

Annexure -1

Clarification to Pre-Bid Queries

RFP 022015 - Supply, Installation & Maintenance of Web based Application Software for Mandate Management & other services under NACH Platform.

Sr No	Page No	Point / Section #	Main Section name	Clarification point as stated in tender document	Comment / Suggestions by Vendor	Banks Final Reply
1	4	3	Purpose of RFP	to implement NACH's Mandate Management System (MMS) and implementation for sponsored bank for ECS Debit and ACH Debit functionalities.	Please clarify if it is only Debit Mandate Management or inclusive of Payments.	RFP is clear in this regards.
2	4	3	Purpose of RFP	Solution will be interface between CBS and NPCI	Interfacing with CBS will be Phase I? We would be requiring APIs for CBS Interface?	Yes this will be shared with successful Bidder.
3	4	3	Purpose of RFP	Therefore, physical mandate forms are required to be scanned using the CTS Scanners and the scanned images of mandates have to be exchanged among Banks through NACH platform along with related data file.	We assume that the bank will provide the required resources and hardware for scanning the documents. Request the Bank to confirm	Yes the scanning activities will be done by Bank.
4	5	3	Eligibility Criteria	Bank desires documentary proof towards implementation of web based MMS under NACH.	Should a letter to the effect from the current banks where the implementation is done be sufficient as a documentary proof?	Yes, PO copy, credential from Bank required
5	5	4	Eligibility Criteria	The bidder should have support centers at all major centers across the country.	Please explicitly mention the Support centers	Please Refer Annexure-II for List of Zonal Offices of the Bank. And also request the bidder to provide the list

						of support center by own or with franchise.
6	5	4	Eligibility of the Bidder	The bidder should have successfully implemented the Web-based mandate management solution under NACH in at least one Scheduled Commercial Bank. (enclosed the documentary proof)"	Request a corrigendum to update this point as "The bidder/OEM should have successfully implemented the Web-based mandate management solution under NACH in at least one Scheduled Commercial Bank. (enclosed the documentary proof)"	No change in clause
7	5	4	Eligibility Criteria	The bidder should have successfully implemented the Web-based mandate management solution under NACH in at least one Scheduled Commercial Bank. (enclosed the documentary proof)	We Request Bank to change this clause as "The bidder should have successfully implemented the Web-based mandate management solution under NACH in at least one Scheduled Commercial Bank or Scheduled Commercial Bank's sponsored RRB ". (enclosed the documentary proof)	No change in clause
8	6	5	Instructions to bidders	All Annexure and Formats should be stamped and signed by an authorized official of the bidder's company. The bidder will also submit copy of the RFP duly stamped and signed on each page by the authorized official of the bidder's company.	Should this be part of Technical Bid or Commercial Bid	The clause of the RFP is clear.
9	12	5.19	Format for Commercial bid	2. Covering letter	Request the Bank to provide a format for covering letter.	Refer Annexure – III of this pre-bid query.
10	12	5.19	Format for Commercial bid	The bidder must quote for ALL the items mentioned in Annexure - III	There is no annexure III in the RFP. Request the Bank	Refer Annexure- F

				and also fill up the TCO for L1.	to clarify.	
11	13	5.22	Costs and Currency	<p>The offer must be made in Indian Rupees only, and price quoted must include the following cost components.</p> <ol style="list-style-type: none"> 1. Cost of the equipment 2. Installation and commissioning charges, if any, 3. Minimum of One-year comprehensive on-site warranty covering all parts & labour. This period will start from the date of acceptance by Bank of Maharashtra. 4. Five years post warranty AMC. 5. Transportation and Forwarding charges to the site. 6. In addition to transit insurance normal electronic equipment insurance should be available up to installation or up to 30 days from date of delivery whichever is earlier. 7. All taxes and levies including service tax but excluding VAT, Octroi. 	<ol style="list-style-type: none"> 1. The RFP requires supply of application software, hence cost will not include the Cost of Equipment, Transportation and Forwarding Charges. 2. How can we calculate Taxes as it will be changing from 1st April 2015. 3. As per industry practice VAT as well as Service Tax is charged on sale of license. Hence request the Bank to consider the TCO excluding all the taxes and duties. 4. As per industry practice, Service tax is charged on AMC charges. Hence request the Bank to consider the TCO excluding all the taxes and duties. 	No Change in the Clause.
12	13	5.21	Location	The service and the facility being procured through this tender shall be implemented by the bidder at Chennai and South Grid as per the RBI/ NPCI plans or Bank may utilize this type of service offered through this RFP to any other location of Bank of Maharashtra across the country.	Mandate Management will be implemented for all the branches. Please clarify if there is any specific guideline for implementation	All the Branches across the country.
13	13	5.23	Fixed Price	No price variation relating to	How can we calculate Taxes	No change in clause.

				increases in customs duty, excise tax, dollar price variation etc. will be permitted.	as it will be changing from 1st April 2015	
14	14	6. (A)	Scope of RFP	The solution should be web enabled solution, with no download of any other software required on any client machine (That is to run the solution, the browser should be sufficient - an URL based solution).	The vendor's solution is a web based solution. However, client machine should support the scanning application framework and for high speed scanners one time online download of the exe. file will be required. Is this acceptable to the bank?	Bank will not restrict the installation of drivers so required for configuring the scanner as may be required by the application.
15	14	6 (A)	Scope of RFP: Software/ Solution Technical Requirements	The solution should have in-built digital signer tool to do digital signing using digital signature available on USB token.	Need clarifications on USB token digital signature.	The USB tokens along with digital signature will be made available by the bank.
16	15	6 (B)	Implementation Strategy and Functionalities required from the solution	All the scanning centers should be operational in an on-line real-time mode i.e. the scanning centers will be connected to the central server on an online real time basis. The data shall reside on central server for all transactions	Can the bank provide the bandwidth available between the central location and the branches along with the connectivity speed?	This will be shared with the successful bidder.
17	15	6. (A)	Scope of RFP	The solution should be capable of interacting with open database and can be install open operating system.	Does this mean that the bank wants the Application Server OS to be open source? If yes, request bank to consider Operating Systems other than open source OS as solutions based on other development frameworks will not be supported by Open source OS.	Open OS, DB Webserver is preferred to Bank.

18	15	6 (A)	Scope of RFP: Software/ Solution Technical Requirements	The solution should be as approved by NPCI and meeting all the requirement as change/ amended by NPCI time to time without any additional cost to bank.	Any change/ amendment in the existing functionality will be part of AMC. Additional new feature and functionalities which is outside the SOW will be chargeable	<u>Any Regulatory changes needs to be carried out without any cost to bank during warranty/AMC period.</u> However any change given by bank after warranty period will be chargeable effort estimate mutually agreed by bank and bidder.
19	15	6 (A)	Scope of RFP: Software/ Solution Technical Requirements	Reconciliation for Financial Transaction	Is it reconciliation between the proposed system and CBS, If so what is the format and the data provided by CBS	The clause of the RFP is clear.
20	15	6 (A)	Scope of RFP: Software/ Solution Technical Requirements	Bank extend this feature to corporate clients / sub-member banks with out any additional cost to bank.	We need more details for who are the corporate clients and sub-member banks	This will be shared with successful bidder.
21	15	6 (B)	Scope of Work: Implementation Strategy and Functionalities required from the solution	All the scanning centers should be operational in an on-line real-time mode i.e. the scanning centers will be connected to the central server on an online real time basis. The data shall reside on central server for all transactions.	Please clarify if it Scanning centres or scanners?	The scanning center will be equipped with scanners.
22	15	6 (B)	Scope of Work: Implementation Strategy and Functionalities required from the solution	The proposed solution should have the capability for representation of the failed Mandate /returns in ACH System. For eg. Returned for insufficient funds etc. System should be capable of repeat	Need more clarification as it based on the return recent code	The solution should support in identifying records of return in respect of NACH clearing presentation. The parameter may be

				presentation/iteration after a reasonable interval till its realisation.		variable based on business decision.
23	15	6 (B)	Scope of Work: Implementation Strategy and Functionalities required from the solution	the proposed application should be compatible with all CTS and Flatbed scanners available in the market without any additional installation and plug-in.	Does the solution need to be interfaced with Scanners? If yes, Bank needs to provide the APIs and maintain the same.	API/SDK will not be provided by Bank. Presently Bank is using two type of CTS Scanners; i) Digital Check TS 240 UV ii) CTS LS 515 UV However the application also should support flat bed scanner. If in future bank purchases the scanner this needs to be integrated by the bidder without any additional cost to the Bank.
24	15	6.Scope of RFP - (B)	Implementation Strategy and Functionalities required from the solution	However in Phase – II Bank is looking forward for scanning from selected branches using Flat bed scanners provided to branches. In such case the vendor shall make compatible the flat bed scanner by providing required API.	We assume that the scanning at the branches will be taken care by the Bank and only related application needs to be provided by the bidder. Request the bank to confirm.	It is expected that the bidder must handle integration/support related issues at scanning centers.
25	15	6 (B)	Scope of RFP - B	All the scanning centers should be operational in an on-line real-time mode i.e. the scanning centers will be connected to the central server on an online real time basis. The data shall reside on central server for all transactions.	We assume that the required scanner will be provided by the Bank. Request the Bank to confirm.	Yes

26	16	6. (B)	Scope of RFP	The solution should be capable of considering the Branch ID (5 digits) and printed serial number of the mandate (6 digits) for the data entry purposes. The combination of which will create uniqueness of the mandate. Also the reports should be available Circle wise/Zone wise/Branch wise. It is to say that the CBS Branch master be used for this purpose.	Where will the Branch ID and Serial number be printed on the mandate? As per NACH requirements only the front image of the mandate is to be captured and the solution supports only capture of the front image. Data entry of the additional fields will be possible only if the data is available on the front of the mandate.	Instead of capturing 6 digit serial no. The application should generate the unique id that can be written on the mandate rest of the clause remains unchanged.
27	16	6. (B)	Scope of RFP	A flag with regard to returned records marking consecutive returns more than 3 (three) times (or more as per NPCI rule) should be available so that the bank can isolate such records for further action.	The understanding is that for ACH Dr. transactions if the transaction is returned 3 times then the mandate based on which the transaction is generated should be flagged off. Is the understanding correct?	Applicable for all types of debit mandates
28	16	6 (B)	Scope of Work: Implementation Strategy and Functionalities required from the solution	However in Phase – II Bank is looking forward for scanning from selected branches using Flat bed scanners provided to branches. In such case the vendor shall make compatible the flat bed scanner by providing required API.	Please clarify if the APIs for interfacing with scanners is part of this SOW. This will increase the TCO. What are the different make and model of the scanners?	API/SDK will not be provided by Bank. Presently Bank is using two type of CTS Scanners; i) Digital Check TS 240 UV ii) CTS LS 515 UV However the application also should support flat bed scanner. If in future bank purchases the scanner this needs to be integrated by the bidder

						without any additional cost to the Bank.
29	17	6 (C)	Implementation Strategy and Functionalities required from the solution	The Proposed System includes a charge master which helps sponsor and payer/destination banks to charge originators and payers respectively for Mandate registration and periodical transactions and should be able to pass the financial entries in CBS account wise using API	Charges can be calculated using the existing system. However, if the bank needs to provide the Specific Charges logic to implement the said functionality. E.g. whether charging to be done volume-wise/ value-wise etc.	The charge should be parameterized and details will shared with successful bidder.
30	17	6 (D)	Implementation Strategy and Functionalities required from the solution	Any regulatory changes which are necessitated in the proposed solution due to changes in the law or provisions or directions introduced /issued by Government of India, State Governments, other governmental authorities, Reserve Bank of India, NPCI, other regulatory authorities or due to industry level changes will be promptly effected by the selected bidder to the Bank during the warranty/AMC period as per Contract Terms and Conditions at no additional cost.	Any changes required as a part of the scope of work defined in the RFP will not be charged, However, any process or addition to this will be charged based on efforts required and impact on the existing system.	<u>Any Regulatory changes needs to be carried out without any cost to bank during warranty/AMC period.</u> However any change given by bank after warranty period will be chargeable effort estimate mutually agreed by bank and bidder.
31	17	6 (D)	Scope of Work: Bidder Compliances	Any regulatory changes which are necessitated in the proposed solution due to changes in the law or provisions or directions introduced /issued by Government of India, State Governments, other governmental authorities, Reserve Bank of India, NPCI, other regulatory authorities or due to industry level changes will be	"due to industry level changes " cannot be counted as regulatory changes to existing proposed solution	No Change in the Clause

				promptly effected by the selected bidder to the Bank during the warranty/AMC period as per Contract Terms and Conditions at no additional cost.		
32	17	6.Scope of RFP - (D)	Bidder compliances	The Bidder will also be required to provide post implementation support and maintenance for one year post warranty period.	As per industry practice, the solution is provided with 3 months warranty. The bidder would be happy to provide 3 months warranty and 9 months free AMC. Request the Bank to confirm, whether this is ok.	No change in clause
33	18	6 (D)	Scope of Work: Bidder Compliances	For compatibility of the scanner it is the responsibility to provide required API	Please mention the scanners make and model. This will increase the TCO.	No change in clause
34	18	6 (E) d	Scope of RFP - E	However the Bank has the option to install the application on Virtualisation set up. A CONFIRMATION FROM THE VENDOR IS SOUGHT THAT THE PROPOSED APPLICATION IS COMPATIBLE.	Please elaborate what virtualisation means?	Virtualization is the process of combining hardware and software network resources and network functionality into a single, software-based administrative entity, a virtual network.
35	19	7. (B)	Broad Functional Requirements	Scanning functionality to identified/selected branches/ all branches where CTS scanners (make and model as mentioned in RFP) and/or flatbed scanners (different make and models) are available.	Please provide the CTS scanner details.	This will shared with successful bidder
36	19	7.Broad Functional requirement	Process flow (B)	Scanning functionality to identified/selected branches/ all branches where CTS scanners (make and model as mentioned in RFP) and/or flatbed scanners	We assume that the scanning at the branches will be taken care by the Bank and only related application needs to be provided by the	Yes, Bank will be take care scanning related activities.

				(different make and models) are available.	bidder. Request the bank to confirm.	
37	20	8.2	Payment Terms	Bank of Maharashtra will pay 90% of the application software after successful go live. 50% of the implementation cost on successful delivery, installation and go live. Remaining 50% of the implementation cost will be paid after three months of the go live. 10% after one year of the go live of the application software.	Request Bank to revise the payment terms. This will affect the cashflow for the project. Please make some provision of advance payments	No change in clause
38	20	8.3	Implementation (Delivery, Installation and Commissioning)	The Bidder shall be responsible for delivery and installation of the application/solution for making them fully operational at no additional charge within two weeks of receiving the purchase order.	2 (Two) weeks is a very short timeline for the solution to go-live. Please consider to increase the timeline. There are few dependencies on external stakeholders	No change in clause
39	20	8. Terms and conditions	8.2 Payment terms	Bank of Maharashtra will make payment as follows: <ul style="list-style-type: none"> • Bank of Maharashtra will pay 90% of the application software after successful go live. • 10% after one year of the go live of the application software. • 50% of the implementation cost on successful delivery, installation and go live. • Remaining 50% of the implementation cost will be paid after three months of the go live. Payment for ATS/ AMC <ul style="list-style-type: none"> • The warranty period for the Software shall be one year after full go live. • ATS/AMC for Software shall be 	The bidder would like propose the following payment terms in line with the industry practice: Application software 70% on Delivery 30% on Go Live Implementation cost 50% on UAT 50% on Go Live Payment for ATS/AMC Annually in advance Request the Bank to change the Payment terms accordingly.	No change in clause

				released on quarterly basis after the end of the quarter. Payment will be released centrally.		
40	20	8.3	Implementation (Delivery, installation & commissioning)	The Bidder shall be responsible for implementing the services as per the tender reference No 6 & 7 of this RFP and making them fully operational within 2 weeks of receiving the purchase order	Can this be modified as "The Bidder shall be responsible for implementing the services as per the tender reference No 6 & 7 of this RFP and making them fully operational within 2 weeks of receiving the purchase order and readiness of hardware, software, OS & database proposed by the bidder "	No change in clause
41	20	8.3	Implementation (Delivery, installation & commissioning)	At the discretion of Bank of Maharashtra, there will be an acceptance test conducted by the bidder in presence of Bank of Maharashtra officials and/or its nominated consultants after installation of complete equipment. In case of serious discrepancy in hardware/software supplied, Bank of Maharashtra may cancel the entire purchase order and return the equipment back to the bidder at bidder's costs and risks.	Do we need to factor UAT environment in the TCO and suggest hardware, software, OS & database for UAT to the bank?	No change in clause
42	21	8.4	Completeness of Installation	The entire site will be accepted after complete commissioning of equipment and satisfactory working of the entire equipment for a minimum period of 30 days.	Which date shall be considered for go-live of the system?	The clause is clear.
43	21	8.4	Completeness of installation	The installation will be deemed as incomplete if any component of the hardware , software, etc., or any documentation/media is not	We assume that the hardware mentioned in this clause is a typo and the vendor does not have to	If bidder is offering any hardware as part of the solution then this clause is applicable.

				delivered or is delivered but not installed and/or not operational or not acceptable to Bank of Maharashtra after acceptance testing/examination.	provide the hardware/software except for the Mandate Management Application. Request the bank to confirm.	
44	21	8.5.; 8.17.;	Terms and Conditions;	8.5. Order Cancellation 8.17 Publicity Any publicity by the bidder in which the name of Bank of Maharashtra is to be used should be done only with the explicit written permission of Bank of Maharashtra.	BIDDER request that any termination under this contract be for cause accompanied with an adequate cure period for the rectification of the default. BIDDER requests that this clause be made mutual.	No change in clause
45	22	8.8	Hardware and Software Warranty	Supply and maintenance of Hardware along with AMC of hardware	The bidder will supply Application Software Since the Hardware will be purchased by the bank separately as per RFP, maintenance of the hardware will be out of the purview of the Application Software supplier.	If bidder is offering any hardware as part of the solution then this clause is applicable.
46	22	8.8	Hardware and Software Warranty	During the warranty period, the Vendor will have to undertake comprehensive maintenance of the entire system, including hardware, Hardware components, application and system software, other hardware, and interfaces, software and accessories supplied by the bidder.	We are software vendor and will be liable for Mandate management software maintenance. We won't be able to take maintenance of Hardware and other related components	If bidder is offering any hardware as part of the solution then this clause is applicable.
47	22	8.8	Hardware and Software Warranty	The bank can seek any bug fix, customization of software at no extra cost during the warranty period/AMC.	Bug fixes areas part of AMC. Any Bank specific customisation will be chargeable.	No change in Clause

48	22	8.9	Annual Maintenance Charges	Before expiry of warranty period, the bidder shall submit Bank Guarantee equivalent to Annual Maintenance Charges of the cost of Hardware/Software. This Bank Guarantee shall be valid for the entire period of AMC.	Does Bank expects BG equivalent to entire sum of AMC value for 5 years	Refer clause 8.15
49	22	8.9	Annual Maintenance Charges	On expiry of the warranty period, it would be the Bank's discretion to award the A.M.C. to the bidder of Bank's choice.	The IP of the software will be with the solution vendor. So the solution vendor is entitled for AMC.	Refer 6(B)
50	22	8.8	Hardware and Software Warranty	During the warranty period, the Vendor will have to undertake comprehensive maintenance of the entire system, including hardware, Hardware components, application and system software, other hardware, and interfaces, software and accessories supplied by the bidder	We assume that considering that bidder needs to only specify the hardware and the hardware is procured by the Bank, the maintenance of hardware will be taken care by the Bank. Request the Bank to confirm.	Yes, bank will provide the requisite hardware and installation has to be done by the bidder on the hardware provided by the bank.
51	22	8.9	Annual Maintenance Charges	Before expiry of warranty period, the bidder shall submit Bank Guarantee equivalent to Annual Maintenance Charges of the cost of Hardware/Software	We assume that the hardware mentioned in this clause is a typo and the vendor does not have to maintain the hardware/software except for the Mandate Management Application. Request the bank to confirm.	No change in clause
52	22	8.9	Annual Maintenance Charges	Before expiry of warranty period, the bidder shall submit Bank Guarantee equivalent to Annual Maintenance Charges of the cost of Hardware/Software	Request the Bank to consider 10% of the AMC as performance bank guarantee value.	No change in clause
53	22	8.13	Right to audit	The Bidder shall permit application/solution to be audited for	We assume that the Bank will bear the cost of audit.	Yes, bank will bear the cost of audit. But any

				quality and information security by Bank's authorized representatives or the agencies duly authorized by the Bank.	Request the Bank to confirm.	observations are to be resolved by the bidder without any additional cost to the bank.
54	23	8.12	Penalty for downtime	Penalty for downtime	<p>The penalty can be applicable only in case the Application System is down due to sole reasons of failure of the Application. System is down due to sole reasons of failure of the Application. The downtime cannot be considered for the following reasons –</p> <ol style="list-style-type: none"> 1. Hardware Failure at Bank 2. Network failure at Bank 3. Connectivity failure with NPCI 4. OS Failure at Bank 5. Human Intervention which causes failure of the System 6. Use of Application S/w for the purpose other than identified 7. Malfunctioning of any interfacing program (e.g. CBS) 8. Database s/w issues 9. Malware/Virus/Hacking attack from external sources 10. Planned downtime required for upgrade/customization of the system 	Bidder will be responsible for delivered components and needs to maintain the uptime.
55	23	8.12. Penalty	Terms & Conditions	Since the activity at Service Branch is time critical and high availability of	Based on the priority, any issue reported will be	No change in clause

		for downtime		equipment and application is essential. In case of any breakdown/problem reported regarding the software would require to be attended to by the vendor within 1 hour of being reported by the bank and rectified within 4 hours of such reporting. If the software/machine is not restored to operational condition within the said four hours a penalty of Rs 1000/- will be levied for each hour of delay (subject to a ceiling of 5% of the order value) and recovered from the payment due to the vendor.	resolved as per the SLA agreement between the bidder and bank. Please confirm	
56	24	8.18	Guarantees	All hardware and software must be supplied with their original and complete printed documentation.	We take guarantee of software only	If bidder is offering any hardware as part of the solution then this clause is applicable along with hardware.
57	24	8.14.; 8.16;	Terms and Conditions;	<p>8.14 Service Level Agreement The successful Bidder shall enter into a Service Level Agreement (SLA) containing terms and conditions laid down in this RFP & Purchase Order.</p> <p>8.16 Indemnity Bidder shall indemnify, protect and save Bank of Maharashtra against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in</p>	BIDDER would requests the Bank to provide a reasonable time (a minimum of 60 days) to enter into the SLA. BIDDER would like to clarify that BIDDER is willing to indemnify only for any breach of confidentiality, gross negligence and willful misconduct (directly attributable) on the part of BIDDER, breach of intellectual property rights and for violation of any relevant local laws that are applicable to the provision of	No change in clause

				respect of all the hardware/software/network equipment etc. supplied by him.	services under the agreement. Bidder will be unable to indemnify the Bank for any use by the Bank of the same, due to lack of visibility. BIDDER would also like to clarify that it shall pass through the relevant indemnities of the manufacturer to the Bank for equipments, accessories etc.,	
58	26	8.22	Future additions of Hardware/Software	The warranty or service contract terms would not be considered as violated if any of above takes place. Should there be a fault in the operations of the system the vendor, would not unreasonably assume that the cause lie with those components/software not acquired from them.	Any changes/alteration should be carried in after written consultation with the solution vendor	If Bank wants to integrate the application with any other software in future the bidder should not have any objection and confirm about the same as part of the Technical bid.
59	26	8.24	Training	Complete and comprehensive training in MANDATE MANAGEMENT software at 4-6 centers as decided by bank in batches.	Can it through web conference or video conference from a central site	Only class room Training. 2-3 batches at identified locations given by the Bank at Banks premises.
60	26	8.25	Implementation Plan & Schedule	Bidder shall supply and install the Software within 5 days after accepting LOI. · Bidder shall install the MANDATE MANAGEMENT application software along with other necessary software to make ready the system for MANDATE MANAGEMENT for test run within 2-3 days from the date Bank notifying its site	The implementation timeline should be mutually agreed.	No change in clause

				<p>readiness.</p> <ul style="list-style-type: none"> Pilot run shall start immediately at selected nodal branch to be identified by the Bank Pilot run completion 10 days. 		
61	26	8.25 Implement ation Plan & Schedule	Terms & Conditions	Bidder shall supply and install the Software within 5 days after accepting LOI	Can this be modified as "Bidder shall supply and install the Software within 5 days after accepting LOI and readiness of hardware, software, OS & database proposed by the bidder "	No change in clause
62	28	Annexure B	Annexure B – Details of the Bidder	Point No. 12, 13, 14, 15, 16	The Annexure requires the bidder information regarding manufacturing facilities, name of manufacturer, etc. The bidder is a supplier of Application Software Since the Hardware will be purchased by the bank separately as per RFP, Details regarding manufacturing facility, server manufacturer etc. cannot be provided.	Yes fill wherever applicable.
63	37	Annexure I	Annexure I	6. We agree to non-disclosure of trade information regarding the purchase, part specifications, and identity of BANK OF MAHARASHTRA, bid process, bid technology, bid documentation and bid details. BANK OF MAHARASHTRA TENDER documents remain the property of BANK OF MAHARASHTRA and all suppliers are required to return	BIDDER requests that the contents of the proposal be treated confidential because the same being proprietary to BIDDER.	No change in clause

				these documents to BANK OF MAHARASHTRA upon request.		
64	7 27 44	5.4.; Annexure A; Annexure K	Terms and Conditions; Annexure A - Tender offer cover letter; Annexure K	<p>Terms and conditions for bidders who participate in the tender are specified in the section called "Terms and Conditions". These terms and conditions will be binding on all the bidders. These terms and conditions will also form a part of the purchase order, to be issued to the successful bidder(s) on the outcome of the tender process.</p> <p>Annexure A - Tender offer cover letter: Until a formal contract is prepared and executed, this tender offer, together with the Bank's written acceptance thereof and the Bank's notification of award, shall constitute a binding contract between us.</p> <p>Annexure I - Format - Compliance Agreement We communicate our unconditional acceptance to the following terms and conditions of RFP 022015</p> <p>Annexure K - Declaration for Acceptance of Scope of Work and Broad Functional Requirement We declare that all the provisions of this RFP / Tender Document are acceptable to my company.</p>	BIDDER would like to clarify that any binding terms and conditions including the RFP terms and the Contract be binding on the parties upon mutual agreement that is considerate to the comments mentioned herein.	No change in clause
65	18 21 22 25 29	6 (E) 8.6 8.8, 8.9 8.22 Annexure	6. Scope of Work (E) Hardware Requirements 8.6 Inter-	As per 6 (E), Annexure-C and Annexure-F, Hardware (Servers, Network components, etc.) and 3rd party software components (OS, Middleware, Database, etc.) are	Request bank to confirm that supply, installation and maintenance of Hardware and 3rd party Software are NOT IN SCOPE OF WORK	Yes

	32	C Annexure F	working of Hardware and Software. 8.8 Hardware and Software Warranty 8.9 Annual Maintenance Charges 8.22 Future additions of Hardware/Softw are Annexure C: Details of items required to be provided by Bank Annexure F: Bill of Materials	NOT IN SCOPE OF WORK of bidder, and only specifications have to be provided. Whereas as per 8.6, 8.8, 8.9, and 8.22, hardware and 3rd party software are IN SCOPE OF WORK of bidder.	of bidder, and only specifications have to be provided by bidder as per Annexure C.	
66	19 39	7 (A) (B) Point #7	Process Flow Annexure J	The Bank will adopt the HUB and SPOKE model for implementing MMS and handling ACH Debit system to start with in Phase - I. The hub centre being one Nodal Branch and spoke centre being each Service Branch / Service branches having scanners (CTS/Flatbed).The Bank will identify a nodal branch(hub centre) for Mandate processing and required interaction with NACH portal.	It is assumed that the bank will take care of the network requirements between their nodal branches/service branches to their central server and connectivity between NPCI and CBS. The same shall not be factored in the TCO. Please confirm	Currently Banks Branches are having adequate bandwidth and connectivity with NPCI is already in place.
67	19 39	7 (A) (B) Point #7	Process Flow Annexure J	The Bank will adopt the HUB and SPOKE model for implementing MMS and handling ACH Debit system to start with in Phase - I. The	Please Clarify the data part will be provided? Also can the bank publish the make and models of CTS and	This will discuss with successful bidder

				hub centre being one Nodal Branch and spoke centre being each Service Branch / Service branches having scanners (CTS/Flatbed).The Bank will identify a nodal branch(hub centre) for Mandate processing and required interaction with NACH portal.	flatbed scanners currently	
68	20; 23	8.1; 8.13.;	Terms and Conditions;	<p>8.1. Technical Inspection and Performance Evaluation Bank of Maharashtra reserves its right to carry out a technical inspection and performance evaluation (bench-marking) of machines/software/solution offered by technically qualified bidders.</p> <p>8.13. Right to Audit The Bidder shall permit application/solution to be audited for quality and information security by Bank's authorized representatives or the agencies duly authorized by the Bank.</p>	BIDDER would like to clarify that any inspection that requires a visit BIDDER's premises shall be subject to reasonable security and confidentiality guidelines of the BIDDER and upon providing prior written notice to the BIDDER.	No change in clause
69	25;	8.20.;	Terms and Conditions;	<p>8.20. Resolution of Disputes</p> <p>8.21. Confidentiality and Security</p>	BIDDER requests that arbitration be conducted at Chennai and the courts at Chennai will have exclusive jurisdiction without prejudice to the arbitration process. BIDDER would like to discuss with Bank to make this clause mutual.	No change in clause
70			General Queries		BIDDER would like to clarify that any binding terms and conditions including the RFP terms and the Contract be	No change in clause

					binding on the parties upon mutual agreement that is considerate to the comments mentioned herein.	
71			General Queries		What is the Core Banking System and the Version	Banc@24

All other terms and conditions of the RFP document remain unchanged. Please treat this clarification as an integral part of the RFP documents issued.

Annexure – II: List of Banks Zonal Offices.

Sl.	Place	
1	Ahmedabad	
2	Ahmednagar	
3	Amarawati	
4	Akola	
5	Aurangabad	
6	Bangalore	
7	Bhopal	
8	Chandrapur	
9	Chandigarh	
10	Chennai	
11	Delhi	
12	Goa	
13	Hyderabad	
14	Indore	
15	Jabalpur	
16	Jalgaon	
17	Jaipur	
18	Kolkata	
19	Kolhapur	
20	Lucknow	
21	Latur	
22	Mumbai City	
23	Mumbai Suburb	
24	Nagpur	
25	Nasik	
26	Pune City	
27	Pune Rural	
28	Pune West	
29	Raigad	
30	Raipur	
31	Ratnagiri	
32	Solapur	
33	Satara	
34	Thane	

Annexure – III : Format of Covering Letter

(TO BE SUBMITTED ON THE OFFICIAL LETTER HEAD OF THE COMPANY)

Date: _____2015

Tender Reference No.: _____

To,
The Deputy General Manager
Information Technology,
Bank of Maharashtra
Head Office, "Lokmangal"
Shivajinagar,
Pune – 411005

Ref: RFP No. 022015 dated 04/03/2015 Supply, Installation & Maintenance of Web based Application Software for Mandate Management & other services under NACH Platform.

Sub: Commercial Bid

Dear Sir,

This is with reference to the above mentioned tender enquiry regarding RFP No. _____ for _____.

We are pleased to enclose herewith the commercial Bid in the prescribed format as stated in the RFP for your ready reference.

We do hope that our offer is in line with your expectation and will meet with your approval.

Thanking you,

For _____

Signature: _____

(In the Capacity of :) _____

Duly authorized to sign the tender offer for and on behalf of _____