

## RFP-18/2022-23- GEM BID NO-GEM/2022/B/2925349-Supply, Installation, Customization, Commissioning and Maintenance of Integrated Audit &amp; Compliance Software (IACS)

Pre- Bid Meeting Date 13.01.2023 at 15:00 Hrs

Sr no	Page no	Points/ Section	Main Section Name	Clarification points as stated in RFP	Comment/ Suggested deviation	Bank Response
1	141	7.25	ANNEXURE D : ELIGIBILITY EVALUATION Point no.9	The Bidder should have experience of completing at least one project covering implementation and support for IAMS modules in at least One Scheduled Commercial Banks in India having minimum 500 branches 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 bank stating the services are found satisfactory.	We request following clause to be rephrased for eligibility."The Bidder should have experience of completing at least one project covering either "implementation and support for IAMS modules in at least One Scheduled Commercial Banks in India having minimum 500 branches in India" OR " <u>any other Software solution integrated with CBS used by Mahabank</u> ". 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."	No Change in RFP Clause
2	141	7.25	ANNEXURE D : ELIGIBILITY EVALUATION Point no.9	The Bidder should have experience of completing at least one project covering implementation and support for IAMS modules in at least One Scheduled Commercial Banks in India having minimum 500 branches 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 bank stating the services are found satisfactory.	We request bank to consider our MSME status for prior experience criteria as per NSIC and GEM Bid criteria published.	No Change in RFP Clause
3	44	6.46.Soft ware Licenses	Terms & Conditions	The bidder should provide the required licenses for the software supplied and deployed for the solution and the related manuals.	We understand that the bidder has to only provide the license for Integrated Audit & Compliance Software. Any other third party software required for running this project will be provided or made available by Bank. Please confirm.	RFP Clause Self Explanatory, Required Infrastructure [Hardware,OS & Database shall be provided by the Bank for implementaton of IACS Solution. Any other solution/software/utility to rumn the software with all scope of work, Technical & Functional requirements as specified in RFP document has to be provided by the Bidder without any additional cost to the Bank.

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4	44	6.49.Spare parts	Terms & Conditions	Bidder will make the spare parts for the systems available for a minimum period of 7 (Seven) years from the time of acceptance of the system.	Since hardware will be provided by Bank, then this clause should be not applicable. Request bank to remove/ omit this clause.	As Hardware is to be provided by Bank, Bidder has to deliver a solution which will be available with all necessary updates for a minimum period of 7 (Seven) years from the time of acceptance of the system.
5	45	6.51.Loading of Anti-Virus Solutions	Terms & Conditions	Bank has implemented an Enterprise-wide Anti-Virus Solution across all the branches. The successful bidder will cooperate with the existing bidder of the Anti-virus solution for loading of the Anti-Virus solution on the servers /desktops or hardware, if any forming part of the proposed solution.	We understand that the Anti virus software will be provided or made available by Bank. Please confirm.	RFP Clause Self Explanatory
6	45	6.53.Future additions of Hardware / Software	Terms & Conditions	c)Expand the capacity/enhance the features/upgrade the hardware/software supplied either from the bidder or another bidder or developed in-house.	Since hardware and any other third party software are provided by bank, then this clause should be limited only upto the proposed software. Hardware and third party software should not be part of the same.	RFP Clause Self Explanatory, Required Infrastructure (Hardware,OS etc.) shall be provided by the bank .
7	141	1.Payment on Onsite Support and implementation:	7.26.ANNEXURE E : PAYMENT TERMS	The payment for the Cost of Manpower for onsite support will be payable quarterly in arrears.	Request to ammend the payment term clause for Manpower as follows; The payment for the Cost of Manpower for onsite support will be payable monthly in arrears.	No Change in RFP Clause
8	141	2.AMC/ATS of Software:	7.26.ANNEXURE E : PAYMENT TERMS	The AMC cost after warranty period, shall be paid quarterly in arrears for the subsequent years.	Request you to ammend the AMC Payment term as follows: The AMC cost after warranty period, shall be paid Yearly in advance for the subsequent years.	No Change in RFP Clause