With reference to RFP Ref No. 02/2024-25 (GEM/2024/B/4877659) dated 20.04.2024 published on GeM portal and our website https://www.bankofmaharashtra.in, and pre-bid meeting was conducted as per schedule on 30.04.2024 at 15:00 hours.

Representative from potential bidders attended the meeting. Bank welcomed all the participants. Concerns of all the participants were deliberated during the meeting.

Responses to pre-bid queries are enclosed herewith as Annexure 1.

Note- Except changes mentioned above and as part of pre-bid responses, there is no change in any clauses, terms & conditions of the RFP document.

Sd/-
Assistant General Manager
Information Technology

बैंक ऑफ महाराष्ट्र
Bank of Maharashtra
भारत सरकार का उद्यम
एक परिवार एक बैंक

Annexure – 1: responses to pre-bid queries

Sr No	Page	Point/section	Main section name	Clarification point as stated in tender document	Comment/Suggestion	Bank Response
1	88	Section 7.29 Point 2	ANNEXURE C: DETAILED SCOPE OF WORK	Invoicing Generation for filing of returns (sending the same to customers via Digital mode/ E-mail/ Net banking)	Invoices need to be send to customers via net banking? If yes, kindly provide the expected process flow or more elaboration	To be shared with the successful bidder
2	88	Section 7.29 Point 4	ANNEXURE C: DETAILED SCOPE OF WORK	Invoice Management/ Transaction Management for structuring of Purchase Register. Posting of such invoices / transaction to the Core Banking application on real time basis through API or as required by the management	Invoice posting should also be considered under the scope on the top of GST related services? Integration to be done by bidder or just APIs need to be exposed and integration will be done by bank?	Bank will provide API related to CBS.GSTN & GSP portal related API are required to be deployed by the vendor. Vendor need to provide neccesaery support for smooth

Response to pre-bid queries: - RFP 02/2024-25 for Supply, Implementation, and Maintenance of End to End GST Software (Pre-Bid meeting dated 30.04.2024 15:00 hours)

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Sr No	Page	Point/section	Main section name	Clarification point as stated in tender document	Comment/Suggestion	Bank Response
						integration.
3	88	Section 7.29 Point 5	ANNEXURE C: DETAILED SCOPE OF WORK	Capturing of transaction / Invoice particulars through OCR / any other instrument.	How Invoice/transaction PDF/Images will be provided? Separate tool for OCR will work or OCR capabiltiies are required under the same ASPGSP tool?	Scaned Imagaes/ PDF will be provided on user's Desktop. System shall have capability to upload & store the scanned copies while punching the transaction for further approval/ rejection with reason of

Sr No	Pa ge	Point/section	Main section name	Clarification point as stated in tender document	Comment/Su ggestion	Bank Respon se
						transacti on by ZO/ HO as mentione d in RFP.
4	88	Section 7.29 Point 6	ANNEXURE C: DETAILED SCOPE OF WORK	Linking of GST comprehensive solution with ASP/GSP and with existing CBS on requirement basis.	Integration with CBS to be done by Bank or by bidder?	Bank will provide API related to CBS.GS TN & GSP portal related API are required to be deployed by the vendor. Vendor need to provide neccesa ery support for smooth

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Sr No	Page	Point/section	Main section name	Clarification point as stated in tender document	Comment/Suggestion	Bank Response
						integration.
5	88	Section 7.29 Point 7	ANNEXURE C: DETAILED SCOPE OF WORK	Automated acceptance of TDS under GST of bank deducted by vendors / Counter parts.	Where acceptance needs to be done? On ASPGSP or CBS or any other application?	Clause stands deleted
6	89	Section 7.29 (ii) Point 1	The detailed scope of work is as under:	Bidder should provide/create the solution that is compatible with CBS/other platform and should be able to process & work with the file formats that CBS generates.	Integration methodology should be SFTP or API? Who will be making the changes in CBS for file format changes ?	Integration Methodology should be combination of API & SFTP. The same shall be discussed with the successful bidder.

Sr No	Page	Point/section	Main section name	Clarification point as stated in tender document	Comment/Suggestion	Bank Response
7	90	Section 7.29 (ii) Point 12	The detailed scope of work is as under:	Any required customization will be carried out by successful bidder at any point of time without any additional cost.	We are assuming there can not be any change request submitted by bidder for any changes in the application for given tenure. Please confirm the understanding.	Any changes in the solution during UAT and before Production movement has to be provided by the bidder without any additional cost to the Bank. Subsequent change requests (non regulatory) shall be a part of Customization based on the effort finalized

Response to pre-bid queries: - RFP 02/2024-25 for Supply, Implementation, and
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						by Bank & the bidder.
8	91	Section 7.29 (ii) Point 27	The detailed scope of work is as under:	The software must be able to categorize any GLs into taxable or GLs in which tax is to be remitted on RCM basis.	GL Categorization to be done by ASPGSP tool or categories will be provided from source system/CBS to tool?	GL & HSN item categorisation will be provided by the Bank. System should have functionality to charge RCM on the basis of categorization of GL &

Response to pre-bid queries: - RFP 02/2024-25 for Supply, Implementation, and
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Sr No	Page	Point/section	Main section name	Clarification point as stated in tender document	Comment/Suggestion	Bank Response
						HSN item provided.
9	91	Section 7.29 (ii) Point 28	The detailed scope of work is as under:	Based on the Bank's GLs, the solution must be able to compute GST under RCM for those on which GST are required to be remitted under reverse charge mechanism by the banks.	We undestand that flagging will be provided in transaction data and system should categorize it in RCM accordingly. Kindly confirm the understanding	GL & HSN item categorisation will be provided by the Bank. System should have functionality to charge RCM on the basis of categorization of GL & HSN item provided.

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Sr No	Page	Point/section	Main section name	Clarification point as stated in tender document	Comment/Suggestion	Bank Response
10	92	Section 7.29 (ii) Point 35	The detailed scope of work is as under:	The solution should fetch QR Codes for further reference, provide validations of IRN at IRP Level to avoid duplication provide functionality for advance search on document number / IRN No. should have built in provision for forward and reverse Integration of IRN & QR Code with any Business System or ERP.	E-Invoice would be generated from bidders' ASPGSP platform? If no, QR code and IRN PDF/Image would be provided for verification?	Currently E Invoicing provisions are not applicable for the Banks. However if same are made applicable, this requirement required to be fulfilled at no additional cost. In that case E-Invoice would be generated from bidders' ASPGSP platform

Sr No	Page	Point/section	Main section name	Clarification point as stated in tender document	Comment/Suggestion	Bank Response
11	94	Section 7.29 (ii) Point 71	The detailed scope of work is as under:	To provide printing of invoices or downloading of invoices in printable format like .pdf with the facility to digitally sign them.	Invoice template customization required? We are assuming this point is asking for Invoice template creation of sales Invoice and provide digital signing outside of ASPGSP tool. Please confirm the understanding	RFP Clause is self explanatory.
12	95	Section 7.29 (ii) Point 79	The detailed scope of work is as under:	The solution should have the ability to create the workflow for inquire, review, authorize, update etc.	Kindly elaborate the term "inquire". Remaining requirements can be taken care by roles and rights on the ASPGSP application	RFP clause is self explanatory

Sr No	Page	Point/section	Main section name	Clarification point as stated in tender document	Comment/Suggestion	Bank Response
13	96	Section 7.29 (ii) Point 112	The detailed scope of work is as under:	PAN based check points is to be there in case of Reverse charge transaction.	Kindly elaborate the requirement	System shall be able to apply RCM if GL is not categorised as RCM applicable. However different HSN items are mapped under such GL as RCM applicable & not applicable. In such case Pan based RCM applicability is required.
14	96	Section 7.29 (ii) Point 116	The detailed scope of work is as under:	The solution should provide the Inventory management	Kindly confirm if the same is required in ASPGSP application? If	Clause Stands Deleted

Sr No	Pa ge	Point/section	Main section name	Clarification point as stated in tender document	Comment/Su ggestion	Bank Respon se
					yes, please elaborate the requirement	
15	98	Section 7.29 (iii) Point C	Complaints Management platform for Branches / Other Offices	The complaints registered by the customer should flow to the Comprehensive GST Solution and sit in respective branch login. Thereafter the branch may forward the complaint to GST-Taxation Cell, Central Office for necessary correction.	Kindly confirm if ticketing system of ASPGSP tool needs to be integrated with CCMS? Are we talking about GST transactions related complaints or ASPGSP tool functioning complaints?	Solution shall have the functiona lity to register complain ts so that the same can be monitore d by Bank's Team and follow up with Vendor's Team (FM resource) for timely resolutio n.

Response to pre-bid queries: - RFP 02/2024-25 for Supply, Implementation, and Maintenance of End to End GST Software (Pre-Bid meeting dated 30.04.2024 15:00 hours)

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Sr No	Page	Point/section	Main section name	Clarification point as stated in tender document	Comment/Suggestion	Bank Response
16	95	7.29. ANNEXURE C: DETAILED SCOPE OF WORK	ii) The detailed scope of work is as under	89. There should be an interface with the GSTN/ Suvidha providers by the bidders so that the various returns are filed from the solution directly to the GSTN	Please clarify if it is mandatory for the bidder to be a GST Suvidha Provider (GSP) registered with GSTN.	It is not mandatory for the bidder to be a GST Suvidha Provider (GSP) registered with GSTN. However, Bank expects the bidder to provide required GSP services.
17	88	7.29. ANNEXURE C: DETAILED SCOPE OF WORK i) Brief scope of Comprehensive GST Solution is as under:	7. ANNEXURES	2. Invoicing Generation for filing of returns (sending the same to customers via digital mode/ E mail/ net banking)	Kindly provide more information on digital mode and integration methods with the net banking will be provided by the Bank or bidder should suggest.	RFP clause is self explanatory

Response to pre-bid queries: - RFP 02/2024-25 for Supply, Implementation, and
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Sr No	Page	Point/section	Main section name	Clarification point as stated in tender document	Comment/Suggestion	Bank Response
18	88	7.29. ANNEXURE C: DETAILED SCOPE OF WORK i) Brief scope of Comprehensive GST Solution is as under:	7. ANNEXURES	5. Capturing of transaction / Invoice particulars through OCR / any other instrument.	Capturing of invoice via OCR for inward or outward related entries	For Inward transactions
19	88	7.29. ANNEXURE C: DETAILED SCOPE OF WORK i) Brief scope of Comprehensive GST Solution is as under:	7. ANNEXURES	12. Migration of Historical data of the Bank to Comprehensive GST Solution	What are the different historical data to be captured, will the existing data would be provided as per the formats defined by the vendor	The data with relevant format shall be shared by the Bank with the successful bidder.
20	89	7.29. ANNEXURE C: DETAILED SCOPE OF WORK i) Brief scope of Comprehensive GST Solution is as under:	7. ANNEXURES	16. Vendor master having fields to store all particulars of GST Invoice is required in order to generate purchase register. Posting of invoices/ transactions through API is also required.	Is vendor payment module is part of the project	The solution should have capability to store all data pertaining to Vendors.

Sr No	Page	Point/section	Main section name	Clarification point as stated in tender document	Comment/Suggestion	Bank Response
21	89	7.29. ANNEXURE C: DETAILED SCOPE OF WORK ii) The detailed scope of work is as under:	7. ANNEXURES	3. The solution should be able to interact with the CBS and must be able to retrieve everyday income/expenditure reports. The solution must be able to interact with CBS and must be able to retrieve everyday trial balance and the transaction wise income report must be matched with the everyday trial balance.	Integration method with the CBS will be defined by the Bank or Bidder	Bank will provide API related to CBS.GSTN & GSP portal related API are required to be deployed by the vendor. Vendor need to provide neccesaery support for smooth integration.
22	93	7.29. ANNEXURE C: DETAILED SCOPE OF WORK ii) The detailed scope of work is as under:	7. ANNEXURES	57. The solution should integrate with SMS gateway / E.Mail gateways for various automated letters / communications at various stages as defined by Bank from time to time.	SMS and Email gateway integration will be provided by the Bank?	Yes

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23	96	7.29. ANNEXURE C: DETAILED SCOPE OF WORK ii) The detailed scope of work is as under:	7. ANNEXURES	116. The solution should provide the Inventory management	Inventory management pertains to vendor and contract details, Kindly share the scope of inventory management	Clause Stands Deleted
24	88	7.29. ANNEXURE C: DETAILED SCOPE OF WORK	7. ANNEXURES	The Bank has its Primary Data Centre and Near Site in Pune and its Disaster Recovery site at Hyderabad. Bidder is required to deliver Comprehensive Solution for the Supply, Implementation and Maintenance of end to end GST software for a period of **five** years from Project Implementation signoff as per Banks' requirement. Hardware Infrastructure comprising VM, OS, database will be provided by Bank. Bidder will be required to provide Hardware sizing for the solution.	Assumption is the period of project implementation mentioned in this sections is typo error its should be referred as 3 years	Please refer corrigendum

Sr No	Page	Point/section	Main section name	Clarification point as stated in tender document	Comment/Suggestion	Bank Response
25	104	Facility Management (FM)	Role & Skills		Both the onsite resources should be deployed at the Bank of Maharashtra, Head office Pune or at data centre	FM Resources to be deployed at Head Office, Pune after production movement and explicit confirmation from Bank. Please note that a dedicated team should be deployed for smooth implementation which shall not form a part of FM resources.

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26	88	i./5	7.29. ANNEXURE C: DETAILED SCOPE OF WORK	Capturing of transaction / Invoice particulars through OCR / any other instrument.	is it for income or expense.and for which type of transaction,"any other instrument"- please elaborate	For Inward transactions,. Scaned Imagaes/ PDF will be provided on user's Desktop. System shall have capability to upload & store the scanned copies while punching the transaction. for further approval/ rejection with reason of transaction by ZO/ HO as

Sr No	Pa ge	Point/section	Main section name	Clarification point as stated in tender document	Comment/Su ggestion	Bank Respon se
						mentione d in RFP
27	88	i/7	7.29. ANNEXURE C: DETAILED SCOPE OF WORK	Automated acceptance of TDS under GST of bank deducted by vendors / Counter parts.	Is it for GST TDS or IT TDS.Kindly clarify details	GST TDS
28	88	i./9	7.29. ANNEXURE C: DETAILED SCOPE OF WORK	Extraction of Old Records / Reconciliation of records pertaining to the Bank.	wish details are provided for this point	The informati on shall be shared with the successf ul bidder.
29	88	i./11	7.29. ANNEXURE C: DETAILED SCOPE OF WORK	One time validation of existing GSTINs and permanent real time validation of future seeding of GSTN	Suggested method:after one time activity we hope it will be corrected in source ie. Cbs.So further	Real time validatio n from them solutuion is required

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Sr No	Page	Point/section	Main section name	Clarification point as stated in tender document	Comment/Suggestion	Bank Response
					validation shall be in CBS	
30	88	i./12	7.29. ANNEXURE C: DETAILED SCOPE OF WORK	Migration of Historical data of the Bank to Comprehensive GST Solution	Is it from CBS to new GST solution side migration otr GST software migration data	Existing GST system's Historical data
31				Bid Evaluation Process	Will there be an opportunity for clarification requests during the bid evaluation process?	As per public procurement guidelines, clarification to queries shall be responded as part of pre bid resposes. However, in case to case basis, Bank may clarify queries of bidders.

Sr No	Page	Point/section	Main section name	Clarification point as stated in tender document	Comment/Suggestion	Bank Response
32				Technical Requirements	Are there any specific technical requirements or standards that TCS needs to meet for the Comprehensive GST Solution?	As per Scope of Work
33				Implementation and Support	What is the expected timeline for providing the required software, licenses, and implementation services?	Please refer Annexure - E
					How will TCS ensure smooth operations, troubleshooting, and support for the GST solution post-implementation?	To be provided by bidder through FM services
34				Compliance and Security	What regulatory guidelines and	RFP clause is self

Sr No	Page	Point/section	Main section name	Clarification point as stated in tender document	Comment/Suggestion	Bank Response
					compliance requirements (GOI/RBI/IT Act) should the solution adhere to?	explanatory
				Deployment	What is the expectation regarding deployment - On premises or On cloud?	On premise
35				Data Sharing	How many transacting systems apart from CBS from your end would be sharing their respective data to TCS ?	The information shall be shared with the successful bidder.
36				Data Collation	Collation of data is to be done from CBS/NPCI and how many other sources?	Integration with the solution has to underatken with Bank's CBS system through API/SFTP as per

Sr No	Page	Point/section	Main section name	Clarification point as stated in tender document	Comment/Suggestion	Bank Response
						requirement.
37				System Compatibility	System compatibility during integration is to be ensured with CBS or any other systems as well?	Integration with the solution has to underatken with Bank's CBS system through API/SFTP as per requirement.
38				Change Request Process	Is there some applicable limits on the designated manpower hours or to be kept open ended? Because, if the efforts exceed the pre decided man power hours, then it	Any changes in the solution during UAT and before Production movement has to be provided by the

Sr No	Page	Point/section	Main section name	Clarification point as stated in tender document	Comment/Suggestion	Bank Response
					needs to be handled through Change Request Methodology which involved extra cost component.	bidder without any additional cost to the Bank. Subsequent change requests (non regulatory) shall be a part of Customization based on the effort finalized by Bank & the bidder.

Sr No	Pa ge	Point/section	Main section name	Clarification point as stated in tender document	Comment/Su ggestion	Bank Respon se
39				Payment of Taxes / Creation of Challan	For payment of taxes and challan creation, system is capable to calculate and display the payable amounts. However, the necessary steps for payment and challan creation needs to be performed through GSTN portal due to unavailability of APIs from GSTN itself. To implement this interface, we need to bypass some security norms. Is this acceptable from information security perspective?	To be discusse d with successf ul bidder.

Sr No	Page	Point/section	Main section name	Clarification point as stated in tender document	Comment/Suggestion	Bank Response
40				Email/SMS communication	Which SMS and Email gateways/domain is TCS required to integrate with for email and SMS communication?	The solution needs to be integrated with Bank's SMS & Email platform which shall be shared with the successful bidder
41				TDS and TCS under Income tax act 1961	WRT Tax deduction & collection at source, system adheres to all compliances under the GST Ambit. Is there a need for a separate module/feature to adhere to compliances under IT Act 1961?	The solution should be in line with all the existing regulatory guidelines and future guidelines to be issued time to time.

Sr No	Page	Point/section	Main section name	Clarification point as stated in tender document	Comment/Suggestion	Bank Response
42				Notices from GSTN	The notices/replies sent can be made available in the solution only after deviating from certain security norms, given the unavailability of APIs from GSTN for the same. Is this acceptable from information security perspective?	To be discussed with successful bidder.

Response to pre-bid queries: - RFP 45/2023-24 for Supply, Installation, Implementation, Monitoring, Maintenance and Management of Network Access Control Solution (NAC) (Pre-Bid meeting dated 30.03.2024 15:00 hours)

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Corrigendum

Following terms stands revised:

Sn	Existing Term	Revised Term
1	**7.29. Annexure C: Detailed Scope Of Work** The Bank has its Primary Data Center and Near Site in Pune and its Disaster Recovery site at Hyderabad. Bidder is required to deliver Comprehensive Solution for the Supply, Implementation and Maintenance of end to end GST software for a period of five years from Project Implementation signoff as per Banks' requirement. Hardware Infrastructure comprising VM, OS, database will be provided by Bank. Bidder will be required to provide Hardware sizing for the solution.	**7.29. Annexure C: Detailed Scope Of Work** The Bank has its Primary Data Center and Near Site in Pune and its Disaster Recovery site at Hyderabad. Bidder is required to deliver Comprehensive Solution for the Supply, Implementation and Maintenance of end to end GST software for a period of three years from Project Implementation signoff as per Banks' requirement. Hardware Infrastructure comprising VM, OS, database will be provided by Bank. Bidder will be required to provide Hardware sizing for the solution.
2	**7.29. Annexure C: Detailed Scope Of Work** --	**7.29. Annexure C: Detailed Scope Of Work** Following terms have been added : 1. In case of any customization done for Bank's requirement, the development should be subjected to the SDLC policy and secure code practices of the Bank. (please refer Advisory issued by CERT-In in February 2024 for "Guidelines for Secure Application Design, Development, Implementation & Operations"). 2. In case of usage of any open source software/ application (allowed by the Bank), the Bidder shall be responsible for installation of any open source applications / technologies used in the solution. The bidder should support, manage, maintain, update any open source applications / technologies used in the development / deployment of the proposed solution and would be responsible for the same. 3. At every customization, the software should be subjected to VA/ PT and UAT before go-live. 4. Since API will be used for exchanging data between various applications over internet, encryption and tokenization should be used. The API should be used through API gateway of the Bank and should undergo API security audit. Also, the data that is being shared should be tracked for audit purpose. 5. Bidder should maintain Integrity of data.

Sn	Existing Term	Revised Term
		6. IS Audit observations should be closed within timeline, the Bank may apply penalty Rs. 500 per day due to delay/ any loss to the Bank due to the same subject to there is no dependency on Bank.