

**Response to Pre-bid Queries : 02/2022-23 RFP for Installation, Configuration, Implementation, Customization, Maintenance and Support of ALM, LRM & MRM modules in latest version of Oracle Financial Services Analytical Application (OFSAA)**

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1	7	2	Earnest Deposit Money	5 Lakh	We would like to request the Bank to kindly accept the EMD payment made for the previous RFP as valid for this RFP as we had transferred the amount to the Bank. We request your confirmation on the same.	To be answered through email to EY Only
2	13	# 3.1 / Section 3.9.f)	Commercial evaluation:	In case only Two bidder participated in the tender process, reverse auction may not be conducted and the commercial bid submitted by the bidder will be considered. However, Bank's decision will be final in this regard.	We understand that the RFP is refloated again. Kindly clarify what happens if there is only single bid received?	Bank's evaluation committee will decide based on CVC guidelines and procurement process
3	14	3.10	Technical Evaluation Criteria	The minimum marks for Credential, People and presentation is set to 42 (60% of total 70 marks).	Request to change the minimum marks to 42 (60% of total 70 marks) to make more vendors qualify for technical and commercial bid and have healthy competition	No Change in RFP Clause
4	14	# 3.1 / Section 3.10	Technical Evaluation Criteria 1.1	Number of relevant credentials of OFSAA ALM solution implemented successfully or under implementation in a Bank/FI in India/Global* · 2.5 Marks for every 1 Under Implementation credential · 5 Marks for every 1 Live credential · Subject to maximum of 15 marks	Kindly request to modify the clause to consider projects where the respective modules implementation has been completed and not the live credentials, as the go-live credentials will be provided only when all the modules in the project has been completed. Request to modify as following · 2.5 Marks for every 1 Under Implementation credential · 5 Marks for every 1 Implementation credential · Subject to maximum of 15 marks	Here go live refers to implementation of module in production environment. The same should be supported by relevant documentary evidence like Relevant credential letter OR Project Completion Letter OR Purchase Order Copy along with latest invoice OR Contract Copy along with latest invoice

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5	14	# 3.1 / Section 3.10	Technical Evaluation Criteria 1.2	Number of relevant credentials of OFSAA LRM solution implemented successfully or under implementation in a Bank/FI in India/Global*. 2.5 Marks for every 1 Under Implementation credential. 5 Marks for every 1 Live credential. Subject to maximum of 15 marks	Kindly request to modify the clause to consider projects where the respective modules implementation has been completed and not the live credentials, as the go-live credentials will be provided only when all the modules in the project has been completed. Request to modify as following. 2.5 Marks for every 1 Under Implementation credential. 5 Marks for every 1 Implementation credential. Subject to maximum of 15 marks	Here go live refers to implementation of module in production environment. The same should be supported by relevant documentary evidence like Relevant credential letter OR Project Completion Letter OR Purchase Order Copy along with latest invoice OR Contract Copy along with latest invoice
6	24	4.2 Project Scope #2	SCOPE OF WORK	Bidder shall be responsible for requirement gathering, design, build and test of the software solution (including ETL for data transformation and loading) for the generation of the reports, available in purchased OFSAA modules, for Indian operations with no manual intervention and as per regulatory guidelines	What is ETL tool Bank is using for OFSAA - Fund Transfer Pricing module and other Basel Capital Solution? Can Vendor use same ETL for current scope of OFSAA implementation ?	No - FTP solution is not part of this RFP. Bidder will be required to develop ETLs. Bank would provide ETL tool or extend exiting tool
7	24	# 4.1.2/ Section 4	Project Objective	Bank during the period of the Contract, based on its technical and functional requirement can add additional third party application and interfaces to the OFSAA Solution. Bidder has to extend all necessary support and assistance for the Solution with the required third party applications and interfaces desired by the Bank.	Scope is open ended and once requirements are finalised, we need to have the Change Request if additional requirement comes in.	Bidders understanding is correct

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8	25	4.5	Interface Integration Requirements and	The Bidder is required to upgrade interfaces between the proposed Solution with the applications and systems mentioned below (not limited to).	Are there any existing interfaces with these applications and systems since the requirement given in RFP is to upgrade these interfaces?	Please refer section 4.5 Point 1 The Bidder has to customize, implement, train and rollout the interfaces.
9	25	4.5	Interface Integration Requirements and	The Bidder is required to upgrade interfaces between the proposed Solution with the applications and systems mentioned below (not limited to).	Are the interfaces expected to be unidirectional only i.e. for sourcing data from these applications and systems to OFSAA ALM/LRM/MRM system or whether the interfaces are expected to be bi-directional e.g. OFSAA ALM/LRM/MRM sourcing data from DWH/MIS/CIMS/GL and then writing back the output / results to DWH/CMS/CIMS/GL etc systems as well?	Bidder has to design the interfaces to deliver the Functional Specifications mentioned in the RFP. Interfaces are expected to be unidirectional only i.e. for sourcing data from the other applications or systems to OFSAA ALM/LRM/MRM system.
10	25	4.5	Interface Integration Requirements and	The Bidder is required to upgrade interfaces between the proposed Solution with the applications and systems mentioned below (not limited to). - OFSAA FTP	What is the version of current OFSAA FTP application?	FTP solution is not part of this RFP. Current version of FTP is - 7.3.5.1.0
11	25	4.5	Interface Integration Requirements and	The Bidder is required to upgrade interfaces between the proposed Solution with the applications and systems mentioned below (not limited to). - OFSAA FTP	Are there any plans to upgrade existing OFSAA FTP system to latest OFSAA version?	FTP solution is not part of this RFP.
12	25	4.5	Interface Integration Requirements and	The Bidder is required to upgrade interfaces between the proposed Solution with the applications and systems mentioned below (not limited to). - OFSAA FTP	The proposed ALM/LRM/MRM solutions are to be installed and implemented on a standalone independent infra or the same infra on which existing OFSAA FTP is running?	The proposed ALM/LRM/MRM solutions are to be installed and implemented on a independent infrastructure.
13	25	4.5	Interface Integration Requirements and	The Bidder is required to upgrade interfaces between the proposed Solution with the applications and systems mentioned below (not	Since the cashflow data requirements for ALM/LRM and FTP are very similar, can the existing interfaces be	No - FTP solution is not part of this RFP. Bidder will be required to develop separate interfaces

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				limited to). - OFSAA FTP	leveraged for implementation of new proposed OFSAA modules?	
14	25	# 4.2.4.b/ Section 4	SCOPE OF WORK	The Bidder has to provide the hardware sizing based on the projections provided by the Bank to ensure availability, scalability, redundancy and performance of the solution and to meet the requirements as per the terms of the RFP within the timeframe prescribed by the Bank. The proposed solution shall be hosted on Bank's on premise hyper-converged Infrastructure in Red Hat Linux OS version 7 or above. However, solution should have capability to migrate to any other platform as per the Bank's requirement. Bank shall provide Hardware, Operating System and Oracle Database. The bidder has to ensure that the implementation is seamlessly done so as to get the desired benefits.	Hardware Sizing should have been provided by Oracle. Kindly share the previous sizing provided by Oracle.	Bidder is required to take help of Oracle or use its own expertise to size the hardware. Bank will also take help of Oracle and share required details. The activity is to be conducted by successful bidder post on boarding.
15	25	# 4.2.4.A/ Section 4	Project Scope	The Bidder should design the reports in such way that in case addition/modification/deletion of any new branch (domestic, overseas or any subsidiary) can be automatically configured and added in the system so that no extra efforts and change requested needed for doing.	Need more understanding on the point.	Bank expect to implement solution in such a way that the addition of Branch or deletion of branch in integrated system such as CBS should not require customization in OFSAA Solution

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16	26	4.7	Implementation Methodology	The System integrator will need to ensure that these resources are on the ground in the project on a full time onsite basis during the implementation phase	Will the bank be flexible to allow resources working remotely during exigencies, for example situations like today where Govt imposed Covid related travel restrictions. Will the bank be able to provide VPN connectivity to facilitate remote working during such periods?	Resources are required on site. Bank will follow applicable government guidelines related to COVID 19.
17	26	# 4.5.2/ Section 4	Interface Integration Requirements and	The Bidder is required to upgrade interfaces between the proposed Solution with the applications and systems mentioned below (not limited to).	Need more clarity on level of customization in the application apart from source system integration. Is the bank looking to have the new and existing OFSAA applications integrated and residing on a single instance? If yes, then should the bidder consider upgrade of the existing OFSAA applications to be included in the scope? What is the current OFSAA version?	Existing FTP solution is not part of this RFP. Current version of FTP is - 7.3.5.1.0
18	31	# 4.19 / Section4	4.19. Hardware Sizing	Bidder is required to share the detailed configuration of the recommended Development, Test, Disaster Recovery and Production server environments as per the requirements mentioned. Hardware intended to be sized by the bidder for ALM, LRM and MRM Solution should be able to process the peak level transactions projected at the end of contract period, at any point of time seamlessly and adhere to the hardware utilization parameters mentioned in this document. Inputs required for hardware sizing will be discussed with successful bidder.	Kindly clarify if the hardware sizing can be provided after the bank choosing the successful bidder	The activity is to be conducted by successful bidder post on boarding.

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19	32	4.19	Hardware Sizing	The bidder is required to install, configure and maintain the solution on Bank's on-premise hyper-converged infrastructure in Red Hat Linux OS version 7 or higher. Bank shall provide Hardware, Operating System and Oracle Database.	We understand that bank will also install and configure the OS/ Oracle Database / Web Server application on the hardware and installation and configuration of only OFSAA modules will be vendor responsibility. Please confirm.	Bank will provide OS and Database with credentials. Bidder will be required to perform rest of the activities.
20	32	4.19	Hardware Sizing	Software Licenses Bank will provide Hardware, OS, Database, Network and OFSAA licenses as mentioned in the RFP. All other reporting/environmental tools or software such as OBIEE (Oracle Business Intelligence Enterprise Edition ), Oracle Hyperion Essbase Erwin Data Modeler Environmental software/tools for OFSAA application and Oracle warehouse builder required by the bidder to complete the scope of RFP are to be quoted by Bidder with ATS for period of contract.	What are the Reporting and ETL tools/applications used for existing OFSAA FTP solutions and what are the versions of these tools/applications?	No - FTP solution is not part of this RFP. Bidder will be required to develop ETLs. Bank would provide ETL tool or extend exiting tool
21	32	4.19	Hardware Sizing	Software Licenses Bank will provide Hardware, OS, Database, Network and OFSAA licenses as mentioned in the RFP. All other reporting/environmental tools or software such as OBIEE (Oracle Business Intelligence Enterprise Edition ), Oracle Hyperion Essbase Erwin Data Modeler Environmental software/tools for OFSAA application and Oracle warehouse builder required by the bidder to complete the scope	What is the version of ERWIN tool already available with the bank ? In case, Bank does not have licenses , request bank to purchase the licenses. Kindly confirm	Yes tool is available Bank will purchase the tools if required. Current Version : Computer Associates Product -1. CA ERwin Data Modeller Standard Edition r92. CA ERwin Data Modeller Standard Edition r9 - Installation & Customization

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				of RFP are to be quoted by Bidder with ATS for period of contract.		
22	32	4.19	Hardware Sizing	Software Licenses Bank will provide Hardware, OS, Database, Network and OFSAA licenses as mentioned in the RFP. All other reporting/environmental tools or software such as OBIEE (Oracle Business Intelligence Enterprise Edition ), Oracle Hyperion Essbase Erwin Data Modeler Environmental software/tools for OFSAA application and Oracle warehouse builder required by the bidder to complete the scope of RFP are to be quoted by Bidder with ATS for period of contract.	Can the existing reporting / ETL tool and ErWIN licences be leveraged for implementation of new models? We propose that bank buy additional incremental licences for these applications as per OFSAA requirements. Kindly Confirm	Yes tool is available Bank will purchase the tools if required.
23	33	# 4.21.1/ Section 6.11	Onsite Support	The bidder has to provide at least two onsite technical experts (having experience of minimum 3 years) after go-live at Pune from 10 AM to 8 PM (except Bank holidays) for technical support without any additional cost such as travelling, lodging, resources etc. from date of issue of purchase order.	Request the bank to consider to have offshore support in case of travel restriction due to COVID or any other unforeseen reason.	Resources are required on site. Bank will follow applicable government guidelines related to COVID 19. For on site support post go live, please refer corrigendum



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24	37	# 5.1.4 / Section 5	Qualification Criteria	The bidder should be OEM / authorized partner for the software to be implemented for (Proof to be submitted). Either OEM or authorized partners of OEM can bid in a tender but not both.	1. Kindly request to remove the second line "Either OEM or authorized partners of OEM can bid in a tender but not both", as this will restrict other implementation partners to be disqualified from participation, if OEM participates and there will be only one bid possible for the tender. 2. Kindly request to clarify if the Oracle Partner Member Certificate for the company is sufficient for the proof.	Please refer Annexure E point 4 of eligibility Criteria. Section 5 1. Eligibility of the Bidder stands deleted  Oracle Partner Member Certificate will be accepted
25	37	# 5.1.7 / Section 5	Qualification Criteria	The Bidder should have experience of completing at least 1 project covering implementation and support for ALM/LRM/ MRM modules in at least one scheduled Commercial Bank/Financial Institution/Foreign Bank in last 5 years in India. The solution should be live as on date of floating of RFP. the bidder should submit a letter issued by the scheduled commercial bank stating the services are found satisfactory.	1. We kindly request to consider projects under implementation also under consideration for the eligibility. 2. As per the RFP Clause (Section 17.7) in this document, the bank has not mentioned any reference to "The solution should be live as on date of floating of RFP." So kindly request to remove the line. 3. Kindly request to clarify whether the reference letter which we had got during implementation is sufficient for the record.	please refer Annexure E point 7 of eligibility Criteria. Section 5 1. Eligibility of the Bidder stands deleted
26	39	6.3	Project Timelines	Phased Implementation and Rollout of the Integrated OFSA solution; 12 Months	Request to change the Phased Implementation and Rollout of the Integrated OFSAA solution timeline to 15 months	No Change in RFP Clause
27	39	# 6.2.1 / Section 6.2	Payment Terms	6.2.1. License and Implementation Cost	There are 5 phases mentioned as part of implementation stages, kindly confirm if the payment milestones are applicable for each phases separately.	Payments will be released module wise milestone wise



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28	43	6.11	Service Agreement#2 Level	The bidder needs to strictly adhere to Service Level requirements a. Response Time: 30 minutes from the time of complaint. b. Resolution Time: 2 hours from the time of complaint for calls.	Request to change the SLA as below a. Response Time: 60 minutes from the time of complaint. b. Resolution Time: 5 hours from the time of complaint for calls.	Please refer corrigendum
29	56	Annexure C	ANNEXURE C: DETAILS OF PAST EXPERIENCES OF HANDLING SIMILAR PROJECT RECORD	Bidder is required to provide supporting documents such as credential letters, PO and proof of completion of work, copy of agreement etc.	Request to clarify whether PO & invoices against each modules will be accepted as the necessary proof of completion for the particular OFSAA modules, as there are several modules involved in the OFSAA projects undertaken	Acceptable documentary evidence would be : Relevant credential letter OR Project Completion Letter OR Purchase Order Copy along with latest invoice OR Contract Copy along with latest invoice
30	58	11	ANNEXURE E : FUNCTIONAL SPECIFICATIONS General Requirement	0.2: System should have capability to integrate with budgeting and planning solution as well as source system	What is the budgeting and planning solution being used by the bank?	Presently, Bank is not using budgeting and planning solution.
31	69	11	ANNEXURE E : FUNCTIONAL SPECIFICATIONS General Requirement	12. Behavioural Analysis	Has the bank already licensed OFSAA MMG module for this? If not, then which is the other statistical tool already available with the bank for this?	Bank will provide OFSAA MMG Licenses. Bidder has to mention the requirement of software or tools in( 27. ANNEXURE T: LIST OF SOFTWARE / COMPONENTS).
32	92	17	ANNEXURE K: ELIGIBILITY EVALUATION	4. The bidder should be OEM / authorized partner for the software to be implemented (Proof to be submitted). Either OEM or authorized partners of OEM can bid in a tender but not both Supporting Required: Certificate / letter from OEM.	We have successfully implemented large number of OFSAA solutions across globe and are also currently implementing OFSAA solutions for multiple clients in India and overseas. However, since we are auditors of the OEM, getting a letter from the OEM to this effect may not be possible. Request to please waive this eligibility criteria. In support of our OFSAA experience, if required, we can submit our previous as well as current ongoing OFSAA implementation credentials.	Please refer Annexure E point 4 of eligibility Criteria. Section 5 1. Eligibility of the Bidder stands deleted

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33	93	# 17.7/ Section 17	ANNEXURE K: ELIGIBILITY EVALUATION	The Bidder should have experience of completing at least 1 project covering implementation and support for ALM or LRM or MRM module in at least one scheduled Commercial Bank/Financial Institution/Foreign Bank in India.	We kindly request to consider projects under implementation also under consideration for the eligibility. For Projects under implementation, request to consider PO copy along with Satisfactory Reference letter for ongoing implementation.	bidder is expected to provide implementation evidences for required module. The same should be supported by documentary evidence like Relevant credential letter OR Project Completion Letter OR Purchase Order Copy along with latest invoice OR Contract Copy along with latest invoice
34	99	Annexure O	Annexure O	UNDERTAKING OF INFORMATION SECURITY	Request to remove the undertaking from vendor as licenses are purchased by Bank directly from OEM and OEM can give undertaking directly to Bank.	Annexure O is not applicable
35	105	# 25/ Section 25	Annexure- S : Certificate for RFP Cost Waiver for MSME/NSIC Firms	Annexure- S : Certificate for RFP Cost Waiver for MSME/NSIC Firms(In Letter head of Chartered Accountant)	1. Request the bank to consider the declaration given in the bidder company's letter head for the same. This in case if it is difficult to get the Chartered Accountant Certificate in this time of COVID situation.2. Kindly clarify whether the previously submitted Certificate for RFP Cost Waiver for MSME/NSIC Firms (In Letter head of Chartered Accountant) for the Old RFP will be accepted for submission	No Change in RFP Clause
36	106	# 26/ Section 26	ANNEXURE T: LETTER FOR REFUND OF EMD	ANNEXURE T: LETTER FOR REFUND OF EMD	Kindly confirm that this letter is not applicable for MSME vendors as EMD is waived for MSME bidders.	Bidders understanding is correct
37	14-15	3.10	Technical Evaluation Criteria	Not available, but can be developed with additional cost (NC) - Not available, can be developed with additional cost	Request to advise if additional cost of "Not available functionality" to be provided now along with commercial or to be submitted separately post signing of contract	Bidder is expected to quote the commercials for (NC) Not available, can be developed with additional cost functionalities in commercial bid as same needs to be implemented.

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38	93-94	ANNEXURE K #8	ANNEXURE K	Bidder should have Core Team of Minimum 4 resources having experience of minimum 5 years in OFSAA 6.0 or above in implementation of any of following OFSAA - LRM, ALM, MRM to execute the current assignment of implementation of modules viz ALM/LRM/MRM. Profile of proposed team members is required to be furnished. List and Profiles of resources having such expertise detailing the projects handled to be provided Including a list of resources to be deployed for the Bank project to be submitted -- Profiles of Team members with relevant proof of implementation.	Due to audit restrictions and Bank's internal policy, some banks will not issue letter stating name of team members worked on project; as evidence of implementation, Request to accept reference mail/ call with point of contact of Bank	Reference email / call with point of contact of the client with will be accepted for verification.