

**Reply to Pre Bid Queries - RFP : 042020 Supply, Installation & Implementation of Trade Finance Solution**

Sr	Page #	Point / Clause #	Clarification point as stated in tender document	Comment/ Suggestions	Bank's Reply
1	7	About Bank of Maharashtra	The bank proposes to invite tender from eligible SI / OEMs to Supply, Installation and Implementation the Trade Finance Solution at Mumbai.	Solution Implementation will happen from Pune or Mumbai? Please clarify	Centralized Hub will be at Mumbai. However, considering the availability of HO-IT and EXIM team at Pune implementation shall be done from Pune also.
2	11	Solution Overview in Scope – 12, 13	FOBC/FOBP, Foreign Currency Cash on Hand	FOBC/FOBP, Foreign Currency Cash on Hand – Kindly elaborate brief scope of workflow automation, and current handling of these products.	This will be discussed with Successful bidder
3	12	3	Training	On page 12 it is mentioned that we have to provide 2 batches end user training and 1 batch admin user training in Train the Trainer format whereas in Commercial BOM the training types are Executive Awareness Training – 4 batches, Core Team training – 2 batches, Trainers Training – 4 batches, Technical User Training – 1 batch.	Training will be conducted as per schedule mentioned in the Annexure 10 (Training cost) of RFP document.
4	13		Implementation Timeline for Trade Finance Solution Phase I	Phase I specifies that bidder has to cover 5 branches / offices /Head Office Dept's for initial phase. How many licenses are expected to be supplied as part of the overall engagement?	In phase I - Bidder has to cover 5 branches i.e 4 from Mumbai (OC Mumbai, Fort, IFB, L J Road) and one from Pune i.e O C Pune .
5	14	Section 3, point 6	The bidder shall route non-Bidder supported actions to the appropriate service provider within 15 minutes after acknowledgement receipt of the trouble ticket of Bank-supported applications	All the tickets will get handled as per agreed SLAs with bank	No Change
6	15	Other requirements	The interface (API) with our various existing systems should be encrypted.	We consider that the encryption facility is already available with bank and it only needs to be integrated with Trade finance solution.	This will be discussed with Successful bidder
7	15	17	The bidder is required to factor in a solution to automate the batch jobs to meet the requirements of the RFP.	Can you please confirm which batch Jobs is referred in this scope.	No Change
8	15	21	The bidder has to do account monitoring based on banks prevailing policy (to be shared with successful bidders) and any other modifications or additions being made from time to	Kindly elaborate the activities and scope of account monitoring.	This will be discussed with Successful bidder
9	16	8	The successful bidder will have to share the requirement of peripheral software such as Operating System, database required with the bank. Bank will provide the same, however it has to be implemented and managed by the bidder.	Commercial BOM has database under Application cost whereas same will be provided by bank. Do we need to only specify the quantity of database required in commercial BOM? Also, as Operating System and databases will be supplied by other third-party vendor of bank we assume that the services for same will be provided by those vendors and it will be provided to bidder only for utilization. Please confirm our	No Change
10	16	6	The period of warranty shall be of 1 year for the proposed software and application licenses provided by the bidder.	Considering the size of the deal and complexity of the solution would request you to make warranty to be for 3 months	No Change
11	17	Supply of Software Licenses	All minor and major version upgrades during the period of contract at no extra cost	As per OEM policy, if the customer is subscribed to the ATS services, we provide the minor or major upgrades at no cost. But performing version migration is an additional activity in itself involving extra efforts, and the service/ cost factor is not considered in this scope. Please confirm our understanding.	Bidder will have to provide Minor & Major upgades/changes under ATS services. Incase of Major version upgrades, the same will be at a mutually agreed cost.

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12	17	Sizing of hardware	The successful bidder is required to design, size and may assist the Bank in procurement process for the necessary hardware to operationalize the complete Trade Finance solution as proposed in the bid. 6. Other components required for hosting the hardware including server racks, cables etc. (at both DC and DR) The bidder is also required to share the rack space and power requirement with the bank. Bidder has to come up with per user bandwidth requirement to the bank.	Bidder shall size the Solution covering hardware, software & services to ensure availability, scalability, redundancy and performance of the solution, and to meet technical and functional requirements as agreed. Bank shall provide the hardware on the basis of sizing/requirement provided by bidder. Bidder does not indemnify or shall be held responsible in any way for any sizing issues or outcome of sizing provided. Banks understand that in the event the solutions fails to run smoothly on provided hardware then it shall not be considered as lapse on the part of bidder, hence any costs incurred to upgrade the hardware to maintain the performance of the solution during the period of the contract shall be the responsibility of the Bank. Bidder will not include Server racks, cables, rack space	Hardware & infrastructure will be provided by bank & bidder will not be held responsible for failures arising out of hardware/network faults. However, vendor will be responsible for providing proper sizing requirement.
13	19	Timelines	5) The successful bidder is expected to complete the pilot go-live at at-least 10% of the branches / hubs / offices level in stipulated time from the date of award of contract for Trade Finance	It is mentioned that pilot go live is for 5 branches. Here in this statement it is mentioned as 10 % of the branches / hubs / offices level. Please, confirm the number	In phase I - Bidder has to cover 5 branches i.e 4 from Mumbai (OC Mumbai, Fort, IFB, L J Road) and one from Pune i.e O C Pune .
14	21	Infrastructure	Manage the infrastructure by the bidder	Application related we can manage however on the hardware malfunction or maintenance should be out of	Yes
15	23	Facility Management Support	Successful bidder is expected to provide following services, but not limited to: 1. Provide Facility Management services to support the implemented solution. Manage the FM for the project duration post the successful completion of stabilization/ hand-holding phase of Trade Finance implementation. 2. Provide FM services for project duration post go-live of the entire system. 3. Provide post go-live hand-holding support from a central location. 4. The FM services will commence after the successful completion of Go-live for respective application 5. Successful bidder shall provide web based centralized issue tracking tool. Issues related to application can be raised	Scope of the FM is restricted to in-scope Trade Finance System production support activities implemented by the bidder only.	Yes
16	14, 15	Onsite Support – Point 4,14,15,18	4. The bidder shall perform management activities like maintenance contracts, software licenses, Service Level Management and Availability Management 14. The bidder should escalate issues/ tickets which are going beyond service levels or pertain to vendor's non-performance or delays or pertain to users non-availability or non-cooperation 18. The successful bidder shall not change any member of the project team during the course of the project without written	4. Availability Management is not supported by the bidder. 14. Post Implementation: Can we use the existing tool for ticketing that bank already has? 18. Typically, we shall not change any member of project team without bank's consent. However in case of a resource resignation (voluntary attrition), rotation etc. we will have to put in a new replacement resource.	1. Availability of the application will be handled by the bidder. 2. After mutual concern of Bank & the bidder, the bidder will use the ticketing tool. 3. Yes.
17	44	6. Service level Availability and Monitoring	1. Application Availability Availability (Application) Availability of Application for Business users	Since the hardware and network is supplied by the bank, Application Availability should be out of scope from bidder's responsibility.	Hardware/ network will be provide by the bank but application availability should be maintain by the vendor.
18	44	6.Performance Measurements	1. Hardware Utilization Hardware utilization should not exceed 70% for more than 5 minutes continuously in a month	Since the hardware is supplied by the bank, bidder cannot own or assure hardware utilization. This should be out of scope for Bidder's responsibility.	Hardware/ network will be provide by the bank but application availability should be maintain by the vendor.

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19	45	6.Performance Measurements	2. Storage Utilization Edit and Delete functionalities on any page depends on the length of the page and number of fields that will be updated once the transaction is submitted. There should be a capping of number of fields present on the page. exceed 90% at Any given point of time	Since the hardware is supplied by the bank, bidder cannot own or assure storage utilization. This should be out of scope for Bidder's responsibility.	Hardware for application & database bidder has to manage storage utilization.
20	48	Section 6 Performance SLA for Intranet Access for the Trade Finance Solution	4. Making transactions on the system The storage Utilization Should not Reports to be generated also should have capping of number of fields preset on the reports.	Bank to agree the SLA depending on the fields capped per page.	SLA performance will be discussed with successful bidder
21	50	6.5	The uptime penalties are not covered by the overarching penalty cap	Penalties for uptime and delayed implementation and any other penalty in the RFP to be capped at 10% of TCO	Penalties for uptime and delayed implementation and any other penalty in the RFP to be capped at 10% of TCO.
22	58	8.2.1.46	The bidder shall hold the Bank, its successors, Assignees and Administrators fully indemnified and harmless against loss or liability, claims actions or proceedings, if any, that may arise from whatsoever nature caused to the Bank through the action of its employees, agents, contractors, subcontractors etc. However, the bidder would be given an opportunity to be heard by the Bank prior to making of a decision in respect of such loss or damage.	The bidder shall hold the Bank, its successors, Assignees and Administrators fully indemnified and harmless against <del>loss or liability, third-party</del> claims actions or proceedings, if any, that may arise from <del>whatsoever nature caused to the Bank through the</del> action of <del>its bidder's</del> employees, agents, contractors, <del>or</del> subcontractors <del>etc.</del> However, the bidder would be given an opportunity to be heard by the Bank prior to making	No Change
23	59	8.2.1.49	The Successful bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements under the Copyrights Act, 1957 or IT Act 2008 or any Act in force at that time in respect of all the hardware, software and network equipment or other systems supplied by bidder to the Bank from any source.	<del>The Successful To the extent it is solely and directly attributable to the successful bidder, the successful</del> bidder shall indemnify, protect and save the Bank against all <del>third-party</del> claims, <del>losses</del> , costs, damages, expenses, action, suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights <del>etc.</del> or such other statutory infringements under the Copyrights Act, 1957 or IT Act 2008 or any Act in force at that time in respect of all the <del>hardware, software and network equipment or other systems supplied by bidder to the Bank from any source</del> <u>software supplied by bidder to the Bank from any source. Bank agrees that, bidder shall not be liable for matters arising from (a) combination of the software with any hardware, software, data, or other materials not provided and approved by the bidder; or (b) bidder's compliance with Bank's specifications, information, designs or requirements; or (c) Bank's use of software for purpose other than specified under applicable sow(s) or for any illegal purpose or (d) Bank's failure to comply with</u>	No Change
24	60	Terms of Reference	Trade Finance Software and Implementation Cost	Request Payment Terms for Implementation to be changed as put in below: After System Requirement Specification Sign Off: 30% Post Implementation of UAT and prior to Go Live: 35% Implementation and Sign Off: 15% Pilot Go Live Sign Off of respective Application: 20% The BPR implementation fee is also requested to be changed as below: On Submission of Draft Report for BPR: 40% On submission of final report: 40% Sign off from bank: 20%	No change

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25	60		Payment terms	Payment Terms are not mentioned in the RFP. We consider that it will be 30 days from the date of Invoicing as per Bank of Maharashtra's standard payment Terms	No change
26	44, 17	Performance Measurements	Hardware utilization should not exceed 70% for more than 5 minutes.	The Data on new accounts, concurrent users etc. is not known and not given in the RFP page no 18 hence the hardware sizing cannot be done. If we have some projections on these, hardware sizing can be done but it would change in case of difference in actual vs projected volumes.	No Change
27	62	8.2	The bidder shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.	The bidder shall undertake to observe, adhere to, abide by, comply with <del>and notify the Bank about</del> all <u>applicable laws-in force or as are</u> or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations <del>towards them and all purposes of</del> <u>under this tender RFP</u> and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all <del>claims or demands of liability and all consequences</del> <u>third-party claims</u> that may occur or arise for any default or failure on its part to conform or comply with the above and all	No Change
28	63	8.4	The 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, or otherwise), shall be at actual and limited to the Total Order Value.	The 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, or otherwise), shall <del>be at actual and limited to the Total Order Value.</del> <u>in no event exceed the amount equal to the total payments actually received by the bidder (excluding reimbursement of expenses and/or other taxes) under this RFP during the period of 1(one)year preceding the act or omission for which bidder is liable, and, if such liability relates to a particular order, such liability shall be limited to the amount actually received by bidder under the particular order to which the claim(s) relate(s) during the period of 1 (one) year preceding the act or omission for which bidder is liable. The foregoing limitation on liability shall apply regardless of how that liability arises, including (without limitation) breach of contract, tort,</u>	No Change

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29	63	8.5	Indemnity provision to be reworded	<p>To the extent it is solely and directly attributable to Bidder, Bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against third-party claims, costs, damages, reasonable expenses, action suits and other proceedings, (including reasonable attorney fees), resulting directly from (i) a gross negligent act or omission of Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract which results into a tangible property damage, (ii) infringement of any patent, trademarks, copyrights or such other statutory infringements in respect of all components used to facilitate and to fulfill the scope of the site requirement provided however, (i) the Bank notifies Bidder in writing immediately on aware of such claim in any event within ten (10) days of any claim, (ii) Bidder has sole control of defense and all related settlement negotiations, (iii) the Bank provides Bidder with the assistance, information and authority reasonably necessary to perform the above, and (iv) the Bank does not make any statement or comments or representations about the claim without prior written consent of Bidder, except under due process of law or order of the court (v) the Bank gives bidder such assistance as may be reasonably required; preserve and not waive legal, professional or any other privilege attaching to any of the records, documents, or other information in relation to such claim without the prior consent of the indemnifying Party; (vi) the Bank does not enter into any binding agreement or arrangement to settle such claim without the prior written consent of the bidder (vii) the Bank takes all steps to mitigate the costs</p>	No Change
30	66	8.8	<p>Inspection of records</p> <p>All records captured – video, security register, access control of Bank's, hardware movement, helpdesk tickets, escalations etc. for the allocated server room, NOC room and any other area provided to the Bank shall be made available to the Bank or its designees at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. Bank's auditors would execute confidentiality agreement with the bidder, provided that the auditors would be permitted to submit their findings to the Bank, which would be used by the Bank. The cost of the audit will be borne by the Bank. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of</p>	<p>Since we are not managing Bank's data center or any hardware, we will not be able to maintain any of the data for Bank. Request Bank to remove this scope from Bidder's scope</p>	Clause revised refer to Annexure-II.

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31	70	Sec 1.16	<p><b>Force Majeure</b></p> <p>1. The bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.</p> <p>2. For purposes of this Clause, "Force Majeure" means an event explicitly beyond the reasonable control of the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, Acts of God or of public enemy, acts of Government of India in their sovereign capacity and acts of war.</p> <p>3. If a Force Majeure situation arises, the bidder shall promptly notify the Bank in writing of such conditions and the cause thereof within fifteen calendar days. Unless otherwise directed by the Bank in writing, the bidder shall continue to perform bidder's obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.</p> <p>4. In such a case the time for performance shall be extended by a period (s) not less than duration of such delay. If the duration of delay continues beyond a period of three months,</p>	<p>We would also want to seek clarifications to address the COVID 19 Situation in India and Business continuity plans by the Bank on this regard.</p> <p>Additionally, please revise point 2 as below: For purposes of this Clause, "Force Majeure" means an event explicitly beyond the reasonable control of the bidder and not involving the bidder's fault or negligence and not foreseeable.</p> <p>Such events may include, Acts of God or of public enemy, acts of Government of India in their sovereign capacity and acts of war, epidemics or pandemics and consequences thereof, strikes, lock-outs or other industrial disputes, riot, civil commotion, malicious damage, breakdown of plant or machinery, fire, flood, or storm.</p>	Clause revised refer to Annexure-II.
32	71	8.18	Exit option and contract re-negotiation (Sec 1 to 8)	<p>1. The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions:</p> <p>a. Failure of the successful bidder to accept the contract and furnish the Performance Guarantee within 15 days of receipt of purchase contract;</p> <p>b. The selected bidder commits a breach of any of the material terms and conditions of the contract and fails to cure such breach within thirty (30) days from the receipt of a notice thereof.</p> <p>c. The bidder goes into liquidation voluntarily or otherwise.</p> <p>d. An attachment is levied or continues to be levied for 7 days upon effects of the bid.</p> <p>2. In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the bidder.</p> <p>3. Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings except for the reasons due to non-payment of fees by the Bank, the bidder should continue to provide the facilities to the</p>	No Change

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33	72	8.18	5. Reverse transition mechanism would be activated in the event of cancellation of the contract or exit by the parties or 6 months prior to expiry of the contract. The bidder should perform a reverse transition mechanism to the Bank or its selected vendor. The reverse transition mechanism would be over a period of 6 months post the completion of the 90-day notice period to facilitate an orderly transfer of services to the Bank or to an alternative 3rd party / vendor nominated by the Bank. Where the Bank elects to transfer the responsibility for service delivery to a number of vendors Bank will nominate a bidder who will be responsible for all dealings with the bidder regarding the delivery of the reverse transition services.	Since Bidder is not managing Data center, request bank to remove bidder support during reverse transition mechanism for Data center management Additionally, can you please share the exact scope for Reverse Transition to estimate the associated cost in our response.	The reverse transition services to be provided by the vendor shall include the following: a. The vendor shall suitably and adequately train the Bank's or its designated team for fully and effectively manning, operating and maintaining the data center. b. Vendor shall provide adequate documentation thereof. c. The vendor shall provide necessary support to the bank pertaining to the application during this period.
34	73	Intellectual Property Rights	All Intellectual Property Rights in the Deliverables (excluding Pre-existing Material or third-party software, which shall be dealt with in accordance with the terms of any license agreement relating to that software) shall be owned by Bank	As per our understanding the bank is asking for the source code of the customized parts only. Please confirm.	No Change
35	36, 37	5.1	Soft copy over CDs for Eligibility bid, Technical bid and Functional bid	We understand it is all going to be online submission. Please confirm our understanding. Also, in case of any hardcopy submission, can we use pen drive instead of separate CDs requested.	Pen drives can be accepted.
36	75	8.24	Termination clause	Termination for convenience to be made mutual. For termination for convenience, bidder should be paid an early termination fee. Termination for cause to be made mutual. Cure period to be increased to 30 days.	Clause revised refer to Annexure-II.
37	19, 60	Timelines, Sec 8.1	Project tenure	Is the project tenure overall of 5 years as mentioned in Sec 8.1 or 6 Years as per the Commercial BOM?	Project tenure is 5 years
38	96	Annexure 7	The service window for FM services shall be 24x7x365.	Please clarify whether bidder is expected to provided resources for 24x7x365 support and work in different	The service window for FM services shall be as Bank working hours.
39	116	Annexure 17	Reference to Annexure 12 of RFP in section j, k, l in the Annexure 17	Annexure 12 is for List of Deviations. Should we consider Annexure 10 – Commercial BOM in the	Please refer Annexure-10 instead of Annexure-12 In section j, k, l in the Annexure
40	123	12.21	Annexure 21 seems to be missed out.	Please clarify.	Reference of Annexure 21 stands deleted.
41	126	Annexure 23	We hereby undertake that the proposed HARDWARE, software, PERIPHERALS to be supplied under this tender will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done).	Provision of any Hardware is not under the Bidders scope of work. Thus, we suggest removal of this reference of 'Hardware'. We hereby undertake that the proposed software, PERIPHERALS to be supplied under this tender will at the time of delivery be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done).	Provision of any Hardware is not under the Bidders scope of work.

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42	129	Annexure 25	Indemnity: The System Integrator/Contractor shall defend, indemnify and hold harmless Bank, its affiliates, subsidiaries, successors, assigns, and their respective officers, directors and employees, at all times, from and against any and all claims, demands, damages, assertions of liability whether civil, criminal, tortuous or of any nature whatsoever, arising out of or pertaining to or resulting from any breach of representations and warranties made by the System Integrator/Contractor. and / or breach of any provisions of this Agreement, including but not limited to any claim from third party pursuant to any act or omission of the System Integrator/Contractor, in the course of discharge of its obligations under this Agreement.	An indemnity should be deleted under the Non-Disclosure Agreement.	No Change
43	9	Section 2.4 - Soft Copy of Tender Document	The bidders who are submitting the bid by downloading from the Bank's website will have to pay the non-refundable fee of Rs.11,800/- by way of a Demand Draft in favor of Bank of Maharashtra payable at Pune while submitting the bid.	Due to COVID-19, getting Demand draft from bank is not possible which is offline process where we have to provide to bank DD request letter & cheque copy signed by authorized signatories. Please provide us with beneficiary NEFT Bank details for Tender fee amount online transfer	Bidders to deposit tender fee amount before 20.05.2020 in following account through NEFT. Following details is under: Name: Bank of Maharashtra - IT Payment A/C : 60058099506 IFSC : MAHB0001150 Branch : Pune Main
44	10	Section 2.7 - Scope of Work	All the data collected in the bank's prescribed format will be pushed to their core trade solution EXIMBILLS, at their CPC location.	We understand that EXIMBILLS provides embedded workflow capabilities. Please confirm	Eximbills do not have workflow capabilities.
45				Does EXIMBILLS licenses are required to be utilized for Trade Finance solution ?	Eximbills license can not be utilized for trade finance solution.
46				Does the proposed BPM tool require to utilize the existing user licenses of EXIMBILLS for its integration?	Proposed BPM tool is required to be integrated with existing Eximbills.
47				Please provide details of the current workflow system and details of existing BPM sever	Bidder needs to propose workflow based BPM system to support this functionalities.
48	10	Section 2.7 - Scope of Work	Scanning of documents for related to Trade Finance transactions.	What are required document scanning parameters like scanning DPI in resolution, scanned image type - TIFF/PDF, paper size - A0,A4, A3,etc. and mode of scanning - Color/Grayscale/Black & White	To be shared with successful bidder.
49				BOM users will take care of the scanning activity on day to day basis throughout the contract duration. Bidder team need not plan for any scanning efforts during implementation or FMS phase. Please confirm.	Scanning Will be done by Bank officials.
50	13	Section 3 - Phase II	The solution has to be extended to all branches and offices.	How many are total number of branches and offices for Phase-II?	31
51				What is current bandwidth at all its branches?	This will be discussed with Successful bidder
52	14	Point 15 (g)	The proposed Trade Finance system shall be tightly integrated with the bank's existing DMS system	Please provide details of existing DMS system.	This will be discussed with Successful bidder
53	21		Successful bidder is expected to manage the infrastructure/ hardware dedicated for in scope applications	Since supply of Infrastructure is not part of this RFP, so the management, support and AMC of the same should be provided by the respective supplier only	Management, support and AMC of the Hardware should be provided by the respective supplier of the bank.



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54	32	Past Experience	Proposed solution should have been implemented in scheduled commercial bank 1. If implemented in a scheduled commercial Bank having less than 1000 branches – 50 2. If implemented in a scheduled commercial Bank having more than 1000 and less than 1500 branches – 75 3. If implemented in a scheduled commercial Bank having more than 1500 branches – 100	Can we get a waiver for the clients where implementation has been done? It is requested to consider, Proposed solution have been implemented in scheduled commercial bank / PSU / Regulatory.	No change
55	60	Section 8.1 - Contract Commitment	The Payment will be made on the achievement of the milestones mentioned as under 1. Delivery of license to the bank- 70% 2. Installation of license at DC and DR - 20% 3. On submission of PBG - 10%	Trade Finance Software License Cost is staggered; however, bidder has to pay upfront to OEMs. Request you to amend the clause as below 1. Delivery of license to the bank- 80% 2. Installation of license at DC and DR - 20%	No change
56	62	Section 8.3 - Order Cancellation	In case of order cancellation, any payments made by the Bank to the bidder would necessarily have to be returned to the Bank with interest @ 15% per annum	We request the bank to not charge any interest and amend the clause accordingly.	No change
57	67	Section 8.14 - Liquidated Damages	A sum equivalent to 0.50% of the complete contract amount until actual delivery or performance, per week or part thereof (3 days will be treated as a week); and the maximum deduction is 10% of the contract price.	0.5% LD per week of delay should be calculated based on the value delayed deliverable, and the overall capping on LD should be limited to 5% of the value of the delayed deliverable. Please amend the clause	No change
58	97	Point No. 15 - Application Management Services	Backup & restoration management of application server & Database sever	Since backup and FM for the same is not the part of solution. Request if the backup and archiving solution providing vendor can provide the same.	Backup & restoration management will be handled by bank.
59	99	Section 12.9 - Annexure 9	One of the terms of the tender is that bidder are required to give a Demand Draft drawn in favor of beneficiary and payable at Pune, (valid for 180 days from the due date of the tender) for Rs 5,00,000/- (Rs. Five Lakhs only) as Earnest money Deposit (EMD) along with their offer	Due to COVID-19 , getting Demand draft from bank is not possible which is offline process where we have to provide to bank DD request letter & cheque copy signed by authorized signatories. Please provide us with beneficiary NEFT Bank details for EMD amount online transfer	Bidders to deposit EMD amount in following account through NEFT/RTGS. Following details is under: Name: Bank of Maharashtra - IT Payment A/C : 60058099506 IFSC : MAHB0001150 Branch : Pune Main
60	115	Section 12.17 - Training	The Bank will facilitate training for participation in Reverse Auction through the service provider for the Reverse Auction	Can this be done remotely via WebEx/virtual meetings?	No
61		Annexure 10	FM Manpower cost	A single L2 resources mentioned in FM commercial is not sufficient to manage Application, Database, Middleware, Hardware. Suggest to increase the L2	Yes
62				We assume that the bank will provide all the logistics like seating, laptop/desktop, phone, internet will be provided to the bidders team deployed at Bank's premises. Please confirm.	Yes
63				We assume that Helpdesk tool is provided by Bank to Bidder. Please confirm	No change
64	93	Annexure 5: Eligibility Criteria - Point 3	The bidder should have a turnover of Rs. 50 crores for last 3 financial years from the IT services segment/ system integration of the company from their India Operations.	Request removal of this clause. We may instead ask for Profitability and/or Networth of the bidder to ensure sufficient resources for the execution of this project.	The bidder should have a turnover of Rs. 15 crores for last 3 financial years from the IT services segment/ system integration of the company from their India Operations.

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65	64	8.6 Earnest Money Deposit	Submit EMD of Rs. 5,00,000 via DD / BG	We are a NSIC registered MSME organisation and are eligible for Tender Fee & EMD exemption. Request you to provide suitable relaxation as per MSME policy	After providing the certificate copy, NSIC registered MSME organisation will be eligible for exemption of Tender fee & EMD.
66	10	2.7. Scope of work	Existing User licenses will be required for Workflow Management Solution. Also, it is planned to be configured on the same BPM server	Which is the current workflow management solution Bank is using ? (Softwre Product Name ? ) ?	This will be discussed with Successful bidder
67				And how many user licenses are available?	This will be discussed with Successful bidder
68				Which is the current BPM server ?	This will be discussed with Successful bidder
69				Are bidders supposed to use/consume the same software product licenses for building Trade Finance Solution OR they are open to use any other software	This will be discussed with Successful bidder
70	12		Installation of the application in the following environments. Existing servers will be used. 1. Production – Active -Active Clustering 2. DR – Active Passive Clustering 3. UAT 4. Training 5. Development	What is the configuration of the existing servers ? And what is the current utilization?	This will be discussed with Successful bidder
71	16		The bidder shall supply the software & licenses for the proposed solution required for successfully operationalizing the solution proposed in the bid.	This is confusing and contradictory to the some points on Page 10. IF Bank intends to use existing software license then which software licenses are to be supplied	Licenses for software provided for the solution needs to be provided by bidder.
72	17		Bidder will be responsible for the installation of testing and production environment. Bidder shall submit the certificate from OEM confirming the installation.		No change

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73	18		<p>The following may be considered for sizing of Trade Finance solution:</p> <p>a. Scalability to meet business requirements.</p> <p>b. New accounts opened per month = XXX (Average number of pages per account = 20)</p> <p>c. XXX concurrent users for the solution with 10% year-on-year growth</p> <p>d. For Trade Finance, Expected number of user base shall be XXX in different categories with YOY growth of 10%.</p> <p>e. Compliance to specifications mentioned in the RFP</p> <p>f. Compliance to any other regulatory or statutory requirement</p>	<p>Request you to provide values of XXX for each point to arrive on the sizing. Following are needed to arrive on the hardware and software licensing specifications</p> <p>Capture:-</p> <ol style="list-style-type: none"> <li>1) Number of documents to be scanned per day</li> <li>2) Number of pages per document to be scanned</li> <li>3) Percentage of documents in the tiff format</li> <li>4) Percentage of color documents</li> <li>5) Average size of the document in KB</li> <li>6) Average number of fields to be OCR'd per page</li> <li>7) Average number of properties per page</li> <li>8) Total number of concurrent users accessing the system</li> <li>9) % year on year growth in the number of documents</li> </ol> <p>Document Management:-</p> <p>For legacy documents:-</p> <ol style="list-style-type: none"> <li>1) Number of documents ingested per day</li> <li>2) Average size of the documents in KB</li> <li>3) Maximum size of the document in KB</li> <li>4) Storage size required for existing DMS system, if any, in GB</li> </ol> <p>For new documents:-</p> <ol style="list-style-type: none"> <li>1) Number of documents ingested per day</li> <li>2) Average size of the documents in KB</li> <li>3) Maximum size of the document in KB</li> <li>4) Number of users accessing the solution during a typical day (8 Hours)</li> <li>5) Number of concurrent users accessing the system</li> <li>6) Number of property based searches by users during a typical day</li> </ol>	This will be discussed with Successful bidder
74	122	Annexure 20: List of Interfaces	Annexure 20: List of Interfaces	Which application is being used by Bank of Maharashtra for Core Banking function?	This information will be shared with Successful bidder
75	14	On-site support	The proposed Trade Finance system shall be tightly integrated with the bank's existing DMS system	Are you using any document management system currently?	Yes. Bank is using Document Management System.

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76	23 & 96 & 50	Facility Management Support  12.7 Annexure 7: Application Management Services  6.3 Problem Management and Escalation	Successful bidder shall provide web based centralized issue tracking tool. Issues related to application can be raised through this tool with features of tracking and reporting.  The bidder is expected to deploy online tool to track service incident and problem resolution and reporting of SLA.  The bank will assist the successful bidder and will provide interface for the solution with existing helpdesk monitoring tool).	Do you have any existing helpdesk monitoring tool? Pls provide more clarity on this.	Bidder will be able to utilize bank's existing ticketing tool after suitable integration.
77	94	12.5 Annexure 5: Eligibility Criteria Compliance	Purchase orders without relevant organization's confirmation through a completion letter will not be considered as implementation certificate from the client	Purchase orders /completion letter will be considered as implementation certificate from the client.	No change
78	18	Sizing of hardware	B. New Accounts Opened Per Month = Xxx (Average Number Of Pages Per Account = 20) C. Xxx Concurrent Users For The Solution With 10% Year-on-year Growth D. For Trade Finance, Expected Number Of User Base Shall Be Xxx In Different Categories With Yoy Growth Of 10%.	Can you please provide the accounts opened per month, document count, concurrent users and total no. of users?	This will be discussed with Successful bidder
79	85	Anx 1, Pt 1	Proposed Workflow based Trade Finance solution should have the workflow to Validate Shipping Bill number & BOE with EDPMS and IDPMS respectively	Do we need to integrate with IDPMS & EDPMS website directly ?	No change
80	86	Anx 1, Pt 9	Ability to collaborate with other users through chat	Who will provide chat services ?	If required, Bank will provide.
81	81	Anx 1, Pt 3	The rule engine should have the capability to configure rules logic statements and decision matrices, without coding.	What does this mean? As per our understanding Business rule would be part of product only and any addition/ subtraction of rule can be done by IT.	No change
82	86	Anx 1, Pt 2	System should be able to develop QR Code Enabled Trade forms to facilitate initiation of trade product requests from Bank's Website.	Do we need to develop any QR code scan based solution or is it already there with the bank, we just need to integrate the same ?	Bidder has to provide the solution.

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83	11	3. SOLUTION OVERVIEW IN SCOPE	The above Products/Events will have the following overall process complexity matrix in the to-be trade finance process - No. of Steps (Max) 60-80 No of Form(s) (Max) 4 to 6 Fields per form for Main Form (not exceeding)200 No of Integration touch points (Max) 20-22 Independent Req. Doc (Y/N) Y No. of UAT Cycles 1	Please elaborate what does the below mean: Independent Req. Doc (Y/N) Y	No change
84	11	3. SOLUTION OVERVIEW IN SCOPE	Installation of the Bulk Scanning Software.	What is the current process for scanning?	This will be discussed with Successful bidder
85				Is there any scanning software used currently?	This will be discussed with Successful bidder
86	11	3. SOLUTION OVERVIEW IN SCOPE	Integration with the following applications are envisaged, 1. EXIMBILLS – launching of EXIMBILLS interface within Trade Finance Application. Data entered at the branch level at the scanning stage will be exchanged with the EXIMBILLS through APIs. Transactional data to be fetched in the system from EXIMBILLS for complete tracking of the transaction. It will also be done through APIs. It is assumed that required EXIMBILLS APIs will be provided by Bank. 2. Core Banking Solution – Fetching of customer details and limit check. 3. Email, SMS Gateway for intimation to the customer and the internal team. 4. LDAP for authentication. 5. Treasury for fetching the rates.	Which system is used for storing Treasury rates? Is the integration expected to be through APIs?	This will be discussed with Successful bidder
87	13	Implementation Timeline for Trade Finance solution Phase-I	Implementation Timeline for Trade Finance solution Phase-I The initial phase of implementation must cover 5 Branches / Offices / Head Office Departments. Bidder is required to note that, the software licenses required for Phase-I implementation are to be supplied initially. Bank at its own discretion may limit the initial phase implementation; accordingly, bidder shall supply required software licenses as per the requirements finalized at the time of placement of purchase order. Phase-II The solution has to be extended to all branches and offices.	Please provide details (count/locations etc) of Branches/Offices for Phase II.	Phase-II - 31 branches
88	13	Onsite Support	On-site support - The Bidder must factor in resources for Project Management for the entire duration of the project, in the Annexure 10: Commercial Bill of Material. On-site support at Head Office Departments / Offices / Branches includes user support, scanning of documents, upload of documents, hand-	On-site support required at how many locations. Please provide details	Onsite support needs to be provided at TIBD/HO. However, support needs to be extended to branches telephonically.
89	14	On-site support	e. The proposed Trade Finance Solution must have the capability of integrating with the Bio- metric, Tab Banking solution, as per Bank's requirements.	Is there a biometric system already in place with the bank which we need to integrate to? Pls provide details	No change
90	15	Other requirements:	The solution shall be integrated with existing SIEM solution of the Bank.	Please provide details of SIEM solution	This will be discussed with Successful bidder

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91	19	Timelines	Timelines Trade Finance Duration Solution requirement specification sign off from the bank 1 months from the date of Project Kick off Solution Implementation including customization and integration with Bank's identified applications and porting on Production environment 3 months from date of Project Kick off Pilot Go- live for 5 branches 6 months from the date of Project Kick off Bank wide roll out to all Bank branches 9 months from the date of Project Kick off	As per our understanding the timelines are as follows starting from project kick-off: Month 1 - Solution requirement specification sign off from the bank -> Requirements gathering sign-off Month 2 & 3 - Design, build, implementation, testing, UAT, Prod deployment Month 6 - Pilot go-live is planned for 6 months Month 6-9 - Pilot run in 5 branches Month 9 - Bank wide roll out  Need clarity on Months 4 & 5	No change
92	20	Deliverables - Interface creation	Interface Creation • Interface with CBS, DMS, EXIMbills etc. • Interface with loan origination system, lead management system, document management system, early warning system, etc. • Interface with bank's other internal/external application.	Please provide details of CBS, DMS, Loan origination system, lead management system, early warning system currently used in the bank	This information will be shared with Successful bidder
93	13	On-site support	1. The Hardware will be managed including the AMC/ATS by the System Integrator appointed by the Bank. Any hardware related issue shall have to be reported by the bidder to hardware system integrator appointed by the bank and monitored till resolution	In regards to hardware, bidder is required to design and size the hardware as a part of the proposal. However the procurement, installation, support and maintenance of the hardware is not in scope of the bidder. Please confirm if the understanding is correct	No change
94	17	Sizing of hardware	Sizing of hardware The successful bidder is required to design, size and may assist the Bank in procurement process for the necessary hardware to operationalize the complete Trade Finance solution as proposed in the bid. The Bidder shall confirm/ certify that the hardware procured by the Bank based on the information and inputs as furnished by the hardware Bidder for Trade Finance solution should be adequate to fulfil BANK's requirement and is as per the Industry best practices.		Hardware & infrastructure will be provided by bank & bidder will not be held responsible for failures arising out of hardware/network faults. However, vendor will be responsible for providing proper sizing requirement.
95	23	Training	The successful bidder can use the training infrastructure at bank's training centers and the IT infrastructure available at these training centers. The bidder is expected to set up the required infrastructure (including the client desktops) at the various training centers of the bank for the purpose of training. The bank shall not pay any additional amounts to the bidder	Is training required to be provided at multiple centers if a single training center? Please provide the location	Training should be provided as specified in commercial Bid Annexure 10 at centralized location. All infrastructure related to training to be provided by bank.
96	44	6.1 Service Criteria	Application uptime Business Service - Application Availability Definition - Availability (Application) Availability of Application for Business users Calculation - (Total uptime in a month)/ (maximum time in a month-scheduled downtime Periodicity - Monthly Service Level - 99.50% Penalty - For every 0.5% or part thereof drop in service levels (Beyond one incident in each quarter) penalty will Be INR 25,000/- Thereof The Calculation of penalty will happen based monthly performance data as received from the banks existing EMS solution	The service level and penalty mentioned in these two sections are different	Hardware/ network will be provide by the bank but application availability should be maintain by the vendor.



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104	11	3	Installation of the Bulk Scanning Software.	Need more clarity on expected functionality around bulk scanning	This will be discussed with Successful bidder
105	13	3	Scanning Solution - Industry grade scanning and indexing tool to scan, index and upload customer related documents to initiate in workflow for further processing	2Need more clarity on how flow of events is expected  i.e. As per our understanding,all exisintg customer documents are expected to be submitted through portal and processed through trade application once the data is received through protal. Bills and other original documents will be scanned in the respective branches or will it be done in the centralised branch. Request you to confirm whether our understanding is correct  Which workflow processes are expected to be initiated post scanning.	Bidder to integrate with existing Document management system and utilise bulk scanning facility.
106	80	12.1	Ability to manually assign priority to the task	Request you to provide details of this functionality	This will be discussed with Successful bidder
107	81	12.1	The solution should support automatic and manual deviation management.	Request you to provide a use case for better understanding	This will be discussed with Successful bidder
108	81	12.1	Parallel Display of scanned documents and data entry screen is required to facilitate user for easier processing	As per our understanding this will be required for the centralised team. Kindly confirm whether our understanding is correct	This will be discussed with Successful bidder
109	86	12.1	Trade Finance Solution to offer Trade origination platform with QRCODE reading capabilities	Request you to provide a use case for better understanding	This will be discussed with Successful bidder
110	115	12.17	Annexure 17: Guidelines, Terms & Conditions and Process Flow for EProcurement Auction	Is bidder expected to submit signed and stamped copy of this document as a part of Technical Bid?	bidder should submit signed & stamp copy of the all annexures
111	127	12.23	Annexure 24: Compliance Agreement	Is bidder expected to submit signed and stamped copy of this document as a part of Technical Bid?	bidder should submit signed & stamp copy of the all annexures
112	128	12.24	Annexure 25: Non-Disclosure Agreement	Is bidder expected to submit signed and stamped copy of this document as a part of Technical Bid?	bidder should submit signed & stamp copy of the all annexures
113	96	12.7	Annexure 7: Application Management Services	Is bidder expected to submit signed and stamped copy of this document as a part of Technical Bid? Any tools required for Application Management Services will be provided by the BANK. Please confirm	bidder should submit signed & stamp copy of the all annexures
114			General	No.of users and volumes in phase I and then in phase 2 Implementation	Phase I- 5, Phase II -31
115			General	What are the challenges Bank is currently facing with regards to Trade operations	This will be discussed with Successful bidder
116			General	How are limits and collateral managed? Is there a centralised system or different systems handle the	This will be discussed with Successful bidder
117			General	Will there be any data migration activity required from any old syste	This will be discussed with Successful bidder
118			General	How are the trade related regulatory reporting currently managed	This will be discussed with Successful bidder
119			General	Kindly mention the warranty period	As mentioned in RFP
120	3	Annexure 10 Bill of Material	Database and Middleware (if any)	As a part of Application Cost, Bidder has to provide only following TPP software. A. Databse B. MiddlewareRest of the required TPP components will be procured by the Bank from Hardware vendor. Please confirm.	No change



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121	8	Annexure 10 Bill of Material	Additional Customization Effort- The Bidders has to quote per Man Day rate for each category of resource separately.	Is bidder expected to share quote for tem members mentioned in Annexure 14: Proposed Team Profile (i.e.) - Project Manager, Functional Team Leaders, Business Analyst, Developer, Tester	Yes
122	11	3. SOLUTION OVERVIEW IN SCOPE	Supply, Installation, Configuration, Testing, and Support for the Trade Finance solution on Workflow platform using Business Process Management Platform	Is the requirement a Trade Finance solution or and Efficient Business Process Management Solution with and effective Document Management System integrating with various of the Banking Applicatins (EXIMBILLS/ CBS/ etc.) Request the requirement is clearly articulated and defined. Basis the requirement stated - we believe it is an Process Automation for	Scope is mentioned in the RFP in detail.
123	12	3. SOLUTION OVERVIEW IN SCOPE	Installation of the application in the following environments. Existing servers will be used. 1. Production – Active -Active Clustering 2. DR – Active Passive Clustering 3. UAT 4. Training 5. Development	Are we to be using existing servers - then need more information to cross check with the sizing. Also there is a mention of Active - Active clustering - need to know what does this exactly mean. Would the Database need to be Oracle RAC (as this is the only Active - Active DB) + for the Application Tier would you prefer a Hardware Load Balancer or Application Tier Load Balancing	Bidder needs to share Hardware sizing required for their proposed solution.
124	14	Onsite support	The proposed Trade Finance system shall be tightly integrated with the bank's existing DMS system	Our understanding is that the solution proposed has to be in itself an EDMS + BPM solution - so there is no integration with existing DMS (which is also not recommended)The existing DMS should be not part of	Bidder needs to integrate with Bank's existing Document Management system.
125	16	Supply of Software Licenses	The bidder shall supply a complete Trade Finance solution to meet the functional and technical requirements as mentioned in Annexure 1: Functional and Technical Specifications.	Confirm the proposal should include all the Database/ Application Tier and Web Tier Software Licenses + the Virtualsiation Platform + the Operating Envionments.	Bidder needs to share Hardware sizing and proposed architcture required for their proposed solution
126	17	Sizing of Hardware		There are XXX mentioned in certain sections. We find the requirement definition very limited to be clear on arriving at the sizing. Kindly give firm clarity - day one and 3 yrs and 5 yrs It is important there is clarity at both sides to avoid future gaps. Bank should clearly indicate the Year wise requirement and then suggest the current offering should be considering upto which period of indicated growth (viz. 1 year/ 3 yrs/ 5 yrs/ 7 yrs). Some of the inputs are related to no. of users/ no. of branches/ no. of documents/ type of documents/ etc..	Defined in the RFP in detail.
127	32	Past Experience	The bidder/OEM should have implemented a workflow based solution covering any 2 of the following 3 areas <input type="checkbox"/> Loan Lifecycle Management System <input type="checkbox"/> Document Management System <input type="checkbox"/> Trade Finance Solution – If 2 of the 3 solutions implemented in a foreign bank / MNC in India - 50 – If implemented in scheduled commercial Bank other than PSU – 75 – If implemented in public sector bank in India – 100	The bidder/OEM should have implemented a workflow based solution covering any 2 of the following 3 areas <input type="checkbox"/> Loan Lifecycle Management System <input type="checkbox"/> Document Management System <input type="checkbox"/> Trade Finance Solution/ <b>eDMS + BPM Solution for Treasury Department with integration to CBS</b> – If 2 of the 3 solutions implemented in a foreign bank / MNC in India - 50 – If implemented in scheduled commercial Bank other than PSU – 75 – If implemented in public sector bank in India – 100 The experience in the area that the Bank is seeking will be to Bank advantage	No change

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128	32	Past Experience	Should have performed BPR activities for a bank in India covering deposits / Loans portfolio – If 2 of the 3 solutions implemented in a foreign bank / MNC in India - 50 – If implemented in scheduled commercial Bank other than PSU – 75 – If implemented in public sector bank in India – 100	REMOVE this as it is not relevant to this project	No change
129	32	Past Experience	Should have experience in setting up and running project management office for any large program covering any of the following projects <input type="checkbox"/> Core Banking implementation <input type="checkbox"/> Loan Life Cycle Project implementation <input type="checkbox"/> Data Warehouse <input type="checkbox"/> Risk Management – If 2 of the 3 solutions implemented in a foreign bank / MNC in India - 50 – If implemented in scheduled commercial Bank other than PSU – 75 – If implemented in public sector bank in India – 100	REMOVE this as it is not relevant to this project	No change
130	44	Service Criteria		Penalty values need to be revisited	No change
131	65	Performance Bank Guarantee	As mentioned above, the Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) (issued by a scheduled commercial Bank other than Bank of Maharashtra ) acceptable to Bank for 10% of the total project cost – for 5 years including claim period of 6 (six) months hence 66 months in total, validity starting from its date	We request this be for 1 year from the date of Go Live	No change
132	93	Eligibility Criteria (SI)	The bidder should be an OEM or authorized partner of OEM for supply of licenses and solution implementation and maintenance support under warranty/ AMC, for the products required to implement the Trade Finance Solution. The OEM should provide an authorization letter undertaking to abide by the purchase terms agreed by the bidder.	The bidder should be an OEM or authorized partner of OEM for supply of licenses and solution implementation and maintenance support under warranty/ AMC, for the products required to implement the <b>eDMS/ BPM solution for the Trade Finance Process Automation</b> . The OEM should provide an authorization letter undertaking to abide by the purchase terms agreed by	No change
133	94	12.5 Annexure 5: Eligibility Criteria Compliance	7 The bidder should have at least one of the following accreditations/ certifications <input type="checkbox"/> ISO 9001:2008 <input type="checkbox"/> CMMI Level 3/5 <input type="checkbox"/> ISO 9001: 2015 The certificate should be valid as on date	7 The bidder should have at least two of the following accreditations/ certifications <input type="checkbox"/> ISO 9001:2015 <input type="checkbox"/> CMMI Level 3/5 <input type="checkbox"/> ISO 27001: 2013 The certificate should be valid as on date	No change
134	19	Timelines	4) The bidder is required to engage the OEM resources for review and validation during the implementation period.	Kindy, share the number of OEM resources envisaged for this activity.	This will be discussed with the successful bidder.
135	22	Training	3) The successful bidder shall also conduct a 2 day workshop for the management of the bank. This workshop should introduce the management to capabilities and functionalities of the implemented solution	Is it related to demo of the solution after bid submission? Will there be a 2 day workshop in place of demo of the solution? Is there any score on this activity, which will impact the overall technical score?	Post implementation of the solution training has to be imparted to the users by the selected bidder.
136	60	Terms of Reference	Trade Finance Software and Implementation Cost	Request Payment Terms for Implementation as below After System Requirement specification Sign Off : 30% Post Implementation of UAT and prior to Go Live : 35% Implementation and Sign Off : 15% Pilot Go Live sign Off of respective application : 20%	No change

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137	12	Integration	The following are some of the integration methods available. Based on the 3rd party system's integration feasibility, the final method shall be finalized during the system study stage.	Will the API's or Webservices be provided by Bank of Maharashtra or Vendor has to incorporate the efforts and cost for the same?	Yes, API will be provided by bank but integration part will be handled by successful bidder.
138	13	Implementation Timeline	Phase II	How many branches and locations?	Phase-II - 31 branches
139	29	Technical Evaluation Criteria	Bidders/OEM experience in implementation of proposed Trade Finance Solution	OEM experience will carry the equal weightage?	Yes
140	61	Payment Terms	Post completion of UAT & prior to Go Live- 25% Implementation and Sign off -40%	Clarity required	No Change
141	81	Dashboard & Reports	Solution should have standard reports and ability to create new reports	Clarity required in terms of number of reports . Present scope of work will include only Standard reports?	This will be discussed with the successful bidder.
142		MSME Declaration	Not mentioned in the RFP	Can the clause of MSME be inserted as part of RFP?	MSME declaration clause added.