

RFP: 08/2022-23		RESPONSE TO PRE-BID QUERIES 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION				
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1	8	1.1	Project Overview	Task completion without Manual Intervention	What is the expectation behind no manual intervention in task completion? There are several task/process in place which requires entering Captcha/face match and will require manual intervention. Are we looking for solutions which automates as many steps as possible in a process enhancing the overall efficiency and reducing the operation cost?	Bidder's understanding is correct.
2	8	1.1	Project Overview	Reducing the time taken to execute the tasks	What is the Parameter to measure the reduction in time taken to execute the task? Are we looking at the each sub task in the process or for a whole system.	The RFP clause is self-explanatory.
3	8	1.1	Project Overview	Meeting Process and Project timelines	What is referred by process timelines?	The bidder is expected to adhere to the timelines as mentioned in the RFP. Process timelines refer to the process of approvals and implementations during project implementation phase.

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4	8	2	Invitation for Tender Offers	Bank invites sealed tender offers (Technical bid and masked Commercial bid) from eligible, reputed manufacturers and / or authorized dealers for 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION as specified in Schedules of Requirement.	Have RPA tool manufactures such as UiPath or Blue Prism has been evaluated in any capacity for the specified schedule of requirements?	The details will be shared with successful bidder
5	8	1.1	1.1 Project Overview	F. Compliance of EASE 4.0 directives	Please provide details on EASE 4.0	The details will be shared with successful bidder
6	9	2	Invitation for tender offer	Please note that the prospective bidder needs to purchase the tender document from the Bank and is invited to attend the pre bid meeting on above date and time at Bank of Maharashtra, Head Office, Pune (in case of exigency, Bank may conduct Pre-bid meeting through Alternate online channel).	We understand that the Bank of Maharashtra will conduct this meeting at Bank HQ, Pune, and bidders can join this meeting online also. Kindly confirm.	Bidders understanding is correct
7	10	2	Invitation for tender offer	Tender offers will be opened in the presence of the bidder or authorized representatives of the bidder who choose to attend the opening of tender on the above-specified date, time and place	We understand that the bidder needs to submit bid offline (Three envelopes) and online. Kindly confirm	bid submission will be done online i.e. on eprocurement portal of partner identified by Bank.

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8	11	3.1. Two Bid System Tender	3. INSTRUCTIONS TO BIDDERS	The Technical Bid and Commercial bid must be submitted at the same time in sealed envelopes, giving full particulars, at the Bank's address given below, on or before the schedule date given in this document. All envelopes should be securely sealed and stamped	Request you to adopt Online Bid Submission instead of Physical hardcopy submission. Lets Save the earth by saving trees and contributing to reduce world global Warming. Bank is also considering Prebid Meeting virtually Considering the prevailing COVID situation.	bid submission will be done online i.e. on eprocurement portal of partner identified by Bank.
9	13	3.4. Non-transferable Tender	3. INSTRUCTIONS TO BIDDERS	This tender document is not transferable. Only the bidder, who has purchased this tender form, is entitled to quote.	We shall be purchasing the RFP /Tender document by tendering Fees of 17700 through our wholly owned Subsidiary Company which is operational recently from year 2020, considering that Bank allows us to project Eligibility Credentials of our parent company for complying with criteria's relating with Experiance/ Financials/ No. of years in business etc. Kindly consider the above.	RFP Clause is self-explanatory. For changes related to Eligibility Criteria, please refer corrigendum
10	16	f) Techno Commercial Evaluation:	3. INSTRUCTIONS TO BIDDERS	The bidder will submit itemized prices as per commercial bid format within 24 hours after closure of Reverse Auction	Request to consider submission of itemized prices as per commercial bid format within 48 hours after closure of Reverse Auction instead of 24 hours.	No change in the RFP clause

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11	17	3.1	technical evaluation criteria	Business Process Management (BPM) Expertise in BFSI in India/Abroad (Paper evaluation based on response):	Bank is looking for Business Process Management (BPM) expertise from the bidder. 1. What is the existing BPM tool used in Bank? If not, is Bank looking for a new tool? 2. Please provide detailed requirements from BPM perspective.	The RFP clause is self-explanatory. The term "Expertise" to be read as "Experience". Please refer corrigendum for proposed changes
12	19	3.17. Contract Period	3.17. Contract Period	The period of contract 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION will be for 3 years from the date of successful go live or acceptance by the Bank	Bidder request bank to make contract period of 3 years start from the date of PO release.	No change in the RFP clause
13	21	3.23. Earnest Money Deposit	3.23. Earnest Money Deposit	The bidder violates any of the provisions of the terms and conditions of this tender specification.	Bidder request bank to relax this clause	No change in the RFP clause
14	22	4.1	Project Objective	RPA (Robotic Process Automation) is a Digital transformation initiative of the Bank that would involve automation of critical & highly repetitive Banking processes and also enable reallocation of resources to higher-value work efforts to drive better efficiency in the organization.	What is the 1. Approximate number of use cases the bank is looking at automating 2. Key domains to focus upon?	Please refer to the Annexure 18 Tentative list of processes mentioned in the RFP.
15	22	3.24. Commercial	3.24. Commercial	The Bank shall also have the right to cancel any of the items which have been mentioned in the Annexure A.	Bidder understand that ,this is fixed price project, any cancellation in order may lead losses for bidder and	The RFP Clause is self-explanatory

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					hence bidder request bank to finalize scope before submission of formal proposal.	
16	22	3.24. Commercial	3.24. Commercial	Considering the enormity of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional cost to the Bank	Bidder request bank to provide firm scope of work before submission of bid so that price can be proposed. Any change in scope of work post submission , will go through change management framework and any increase in price and delivery schedule will be informed to bank accordingly and bank have to pay for additional scope of work for the same.	The RFP Clause is self-explanatory
17	22-23	4. SCOPE OF WORK	4. SCOPE OF WORK	Z. The solution should adhere to the security policies set up by the Bank.	Bidder request bank to provide their security policy .	The details will be shared with successful bidder
18	23	4.1	Project Objective	The selected Bidder would be responsible for the entire RPA solution and shall also have to support the requisite certifications, required for the solution.	What does support "requisite certifications" mean ? Does it mean help on installation and certification accesses required on underlying applications ?	Certification here refers to any regulatory guidelines or certification that is required in-order to deploy this RPA tool, wherever applicable.
19	23	4.1	scope of work	Generic query related to Deployment	If RPA is not deployed, is there any RPA tool of choice that customer has finalised or already invested in terms of licenses ?If yes, then what is the current technical landscape	Please go through the Scope of Work.

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					(Cloud/On-Prem, Architecture, No of Digital Workers, licenses, any other tools used for automation)?	
20	23	4.1	scope of work	Bidder shall not limit itself to RPA tools when assessing the processes, but may consider automation holistically that includes technologies such as Optical Character Recognition (OCR), Intelligent Character Recognition (ICR), AI (Artificial Intelligence), Machine Learning (ML), Natural Language Processing (NLP) and others.	Has Bank have any OCR, Chat Bot, AI/ML components already deployed / in-flight for your operations or have any preferred choice of tool for the above technologies?	Please go through the Scope of Work.
21	24	4.1	Project Objective	The Bidder shall be responsible to provide best practice approach for process design, configuration, deployment etc.	At times automating as-is might be inefficient and benefits can be achieved only with underlying process re-design . Are we open to process re-design as part of best practices ?	The RFP clause is self-explanatory.
22	24	4.1	Project Objective	Bidder shall not limit itself to RPA tools when assessing the processes, but may consider automation holistically that includes technologies such as Optical Character Recognition (OCR), Intelligent Character Recognition (ICR), AI (Artificial Intelligence), Machine Learning (ML), Natural Language Processing (NLP) and others.	Has the bank decided on any OCR/ AI/ NLP/ ML platform ? OR that too has to be proposed by the bidder and cost thereon factored in the proposal ?	The RFP clause is self-explanatory.

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23	24	4.1	Project Objective	The solution RPA shall operate on any user interface as desired by the Bank.	Are there any custom based applications required to be interfaced as part of this project ?	The RFP clause is self-explanatory.
24	24	4.1	Project Objective	The Bidder shall consider the possibility of API based integration wherever required and allowed by Bank's policy.	Who is required to build and manage the APIs in tis case ? Does bank have API infrastructure ?	The RFP clause is self-explanatory.
25	24	4.1	Project Objective	The Bidder shall ensure that the RPA solution is code free i.e. software bots are configured through demonstrative steps (no coding involved).	An efficient bot deployment requires coding in selected areas For e.g. Data comparison & transformation is faster using python/ shell scripts . Are we open to coding in selected areas ?	No change in the RFP clause
26	24	4.1	Project Objective	The SME (Subject Matter Expert) shall be responsible to create flowchart of processes which RPA tool shall convert into a workflow and automate it	Do we have any process flows already available for identified processes ?	Yes. The details will be shared with successful bidder
27	24	4.1	Project Objective	The solution shall be designed with redundancy in mind to ensure zero impact by the failure of one or more components/servers or software in the production environment.	Can we define "zero impact "	The RFP clause is self-explanatory.
28	24	4.1- O	Project Objective	Bidder shall not limit itself to RPA tools when assessing the processes, but may consider automation holistically that includes technologies such as Optical Character Recognition (OCR), Intelligent Character Recognition (ICR), AI (Artificial Intelligence), Machine	Would it be possible to understand if Bank is already using any OCR/AI/ML/NLP tools which they would like to continue? If yes please share details of such tools and the processes already automated.	The RFP clause is self-explanatory

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				Learning (ML), Natural Language Processing (NLP) and others.		
29	24	4.1- R	Project Objective	Q. The Bidder shall consider the possibility of API based integration wherever required and allowed by Bank's policy.	This contradicts with the Point Q - API based integration since the API are usually developed using backend codes. So can we assume there would be still code based on integrations required.	The RFP clause is self-explanatory
30	25	4.20.2	Process Success criteria	The processes selected shall be put into production within 6 weeks and completely ended over to business to run in 8 weeks with production support only responsible for bug-fixes and changes in process.	Is there any document available to review if the process is automobile withing 6 weeks ? Is the expectation is to Go-LIVE with all the processes (Low/ Medium/ High) within 6 weeks ?	The RFP clause is self-explanatory.
31	25	4.20.2	scope of work - Process success criteria	The processes selected shall be put into production within 6 weeks and completely handed over to business to run in 8 weeks with production support only responsible for bug-fixes and changes in process.	The processes selected shall be put into production within 6 weeks and completely handed over to business to run in 8 weeks with production support only responsible for bug-fixes and changes in process. Can Bank elaborate on the expected timelines as simple/medium/high complexities would have their respective completion times?	The indication of Low / Medium / High complexity is not tagged in the indicative list of processes and shall be shared later with the successful Bidder.

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32	26	4.20.2	Process Success criteria	Success of the process should be based on one or more the following: Time efficiency: Template shall mention the time taken in the job/process identified before and after the automation, to establish the time efficiency. Ø Accuracy: After automation, the accuracy in the result expected. Ø Reduction in manpower / human efforts post automation.	What is the definition and rationale behind the process success. Since every process has multiple KPIs, is the efficiency to be contributed at an individual level or an aggregate level of KPIs. For example - after putting the IA solution in place, the accuracy is improved by 25% , the TAT is reduced by 40%. So, the efficiency at the individual level is less than 50% but at an aggregated level, it exceeds 50%. Does this pass the performance metrics set by the bank?	Please refer relevant RFP clause.
33	26	6.1	Cost & Currency	Cost for implementation and maintenance of solutions as per Scope	If a use case is UAT completed and moved to PROD environment, it will be deemed complete from a delivery perspective. Please confirm	Bidders understanding is correct
34	26-27	6.2. Right to Alter Scope	6.2. Right to Alter Scope	Bank reserves the right to alter the proposed scope at any time before finalizing the bidder.	We request bank to finalize scope before submission of formal proposal . Any changes in scope post submission will go through change management framework and any increase in price and delivery schedule will be informed to bank accordingly.	Please refer corrigendum
35	27	6.2	Terms and Conditions /	Bank reserves the right to alter the proposed scope at any time before finalizing the bidder.	What can be the estimated change in scope? If the magnitude of change can be foreseen we can make project	Please refer Corrigendum

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			Right to Alter Scope		plan and timelines for these contingency	
36	29	6.11 B	Terms and Conditions / Source Code	The Bidder shall provide complete and legal documentation of all subsystems, licensed operating systems, licensed system software, and licensed utility software and other licensed software. The Bidder shall also provide licensed software for all software products whether developed by it or acquired from others. The Bidder shall also indemnify the Bank against any levies / penalties on account of any default in this regard.	For automating few of the process we might required to use some open source technologies like Python etc, are we allowed to use these technologies keeping security best practices in mind ?	The RFP clause is self-explanatory
37	29	6.13	Terms and Conditions / Assignment	The Scope of Work / services mentioned in this RFP or subsequent agreement shall not be assigned either fully or in part by the Bidder to any third party without the prior written consent of Bank. Bank may at any time in whole or in part, assign or transfer any of its rights benefits and obligations under this agreement to any third party without consent of Bidder.	Are we allowed to have third party subcontractor during the implementation after the contract is signed? Or we need to propose subcontractor before signing the contract?	Please refer clause 6.14 of the RFP
38	29	6.11. Source Code	6.11. Source Code	A. The application software should mitigate Application Security Risks, at a minimum, those discussed in OWASP top 10 (Open Web Application Security	Request bank to remove this clause as "Source codes owned by the OEM and it amounts to confidential information as well. Hence OEM is	No change in the RFP clause

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				<p>Project).The Bank shall have right to audit of the complete solution proposed by the bidder, and also inspection by the regulators of the country. The Bank shall also have the right to conduct source code audit by third party auditor.</p> <p>B. The Bidder shall provide complete and legal documentation of all subsystems, licensed operating systems, licensed system software, and licensed utility software and other licensed software. The Bidder shall also provide licensed software for all software products whether developed by it or acquired from others. The Bidder shall also indemnify the Bank against any levies / penalties on account of any default in this regard.</p> <p>C. In case the Bidder is coming with software which is not its proprietary software, then the Bidder must submit evidence in the form of agreement it has entered into with the software vendor which includes support from the software vendor for the proposed</p>	not able to provide the same for any review ."	

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				software for the full period required by the Bank		
39	30	6.15	Protection of Reputation	It is agreed between the parties that Bank, being in service industry, its reputation, goodwill and positive brand image is of prime importance. Bank has a right to impose penalty for the reputational loss on account of business disruption if bidder fails to perform its obligations in the best possible manner and/ or fails to maintain quality of service	What is the criteria to evaluate any business disruption caused by bidder?	Duplicate - Already Answered
40	30	6.15	Protection of Reputation	The amount of penalty will be assessed by the Bank in the manner as it deems fit and the said amount can be deducted from the amount payable to the bidder against its services. bidder undertakes and agrees to indemnify the Bank against such losses suffered.	How is the Penalty amount decided? Is there any upper limit on this.	The amount of penalty will be assessed by the Bank in the manner as it deems fit. There is no upper limit on this
41	30	6.16	Terms and Conditions / Amalgamation	If the Bank undergoes an amalgamation, take-over, consolidation, reconstruction, merger, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the Vendor under this RFP.	In case of merger if the bank merge with entity which is restricted for us to do business with, what can be the possible impact on the contract?	Bank's decision will be final and binding on the bidder

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42	30	6.17	Cancellation of Contract and Compensation	The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory.	What is the criteria to evaluate the progress of the contract?	The same will be based on the expected and actual project work completion or any other parameters highlighted during project implementation review.
43	30	6.17	Cancellation of Contract and Compensation	After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled. The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Bank Guarantee, if	It is suggested that if there is a delay in execution of the contract by the Bidder for reasons not attributable to the Bidder then this clause may not be applicable and parties may mutually decide on the course of action	No change in the RFP clause

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				any, under this contract or any other contract/order.		

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				techniques. There is no restriction on the use of the residual knowledge by personnel upon completion of their assignment with the Bank Other than as agreed hereinabove, nothing herein shall cause or imply any sale, license (except as expressly provided herein), or transfer of proprietary rights of or in any software or products (including third party) from one party to the other party with respect to work product, Deliverables or Services agreed under this Agreement.		
45	31	6.18	Exit Option & Contract Re-negotiation	The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the bidder at more favourable terms in case such terms are offered in the industry at that time.	In case the contract renegotiation is not successful with the selected bidder, will the existing contract remain valid or will it get voided?	The RFP clause is self-explanatory. Bank's decision in this regard will be final
46	31	6.18. Exit Option & Contract Re-negotiation	6.18. Exit Option & Contract Re-negotiation	3. The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the bidder at more favorable terms in case such terms are offered in the industry at that time.	Bidder request bank to relax this clause	No change in the RFP clause

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47	33	6.23	Termination	The Bank shall be entitled to terminate the agreement with the bidder at any time by giving Thirty (30) days prior written notice to the bidder without assigning any reason.	In case the Bank terminate the contract without any reasons then the Bank shall pay the Bidder the following percentage of the Contract Price on such termination of convenience as per the list below: 1st year - 50 % of the contract price 2nd year - 40% of the contract price 3rd year- 30 % of the contract price	No change in the RFP clause
48	33	6.23	Termination	The Bank shall be entitled to terminate the agreement with the bidder at any time by giving Thirty (30) days prior written notice to the bidder without assigning any reason.	1. Exit for Bidder- The Bidder may terminate the contract by giving 90 days notice period to the Bank in case the Bidder is unable to fulfil its obligation under the contract. In such case the Bank shall pay the Bidder the amount for the services rendered by the Bidder as per the contract.	No change in the RFP clause
49	33	6.23. Termination	6.23. Termination	1 The Bank shall be entitled to terminate the agreement with the bidder at any time by giving Thirty (30) days prior written notice to the bidder without assigning any reason.	Bidder request bank to relax this clause	Duplicate - Already Answered
50	34	6.24 2	Terms and conditions/ Effect of termination	The Bank shall make such prorated payment for services rendered by the bidder and accepted by the Bank at the sole discretion of the Bank in the event of termination,	What is the toll gate form acceptance of solution? Is it UAT sign off by business or Go-Live? Or if there's any other	Go-Live would be considered as toll gate for acceptance of solution.

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				damages shall not in any way relieve the Successful bidder from any of its obligations to complete the works / service(s) or from any other obligations and liabilities under the Contract/Agreement/ Purchase Order.		
53	34	6.24. Effect of Termination	6.24. Effect of Termination	The bidder agrees that after completion of the Term or upon earlier termination of the assignment the bidder shall, if required by the Bank, continue to provide facility to the Bank at no less favorable terms than those contained in this tender document. Unless mutually agreed, the rates shall remain firm.	Bidder request bank to relax this clause	No change in the RFP clause
54	35	6.27	Indemnity	The Bidder shall indemnify the Bank	We request the bank to remove the Indemnity clause from the RFP	No change in the RFP clause
55	37	6.28	Terms and conditions/ Force Majeure	If the event of force majeure continues for a period of more than Fifteen (15) consecutive days then bank may have the option to terminate the Agreement upon written notice of such termination to the other party.	Will the terms of termination will remain same ?	Please refer relevant RFP clause for termination.

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56	38	6.32	Limitation of Liability	Bidder's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Order Value	<p>Kindly remove the word "at actual" and add below mentioned clause</p> <p>Licensor's liability under this contract is limited to the amount of fees considerations received by it reduced by the associated costs, till such time as the Software Solution is under warranty from Licensor. After expiry of warranty and provided the Client has entered into an Annual Maintenance Contract (AMC) for maintenance and support of the Software Solution, such liability will be limited to the amount of AMC fees paid to Licensor during the calendar year of such claim. Under no circumstances shall the liability of Licensor regardless of the nature of claim whether in contract, tort, strict liability or any other theory of liability, exceed the amount mentioned above</p>	No change in the RFP clause

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57	38	6.32	Limitation of Liability	Under no circumstances Bank of shall be liable to the selected bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if Bank has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.	Kindly make it mutual as given below: Under no circumstances either party shall be liable to the selected bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if either party has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business	No change in the RFP clause
58	38	6.32	Limitation of Liability	Bidder's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Order Value. Bidder's liability in case of claims against the Bank resulting from Misconduct or Negligence of bidder, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	Maximum liability of Bidder to be capped for the amount received or Billed in last 6 months	No change in the RFP clause

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59	63	7.8	7.8. ANNEXURE 8 : DETAILS OF THE BIDDER	12. Income Tax Number	Please suggest what is meant by Income tax Number and what is required from bidder against this clause?	Income Tax Number refers to TAN or PAN
60	82	7.19	ANNEXURE 18: INDICATIVE LIST OF RPA PROCESSES	ANNEXURE 18: INDICATIVE LIST OF RPA PROCESSES	Is there any tagging of Low/ Medium/ High complexity along with the indicative list of processes ?	The details will be shared with successful bidder
61	82	7.19	ANNEXURE 18:	INDICATIVE LIST OF RPA PROCESSES	Bidder delivers the solution (as detailed in Annexure 18) within twelve weeks, according to Annexure F. Based on our previous experience in a similar domain, we recommend extending the timetable by at least 12 months and implementing it in phases.	No change in the RFP clause
62	82	7.19	Annexure 18	INDICATIVE LIST OF RPA PROCESSES	It would greatly help if we can get process-related details that are mentioned in the Annexure excel sheet (List of Areas of RPA) of the RFP. Note: - The instructions tab defines the columns need to be filled on the 'input' tab - Sample Input tab also contains representative data for reference to enable further	The details will be shared with successful bidder

RFP: 08/2022- 23		RESPONSE TO PRE-BID QUERIES 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION				
Sno	Page #	Point / Section #	Main Section Name	Clarification point as stated in tender document	Comment / Suggestions	Bank Response
63	82	7.19 ANNEXURE 18 INDICATIVE LIST OF RPA PROCESSES	Processes		<p>(1) What is the frequency of execution of each process mentioned in RFP</p> <p>(2) What is the volume of transaction expected for each</p> <p>(3) Do we have API access to TCS Bancs, LMS and other application. Please specify names of application which can be accessed via API/Database</p> <p>(4) For KYC, we assume iOCR and images processing shall on Government Provided documents like Aadhar Card, Pan Card, VoterID Card. Please specify the list of other documents used for KYC and customer onboarding</p> <p>(5) Is there a requirement for handling CAPTCHA. Please specify the application which requires CAPTCHA or OTP based Authentication</p> <p>(6) We assume all the application to be used for Process AUTomation shall have the Testing Instances for Development and UAT</p>	The details will be shared with successful bidder
64	82	7.19 ANNEXURE 18	Processes	31. Downtime Reporting and Penalty calculation	(1) Is the SLA based documents available for Penalty calculation. If Yes, what is the format and source of	The details will be shared with successful bidder

RFP: 08/2022- 23		RESPONSE TO PRE-BID QUERIES 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION				
Sno	Page #	Point / Section #	Main Section Name	Clarification point as stated in tender document	Comment / Suggestions	Bank Response
		INDICATIVE LIST OF RPA PROCESSES			accessing the information.? What is the Network Monitoring System & ITSM used ?	
65	82	7.19	ANNEXURE 18: INDICATIVE LIST OF RPA PROCESSES	7.19. ANNEXURE 18: INDICATIVE LIST OF RPA PROCESSES	We understand every organization has different ERP implementations and difference in the business processes and underlying activities, and therefore would it be possible to get the complexity (Low, Medium, High) aligned to the 62 processes shared in the RFP.	The indication of Low / Medium / High complexity is not tagged in the indicative list of processes and shall be shared with the successful Bidder.
66	82	7.19	ANNEXURE 18: INDICATIVE LIST OF RPA PROCESSES	Generic query related to the list of hte processes identified as part of Process automation	Is there any further documentation available for these existing processes in terms of AS-IS workflow stating the various touchpoints that the process needs to execute it? This might be helpful to understand from Solutioning whether only RPA or RPA++(OCR, AI/ML, NLP etc.) might need to be positioned	The details will be shared with successful bidder
67	82	7.19	Annexure 18	INDICATIVE LIST OF RPA PROCESSES	1. What will be the number of different format of bank forms availables for NEFT, RTGS etc process?	The details will be shared with successful bidder
68	82	7.19	Annexure 18	INDICATIVE LIST OF RPA PROCESSES	2. What is the volume of transaction of KYC processing on daily basis?	The details will be shared with successful bidder

Response to pre-bid queries to RFP 08/2022-23 Page **25** of **50**

RFP: 08/2022- 23		RESPONSE TO PRE-BID QUERIES 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION				
Sno	Page #	Point / Section #	Main Section Name	Clarification point as stated in tender document	Comment / Suggestions	Bank Response
79	83	7.19 ANNEXURE 18 INDICATIVE LIST OF RPA PROCESSES	Processes	34. Aadhaar Seeding job automation in integration with Demographic authentication job	(1) Please specify the scope of the process and expectations	The details will be shared with successful bidder
80	83	7.19 ANNEXURE 18 INDICATIVE LIST OF RPA PROCESSES	Processes	36. Document Approval Process Automation	(1) What kind of documents are involved in this process.What is the source of these documents? Is there a Approval application used or email based approvals are required?	The details will be shared with successful bidder
81	83	7.19 ANNEXURE 18 INDICATIVE LIST OF RPA PROCESSES	Processes	44. Credit Behavior for business loans 59. Past Credit behavior for business loans	(1) We shall need to use Machine Learning and NLP to create modules for analyzing the behavior.How this process currently performed?	The details will be shared with successful bidder
82	83	7.19 ANNEXURE 18 INDICATIVE LIST OF RPA PROCESSES	Processes	56. Adverse Media Screening	(1) Please specify the scope and expectations. What are the application involved for screening?	The details will be shared with successful bidder

RFP: 08/2022-23		RESPONSE TO PRE-BID QUERIES 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION				
Sno	Page #	Point / Section #	Main Section Name	Clarification point as stated in tender document	Comment / Suggestions	Bank Response
83	90	7.24	ANNEXURE 23: DETAILS OF HARDWARE, DATABASE AND OPERATING SYSTEM REQUIREMENT	The Bidder must specify complete details of Hardware and other systems required for successful implementation of the offered Solution	We understand that Bank will procure all required infrastructure - (Example: Virtual Machines, Hardware/servers, Network) to host RPA software in the bank's Datacenter and that bidder will only suggest all the required hardware for RPA implementation, is this assumption correct?	The RFP Clause is self-explanatory
84	92	7.26	ANNEXURE 20: LIST OF HARDWARE AND SOFTWARE COMPONENTS	ANNEXURE 20: LIST OF HARDWARE AND SOFTWARE COMPONENTS	We understand Bank would need the solution to be hosted on premises but does Bank has plans in any of its business functions to migrate to a any 3rd party Cloud provider(for example AWS, MS Azure etc.) in next 3 years ?	The bidder is expected to be comply the requirements of this RFP. Details related to migration to any 3rd party cloud provider (if required by the Bank) will be shared with successful bidder
85	94	7.28	Annexure A: Commercial Bid Format	RAP solution Implementation Cost	Our understanding is that Bank is requesting for "RPA Implementation Cost from the Bidders". Please confirm if our understanding is correct	To be read as "RPA" instead of "RAP"
86	94	7.28.	ANNEXURE A: COMMERCIAL BID FORMAT	ANNEXURE A: COMMERCIAL BID FORMAT	Does the man-days have any significance on the engagement efforts expectations or are just shared as sample?	Please read the RFP clause 7.28. The RFP clause is self-explanatory. However, man days are provided

RFP: 08/2022-23		RESPONSE TO PRE-BID QUERIES 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION				
Sno	Page #	Point / Section #	Main Section Name	Clarification point as stated in tender document	Comment / Suggestions	Bank Response
						in-order to arrive at TCO.
87	97	7.29	ANNEXURE B: TECHNICAL EVALUATION CRITERIA	Business Process Management (BPM) Expertise in BFSI in India/Abroad (Paper evaluation based on response): ü More than 2 (15 marks) ü At least 1 (10 marks) Total No. of project(s) executed in Automation in India/Abroad (Paper evaluation based on response): ü More than 3 (15 marks) ü Up to 3 (10 marks)	Our understanding is that the Bank is requesting the number of clients in Business Process Management Expertise and the number of projects executed in Automation in India/Abroad . Kindly confirm if our undersanding is correct	The term "Expertise" to be read as "Experience". Please refer corrigendum for revised Technical Scoring
88	97	7.29	Annexure B	10 Marks – with implementation of IACS software in 1 Public Sector Bank with 4 or more modules	We understand that IACS refers to all the components (PLCs, SCADA, HMI, etc.) integrated into critical infrastructures and industrial production establishments. We are requesting to remove this clause from RFP	Please refer corrigendum for revised Technical Scoring
89	97	7.29	Annexure B	TECHNICAL EVALUATION CRITERIA	RFP has two different Technical Evaluation Scoring Tables in Annexure B. Kindly clarify	Please refer corrigendum for revised Technical Scoring
90	97	7.29	Annexure B	TECHNICAL EVALUATION CRITERIA	Kindly provide the expectation from the three Presentation	Please refer corrigendum for revised Technical Scoring

RFP: 08/2022-23		RESPONSE TO PRE-BID QUERIES 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION				
Sno	Page #	Point / Section #	Main Section Name	Clarification point as stated in tender document	Comment / Suggestions	Bank Response
91	97	7. Annexures	7.29. ANNEXURE B: TECHNICAL EVALUATION CRITERIA	Total No. of Skilled Employees / Resources (in India) on Robotic Process Automation available for such a project; ü 50+ Employees (15 marks) ü 25-50 Employees (10 marks) ü Up to 25 (5 marks)	RPA solution is a niche technology for which industry adoption especially in Indian Banks is not yet widespread. In view of the above not many skilled resources are available in market only for RPA Implementation and also to promote wider participation which would benefit the Bank in terms of receiving competitive and comprehensive solutions we would request Bank of Maharashtra to kindly amend clause as suggested below: <i>Total No. of Skilled Employees / Resources (in India) on System Integration and Enterprise Automation (including Robotic Process Automation) available for such a project;</i> <i>ü 50+ Employees (15 marks)</i> <i>ü 25-50 Employees (10 marks)</i> <i>ü Up to 25 (5 marks)</i>	No change in the RFP clause
92	97	7. Annexures	7.29. ANNEXURE B: TECHNICAL EVALUATION CRITERIA	Business Process Management (BPM) Expertise in BFSI in India/Abroad (Paper evaluation based on response): ü More than 2 (15 marks) ü At least 1 (10 marks)	Kindly clarify if "Expertise" refers to No. of Resources or No. of Projects?	Duplicate - Already Answered

RFP: 08/2022-23		RESPONSE TO PRE-BID QUERIES 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION				
Sno	Page #	Point / Section #	Main Section Name	Clarification point as stated in tender document	Comment / Suggestions	Bank Response
93	97	7. Annexures	7.29. ANNEXURE B: TECHNICAL EVALUATION CRITERIA	Business Process Management (BPM) Expertise in BFSI in India/Abroad (Paper evaluation based on response): ü More than 2 (15 marks) ü At least 1 (10 marks)	Request you to amend the clause as: Business Process Management (BPM)/ITSM /Digital workflow Expertise (ServiceNow, BMC Remedy, etc.) in BFSI in India/Abroad (Paper evaluation based on response): ü More than 2 (15 marks) ü At least 1 (10 marks)	No change in the RFP clause
94	97	7. Annexures	7.29. ANNEXURE B: TECHNICAL EVALUATION CRITERIA	Total No. of project(s) executed in Automation in India/Abroad (Paper evaluation based on response): ü More than 3 (15 marks) ü Up to 3 (10 marks)	RPA solution is a niche technology for which industry adoption especially in Indian Banks is not yet widespread. Request you to consider experience of Bidder/ Bidder's parent Company /OEM.	The term will be referred to as "the Bidder / OEM" while considering the experience. Please refer corrigendum for revised scoring
95	97	7. Annexures	7.29. ANNEXURE B: TECHNICAL EVALUATION CRITERIA	Bidder's capabilities (Professional qualifications and experience of the key staff proposed/ identified for this assignment on Robotic Process Automation, to be provided): ü Financial stability ü Implementation, Monitoring & Management Team ü Resources proposed for the project	Request to amend the Clause as: Bidder's capabilities (Professional qualifications and experience of the key staff proposed/ identified for this assignment on System Integration and Enterprise Automation (including Robotic Process Automation, Automation of IT Ops etc.), to be provided): ü Financial stability ü Implementation, Monitoring & Management Team ü Resources proposed for the project	No change in the RFP clause

RFP: 08/2022- 23		RESPONSE TO PRE-BID QUERIES 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION				
Sno	Page #	Point / Section #	Main Section Name	Clarification point as stated in tender document	Comment / Suggestions	Bank Response
96	98	7.29	EVALUATION SCORING TABLE	The total marks mentioned as 320	The summation of marks is 305 instead of 320, please validate and confirm on correct total marks.	Please refer corrigendum for revised Technical Scoring
97	98	7. Annexures	EVALUATION SCORING TABLE	1 Expertise & Experience Number of Banks where solution has been implemented. 10 Marks – with implementation of IACS software in 1 Public Sector Bank with 4 or more modules 5 Marks – with implementation of IACS software in 1 Private Sector Bank	Request to accept Experience of Bidder/ OEM for the compliance with this clause. Kindly Confirm. Also Request you to consider experience of RPA instead of IACS.	Please refer corrigendum for revised Technical Scoring
98	98	7. Annexures	EVALUATION SCORING TABLE	Coverage of Audit/inspection modules mentioned in the Scope of Work: 5 Marks if less than 4 Modules are implemented 10 Marks if 5-8 Modules are implemented 15 Marks if 9-12 modules are implemented 20 Marks if more than 12 modules are implemented	Request to accept Experience of Bidder/ OEM for the compliance with this clause. Kindly Confirm.	Please refer corrigendum for revised Technical Scoring
99	98	7.29	7.29. ANNEXURE B: TECHNICAL EVALUATION CRITERIA	4. In case there is only one bidder having technical score of 75 or more, the Bank may, at its sole discretion, also consider the next highest technical score and qualify such bidder.	This clause is contradictory to earlier clause where cut off is mentioned as 70% cutoff required for Technical Bid. Kindly amend.	Please refer corrigendum for revised Technical Scoring

RFP: 08/2022- 23		RESPONSE TO PRE-BID QUERIES 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION				
Sno	Page #	Point / Section #	Main Section Name	Clarification point as stated in tender document	Comment / Suggestions	Bank Response
100	98	7.29	7.29. ANNEXURE B: TECHNICAL EVALUATION CRITERIA	EVALUATION SCORING TABLE	This table seems to be not connected to this RFP. Please suggest its purpose or delete the same from RFP.	Please refer corrigendum for revised Technical Scoring
101	103	7.29 ANNEXURE C : SCOPE OF WORK	Training	x. Providing Training to the Bank's Team for identifying processes for RPA, design and implement RPA in other processes.	(1) Please confirm if the training can be delivered in an online mode. (2) Would request the Bank to confirm the number of resources that needs to be trained. (3) In case on-premise training is required, please confirm the location. (4) For on-premise trainings, we understand that the venue and other facilities required for training would be provided by the Bank and the successful bidder would be expected only to provide a Trainer.	The details will be shared with successful bidder
102	104	7.29 ANNEXURE C : SCOPE OF WORK	3. Facility Management Service	ii. Bidders to ensure to manage and maintain RPA tool as mentioned in the RFP and as per the agreement the bidder should deploy at Bank's Site required number of onsite technical experts throughout contract period.	To receive uniform proposals which would help the Bank to evaluate the bids against a standardized requirement we would request the Bank to kindly clarify the level wise [L1 / L2 / L3] and skill wise [programmer / DBA / System Administrator etc.] minimum number of support resource required for the project.	The details will be shared with successful bidder

RFP: 08/2022- 23		RESPONSE TO PRE-BID QUERIES 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION				
Sno	Page #	Point / Section #	Main Section Name	Clarification point as stated in tender document	Comment / Suggestions	Bank Response
103	104	7.29 ANNEXURE C : SCOPE OF WORK	3. Facility Management Service	i. Bidder shall designate one of its personnel as the Project Manager, to interact with the designated Automation Cell from the Bank for the purposes of getting approvals, progress report, discussing and resolving issues, arranging meetings, successful implementation of RPA tool. Bidder shall also provide Facility Management having heretrical and scope based support personal such as L1, L2 and Team leads.	(1) Please confirm that the entire assignment of supporting the solution would be carried out at a single location in Pune. (2) We understand that the office space along with desktops / laptops, internet connectivity and other regular facilities required by the on-site team would be provided by the Bank. Please confirm our understanding. (3) The onsite team would be expected to be deployed only during the regular office hours of the Bank. Please confirm.	1. The bank's automation cell is proposed to operate from the HQ at Pune currently. 2. The facilities such as workstations, internet connectivity and other regular facilities will be provided. 3. The RFP Clause is self explanatory
104	108	7.3	7.30 ANNEXURE D: ELIGIBILITY EVALUATION COMPLIANCE	1. The Bidder submitting the offers should be a Registered Company in India under the Companies Act, 1956 / 2013 or The bidder must be a registered firm/ company//LLP/ trust/government owned organization/and shall be in existence for the last five years (as on 31.03.2021). Copy of the certificate of incorporation should be enclosed as documentary proof.	Our Company is in existance since past 2 decades. Recently, we have restructured our company in to various focused businessess resulting into formation of 100% owned subsidiary company operational from Feburary 2021, and hence, this bidding subsidiary company, shall depend on its parent company for its years of Existance, Financial & Experiance cerdentials. Hence request to consider the term "	The term will be referred to as "the Bidder / OEM".

RFP: 08/2022- 23		RESPONSE TO PRE-BID QUERIES 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION				
Sno	Page #	Point / Section #	Main Section Name	Clarification point as stated in tender document	Comment / Suggestions	Bank Response
					Bidder" as "The bidder or its Parent company (incase bidder is wholly owned subsidiary of the parent company) "	
105	108	7.3	7.30 ANNEXURE D: ELIGIBILITY EVALUATION COMPLIANCE	2. The Bidder should have a yearly turnover of greater than Rs.25 crores (each year) or above in the past three financial years (2019-20, 2020-21 and 2021-22). This must be the individual Company's turnover and not that of any group of Companies. The bidder should have positive net worth in each of last 3 financial years. (Certified / Audited Balance Sheets and P&L statements for last 3 years should be submitted in support of the turnover and profitability. The Bidder should submit a Certificate from their Chartered Accountants regarding their financial capability.)	Our Company is in existance since past 2 decades. Recently, we have restructured our company in to various focused businessess resulting into formation of 100% owned subsidiary company operational from Feburary 2021, and hence, this bidding subsidiary company, shall depend on its parent company for its years of Existance, Financial & Experiance cerdentials. Hence request to consider the term " Bidder" as "The bidder or its Parent company (incase bidder is wholly owned subsidiary of the parent company) "	The term will be referred to as "the Bidder / OEM".

RFP: 08/2022- 23		RESPONSE TO PRE-BID QUERIES 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION				
Sno	Page #	Point / Section #	Main Section Name	Clarification point as stated in tender document	Comment / Suggestions	Bank Response
106	109	7.3	7.30 ANNEXURE D: ELIGIBILITY EVALUATION COMPLIANCE	6. The Bidder should have experience of providing the RPA solution in India to any Scheduled Commercial Bank in CAPEX /OPEX Model 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.	Our Company is in existence since past 2 decades. Recently, we have restructured our company in to various focused businesses resulting into formation of 100% owned subsidiary company operational from February 2021, and hence, this bidding subsidiary company, shall depend on its parent company for its years of Existence, Financial & Experience credentials. Hence request to consider the term " Bidder" as "The bidder or its Parent company (incase bidder is wholly owned subsidiary of the parent company) "	Please refer corrigendum
107	109	7.3	7.30 ANNEXURE D: ELIGIBILITY EVALUATION COMPLIANCE	6. The Bidder should have experience of providing the RPA solution in India to any Scheduled Commercial Bank in CAPEX /OPEX Model 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.	RPA solution is a niche technology for which industry adoption especially in Indian Banks is not yet widespread. In view of the above and to promote wider participation which would benefit the Bank in terms of receiving competitive and comprehensive solutions we would request Bank of Maharashtra to kindly amend clause 6 as suggested below: <i>Bidder/Bidder's parent company or its Solution Partner / OEM should have experience of providing the RPA</i>	Duplicate - Already Answered

RFP: 08/2022- 23		RESPONSE TO PRE-BID QUERIES 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION				
Sno	Page #	Point / Section #	Main Section Name	Clarification point as stated in tender document	Comment / Suggestions	Bank Response
					<i>solution in India to any Scheduled Commercial Bank in CAPEX /OPEX Model 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.</i>	
108	109	7.3	7.30 ANNEXURE D: ELIGIBILITY EVALUATION COMPLIANCE	6 The Bidder should have experience of providing the RPA solution in India to any Scheduled Commercial Bank in CAPEX /OPEX Model 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.	Request the bank amend this clause as below: "6 The Bidder should have experience of providing the RPA solution in India to any Scheduled Commercial Bank/BFSI Client in CAPEX /OPEX Model 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.	Duplicate - Already Answered

RFP: 08/2022- 23		RESPONSE TO PRE-BID QUERIES 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION				
Sno	Page #	Point / Section #	Main Section Name	Clarification point as stated in tender document	Comment / Suggestions	Bank Response
109	111	7.31	ANNEXURE E: PAYMENT TERMS	Licensing per process/bot: 40% of the license cost on UAT sign off of any three (selected by Bank) processes automated using RPA solution provided by the Bidder as mentioned in Annexure 5.	The procedure for submitting an online tender is provided in Annexure 5. We will not be able to correlate the license fees to Annexure 5. Kindly Clarify the terms of payment for license payments. It is also suggested as an industry practice, license cost should be delinked from implementation and appropriately mentioned in payments terms. License cost should be 100% in advance along with BG“	Please refer corrigendum
110	111	7.31	ANEXURE E: PAYMENT TERMS	Solution Implementation Cost	After signing off on each process, we understand that Bank will pay 40% of the process implementation costs. Please confirm.	Solution implementation and process automation efforts are different components. Solution implementation fees will be payable upon completion of automation of 3 processes selected by the Bank.

RFP: 08/2022- 23		RESPONSE TO PRE-BID QUERIES 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION				
Sno	Page #	Point / Section #	Main Section Name	Clarification point as stated in tender document	Comment / Suggestions	Bank Response
111	111	7.31.1	Annexure E: Payment Terms	<p>1. Licensing per process / bot</p> <p>1. 40% of the license cost on UAT sign off of any three (selected by Bank) processes automated using RPA solution provided by the Bidder as mentioned in Annexure 5. The required documents to be provided along with original invoice: A) Project tracker with proposed and actual date of task completion. B) UAT sign off duly stamped and signed by the Bank Official.</p> <p>2. 40% of the license cost after go-live sign off of any three processes (selected by Bank) automated using RPA solution from Bank. Go Live Sign Off in the form of Acceptance Test should be signed by both Bank's identified Project Manager & successful bidder's representative.</p> <p>3. 10% of the license cost after Go-Live closure signoff of any three processes (selected) from Bank. 4. 10% of the license cost after successful DR drill of any three processes (selected) from Bank.</p> <p>5. Sign Off in the form of Final Acceptance Test should be signed by both Bank identified Project Manager & successful bidder's representative.</p>	<p>1. We propose that payment for OEM and its licenses shall be paid 100% in advance to the Supplier as we have a similar arrangement with the OEM. Payment to be made in 30 days from the date of the invoice.</p> <p>2. Payment to be made for the Services rendered by the Supplier and monthly payment to be made in 30 days from the date of the invoice.</p>	Please refer corrigendum

RFP: 08/2022- 23		RESPONSE TO PRE-BID QUERIES 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION				
Sno	Page #	Point / Section #	Main Section Name	Clarification point as stated in tender document	Comment / Suggestions	Bank Response
				Operational Issues, if any, will be part of Managed Services and not part of Go-Live Sign Off.		

112	111	7.31.2	Annexure E: Payment Terms	<p>2. Implementation Cost (OTC) Solution Implementation Cost: · 40% of the solution implementation cost on UAT sign off of any three (selected by Bank) processes automated using RPA solution provided by the Bidder as mentioned in Annexure 18. The required documents to be provided along with original invoice: A) Project tracker with proposed and actual date of task completion. B) UAT sign off duly stamped and signed by the Bank Official. 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION Page 112 of 123 · 40% of the solution implementation cost after go-live sign off of any three processes (selected by Bank) automated using RPA solution from Bank. Go Live Sign Off in the form of Acceptance Test should be signed by both Bank's identified Project Manager & successful bidder's representative. · 10% of the license cost after Go-Live closure signoff of any three processes (selected) from Bank. · 10% of the solution implementation cost after successful DR drill of any three processes (selected) from Bank. 3. Process Implementation Cost Payment for the individual process will be issued as under: · 20% of process implementation, after UAT sign off from Bank. UAT Sign Off in the form of Acceptance Test should be signed by</p>	We suggest : Payment to be made for the Services rendered by the Supplier and monthly payment to be made in 30 days from the date of the invoice.	No change in the RFP clause
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				<p>both, Bank's identified Project Manager & successful bidder's representative · 40% of the process implementation cost after go- live sign off from Bank. Go Live Sign Off in the form of Acceptance Test should be signed by both, Bank's identified Project Manager & successful bidder's representative. · 40% of the process implementation cost after successful running of process for 3 months. Description of the envisaged scope is enumerated as part of Section 4 of this RFP; however, the Bank reserves its right to change the scope of work considering the size and variety of the requirements and the changing business conditions. The bidder needs to quote as per the Bill of Materials mentioned in Annexure L. Considering the enormity of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional cost to the Bank. The Bidder needs to consider and envisage all services that would be required in the Scope 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 services on the pretext that the same was not explicitly mentioned in the RFP.</p>		
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RFP: 08/2022- 23		RESPONSE TO PRE-BID QUERIES 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION				
Sno	Page #	Point / Section #	Main Section Name	Clarification point as stated in tender document	Comment / Suggestions	Bank Response
113	111	7.31 ANNEXURE E: PAYMENT TERMS	7. ANNEXURES	<p>1. Licensing per process / bot</p> <ul style="list-style-type: none"> · 40% of the license cost on UAT sign off of any three (selected by Bank) processes automated using RPA solution provided by the Bidder as mentioned in Annexure 5. The required documents to be provided along with original invoice: A) Project tracker with proposed and actual date of task completion. B) UAT sign off duly stamped and signed by the Bank Official. · 40% of the license cost after go-live sign off of any three processes (selected by Bank) automated using RPA solution from Bank. Go Live Sign Off in the form of Acceptance Test should be signed by both Bank's identified Project Manager & successful bidder's representative. · 10% of the license cost after Go-Live closure signoff of any three processes (selected) from Bank. · 10% of the license cost after successful DR drill of any three processes (selected) from Bank. · Sign Off in the form of Final Acceptance Test should be signed by both Bank identified Project Manager & successful bidder's representative. 	<p>We would request Bank of Maharashtra not to link the payment of license supply with the solution implementation & DR drill exercise so as to align with the industry standard practice and also facilitate positive cashflow in the current post pandemic era of stressed economy. The RFP has separate relevant payment terms for the OTC for assuring the Bank of the successful implementation.</p> <p>We would suggest the following amendments:</p> <ul style="list-style-type: none"> • 90% of the license cost on successful delivery of the ordered licenses to the Bank. • 10% of the license cost after Go-Live closure signoff of any three processes (selected) from Bank.Request 	Please refer corrigendum

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				Operational Issues, if any, will be part of Managed Services and not part of Go-Live Sign Off.		
114	111	7.31	ANNEXURE E: PAYMENT TERMS	Licensing per process/bot: 40% of the license cost on UAT sign off of any three (selected by Bank) processes automated using RPA solution provided by the Bidder as mentioned in Annexure 5.	As an industry practice, license cost should be delinked from implementation and appropriately mentioned in payments terms. License cost should be 100% in advance along with BG	Please refer corrigendum
115	112	7.31.3	Annexure E: Payment Terms	3.Payment on Onsite Support: Payable quarterly at the end of each quarter against receipt of satisfactory support performance report of the resources deputed on site for the support, of previous quarter from the Bank's Project / Operation Manager There shall be no escalation in the prices once the prices are fixed and agreed to by the Bank and the Bidder. Payment will be released by Bank, as per above payment terms on submission of successful implementation and automation report. 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION Page 113 of 123 The Bank will pay of undisputed invoices. Any dispute regarding the invoice will be communicated to the selected	We Suggest: Payment to be made for the Services rendered by the Supplier and monthly payment to be made in 30 days from the date of the invoice.	No change in the RFP clause

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				bidder within 30 days from the date of receipt of the invoice. After the dispute is resolved. Bank shall make payment within 30 days from the date the dispute stands resolved.		

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116	112	7.31	ANNEXURE E: PAYMENT TERMS	3. Process Implementation Cost <ul style="list-style-type: none"> • 20% of process implementation, after UAT sign off from Bank. UAT Sign Off in the form of Acceptance Test should be signed by both, Bank's identified Project Manager & successful bidder's representative • 40% of the process implementation cost after go- live sign off from Bank. Go Live Sign Off in the form of Acceptance Test should be signed by both, Bank's identified Project Manager & successful bidder's representative. • 40% of the process implementation cost after successful running of process for 3 months. 	<p>The RFP has separate relevant payment terms for the OTC for assuring the Bank of the successful implementation of the solution. Further, to align with the industry standard payment practice and also to facilitate positive cashflow in the current post pandemic era of stressed economy we would suggest the following amendments for "Process Implementation Cost":</p> <ul style="list-style-type: none"> • 50% of process implementation, after UAT sign off from Bank. UAT Sign Off in the form of Acceptance Test should be signed by both, Bank's identified Project Manager & successful bidder's representative • 40% of the process implementation cost after go- live sign off from Bank. Go Live Sign Off in the form of Acceptance Test should be signed by both, Bank's identified Project Manager & successful bidder's representative. • 10% of the process implementation cost after successful running of process for 1 month. 	No change in the RFP clause
117	113	7.31.4	Annexure E: Payment Terms	4.AMC / ATS – Payable quarterly / yearly in arrears against receipt of	Request to consider the AMC/ATS charges to be processed by the bank	No change in the RFP clause

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				satisfactory service performance report of previous quarter from the Bank's Project / Operation Manager. All payments will be released only after submission of the proof for the same along with the invoices, request for payment and other related documents.	either annually or half yearly in arrear within thirty (30) days from the date of submission of invoice with adequate and correct supporting documents and after deducting the applicable penalty.	
118	113	7.31	ANNEXURE E: PAYMENT TERMS	4. AMC / ATS Payable quarterly / yearly in arrears . . .	We would request Bank of Maharashtra to kindly process the AMC / ATS payment for the licenses annually in advance in sync with the pay-outs that the successful bidder has to make to the OEM.	No change in the RFP clause
119	114	7.32 ANNEXURE F: PROJECT TIMELINES	7. ANNEXURES	The Robotic Process Automation (RPA) solution must be implemented as per project scope within a period of 12 weeks in totality from the date of placing order by Bank. However, the solution needs to be rolled out in phases.	Request you to extend the Implementation timelines as below: 24 weeks for delivery of the RPA Solution, next 6 weeks for Implementation in Phases.	Please refer Corrigendum
120	114	7.32	7.32 ANNEXURE F: PROJECT TIMELINES	7.32 ANNEXURE F: PROJECT TIMELINES	The project involves a large number of processes to be automated with varied complexities involved. Request the Bank to allow the bidder to suggest appropriate Implementation timelines	Please refer Corrigendum

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121	115	7.33	ANNEXURE G: SERVICE LEVEL REQUIREMENTS	Uptime percentage: A >= 99.5% 99.5% =< A <99% 99% =< A <= 98.5% A < 98.5%	We request you to please consider the uptime percentage as follows: A >= 98.5% 98.5% =< A < 98% 98% =< A <= 97.5% A < 97.5%	No change in the RFP clause
122	115	7.33	7.33 ANNEXURE G: SERVICE LEVEL REQUIREMENTS	Uptime Percentage 99.5	Application Uptime has a dependency on OS, Hardware and Network. Since only application license, implementation and support services for application procured is in scope of bidder, request to delete this clause as bidder will be responsible only for keeping application only.	The bidder is expected to meet the SLA at application level.
123	116	7.33	7.33 ANNEXURE G: SERVICE LEVEL REQUIREMENTS	SLA for Onsite Support Facility Management Bidder will have to guarantee a minimum uptime of 99% per resource (i.e. attendance of each of the resources), calculated on a monthly basis.	Since the payment terms for the onsite support team is quarterly, we would request the Bank to kindly amend the clause and track the SLA of the onsite support team on quarterly basis.	No change in the RFP clause
124	118	7.34	7.34 ANNEXURE H: COMPLIANCE TO FUNCTIONAL SPECIFICATIONS	7.34 ANNEXURE H: COMPLIANCE TO FUNCTIONAL SPECIFICATIONS	Please suggest if A, C, N is to be mentioned or yes/no as clause below table is contradictory to field heading for "Complied (Yes/No)". Kindly suggest.	Please refer corrigendum

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125	103, 104	7.29 ANNEXURE C : SCOPE OF WORK	2. Infrastructure	<p>i. The Bidder needs to size the infrastructure (hardware, Operating System, Database and other related software) for the solution based on the process automation requirement defined by the Bank.</p> <p>ii. The Bidder shall propose this requirement as part of their technical bid submission.</p> <p>iii. The end-to-end implementation, maintenance and support of the implemented RPA tool shall be the responsibility of the Bidder.</p> <p>iv. As part of the technical proposal the bidder needs to provide complete RPA solution details. The bidder must design the solution with high availability & secure Infrastructure in Data Centre and Disaster Recovery site as per Industry accepted security standards and best practices.</p>	<p>(1) Please provide some more relevant details such as count of function points along with complexity scale, count of integration points, count of database tables, count of input / output interfaces etc. of the two legacy applications for which the successful Bidder has to provide on-site support for application modernization so that the effort / team size required for the task can be estimated.</p> <p>(2) Please provide the details of the Bank's current on-premise and cloud setup.</p>	The details will be shared with successful bidder

RFP 08/2022 -23	RESPONSE TO PRE-BID QEURIES (GENREAL) 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION		
Sno	General Query Related to RFP	Comment / Suggestions	Bank Response
1	Is Bank planning to have this solution implemented on-premise or is bank open to consider the cloud infrastructure options available for RPA technologies as well?		Bank is planning for implementation of solution on premise
2	What is the operating model - (Onsite) or Remote Working for the project implementation?		Please go through the Scope of Work.
3	In case of onsite model - How many personnel are expected to be deployed?		Please refer corrigendum
4	Payment Terms	Before commencing development activities, the bidder will acquire the necessary licenses. In light of this, we suggest for reconsider your complete payment terms and provision for some advance payment for resource mobilization.	Please refer corrigendum
5	ANNEXURE 18: INDICATIVE LIST OF RPA PROCESSES	Request that you categorize the process into three levels (high, medium, and low) and assign a priority for implementation.	The details will be shared with successful Bidder.
6	Resource replacement provision	Kindly include the resource replacement clause during implementation.	No change in RFP requirement
7	License: Enterprise License would mean - Unlimited Client License for Bank Branches in India & International territories, present & future	We suggest providing a maximum count of licenses in the said RFP.	Please refer corrigendum

RFP 08/2022 -23	RESPONSE TO PRE-BID QEURIES (GENREAL) 08/2022-23 RFP FOR ROBOTIC PROCESS AUTOMATION (RPA) SOLUTION		
Sno	General Query Related to RFP	Comment / Suggestions	Bank Response
	subsidiaries and associates both domestic & international and present & future RRBs		
8	ELIGIBILITY CRITERIA: The Bidder should have experience of providing the RPA solution in India to any Scheduled Commercial Bank in CAPEX /OPEX Model 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	Request to Kindly includes the bidder's experience with Foreign Bank or the bidder proposed OEM has experience in Indian Bank.	Please refer corrigendum