 757, clerical 592 and sub-staff 161

311	RFP	9.3	54		HelpDesk is included in phase I; however we have not received any functional requirement for HelpDesk in the Annexure. Kindly help us to understand if Bank is looking for solution for HelpDesk or keen establishing a concierge to help solve level 1 calls. Need clarification.	Helpdesk functionality is mentioned in the section 7.10 point m.
312	RFP	5.4	17	Personnel Department	Number of users in HR department who would use the proposed system as HR Administrators.	34
313	RFP	5.4	17	Personnel Department	Is the HR department is centralized and located a headquarter or decentralized at RO level	The HR Department is located at the HO only
314	RFP				Will the Reporting environment be on the Production environment or its own environment? Do you need separate reporting environment	Bidder is required to meet the requirements of the RFP and also be guided by the same.
315	RFP				What is the batch window for each payroll run?	Currently, the zonal offices updates/changes data which is processed between 1st and 20th of every month. Three days(21st, 22nd and 23rd) are required by HR HO team for central processing and validating the data. Salary is credited on 25th of every month(early morning).
316	RFP				How many checks will be processed per payroll run?	This information will be shared with the selected bidder at the time of implementation
317	RFP				If importing transactions or data from another system, how many per batch and how frequently (i.e. 1000 orders w/ 10 line items per day etc.)	This information will be shared with the selected bidder at the time of implementation
318	RFP	Section 6.4	21	Bank expects OEM involvement during 1. System setup & configuration 2. Participation in Steering Committee 3. Problem & Issue resolution 4. Customisation assistance 5. Data migration assistance 6. Program governance 7. Go Live & Roll out	What level of involvement is expected? Is it just for advisory, governance, QA or involvement is actual design & development activities is also expected	This is upto the bidder to decide with respect to fulfilment of RFP requirement
319	RFP	Section 6.5 Clause 6	22	The HRMS application OEM would need to ensure that the bidder has necessary skills support available back to back for bidder's success in Bank's project during entire implementation phase.	The back to back support requested from OEM through the bidder is required only for core product related issues or also for implementation related activities and issues?	This is upto the bidder to decide with respect to fulfilment of RFP requirement

320	RFP	Section 7 Clause 4	28	The HRMS OEM's should be committed to the success of the project and have governance aligned by being part of the steering committee during the actual project implementation. The following are the expectations with respect to OEM involvement during the contract period: - The OEM should provide qualified personnel to the bidder to ensure that the HRMS Solution is designed and implemented according to the highest standards during the implementation phases. - The OEM must ensure that experienced, qualified staff is provided to the bidder during the implementation, support, sustenance phases throughout the validity of the contract.	Is the OEM required to be present during all steering committe meetings as well?	Not required
321	RFP	Section 7 Clause 5	28	The Bidder and OEM must ensure that these resources are on the ground in the project on a full time onsite basis during the implementation phase and the bank will verify the same through a review of resumes preferably with details of National Skills Registry ID (maintained by NASSCOM) and organizational photo id, timesheets and by taking an undertaking from the vendor and any other means necessary.	Are OEM resources also required to be on the ground on a full time onsite basis during implementation phase?	Bidder is required to meet the requirements of the RFP and also be guided by the same.
322	RFP	Section 7.9 Clause 6	35	During the entire phased implementation the HRMS OEM should provide resources as part of the overall implementation team for the phased implementation	OEM to provide resources just for governance or for hands-on implementation related activities as well?	Bidder is required to meet the requirements of the RFP and also be guided by the same.
323	RFP			Helpdesk Requirement	Helpdesk requirement is only for 3 month post phase 1 go-live and 3 month post phase-2 go-live. Does it mean that Helpdesk is required only during this time and for remaining period will be owned by Bank.	Yes, that is correct
324	RFP			Support Hours	What is the expected Services Window? (e.g. Mon-Fri, 9 to 6?)	Bidder is required to meet the requirements of the RFP and also be guided by the same.
325	RFP			Support Location	What is the Support Location and Model Bank is Expecting	Bidder is required to meet the requirements of the RFP and also be guided by the same.
326	RFP			Support Scope	Scope of Applicatoin Support to be considered as L2 & L3 or L1 Helpdesk also to be considered for the entire support duration	Bidder is required to meet the requirements of the RFP and also be guided by the same.

327	RFP			Ticketing Tool	Whether Bank will be providing the Support Ticketing tool for logging of support calls? Or Partner have to provision for the same?	Bidder can leverage on the existing ticket management tool , however if the bidder is not able to generate reports or cover functionalities then in that case bidder needs to implement its own ticket management tool at no extra cost to the bank.
328	RFP			SLA Applicability	SLA they have mentioned will be applicable from date of PO release. In case of AMS SLA will be applicable after 3month of go-live. Also SLA asked have to be revisited we Propose : S1 : 4Hrs, S2: 16 Hrs, S3 : 36 Hrs	No change in the RFP clause
329	RFP			Penalty	Maximum amount for a penalty in given month should not exceed more then 5% of monthly billing.	Please consider below additional clause under section 8.8 - Availability Service Credit Computation: *"Overall cap for penalties will be 10% of the contract value, thereafter the contract may be cancelled"*
330	Appendix 01	Append ix 01: Clause 1.41.48	Manpowe r Planning	System to support Specimen Signature Index No.of signatories both atInland & Foreign branches.	What is the functional requirement here? Is it to store the specimen signatures?	Yes, it is to store specimen signatures
331	Appendix 01	Append ix 01: Clause 1.111	Manpowe r Planning	Support submission of claim to Life insurance corporation of India – claim under Savings Linked Insurance Scheme and remittance to concerned branches.	How does the Bank plan to interface with LIC for submitting claims? What support is expected from the HRMS software for submitting claims to LIC?	The integration of HRMS for this purpose with LIC will be shared with the selected bidder at the time of implementation. Bank expects the integration/interface architecture is based around industry's best practice.
332	Appendix 01	Append ix 01: Clause 10.55.2 .49	Terminal Benefits + Separatio ns	Aspects of PTS-off-rolls covered	What is the functional requirement here?	Currently, this functionality is not required. However, in future bank may use this functionality for off roll PTS on the same terms as on roll PTS.
333	Appendix 01	Append ix 01: Clause 11.55.1 .ag, 11.55.1 .ah	Terminal Benefits + Separatio ns	11.55.1.ag: Calculating Bank's Tax and Tax on Tax 11.55.1.ah: Making IT payment before 7th of subsequent month.	Calculating tax and making payment are financial functions. What is expected from the HRMS solution to support these?	The bank expects that all the taxes should be calculated as per the statutory guidelines. More details on this will be shared with the selected bidder at the time of implementation. The entire process for making the tax payment will be discussed during the implementation phase.
334	Appendix 01	Append ix 01: Clause 11.54.1 9	Terminal Benefits + Separatio ns	Obtain declaration of savings from the pensioners regarding savings to be made by them during the current financial year for the purpose of IT deduction through Self Service Module.	Is it mandatory for pensioners to have access to the core HR system to submit the declarations?	The bank expects the pensioners to have access to self-service module but not to core HR systems.

335	Appendix 01	Append ix 01: Clause 5.54, 5.55	Training & Develop ment	5.54: Capability to conduct virtual classes, on line self based learning, instructor lead interactive web oriented training 5.55 Capability of hosting a virtual university for e learning which would include e-learning content management, nomination by the management/self, programme search/content search/online testing and certification interaction with faculties, resource persons, interactive helpdesk, faculty/group evaluation on the basis of feedback etc.	While self-paced learning, e-learning content management, nomination by the management/ self, programme search/content search/online testing and certification are urgent business requirements, kindly confirm, if conducting vitual classrooms is a mandatory requirement?	Currently, the bank does not have virtual classrooms. Hence, virtual classroom is not a mandatory requirement. However, in future the bank may go for the same.
336	RFP	Hardwa re Infrastr ucture for DC and DRC	4.4	The hardware proposed for the DC has to be designed in High Availability wherein the database server should be in Active-Active, the application server should be in Active-Passive and a single server should be used to design the Web server.	We believe that high availability is a requirment and should be kept open to the bidders to achieve it in best possible scenario , taking care of overall uptime and TCO. Requesting to re state this reuqirement of HIGH AVAILABILITY to be achieved in the most cost effective manner.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
337	RFP	Interfac e & integrati on require ments	6.6	Bank Intranet Applications ☐ Online Learning Solution Document Management System Core Banking Solution (staff loans, payroll, external payments etc.)	Need more information on these mentioned applications so that the interface requirmeents can be established.	This information will be shared with the selected bidder at the time of implementation
338	RFP	Main RFP	Page 12 Section 4.7 Languag e	The integrated HRMS solution should have multilingual capability (minimum requirement: English and Hindi). The Bank users can log in and perform transactions either in English or in Hindi. Bilingual capability shall be part of standard offering of the Solution including report printing by the Bank users. The data in the database can be stored in English language	Bilingual capability should be part of standard offering of the solution and hence the data should be stored in database both in Hindi & English. Please confirm.	Bidder is required to meet the requirements of the RFP and also be guided by the same.

				The HRMS solution should be made available on the internet so that all existing and all retired employees of the Bank can login to the HRMS solution through a web URL/link and access/transact using their login profile without using a VPN connection. The features and functionalities that need to be provided are shared in the Appendix 01 - Functional Specifications document	In this section, Bidder has been asked to provide solution access to existing and all retired employees over intenet. In page 18, Section 5.6, Bidder has been asked to to propose license cost for ex officers (retired employees) of the Bank. This cost is optional and Bank will avail the same as per their requirement during the contract period. Please confirm whether the solution should be made avaialble to exisitng + retired employees over internet. However, for commercial bid purpose, the bidder has to propose the software license cost only for Ex Officers and not all the retired employees.Please confirm.	
339	RFP	Main RFP	Page 13 Section 4.7 Language			Tha bank to refer to section 5.5 point 1 of the RFP.
340	RFP	Main RFP	Page 17 Section 5.5 Staff Strength	Details of Staff Strength from 2013-14 to 2019-20	In this, what is PTS? Among the projected officers in 2019-20 of 11006, how many of the officers will be performing the job of managers in respect of HRMS like leave approval/travel approval etc.	PTS means - Part Time Sweepers who are on the pay roll of the Bank.
341	RFP	Main RFP	Page 17 Section 5.5 Staff Strength	Details of Staff Strength from 2013-14 to 2019-20	The number of retired employees projected in 2019-20 is 22387, which is 8887 more than current retired employees of 13500. This is about 50% of current employee base. Is this proejction is practical. This info will help Bank to optimise overall project cost.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
342	RFP	Main RFP	Page 25 Section 6.9 Hardware	Hardware proposed to be sized considering 1000 **standard Reports** to be generated in an hour..	1000 reports to be printed in an hour is not very realistic approach. Request Bank to rethink on this and let us know the revised & achievable number of reports to be generated in an hour or in a day.	Hardware sizing should be done in order to meet 100 standard reports in an hour.
343	RFP	Main RFP	Page 26 Section 6.10 Databse	The bank intends to have full use license for the database and not just application based.	SAP supplies required DB for its solution only which is indepdent of Hardware platform, OS and various environments (license required only for production environment) which ultimately gives huge commercial benefit to customer. In this option, Bank will get all the required functionalities in the DB as per the choice of Bank to run the SAP solutions. Hence we should be allowed to offer DB under this option along with SAP software licenses.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
344	RFP	Main RFP	Page 79 & 80. - Product Demonst ration	Demonstration of the product specifications using an internet based instance by connecting through internet will not be permitted	In a short period, configuration of demo scenarios to be provided by you will be equivalent to delivering the project. Therefore requesting you to allow us to demonstrate the demo scenarios by accessing from your premises over internet pre configured our demo landscape.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
345	RFP	5.7 Standal one Applicat ions used by HR depart ment	18	The list of standalone applications used by the bank is given	What is the application presently used by the bank for Finance Modules. Does the bank plan to look for a unified ERP for HRMS & Finance also for a seamless Integration. (Budgets , JV etc)	Query not relevant: Bidder is required to meet the requirements of the RFP and also be guided by the same.

346	RFP	9.7. High-level Roll Out Plan	55	The Bank has planned to implement HRMS & Payroll Solution across all its Controlling Offices and some or all branches (as decided by the Bank) all at one time.	Is the payroll processing happening centrally or Decentralized region wise. This is required for planning training and Roll out Strategy	The payroll processing is centralized and the updation is decentralized - zone wise.
347	Appendix 01	Appendix-01-Functional-Specifications	-	Functional Specifications - Recruitment	Does the bank intends to go for E Recruitment at this point of time even if it warrants Specific Licenses	For licensing details, refer section 5.6 of the RFP
348	Appendix 01	Appendix-01-Functional-Specifications	-	Functional Specifications - Training & Development	Does the bank intends to go for LSO (Online Training) at this point of time even if it warrants Specific Licenses	Training and development is expected but not online.
349		-	-	-	Deployment of team - During Support (AMS & ATS) Offshore work is allowed from offshore . Will the bank provide Connectivity ? Any restriction on the number of Locations	Query not relevant: Bidder is required to meet the requirements of the RFP and also be guided by the same.
350	RFP	6.3. Involvement of a Subject Matter Expert	21	Indicative Scope of Work for the Subject Matter Expert is as follows but not limited to: 3. The SME will be responsible for reviewing the FRSM and detailed HR procedures and processes manuals as appropriate and certify that it covers the bank's needs and identifies all relevant customizations in the solution.	Is the SME expected to update the HR procedures or processes or is the SME expected to provide a report on the shortfalls and the bank shall update the same themselves?	Refer to Section 6.3 point 9
351	RFP	6.3. Involvement of a Subject Matter Expert	21	Indicative Scope of Work for the Subject Matter Expert is as follows but not limited to: 7. Design HR & Analytical dashboards for the senior and middle management. The SME is expected to provide inputs as to how these dashboards and how they can be further improved even post go-live.	Given that the scope requires the SME to provide recommendations on how the dashboards can be further improved even post go-live, what shall be the end deliverable for the SME?	End deliverable would be a sample dashboard document file encompassing the suggested dashboards by the SME.

352	RFP	11.2. Phase 1 - Eligibility Criteria Evaluation	77	4. HRMS application criteria to be met by the Subject Matter Expert - SME Organization should have relevant people on their roles for the product / platform which is being proposed by the bidder to be part of implementation team. - The lead team members proposed should have knowledge of the platform and should have experience of 3-5 years on the platform/technology. Supporting required is Relevant Credential Letters as per Appendix 12 – Experience Format.	Request Bank of Maharashtra to allow the SME to provide self-certification and team member CVs to demonstrate the said requirement.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
353	RFP	11.3. Phase 2 – Technical Proposal Evaluation	81	4. Subject Matter Export 2 a Experienced team leader with more than 10+ years of experience in the proposed product /solution in a scheduled commercial bank	Experience of over 10+ years in the proposed product / solution for the team lead / member from the SME would be spread across multiple clients. Moreover, SME exposure would also be across the business processes and not just limited to the product. Hence, request Bank of Maharashtra to modify the requirement to "Experienced team leader with more than 10+ / 3-9 years of experience in the proposed product /solution"	No change in the RFP clause
354	RFP	13.2. Indemnity	88	13.2. Indemnity	Request Bank to delete the clause. With respect to indemnity infringement of any claims by third party with respect to breach of intellectual property rights, standard exceptions for such indemnity provision to be inserted. Also, such claim shall be attributable to TCS for reasons solely and entirely attributable to the bidder. Request the indemnity clause to have standard exceptions and process for such indemnification, and that such indemnification can only be sought from the bidder when the bidder is solely and entirely responsible for such claim. Request the compliance of law clause to be made mutual.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
355	RFP	13.2. Indemnity	88	Limitation of Liability	Request that the bidder be not made liable in case delay or error is caused by the Bank. Bank's maximum liability under this contract shall be for the amount paid by Bank to bidder for the applicable work in the preceding 12 months from the date when the liability arose.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
356	RFP	13.4. Indemnification Procedures	90	2. Subrogation	Request deletion of this clause.	Bidder is required to meet the requirements of the RFP and also be guided by the same.

357	RFP	13.5. Termin ation of Contrac t	90	13.5. Termination of Contract	Bidder shall continue services under the reverse transition mechanism and as mentioned under consequences of termination, however bidder is entitled to be paid for the services rendered as per the payment terms. Any software or hardware provided under this Agreement by third party shall be governed as per the terms of such EULA or independent agreement. Warranties: Request to include standard exceptions for warranties and a disclaimer with respect to merchantability and fitness for purpose. For remedies to be provided by the Vendor, the remedies shall be sole and exclusive remedy to the Bank.	No change in the RFP clause
358	RFP	13.6. Accept ance Testing	93	13.6. Acceptance Testing	Request insertion of deemed acceptance clause: A deliverable shall be treated as accepted by Bank if Bank (a) fails to provide the list of non-conformities within two (2) weeks of delivery, (b) fails to notify the acceptance of the deliverables in terms of this clause within the period of two (2) weeks from delivery, or (c) starts using the deliverable in a live production environment (other than as part of agreed review and acceptance testing procedure, such as UAT).	No change in the RFP clause
359	RFP	13.7. Owners hip, Grant and Delivery	94	13.7. Ownership, Grant and Delivery	Request a clause to protect pre-existing IPR of the bidder. Bank to provide indemnity for the products provided by the Bank to enable the Bidder to provide services. Also request a clause wherein third party products IPR shall be retained by such third party.	No change in the RFP clause
360	RFP	13.8. Compli ance with Laws	95	13.8. Compliance with Laws	Request the clause to be made mutual.	No change in the RFP clause
361	RFP	13.11. Inspecti on of Record s	96	13.11. Inspection of Records	Request that the inspection shall be done at the expense of the Bank. The Bank shall comply with all the security/confidentiality requirements of the bidder and shall also ensure that the personnel conducting such inspection shall not be a competitor of the Bidder.	No change in the RFP clause
362	RFP	13.16. Neglige nce	97	13.16. Negligence	Request deletion of this clause.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
363	RFP	13.18. Guarant ees	98	13.18. Guarantees	Request deletion of this clause.	Bidder is required to meet the requirements of the RFP and also be guided by the same.

364	RFP	13.26. Liquidated Damages	100	13.26. Liquidated Damages	The liquidated damages to be paid by the Bidder for delay or performance shall be 0.5% of the value of affected services or goods of the applicable milestone per week up to total of 5% of the value of affected goods or services of the applicable milestone. Such liquidated damages can only be applicable if such delay or breach in performance takes place for reasons solely and entirely attributable to the bidder.	No change in the RFP clause
365	RFP	12. Payment terms	84	12. Payment terms	Payment to be made within 30 days of raising invoice. Interest at the rate of 1.5% per month on outstanding amount shall be levied on Bank for default payment. Bidder may withhold services if Bank defaults in payment due to Bidder. Taxes shall be exclusive of the price quoted by the Bank.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
366	RFP	8. Service Level Agreement	47	8. Service Level Agreement	Request inclusion of standard exceptions for downtime for Bidder in this clause. The total service credits attributable solely and entirely to the Bidder shall not exceed an amount of 1% of the affected contract value.	Please consider below additional clause under section 8.8 - Availability Service Credit Computation: "Overall cap for penalties will be 10% of the contract value, thereafter the contract may be cancelled"
367	RFP	6. Detailed Scope of Work	19	6.1. Project Objective 7. The Bidder should ensure that all systemic changes or new requirements necessitated out of ministry / other regulatory guidelines or other Bank requirements as per the RFP are made available from day one of the solution going live. Any new government/ministry/ regulatory requirements that impact the provided solution to the bank need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Bank at no additional cost during the period of the contract.	After Acceptance of Application i.e. after go-live, any customization required will be billable as per rate card, as new requirements can not be envisaged at the time bidding.	Please refer to Section 13.24 of the RFP
368	Annexure 01	Eligibility Criteria	2	HRMS Implementation experience to be met by the Prime Bidder/System Integrator/OEM Partner	Request bank to allow us submit credentials from Private Companies with 25000 employees.	Bank wants implementation experience on public sector banks only. No change in the RFP clause
369	RFP	Clause 7.10	35	Facilities Management	Does bank require dedicated on premise L1or L2 support for whole contract period. Please clarify	Bidder is required to meet the requirements of the RFP and also be guided by the same.
370	RFP	Clause 13.26	100	Liquidated Damages	Request bank to relax on this criteria.	No change in the RFP clause
371	RFP	Clause 2	7	Schedule of Events	Request bank to extend date of submission.	No change in the RFP clause

372	Appendix 01	Append ix 01: Clause 1.41.48	Manpowe r Planning	System to support Specimen Signature Index No.of signatories both atInland & Foreign branches.	What is the functional requirement here? Is it to store the specimen signatures?	Yes, it is to store specimen signatures
373	Appendix 01	Append ix 01: Clause 1.111	Manpowe r Planning	Support submission of claim to Life insurance corporation of India – claim under Savings Linked Insurance Scheme and remittance to concerned branches.	How does the Bank plan to interface with LIC for submitting claims? What support is expected from the HRMS software for submitting claims to LIC?	The integration of HRMS for this purpose with LIC will be shared with the selected bidder at the time of implementation. Bank expects the integration/interface architecture is based around industry's best practice.
374	Appendix 01	Append ix 01: Clause 10.55.2 .49	Terminal Benefits + Separatio ns	Aspects of PTS-off-rolls covered	What is the functional requirement here?	Currently, this functionality is not required. However, in future bank may use this functionality for off roll PTS on the same terms as on roll PTS.
375	Appendix 01	Append ix 01: Clause 11.55.1 .ag, 11.55.1 .ah	Terminal Benefits + Separatio ns	11.55.1.ag: Calculating Bank's Tax and Tax on Tax 11.55.1.ah: Making IT payment before 7th of subsequent month.	Calculating tax and making payment are financial functions. What is expected from the HRMS solution to support these?	The bank expects that all the taxes should be calculated as per the statutory guidelines. More details on this will be shared with the selected bidder at the time of implementation. The entire process for making the tax payment will be discussed during the implementation phase.
376	Appendix 01	Append ix 01: Clause 11.54.1 9	Terminal Benefits + Separatio ns	Obtain declaration of savings from the pensioners regarding savings to be made by them during the current financial year for the purpose of IT deduction through Self Service Module.	Is it mandatory for pensioners to have access to the core HR system to submit the declarations?	The bank expects the pensioners to have access to self-service module but not to core HR systems.
377	Appendix 01	Append ix 01: Clause 5.54, 5.55	Training & Develop ment	5.54: Capability to conduct virtual classes, on line self based learning, instructor lead interactive web oriented training 5.55 Capability of hosting a virtual university for e learning which would include e-learning content management, nomination by the management/self, programme search/content search/online testing and certification interaction with faculties, resource persons, interactive helpdesk, faculty/group evaluation on the basis of feedback etc.	While self-paced learning, e-learning content management, nomination by the management/ self, programme search/content search/online testing and certification are urgent business requirements, kindly confirm, if conducting vitual classrooms is a mandatory requirement?	Currently, the bank does not have virtual classrooms. Hence, virtual classroom is not a mandatory requirement. However, in future the bank may go for the same.
378	RFP	Hardwa re Infrastr ucture for DC and DRC		4.4	The hardware proposed for the DC has to be designed in High Availability wherein the database server should be in Active-Active, the application server should be in Active-Passive and a single server should be used to design the Web server.	We believe that high availability is a requirment and should be kept open to the bidders to achieve it in best possible scenario , taking care of overall uptime and TCO. Requesting to re state this reuqirement of HIGH AVAILABILITY to be achieved in the most cost effective manner.	Bidder is required to meet the requirements of the RFP and also be guided by the same.

379	RFP	Interface & integration require ments	6.6	Bank Intranet Applications ☐ Online Learning Solution Document Management System Core Banking Solution (staff loans, payroll, external payments etc.)	Need more information on these mentioned applications so that the interface requirmeents can be established.	This information will be shared with the selected bidder at the time of implementation
380	RFP	Main RFP	Page 12 Section 4.7 Languag e	The integrated HRMS solution should have multilingual capability (minimum requirement: English and Hindi). The Bank users can log in and perform transactions either in English or in Hindi. Bilingual capability shall be part of standard offering of the Solution including report printing by the Bank users. The data in the database can be stored in English language	Bilingual capability should be part of standard offering of the solution and hence the data should be stored in database both in Hindi & English. Please confirm.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
381	RFP	Main RFP	Page 13 Section 4.7 Languag e	The HRMS solution should be made available on the internet so that all existing and all retired employees of the Bank can login to the HRMS solution through a web URL/link and access/transact using their login profile without using a VPN connection. The features and functionalities that need to be provided are shared in the Appendix 01 - Functional Specifications document	In this section, Bidder has been asked to provide solution access to existing and all retired employees over intenet. In page 18, Section 5.6, Bidder has been asked to to propose license cost for ex officers (retired employees) of the Bank. This cost is optional and Bank will avail the same as per their requirement during the contract period. Please confirm whether the solution should be made avaialble to exisitng + retired employees over internet. However, for commercial bid purpose, the bidder has to propose the software license cost only for Ex Officers and not all the retired employees.Please confirm.	Tha bank to refer to section 5.5 point 1 of the RFP.
382	RFP	Main RFP	Page 17 Section 5.5 Staff Strength	Details of Staff Strength from 2013-14 to 2019-20	In this, what is PTS? Among the projected officers in 2019-20 of 11006, how many of the officers will be performing the job of managers in respect of HRMS like leave approval/travel approval etc.	PTS means - Part Time Sweepers who are on the pay roll of the Bank.
383	RFP	Main RFP	Page 17 Section 5.5 Staff Strength	Details of Staff Strength from 2013-14 to 2019-20	The number of retired employees projected in 2019-20 is 22387, which is 8887 more than current retired employees of 13500. This is about 50% of current employee base. Is this proejction is practical. This info will help Bank to optimise overall project cost.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
384	RFP	Main RFP	Page 25 Section 6.9 Hardware	Hardware proposed to be sized considering 1000 **standard Reports** to be generated in an hour..	1000 reports to be printed in an hour is not very realistic approach. Request Bank to rethink on this and let us know the revised & achievable number of reports to be generated in an hour or in a day.	Hardware sizing should be done in order to meet 100 standard reports in an hour.

385	RFP	Main RFP	Page 26 Section 6.10 Database	The bank intends to have full use license for the database and not just application based.	SAP supplies required DB for its solution only which is indepdent of Hardware platform, OS and various environments (license required only for production environment) which ultimately gives huge commercial benefit to customer. In this option, Bank will get all the required functionalities in the DB as per the choice of Bank to run the SAP solutions. Hence we should be allowed to offer DB under this option along with SAP software licenses.	The bank will use the database licenses as per OEM licensing policy.
386	RFP	Main RF	Page 79 & 80. - Product Demonstration	Demonstration of the product specifications using an internet based instance by connecting through internet will not be permitted	In a short period, configuration of demo scenarios to be provided by you will be equivalent to delivering the project. Therefore requesting you to allow us to demonstrate the demo scenarios by accessing from your premises over internet pre configured our demo landscape.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
387	Annexure 01	Annexur	Point III	The proposed integrated HRMS solution should be live in at least one Public Sector Bank in India covering at least 20,000 employees and should be currently live and running as of date of the RFP	OEM has been asked to obtain a letter as per Appendix 12 format from the existing customer. In place of that specific format, requesting you to allow the OEM to provide Purchase Order or License Sale Agreement or any other equivalent document to substantiate that OEM is meeting this requirement.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
388	Annexure 01	11.2 Point 4. Page 77. Eligibility Criteria Evluation and Compliance	Sub title: HRMS application criteria to be met by the Subject Matter Expert	SME Organization should have relevant people on their roles for the product / platform which is being proposed by the bidder to be part of implementation team. The lead team members proposed should have knowledge of the platform and should have experience of 3-5 years on the platform/technology. Supporting required is Relevant Credential Letters as per Appendix 12 – Experience Format.	Request Bank of Maharashtra to allow the SME to provide self-certification and team member CVs to demonstrate the said requirement.	Bidder is required to meet the requirements of the RFP and also be guided by the same.

389	Annexure 01	Annexure 01. 11.3 Point 4. Page 77. Eligibility Criteria Evluation and Compliance	Subject Matter Expert		Experienced team leader with more than 10+ / 3-9 years of experience in the proposed product /solution in a scheduled commercial bank	Experience of over 10+ years in the proposed product / solution for the team lead / member from the SME would be spread across multiple clients. Moreover, SME exposure	Bidder is required to meet the requirements of the RFP and also be guided by the same.
390	RFP	Main RFP.	Section 6.3. Page 21. point 3		The SME will be responsible for reviewing the FRSM and detailed HR procedures and processes manuals as appropriate and certify that it covers the bank's needs and identifies all relevant customizations in the solution.	Given that the scope requires the SME to provide recommendations on how the dashboards can be further improved even post go-live, what shall be the end deliverable for	Query not relevant: Bidder is required to meet the requirements of the RFP and also be guided by the same.
391	RFP	Main RFP.	Section 6.3. Page 21. Point 7		Design HR & Analytical dashboards for the senior and middle management. The SME is expected to provide inputs as to how these dashboards and how they can further improved even post go live	Given that the scope requires the SME to provide recommendations on how the dashboards can be further improved even post go-live, what shall be the end deliverable for the SME?	End deliverable would be a sample dashboard document file encompassing the suggested dashboards by the SME.
392	Annexure 01		Annexur	2	Should have system integration experience in having implemented the proposed end to end integrated HRMS solution comprising of at least supply,commissioning, implementation, rollout, go live and maintenance in at least one Indian scheduled commercial bank having at least 15,000 employees and should be currently live as of date of the RFP	Request Bank to permit Experience obtained in Indian PSU - BFSI Segment to be made elgible. Also would request Bank to consider Similar Solutions from amongst the top HRMS vendors. We have experience of Similiar Solution which we have deployed at PSU - Insurance Organisation in India on Oracle Peoplesoft Platform. We would like to have an option of choosing the Best Bidder based on the RFP requirements and other Commercial parameters.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
393	RFP	13.26.5		100	The maximum amount that may be levied by way of Liquidated Damages pursuant to clause above shall not exceed 20% of the Total Contract value.	20% Penalty is very high hence would request Bank to limit the maximum penalty @ 10% of the Contract value	Bidder is required to meet the requirements of the RFP and also be guided by the same.

394	RFP	Clause 4.4	11	The bank has the option of supplying the hardware to the system integrator. While it is mandatory to provide the technical and commercial information for the hardware required in order to implement the Integrated HRMS solution, the bank may at its own discretion decide to supply the hardware to the SI, which will result in eliminating the hardware cost from the TCO. The decision whether the bank will provide the hardware or the SI will provide the hardware will be communicated to the successful bidder only after the bidder provides line item costs.	Please clarify in the event that the Bank decides to provide the hardware, the same will be provided alongwith all the system softwares(OS, virtualisation softwares etc.)	Bidder is required to meet the requirements of the RFP and also be guided by the same.
395	RFP	Clause 4.4	11	The hardware proposed for the DC has to be designed in High Availability wherein the database server should be in Active-Active, the application server should be in Active-Passive and a single server should be used to design the Web server.	We believe that high availability is a requirement and should be kept open to the bidders to achieve it in best possible scenario , taking care of overall uptime and TCO. Requesting to re state this requirement of HIGH AVAILABILITY to be achieved in the most cost effective manner.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
396	RFP	Clause 4.4	11	The hardware proposed for the DC has to be designed in High Availability wherein the database server should be in Active-Active, the application server should be in Active-Passive and a single server should be used to design the Web server.	We request bank to clarify as to why database layer is in active-active and application server is in active-passive. Normally it is seen that both database and application layer are in active-active or active-passive mode.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
397	RFP	Clause 4.5 Point 1	12	The Solution architecture should be open and multi-tiered (Ex. presentation layer, business logic layer and data layer as independent tiers with well-defined interfaces between the layers to enable loose coupling) with a modular object oriented component based design using the latest cutting edge technology and Service Oriented Architecture best practices.	Please confirm your acceptance for multi-tier architecture using virtualization	The bidder has to propose optimal solution as per the requirements of the RFP

398	RFP	Clause 4.7 Language	12	The integrated HRMS solution should have multilingual capability (minimum requirement: English and Hindi). The Bank users can log in and perform transactions either in English or in Hindi. Bilingual capability shall be part of standard offering of the Solution including report printing by the Bank users. The data in the database can be stored in English language	Bilingual capability should be part of standard offering of the solution and hence the data should be stored in database both in Hindi & English. Please confirm.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
399	RFP	Clause 4.7 Language	12	The integrated HRMS solution should have multilingual capability (minimum requirement: English and Hindi)	Is Multilingual Support required for Mobile App	Both, browser and native mobile app is required by the bank. Presently english, however it should have the capability to incorporate bilinguality as per regulatory mandates.
400	RFP	Clause 4.8 Point 1	12	The Bidder will be responsible for successful data migration from existing physical and electronic data available in the Bank. The electronic data is available in Oracle database. The bank can facilitate data extraction from the database as and when required.	Please confirm the size of data to be migrated (for e.g. in TB)	Bidder is required to meet the requirements of the RFP and also be guided by the same.
401	RFP	Clause 4.8 Point 2	12	The Bidder will be responsible for developing extraction scripts, upload scripts, testing, rectification and carrying out the electronic data available in the Bank's various systems.	Please confirm the bank will take the ownership of the correctness of the data to be migrated in the new system	Correctness of the data will be informed by the Bank

402	RFP	Clause 4.8 Point 3	12	While majority of the data is in electronic format some data is in physical files which would be converted to electronic data by data entry operators. The vendor needs to provide commercials for the data entry operators. The bank may or may not use the data entry operators provided by the bidder, in which case the bank will not pay for the data entry operators provisioned by the System Integrator as part of the final contract. The cost of data entry operator will however be considered for calculating the TCO of the solution. The bidder would need to provide user interface to the bank/data entry operators which would be required to key in data available in physical files.	Please confirm the total size of the data in the physical format.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
403	RFP	Section 4.7	12, 13	Language	We understand data in HRMS system would be keyed in English language only. Also all the reports, forms would also be printed only in English and Hindi language only.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
404	RFP	Section 4.9	12, 13	Interfaces	Please provide more details (OS, Database etc.) of the legacy systems. currently in use at BOM which needs to be integrated with proposed HRMS system. Please elaborate further on the Document Management system and online learning system (OS, database etc. & if BOM has preferences to any particular applications/products) which will be procured by BOM in future and needs to be interfaced with proposed HRMS system, as this information will be crucial to analyze the efforts for interface.	This information will be shared with the selected bidder at the time of implementation
405	RFP	Section 4.7 Langua ge	13	The HRMS solution should be made available on the internet so that all existing and all retired employees of the Bank can login to the HRMS solution through a web URL/link and access/transact using their login profile without using a VPN connection. The features and functionalities that need to be provided are shared in the Appendix 01 - Functional Specifications document	In this section, Bidder has been asked to provide solution access to existing and all retired employees over internet. In page 18, Section 5.6, Bidder has been asked to to propose license cost for ex officers (retired employees) of the Bank. This cost is optional and Bank will avail the same as per their requirement during the contract period. Please confirm whether the solution should be made available to existing + retired employees over internet. However, for commercial bid purpose, the bidder has to propose the software license cost only for Ex Officers and not all the retired employees. Please confirm.	Tha bank to refer to section 5.5 point 1 of the RFP.

406	RFP	Section 5.5 Staff Strength	17	Details of Staff Strength from 2013-14 to 2019-20	In this, what is PTS? Among the projected officers in 2019-20 of 11006, how many of the officers will be performing the job of managers in respect of HRMS like leave approval/travel approval etc.	PTS means - Part Time Sweepers who are on the pay roll of the Bank.
407	RFP	Section 5.5 Staff Strength	17	Details of Staff Strength from 2013-14 to 2019-20	The number of retired employees projected in 2019-20 is 22387, which is 8887 more than current retired employees of 13500. This is about 50% of current employee base. Is this projection is practical. This info will help Bank to optimize overall project cost.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
408	RFP	Clause 5.6	18	The cost of the licenses per the contract should be applicable for Bank of Maharashtra and its RRBs. The license costs should remain same till the bank or its RRBs use the OEM product irrespective of which System Integrator is maintaining, managing or implementing the solution.	Please clarify if RRB implementation/roll out of banks application to its RRBs is also in the scope of the bidder	No, HRMS application implementation for RRBs is in scope for this RFP.
409	RFP	Clause 5.6	18	The ex-officers will use a web interface or a mobile application for connecting to the HRMS system for checking pensions, submitting documents or any helpdesk requests, updating information etc.	Please elaborate what documentrs and type of documents are to be supported. Is helpdesk mobile app needed. What information is expected to update through mobile	Helpdesk functionality is mentioned in the section 7.10 point m.
410	RFP	Clause 5.6	18	In addition the bidder has to propose suitable Analytical tool to address the requirement stated in Appendix 01 to enable to view Analytical reports by HRMS Department in Administrative offices including Head Office and for all senior management personnel like Chief Manager/Zonal Manager/DGM/AGM/GM etc. approximately 300 concurrent users.	Please confirm the total number of users for using analytical application.	This information will be shared with the selected bidder at the time of implementation

411	RFP	Clause 6.1 Point 5	19	The Bidders have to note that while the integrated HRMS and other business solutions would be implemented as part of this project, the Bidders have to necessarily ensure that all existing products and services are available in the Solution. The Bidders have to envisage all applicable costs in order to configure the products and services in the Solution. The Bank will not accept any plea of the Bidder at a later date for omission of critical products and services on the pretext that the same was not explicitly mentioned in the RFP.	Please note that bidder will map the business process requirements with respect to various sub-modules of the HCM of the proposed ERP & propose the solution accordingly. However, there may be many sub-modules available in the product which may not be required to map the business processes defined in the current RFP. Please clarify if such sub-modules which are not required but available as a part of product are also to be considered to meet the compliance of this clause.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
412	RFP	Clause 6.2	19	Description of the envisaged scope is enumerated as under. However, the Bank at its discretion reserves the right to change the scope of the RFP considering the size and variety of the requirements and the changing business conditions.	Please confirm any change in the scope after the finalization of order will be treated as a change request and would be compensated commercially within the framework of contract prices.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
413	RFP	Clause 6.6	22	Bank Intranet Applications ☐ Online Learning Solution Document Management System Core Banking Solution (staff loans, payroll, external payments etc.)	Need more information on these mentioned applications so that the interface requirements can be established.	This information will be shared with the selected bidder at the time of implementation
414	RFP	6.7. Mobility Requirements Point 1	23	The Bidder has to design the Solution such that all the employees of the Bank can access the solution through mobility devices such as smart phones and tablets.	Please confirm if the complete hrms solution which is accessible from desktop portal shall be acessible from mobile and tablet browser	This information will be shared with the selected bidder at the time of implementation
415	RFP	6.7. Mobility Requirements Point 1	23	The Solution proposed has to be supported on iOS, android, windows, etc. operating systems. The various reports, dashboards, etc	Please confirm if any other mobile platform other than listed below needs to be supported 1. iOS version 6 and above 2. Android version 3 and above 3. Blackberry version 7 and above 4. Windows 7 5. windows Phone 8 6. Windows 8	Bidder is required to meet the requirements of the RFP and also be guided by the same.
416	RFP	6.7. Mobility Requirements Point 1	24	The HRMS application should be certificated on all popular browsers	Is there any third party certification authority assigned by bank to do certification. If so please mention.	Bidder needs to provide the certification.

417	RFP	6.7. Mobility Requirements Point 1	24	The HRMS application should be certificated on all popular browsers (Internet Explorer v6 and above, Mozilla Firefox v21 and above, Google Chrome, Safari)	We assume minimum version to be supported for chrome is version 38.0.2125 and for safari is version 6	Bidder is required to meet the requirements of the RFP and also be guided by the same.
418	RFP	6.7. Mobility Requirements Point 1	24	The HRMS application should allow approvers to approve, deny, or put approval requests on hold by clicking or tapping the corresponding link on the approval email that they receive on their smart phone/tablet devices.	We assume that this feature is purely dependent on third party email app on device and no additional features are expected by bidder. Please confirm	Bidder is required to meet the requirements of the RFP and also be guided by the same.
419	RFP	Section 6.9 Hardware	25	Hardware proposed to be sized considering 1000 **standard Reports** to be generated in an hour..	1000 reports to be printed in an hour is not very realistic approach. Request Bank to rethink on this and let us know the revised & achievable number of reports to be generated in an hour or in a day.	Hardware sizing should be done in order to meet 100 standard reports in an hour.
420	RFP	Clause 6.9 / Clause 8.5	25,50	Table under point 5 / Table under clause 8.5	The concurreny requirement for hardware sizing and for solution performance are conflicting. Please provide the exact number of concurrent users.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
421	RFP	Section 6.10 Database	26	The bank intends to have full use license for the database and not just application based.	SAP supplies required DB for its solution only which is independent of Hardware platform, OS and various environments (license required only for production environment) which ultimately gives huge commercial benefit to customer. In this option, Bank will get all the required functionalities in the DB as per the choice of Bank to run the SAP solutions. Hence we should be allowed to offer DB under this option along with SAP software licenses.	The bank will use the database licenses as per OEM licensing policy.
422	RFP	Clause 6.14	27	In case the bank asks the SI to provide the hardware, the Bidder must deliver proposed the hardware for the Solution within 6 weeks of placing the purchase order by the Bank. The Bidder also has to ensure completion of installation and commissioning within 8 weeks of placing the purchase order by the Bank.	Incase the hardware has to be provided by bidder , we request bank to change the hardware delivery time from 6 weeks to 10 weeks and commissioning time form 8 weeks to 12 weeks respectively considering the order processing time at bidders end and also the delivery generally given from 6 weeks onwards from placement of order from bidder to OEM	Bidder is required to meet the requirements of the RFP and also be guided by the same.
423	RFP	Cluse 7.12	45	Independent testing agency	Please clarify if the Bank requires any stress testing on the system and if yes, then the necessary tool will be provided by the bank	Bidder is required to meet the requirements of the RFP and also be guided by the same.
424	RFP	Clause 8.4	49	Table under section 8.4	The minimum service level requirement of 99.99% to be revisited by bank and to be confirmed since RFP under clause number 4.4 allows application server configuration in active-passive mode and in this mode of configuration 99.99% service level cannot be achieved	Availability to be changed to 99.95% instead of 99.99%

425	RFP	Section 9	54, 55	Project Timelines	Can bidder propose their own timeline, as we understand the project timeline of 10 months for (Phase 1 & Phase 2) suggested by BOM is aggressive considering the scope of work and locations covered. Further, please clarify the bidders proposed timeline will not have an adverse impact on the scoring suggested by BOM.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
426	RFP	Clause 10.4	59	All out of pocket expenses, traveling, boarding and lodging expenses for the entire life of the contract should be a part of the Appendix 02 – Bill of materials submitted by the Bidder to the Bank. No extra costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc. will be payable by the Bank. The Bidder cannot take the plea of omitting any charges or costs and later lodge a claim on the Bank for the same.	Please clarify the following: 1) The base location for implementation of the application 2) The training would be centralized or bidder has to do training at various other locations. Please provide the list of such locations to enable to work out the cost of travelling & other related expenses.	Base location for implementation of application will be Pune (HO or DC). Trainings will be in bank premises in Pune.
427	RFP	Clause 10.4 Point 24	60	The Bidder, from time to time during the period of the contract, should provide price benefits to Bank, in the event that the prices of any proposed items have reduced. Such price benefits would be discussed mutually by the Bank and the Bidder. In the event the Bidder does not offer the price benefit to the Bank, Bank will have the right to independently procure the same from the market and the Bidder will have no objection to the same.	This being a fix price bid, the bank should delete this clause. However in case the bank wishes to get the reduction in prices over time, a provision of upward revision of price should also be kept.	Bidder is required to meet the requirements of the RFP and also be guided by the same.

428	RFP	Caluse 10.4 Point 31	60	If any Tax authorities of any state, including, Local authorities like Corporation, Municipality, Mandal Panchayat, etc. or any Central Government authority or Statutory or autonomous or such other authority imposes any tax, penalty or levy or any cess/ charge other than entry tax or octroi and if the Bank has to pay the same for any of the items or supplies made in terms hereof by the Bidder, for any reason including the delay or failure or inability of the Bidder to make payment for the same, Bank has to be reimbursed such amounts paid, on being intimated to the Bidder along with the documentary evidence. If the Bidder fails to reimburse the amount within a fortnight, the Bank shall adjust the amount out of the payments due to the Bidder from the Bank along with the interest calculated at 18% (eighteen per cent) per annum.	We request bank to ammend the clause for allowing bidder to make payments within 30 days and penal interest to be calculated at rate of 12% per annum.	No change in the RFP clause
429	RFP	Clause 10.8 Point 10	66	Price Negotiation - It is absolutely essential for the Bidders to quote the lowest price at the time of making the offer in their own interest. Bank reserves the right to do price discovery and engage the successful Bidder in discussions on the prices quoted. Bank also reserves the right to enter into price discussions with the OEMs of applications and other components, consortium partners of the Bidder. Bank holds the right to negotiate on the final price offered by the selected System Integrator.	The Bank should engage directly with the Bidder for any price negotiations for the price quoted in the bid. Kindly note, as this is a fixed price bid, the bank's independent negotiations with the OEM's directly will not be binding on the bidder for the System Integration project.	No change in the RFP clause
430	RFP	Clause 10.8 Point 14	66	Bidder shall inform their readiness for the pre-delivery/post-delivery inspection at least 15 days in advance. Inspection of the centralized application and data base servers, etc. will be carried out at the Data Centre/DRC.	As the delivery timeline stipulated by Bank is very tight, we suggest pre-delivery inspection of hardware/software is deleted and any inspection if desired on supplied items is done at DC/DRC post delivery of the same	No change in the RFP clause

431	RFP	Product Demon stration	79 & 80	Demonstration of the product specifications using an internet based instance by connecting through internet will not be permitted	In a short period, configuration of demo scenarios to be provided by you will be equivalent to delivering the project. Therefore requesting you to allow us to demonstrate the demo scenarios by accessing from your premises over internet pre configured our demo landscape.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
432	RFP	Clause 11.3 Point 6 Site Visit	81	The Bank requires the Bidders to provide at least ONE reference scheduled commercial bank in India where the proposed solution has been implemented. The reference site should be one where the Bidder has implemented the proposed Integrated HRMS as a System Integrator and is currently in use as of date of the RFP	We request the Bank to consider PSU / Govt bodies for Site Visit. Also, we request the Bank to consider ongoing implementations for Site Visits.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
433	RFP	Clause 11.4	82	Phase 3 - Commercial Bid Evaluation	Will the Bank share the Technical Scores of the Bidders with all the Bidders?	No, the technical scores will be kept confidential
434	RFP	Clause 12.2	84	Point 1 & 2	Please note that software OEMs provide single cost for HCM application bundled along with database cost. Hence we request bank to make payment fo software application cost without segregating HCM and database cost separately and payments for same be made as 90% on delivery of software and 10% on installation of software	Bidder is required to meet the requirements of the RFP and also be guided by the same.
435	RFP	Clause 12.2	84	Point 3	Please clarify meaning of fully loaded hardware. We also requst bank to consider hardware payment as 90% on delivery and 10% on installation.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
436	RFP	Clause 12.2	84	SME Payment	We presume the SME payment will be paid to bidder who will pass on the same to SME. We also request bank to pay SME beyond 3 months for the delays directly attribuatable to the bank	Payment to the SME will be done by bidder only. The second part is not acceptable by the bank.

437	RFP	Clause 12.2	85	Implementation cost for HRMS: 10% of the implementation cost for HRMS, would be payable on successful completion of current state assessment, gap analysis and systems specifications definition phase (respective phase) or on completion of 2 month from the date of issuance of Purchase Order, whichever is later; □ 15% of the implementation cost for HRMS, would be payable on successful completion of the customization and testing phase or on completion of 4 months from the date of issuance of Purchase Order, whichever is later; □ 50% of the implementation cost for HRMS, would be payable on successful implementation of the application of all the phases and go live; and □ The balance 25% of the implementation cost for HRMS, would be payable on completion of 3 months from the date of successful implementation of the HRMS application and go-live of all phases. □ Implementation cost for other application will be paid after 2 months of go-live of such application, without any pending or	We request the following terms of Payment of implemntation cost for HRMS: 1) 25% of the implementation cost for HRMS, would be payable on successful completion of current state assessment, gap analysis and systems specifications definition phase (respective phase) or on completion of 2 month from the date of issuance of Purchase Order, whichever is later; 2) 25% of the implementation cost for HRMS, would be payable on successful completion of the customization and testing phase or on completion of 4 months from the date of issuance of Purchase Order, whichever is later; 3) 40% of the implementation cost for HRMS, would be payable on successful implementation of the application of all the phases and go live; and 4) The balance 10% of the implementation cost for HRMS, would be payable on completion of 3 months from the date of successful implementation of the HRMS application and go-live of all phases. 5) Implementation cost for other application will be paid after 1 month of go-live of such application, without any pending or unresolved deliverables/issues. 6) Implementation cost of any additional requirements would be paid upon successful completion of the implementation and successful operations along with Bank signoff in the live environment for at least 30 days.	Bidder is required to meet the requirements of the RFP and also be guided by the same.
438	Annexure 01	Annexure-1 Eligibility Criteria	2	Should have system integration experience in having implemented the proposed end to end integrated HRMS solution comprising of at least supply, commissioning, implementation, rollout, go live and maintenance in at least one Indian scheduled commercial bank having at least 15,000 employees and should be currently live as of date of the RFP	1)Please include end to end inmplementation reference for one large PSU/ Govt body 2)Alternatively also consider on going large implementation in Scheduled commercial Bank / Regulatory Bank in India (RBI)	Bidder is required to meet the requirements of the RFP and also be guided by the same.

439	Annexure 02	Annexure 2 - Technical Specification Point 3	1	Should be developed as a universal app and have the ability to convert to an Android App (2.3 and above) iOS app (version iOS 5 and above) Windows App (version 7 and above) Blackberry app	1. Can we consider using MADP (Mobile Application Development Platform) for developing mobile apps which will enable writing code once and deploying on multiple mobile platforms. 2. Is bank expecting pure native mobile app or hybrid app shall be acceptable 3. Can we consider using crossplatform tools such as phonegap for hybrid application development		Bidder is required to meet the requirements of the RFP and also be guided by the same.
440	Annexure 03	Annexure-3 Credential strength	1, 2	Part A, Part B	Please consider implementation experience with PSU/ Govt body and also Ongoing implementation for Scheduled commercial Bank in India / Regulator Bank (RBI)		Bidder is required to meet the requirements of the RFP and also be guided by the same.
441	Annexure 04	Annexure -4 & RFP clause 10.3	61	Rules of Reverse Auction and Price comparision	We request Bank to clarify if the commercial evaluation will be done by opening the bid in front of qualified bidders and share the TCO or it will be done through reverse auction. It is important for bidder to know in the beginning the process adopted by bank as prices will be worked out accordingly. In case of option -1 , the bidders gives the best prices in the commercial bid and in case of reverse auction, bidders keeps the prices which will be going through the reverse auction process		Bidder is required to meet the requirements of the RFP and also be guided by the same.
442	Appendix 01	Appendix 01: Clause 1.41.48	Manpower Planning	System to support Specimen Signature Index No.of signatories both at Inland & Foreign branches.	What is the functional requirement here? Is it to store the specimen signatures?		Yes, it is to store specimen signatures
443	Appendix 01	Appendix 01: Clause 1.111	Manpower Planning	Support submission of claim to Life insurance corporation of India – claim under Savings Linked Insurance Scheme and remittance to concerned branches.	How does the Bank plan to interface with LIC for submitting claims? What support is expected from the HRMS software for submitting claims to LIC?		The integration of HRMS for this purpose with LIC will be shared with the selected bidder at the time of implementation. Bank expects the integration/interface architecture is based around industry's best practice.
444	Appendix 01	Appendix 01: Clause 10.55.2 .49	Terminal Benefits + Separations	Aspects of PTS-off-rolls covered	What is the functional requirement here?		Currently, this functionality is not required. However, in future bank may use this functionality for off roll PTS on the same terms as on roll PTS.
445	Appendix 01	Appendix 01: Clause 11.55.1 .ag, 11.55.1 .ah	Terminal Benefits + Separations	11.55.1.ag: Calculating Bank's Tax and Tax on Tax 11.55.1.ah: Making IT payment before 7th of subsequent month.	Calculating tax and making payment are financial functions. What is expected from the HRMS solution to support these?		The bank expects that all the taxes should be calculated as per the statutory guidelines. More details on this will be shared with the selected bidder at the time of implementation. The entire process for making the tax payment will be discussed during the implementation phase.

446	Appendix 01	Append ix 01: Clause 11.54.1 9	Terminal Benefits + Separatio ns	Obtain declaration of savings from the pensioners regarding savings to be made by them during the current financial year for the purpose of IT deduction through Self Service Module.	Is it mandatory for pensioners to have access to the core HR system to submit the declarations?	The bank expects the pensioners to have access to self-service module but not to core HR systems.
447	Appendix 01	Append ix 01: Clause 5.54, 5.55	Training & Develop ment	5.54: Capability to conduct virtual classes, on line self based learning, instructor lead interactive web oriented training 5.55 Capability of hosting a virtual university for e learning which would include e-learning content management, nomination by the management/self, programme search/content search/online testing and certification interaction with faculties, resource persons, interactive helpdesk, faculty/group evaluation on the basis of feedback etc.	While self-paced learning, e-learning content management, nomination by the management/ self, programme search/content search/online testing and certification are urgent business requirements, kindly confirm, if conducting virtual classrooms is a mandatory requirement?	Currently, the bank does not have virtual classrooms. Hence, virtual classroom is not a mandatory requirement. However, in future the bank may go for the same.
448	Appendix 01	Append ix 01 section 16.1.2	1	Appendix 01 section 16.1.2	As part of mobile app dashbord do you expect graphs or only plaIN TEXT DATA	This information will be shared with the selected bidder at the time of implementation
449	Appendix 01	Append ix 01 section 16.2.1 point a	1	Appendix 01 section 16.2.1 point a	We assume below workflow for this use case. Please confirm 1. User will select the claim type 2. If supporting document such as image of bill is needed, user will capture image of document from mobile camera 3. User will attatch the image of document 4. User will enter amount 4. User will submit the claim	Bidder is required to meet the requirements of the RFP and also be guided by the same.
450	Appendix 01	Append ix 01 section 16.2.1 point c	1	Appendix 01 section 16.2.1 point c	Pls elaborate what different reports needs to be generated and in what format in mobile app	Bidder is required to meet the requirements of the RFP and also be guided by the same.
451	Appendix 01	Append ix 01 section 16.2.1 point c	1	Appendix 01 section 16.2.1 point c	Shall mobile app get pdf documet for welfare scheme to be displayed	Bidder is required to meet the requirements of the RFP and also be guided by the same.
452	Appendix 01	Append ix 01 section 16.3.1	1	Appendix 01 section 16.3.1	1. Shall mobile app get pdf documet to display payslip 2. It is assumed that standard email app on device is used to email the payslip and email feature development are not in scope	Bidder is required to meet the requirements of the RFP and also be guided by the same.

453	Appendix 01	Append ix 01 section 16.3.2, 16.4.2, 16.4.4	1	Appendix 01 section 16.3.2, 16.4.2, 16.4.4	What types of notifications are expected	Bidder is required to meet the requirements of the RFP and also be guided by the same.
454	Appendix 01	Append ix 01 section 16.4.4	1	Appendix 01 section 16.4.4	We assume whenever there is a backend process for initiation and approval of promotion or deputation, users shall be notified on mobile app. Please confirm	Bidder is required to meet the requirements of the RFP and also be guided by the same.
455	Appendix 01				Is notificfation expected on standard notification bar of device or on app icon	Bidder is required to meet the requirements of the RFP and also be guided by the same.
456	Appendix 01	Append ix 01 section 16.5.1 point f	1	Appendix 01 section 16.5.1 point f	Please elaborate what are the functionalities expected for processing medical, conveyance and newspaper	Bidder is required to meet the requirements of the RFP and also be guided by the same.
457	Appendix 01	Append ix 01	1	Appendix 01	Are all below functionalities expected as part of single app or different apps - Leave management, - Staff Re-imbursements and welfare, - Payroll, - Transfers and promotions, - HR Team administration	It is expected from one single app
458	General	4.8	12	General	Does Bank have any preference of Operating System and Database for the proposed Application ?	Bidder should ensure that the solution including OS, Application and Database meets the minimum technical specifications.
459	General	5.2	16	General	For Disaster Recovery setup what is the distance between two physical sites.	Query not relevant: Bidder is required to meet the requirements of the RFP and also be guided by the same.
460	General	5.5	17	General	Hardware should be sized for the user base of 38871 (year 2019-2020) for the concurrency of 3550 users	Bidder is required to meet the requirements of the RFP and also be guided by the same.
461	General	5.6	18	General	Reporting tool hardware should be sized for 300 concurrent users?	Bidder is required to meet the requirements of the RFP and also be guided by the same.
462	General	4.9	13	General	Provide the details of the No. of interfaces and Interface components	This information will be shared with the selected bidder at the time of implementation
463	General	General	-	General	What is the current LDAP, ADS setup in Bank ?	This information will be shared with the selected bidder at the time of implementation
464	General	General	-	General	What are the data security policies of Bank ?	This information will be shared with the selected bidder at the time of implementation
465	General	General	-	General	Is Bank using any preference for data archiving tool ? If "Yes", specify the technical specifications	This information will be shared with the selected bidder at the time of implementation
466	General	4.8	12	General	What kind of data you are planning to migrate into proposed ERP system and volume of data	Bidder is required to meet the requirements of the RFP and also be guided by the same.