

Reply to Pre- Bid Queries- RFP012022-23



Request for Proposal for Supply, Installation, Customization, Commissioning and Maintenance of Integrated Audit Integrated Audit & Compliance Software (IACS)
RFP Reference No. 012022-23 (Pre Bid Meeting date: 18.04.2022)

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1	55	Annexure 6	Non-Disclosure Agreement	Whether we can provide the same on stamp paper (Rs. 500/-) from other state ?	Since we have an office based at Chennai, Tamil Nadu, can we provide NDA on stamp papers from Tamilnadu ?	Yes
2	62	Annexure 10	Compliance Agreement	Whether this agreement to be signed on a stamp paper ? or Bank will accept it on company letter head ?	Since we have an office based at Chennai, Tamil Nadu, can we provide NDA on stamp papers from Tamilnadu ?	Compliance Agreement format will be accepted on Bidder's Letter Head
3	69	Annexure 13	Pre-Contract Integrity Pact	Please specify the value of the Stamp Paper Required ? Also kindly clarify whether this can be provided on Stamp Paper from other state i.e. Tamilnadu	Since we have an office based at Chennai, Tamil Nadu, can we provide NDA on stamp papers from Tamilnadu ?	Pre Contract integrity Pact to be submitted on Stamp paper of Rs. 500. Stamp paper of Other states also accepted as per prevailing rule of respective state.
4	93	Annexure C	Scope of Work – List of Modules – 19 – Any other audits/inspections conducted by Bank	Bank needs to specify these audit types, as vendors are asked to provide license for these modules. License Requirements cannot have such ambiguity & open-ended Ness as it may result into dispute at a later stage.	As the requirement says "Any other audit"s/inspection"s" conducted by Bank. Here, if there are multiple audits / inspections then multiple modules may be required Whether Bank will pay extra license cost and Implementation cost for them ?	Depending on present and future requirement, it will be mutually agreed between bank and the vendor. Per man day rate will be as per commercials submitted for SN 5 of Table 1 of Commercial bid. Please refer corrigendum for revised commercial bid format
5	127	35	Hardware Requirement		Whether the Bank expects to run Red Hat Linux OS version 7 on Application Server or Database Server ?	Please refer corrigendum
6	139	Annexure E	Scope of Work	The proposed solution requires total 19 modules to be implemented in 3 phases.	Out of these currently how many audit types are automated ? Bank too requires allocating a lot of resource bandwidth, also the implementation pace depends on various levels of acceptances, approvals & authorizations within the Bank. This can be clearly seen as a potential risk for a delay in overall implementation of the project. Bank would like to implement 6 modules under Phase-1 & Phase -2 and 7 Modules under Phase -3. These are large number of modules and RFP says Bank will decide based on their immediate requirement. In such case we request the Bank to please specify names of the modules required to be implemented in each phase as a part of RFP. In consideration of taking 6 & 7 modules for implementation under each phase, we also request the Bank to kindly consider module-wise payment release under each of the phases to ease out the cash flow for vendors. Also, DC DR set-up and successful completion of atleast 1 DR drill may have dependency either on Banks SI Vendor. Co-ordination & team synchronization may cause unwanted delays, therefore we request the Bank to kindly remove this payment milestone	Please refer corrigendum


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7	139	Annexure E	Payment Terms		Instead of so many payment milestones can the payment terms be simplified as following? Module-wise payment for 1) Signing off SLA 20% 2) Sign-off of functional Requirement by the Bank 25% 3) UAT Delivery 25% 4) UAT Sign-off 15% 5) Go-Live Sign-off 15%	Please refer corrigendum
8	141	Annexure F	Project Timelines		The proposed timelines mentioned in the RFP are too ambitious and we request the Bank to kindly extend the same to 12 months instead of 4 months. Also, there are open ended ambiguities in the module description, e.g. RBIA of0020General Branches, Specialized Branches, CPC's, Retail, Agriculture, MSME, etc. Where etc. does not give a clear idea of which all & how many sub-modules or RBIA to be implemented. We therefore request the Bank to kindly specify the names of the sub-modules wherever the term "etc". is mentioned for better understanding of the vendors to give arrive on efforts & associated commercials for the same. Also, 19 Modules implementation is a Herculine task which requires a lot of dedicated resources from the Bank's end within a stipulated time- period. Hence, we request to consider the extension in the project timeframe or reducing the number of modules for implementation.	Please refer corrigendum
9	139	Annexure E	Payment Terms – 7		Retention of 10% of license & implementation cost for a year till Completion of Warranty Period is strange. Since the Bank has already asked for a performance Bank guarantee from the vendor, what is the purpose of holding 10% costs for 1 year? (License & Implementation cost are costs towards actual effort for any vendor) Also, the Go-Live dates of each phase would be different and therefore the warranty period for each phase would also be different, in such a case Bank will be holding the 10% of license cost for a longer time which is not fair.	Please refer corrigendum
10	19	3.17	Contract Period		"As per this clause it is mentioned that the contract period of 5 years from the date of successful go-live or acceptance from Bank", here whether this can be understood as 5 years from Go-live of 1st Module of Phase-1 ?	here Go live refers to Go-Live of first module of First Phase


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11	83	Annexure A	Commercial Bid Format		Annexure A- Commercial Bid Format requires recurring cost for 5 years, whereas point no. 3 on page 140 asks for warranty period of 1 year. Request the Bank to please clarify whether the contract period is 5 years plus 1 year of warranty period, i.e. 6 Years ?	Contract Period is 5 Years. Please refer corrigendum for revised commercial format
12	120	7.21 Sub-Section: 26 (3)	Annexure C: Scope of Work Technical Requirements	The Proposed Solution should support Oracle. Bank will provide Oracle licenses to the selected bidder	We request the Bank to please consider the proposed solution that are supported on MS-SQL Server Database and Windows Platform. This will be very much in the larger interest of the project and wider participation. Database / OS should not be a barrier or constraining factor in inviting the best-of-class solutions that addresses the comprehensive business / auditing / compliance functions as per the RFP. This was also in keeping with Bank's openness to embrace various platforms should functionalities and user requirements are duly met; as was also well put to practice the Bank in earlier tendering processes, and as per many systems that are presently running in SQL/Windows platform at the Bank.	Please refer corrigendum
13	127	7.21 Sub-Section: 35	Annexure C: Scope of Work Hardware Sizing	The proposed solution shall be hosted on Bank's on-premise hyper converged infrastructure in Red Hat Linux OS version 7. 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		Please refer corrigendum


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14	137	7.22	Annexure D: Eligibility Evaluation Sr. No. 8	<p>The Bidder should have experience of completing at least 2 projects covering implementation and support for IAMS modules in at least two Scheduled Commercial Banks in India successfully. The solution should be live as on date of floating of RFP. The bidder should submit a letter issued by the scheduled commercial banks stating the services are found satisfactory.</p>	<p>In the larger interest of the project and towards selecting the best-in-class product from a wider choice of solutions, we most humbly request slight modification as under:</p> <p><i>The proposed solution should have been successfully implemented in at least one Scheduled Commercial Bank 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 banks stating the services are found satisfactory.</i></p> <p>NOTE: In the event that Bank wishes to impose a stricter eligibility of implementation experience of two scheduled commercial banks, then we would request the Bank to waive the condition of requiring the solution to be "live as on the date of floating of RFP". This is because in such a case even the most extensive and long years of experience of the bidder at PSBs cannot be showcased in this RFP due to the amalgamation of such PSBs and for which reason such proposed solution ceased to be in use due to the scheme of amalgamation. As such, notwithstanding the product's great strength, the Bank may miss an opportunity for its due assessment while the bidder will be unduly deprived of an opportunity for competing for this project</p>	Please refer corrigendum


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15	115 and 116	7.21	Annexure C: Scope of Work 19 Overall Functional Requirements	<p>17. Complete and comprehensive training is to be provided to bank's project team & user team and must cover both classroom and hands on types of training including Application/Database Software design, system architecture & maintenance. Necessary training material and documents like SOPs must be provided to the participants. The training should include the following:</p> <p>a) Software application b) Software implementation c) Customization d) Trainers' Training</p> <p>21. Providing comprehensive documentation of the application including application architecture, description of the interfaces, description of the data model, database table structure, complete description of the data elements (metadata), description of data extraction / transformation / load operation cycles, user manual (soft copy as well as in hard copy) etc</p>	<p>Knowledge transfer with respect to Application / Database Design, System Architecture, Application Architecture, Data Model, etc. will be subject to Intellectual Property Rights (IPR) / Policies of the bidder/OEM, and shall be limited to the requirements of the users in their effective usage of the Application pertaining to the various business functions contained herein this RFP.</p>	Please refer corrigendum
16	96	7.21	Annexure C: Scope of Work 1. RBIA	<p>19. Automated data extraction of Audit Data from various systems available with the bank. Audit data – it can be extracted from various IT system available in the Bank such as CBS, LLMS, MIS reports or other systems or manually prepared by the auditor at the site which is a part of the report. At the start of audit, the data shall be pulled from CBS, LLMS or other system to IACS in one step.</p>	<p>It is understood that for all Automated Data Extraction and for any other source data requirements, the relevant source data shall be made available in the designated MS-SQL staging database of the Bank in the bidder specified format / periodicity to be finalized at the start of the project. Please confirm</p>	<p>The bidder is expected to submit solution implementation architecture and requirement along with technical bid. Bank also expects bidder to have capabilities to integrate API based and file based data extraction apart from staging database</p>


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17	142	7.25	Annexure G: Service Level Agreement	The Vendor should have 24X7 monitoring, escalation and resolution infrastructure.	<p>Please clarify whether the bidder is required to quote for Bank's ATS requirements comprising of our resource readiness/deployments in three shifts per day basis.</p> <p>Generally, for such applications, the standard working hour (from 10:00 AM till 6:00 PM basis) for support requirements for each day should suffice. And moreover, the Bank's internal project team may also not be available for any required coordination during after office hours / odd hours. Also, for some handful of users very occasionally working for some extended hours, such massive cost outlay for round-the-clock support may make the project commercially unviable for the Bank, besides being unnecessary too. Hence, this suggestion and a query. Please advice.</p>	Pls refer Clause 37.1 for Onsite resource Support timings however, bidder should have helpdesk /on call support escalation matrix for monitoring, escalation and call logging facility in off hours.
18	113	7.21 Sub-section 19	Annexure C: Scope of Work 19. Overall Functional Requirements	<p>1. The vendor shall customize all subsequent changes as suggested by Bank/ the Statutory & Regulatory bodies from time to time immediately to the Bank at no additional cost to the Bank;</p> <p>4. Bidder is responsible for any customization or changes required in the application by Bank or Regulatory Bodies, such changes will be incorporated in the application without any additional cost and adhere to timelines</p>	Request the Bank to please advice us on the quantifiable measure (for example minimum number of man-days of change management work, say 20 man-days) to be budgeted during the project period beyond which the Change Management Activities shall become chargeable nature on mutually agreed terms.	Please refer corrigendum


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19	90	7.2	Annexure B: Technical Evaluation Criteria (Specific Reference to 1.1 and 1.2)	Criteria Ref No. 1.1 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 Scores will be multiple based on above criteria for number of credentials subject to maximum of 30 Marks Criteria Ref No. 1.2 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	Vide our earnest suggestions made with respect to Section 7.22, we request the following related suggestions to be incorporated: 1. The marking scheme should be suitably changed to correspond to the eligibility conditions. 2. That is to say, marking scheme should be made meaningful and should correspond to eligibility conditions where they have direct one-to-one relationship (like in the case for Section 7.22 under Sr. No 8 being directly related to Section 7.20 under Sr. 1.1 and 1.2). 3. Care should be taken that in case one qualifies to the eligibility pertaining to successful implementation criteria, the marks corresponding to minimum criteria should not be awarded so low that the bidder may still not qualify. Hence, appropriate change should be incorporated in marking methodology.	Please refer corrigendum
20	136	6	Eligibility Criteria 8	The Bidder should have experience of completing at least 2 projects covering implementation and support for IAMS modules in at least two Scheduled Commercial Banks in India successfully. The solution should be live as on date of floating of RFP. The bidder should submit a letter issued by the scheduled commercial banks stating the services are found satisfactory.	Considering the GOI guidelines on MSME units, we request you waive the Experience clause	Please refer corrigendum
21	136	6	Eligibility Criteria 8	The Bidder should have experience of completing at least 2 projects covering implementation and support for IAMS modules in at least two Scheduled Commercial Banks in India successfully. The solution should be live as on date of floating of RFP. The bidder should submit a letter issued by the scheduled commercial banks stating the services are found satisfactory.	In other clauses in Eligibility Criteria, it has been mentioned "Bidder/OEM". We request for modification of this clause to include "Bidder/OEM" instead of just "Bidder"	No Change in RFP Clause
22	140	7.24	7.24. ANNEXURE F : PROJECT TIMELINES	Bank expects implementation of all the phases with production signoff within 4 (Four) Months from Date of Purchase Order.	Considering the enormity of the project, 4 months is too short for implementation. We suggest that the same may be modified to 12 months from PO	Please refer corrigendum
23	78	7.16	ANNEXURE 16 :	II. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.	As per this clause, we understand that the bidder can be a member of Consortium of Joint Venture. Please confirm	sub-contracting / Joint venture bids will not be considered

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24	79	7.16	ANNEXURE 16 :	VI. The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority	As per this, we understand that Sub-Contract is permitted. Please clarify	sub-contracting / Joint venture bids will not be considered
25	90	7.2	ANNEXURE B: TECHNICAL EVALUATION CRITERIA CHART 1: SN 1 & 2 CHART 2: SN 1.1 AND 1.2	MINIMUM SCORE REQUIRED 53	The marking distribution for the 50 marks should be so arranged that the marks that an eligible bidder must be able to be awarded having minimum number of Banks for its reference (as per minimum eligibility criteria) should be such that it also matches the minimum qualifying marks against this category. Thus, maximum marks awarded for minimum number of Banks' reference (as per criteria) should be equal to the minimum marks required against this criterion. Thus if 35 marks is desired as minimum qualifying criteria here, then the maximum marks allotted for minimum number of scheduled Bank's reference (one or two as the case may be based on suitable modifications already suggested) should be 35, too.	Please refer corrigendum
26	22	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.	Request you to make it reasonable for the bidder as we are able to quantify our bids as per the explicit coverage of the requirements contained in the RFP	No Change in RFP Clause
27	22	4.2	Solution Integration with SIEM	If Bidder is offering any solution, It would be bidder's responsibility to integrate	Request the Bank to please elaborate on the bidder responsibility and also request relevant technical / integration details in this regard.	Details will be shared with successful bidder
28	113	7.21	Annexure C: Scope of Work Sub Section 19: Overall Functional Requirements	1.The vendor shall customize all subsequent changes as suggested by Bank/ the Statutory & Regulatory bodies from time to time immediately to the Bank at no additional cost to the Bank 4. Bidder is responsible for any customization or changes required in the application by Bank or Regulatory Bodies, such changes will be incorporated in the application without any additional cost and adhere to timelines	Request the Bank to please consider quantifying / capping the man and material involvement in terms of the number of man-days during the ATS period (for e.g. 20 man-days) which the bidder may be budgeting as part of their bid, and beyond which it shall be chargeable as per mutually agreed terms. This is much required so as to estimate our efforts before the bidding.	Please refer corrigendum


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30	120	7.21	TECHNICAL REQUIREMENTS	26 (1). The software should also have bidirectional interface with other Business Solutions like MIS, RTGS &	The Bank may please provide relevant technical details so as to enable us to quantify the efforts	Solution should have capabilities to share information through API, File Exports etc to supply information to other systems if required
31	120	7.21	TECHNICAL REQUIREMENTS	12 Availability measurement and performance parameter	As the present RFP does not include the procurement of servers / hardware and other infrastructure, the Bank may please omit the coverage of scope pertaining to performance monitoring and such related services	Bidder is responsible for application performance monitoring and resolve the issue if any arising out of application bugs