

With reference to RFP Ref No. 05/2023-24 (GEM/2023/B/3616498) dated 26.06.2023 published on GeM portal and our website <https://www.bankofmaharashtra.in>, and pre-bid meeting was conducted as per schedule on 03.07.2023 at 15:00 hours.

Representative from potential bidders attended the meeting. Bank welcomed all the participants. Concerns of all the participants were deliberated during the meeting.

Responses to pre-bid queries and general queries are enclosed herewith as Annexure 1 and 2 respectively.

Note- Except changes mentioned above and as part of pre-bid responses, there is no change in any clauses, terms & conditions of the RFP document.

**Sd/-
Deputy General Manager
Information Technology**

Annexure – 1: responses to pre-bid queries

Sr no	Page #	Point / Section #	Main Section name	Clarification point as stated in tender document	Comment / Suggestions	Banks Response
1	8	1.1	Project Overview	Ø The Bidder is required to Supply, Install, Configure, Integrate and maintain the proposed Solution with required licenses on perpetual and enterprise basis at the Bank's Data center at Pune (including Near DR site, as & when required) and Disaster Recovery (DR) at Hyderabad. The implementation includes scope setup DR automation solution for CBS (TCS BANCS 24), Treasury, Trade Finance, Banks Digital Transactions Channels and other applications as per Bank's requirement. The Solution shall be redeployed by bidder including integration with the particular system or channel in case of any upgrade carried by the Bank in its existing system or channels integrated with DR Automation Solution during implementation without any additional cost during the contract period.	Whether the bank shall provide necessary Hardware / OS and NW connectivity to deploy the DR Automation solution?	Yes
2	22	4.1. Project Objective	4. Scope of Work	Ø The solution proposed by the bidder should also be compatible for deployment at existing private cloud infrastructure of the Bank as well as future deployment at Public Cloud infrastructure as & when decided by the Bank at its sole discretion without any addition cost during the contract period.	Kindly share the existing below infrastructure details- 1. Application details 2. Middleware details 3. Database details 4. Hypervisor details details of the version and latest patch deployed	Details will be shared with successful bidder

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3	23	4.2. Solution Integration with Security Information & Event Management (SIEM):	4. Scope of Work	<p>It would be bidder's responsibility to integrate proposed solution with existing SIEM and EFRMS Solutions deployed by the Bank to generate alerts for any violations including IT Cyber Security related violations. Bidders are expected to support the Bank to send logs from the proposed configuration in an acceptable format to the existing SIEM solution or any such alert management solution implemented by the Bank during contract period of proposed solution without any additional cost.</p> <p>Bidder would be provided adequate support by bank's existing system Integrator for SIEM, EFRMS system or any other similar solutions for the purpose of integration of proposed solution, wherever required.</p>	<p>1. Request you to please share the make & model number of existing SIEM and EFRMS solution details, which bidder has to integrate with any violation activity.</p> <p>2. The bidder proposed solution will have a standard API integration to provide the logs to SIEM and EFRMS solution, for to integrate with existing SIEM & EFRMS solution, SIEM & EFRMS OEM has to develop a parser.</p>	<p>1. The Solutions in use are from reputed and globally recognized OEMs. Details will be shared with successful bidder</p> <p>2. SIEM and EFRMS SI will extend necessary support. Bidder has to co-operate with them for integration based on appropriate approach</p>
4	23	4.2. Solution Integration with Security Information & Event Management (SIEM):	4. SCOPE OF WORK	<p>It would be bidder's responsibility to integrate proposed solution with existing SIEM and EFRMS Solutions deployed by the Bank to generate alerts for any violations including IT Cyber Security related violations. Bidders are expected to support the Bank to send logs from the proposed configuration in an acceptable format to the existing SIEM solution or any such alert management solution implemented by the Bank during contract period of proposed solution without any additional cost.</p>	<p>Kindly share the details of existing SIEM and EFRMS solutions deployed by Bank.</p>	<p>The Solutions in use are from reputed and globally recognized OEMs. Details will be shared with successful bidder</p>

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5	23	4.2.	Solution Integration with Security Information & Event Management (SIEM):	It would be bidder's responsibility to integrate proposed solution with existing SIEM and EFRMS Solutions deployed by the Bank to generate alerts for any violations including IT Cyber Security related violations. Bidders are expected to support the Bank to send logs from the proposed configuration in an acceptable format to the existing SIEM solution or any such alert management solution implemented by the Bank during contract period of proposed solution without any additional cost. Bidder would be provided adequate support by bank's existing system Integrator for SIEM, EFRMS system or any other similar solutions for the purpose of integration of proposed solution, wherever required.	Kindly share the details of existing SIEM, EFRMS and other Solutions to be integrated with the new DR Automation Solution.	Details will be shared with successful bidder
6	26	6. TERMS AND CONDITIONS	6.4. Visit Rights	Bank reserves the right to visit any of the bidder's premises without prior notice to ensure that the Bank's hosted at the site are not misused.	Bank can visit any time to Bidder's premises with a 7 days prior notice to technical account manager, due to certain internal approval process is mandatory.	The clause is applicable if any components are hosted at bidder's site as part of the project. No Change in RFP Clause
7	47	6. TERMS AND CONDITIONS	6.60. Loading of Anti-Virus Solutions	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.	What is the name/version of the Anti-Virus being used? Can you provide an overview of the Anti-Virus solution implemented on-premise?	Details will be shared with successful bidder. Bank is already in process of another tender for AV. Please refer Bank's website and Gem bid no GeM/2023/B/3533351 for more details

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8	47	6.58.	Acceptance Test	At the discretion of Bank, acceptance test will be conducted by the bidder at the site in the presence of the officials of Bank and/or its nominated consultants. The tests will check for trouble-free operation of the complete system for ten consecutive days apart from physical verification and testing. There shall not be any additional charges payable by Bank for carrying out this acceptance test. Bank will take over the system on successful completion of the above acceptance test.	Kindly confirm the Acceptance and testing period. AS per the RFP term "Warranty period of one year will commence after 3 months from date of delivery of licenses".	Bank assumes SI would require some time for implementation and making solution ready for acceptance and testing. Hence, 3 Months grace period is expected from OEM for warranty commencement
9	98	7.28	Annexure-B Sr. No 4	Implemented or under implementation in Govt. Sector/Scheduled Commercial Bank/PSU's/Private Bank in India	Request You to please amend this clause as: Implemented or under implementation in Govt. Sector/Scheduled Commercial Bank/PSU's/Private Bank/Urban Co-operative bank / District central Co-operative bank /Central Gov/State Gov organization in India	No Change in RFP Clause
10	98	7.28	Annexure-B Sr. No 4	Implemented or under implementation in BFSI Sector (other than Banks).	Request You to please amend this clause as: Implemented or under implementation in BFSI Sector/Urban Co-operative bank / District central Co-operative bank/Central Gov/State Gov organization.	No Change in RFP Clause

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11	98	7.28. ANNEXURE B: TECHNICAL EVALUATION CRITERIA	Implementati on	<p>Implemented or under implementation in Govt. Sector/Scheduled Commercial Bank/PSU's/Private Bank in India</p> <p>2 Marks for every reference where implementation is completed.</p> <p>1 marks for every reference where implementation is under progress. (priority will be given to completed project reference. A Maximum of 10 references will be considered)</p> <p>- Credentials Shared by the Bidder</p>	To increase the no of participants and healthy competition - we request to kindly accept OEM credential for this clause.	Please refer corrigendum
12	98	7.28. ANNEXURE B: TECHNICAL EVALUATION CRITERIA	Implementati on	<p>Implemented or under implementation in BFSI Sector (other than Banks).</p> <p>1 Marks for every reference where implementation is completed.</p> <p>0.5 marks for every reference where implementation is under progress.</p> <p>- Credentials Shared by the Bidder</p>	To increase the no of participants and healthy competition - we request to kindly accept OEM credential for this clause.	Please refer corrigendum
13	98	7.28. ANNEXURE B: TECHNICAL EVALUATION CRITERIA		<p>Implemented or under implementation in Govt. Sector/Scheduled Commercial Bank/PSU's/Private Bank in India</p> <p>2 Marks for every reference where implementation is completed.</p> <p>1 marks for every reference where implementation is under progress. (priority will be given to completed project reference. A Maximum of 10 references will be considered)</p>	Request you to provide Relaxation/exemptions for MSME and Startups for this pointer or allow Private Bodies Purchase Orders that have been executed for such projects	Please refer corrigendum

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14	98	7.28. ANNEXURE B: TECHNICAL EVALUATION CRITERIA		<p>Implemented or under implementation in BFSI Sector (other than Banks).</p> <p>1 Marks for every reference where implementation is completed.</p> <p>0.5 marks for every reference where implementation is under progress. (maximum 5 reference will be considered)</p>	Request you to provide Relaxation/exemptions for MSME and Startups for this pointer or allow Private Bodies Purchase Orders that have been executed for such projects	Please refer corrigendum
15	101	7.29. ANNEXURE C: SCOPE OF WORK	Scope of Work	<p>Bank wishes to appoint a system integrator hereby referred to as Bidder. A brief description of the envisaged scope is enumerated below which includes: Design, Implement and manage the complete DR operations for the following applications.</p> <p>Recovery Point Objective (RPO): Zero data loss. Recovery Time Objective (RTO): 15 Minutes to 30 Minutes (Or RTO Lesser than this).</p> <p>Please note that the above mentioned time-lines are approximate values, the vendors can propose a better solution that could further reduce these time-lines.</p>	<p>The RTO and RPO part would be completely dependent on Infrastrusture present at Bank premises, type of replication methodology bank is using, connectivity and also depending upon the application replication mechanism and database level replication mechanism, The DRM tool bidder is going to implement is providing an dashboard to monitor the expected RTO and RPO.</p> <p>If Bank has to meet the defined RPO and RTO then Bank has to do the Changes based on the bidders suggestion for that if any tool is required or any third-party software is required to meet the defined RTO and RPO that bank will be going to provide us.</p>	Bank expects reduction in existing RTO with the help of DRM tool. Bidders understanding is correct in terms of dependency on existing infrastructure.

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16	101	Scope of Work A	7.29. ANNEXURE C: SCOPE OF WORK	The above mentioned applications are hosted on UNIX (all flavours), Linux and Windows platform all versions on physical and Virtual Machines and use databases like Oracle, MSSQL Server, MYSQL, Mongo DB, SAP Hana, PostgreSQL, DB2 and all DB Version other than not mentioned here. The Bank may include more applications in the above list of application under in Automated DR solution.	Kindly quantify the nos. of database, applications and Operating systems needs to be consider under in Automated DR solution.	Please Refer 7.27. ANNEXURE A: COMMERCIAL BID FORMAT
17	102	Scope of Work B. 6.	7.29. ANNEXURE C: SCOPE OF WORK	In case of any new version release (any component of product) by the OEM, the bidder will have to ensure installation of (n-1) released version by OEM in bank environment within 90 days of roll out of nth version. Before installing new update, the bidder will have to test the release in test environment with all applicable test scenarios and obtain necessary approval from the Bank before production deployment. The version should be most recent and stable.	Bank to provide adequate test environment to test the new released version of the product.	Bidder is expected to propose the setup for DR Automation Solution including adequate test environment as part of proposal
18	102	Scope of Work B. 7.	7.29. ANNEXURE C: SCOPE OF WORK	The bidder shall depute OEM certified resources as indicated under People deployment section of this RFP in the premises of Bank of Maharashtra. The resources to be deployed at the bank by bidder, which should be of OEM Payroll, only after prior approval by bank authorities.	The bidder shall depute OEM certified resources as indicated under People deployment section of this RFP in the premises of Bank of Maharashtra. The resources to be deployed at the bank by bidder, which should be of OEM/Bidder Payroll, only after prior approval by bank authorities.	Considering criticality of services/applications involved under the proposed setup, Bank expects OEM resources to be deployed through appropriate arrangement with OEM.

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19	102	Scope of Work B. 11.	7.29. ANNEXURE C: SCOPE OF WORK	In case the Bank desires to get the services delivered by OEM appointed System Integrator, then the OEM shall transfer such services to that preferred system integrator at no additional cost to the Bank.	Kindly remove the clause.	No Change in RFP Clause
20	102	a) Overview	7.29. ANNEXURE C: SCOPE OF WORK	Automated Disaster Recovery Framework for all their existing/ future applications that are on DR sites for bank.	Kindly specify the future applications	Future applications would be based on the initiatives taken up by the Bank
21	102	7.29.	ANNEXURE C: SCOPE OF WORK	7. The bidder shall depute OEM certified resources as indicated under People deployment section of this RFP in the premises of Bank of Maharashtra. The resources to be deployed at the bank by bidder which should be of OEM Payroll, only after prior approval by bank authorities.	Whether it required resources in OEM payroll or deploy OEM Certified resources in bidder Payroll?	Considering criticality of services/applications involved under the proposed setup, Bank expects OEM resources to be deployed through appropriate arrangement with OEM.
22	103	b) DR Automated Solution - Technical Specification 4.	7.29. ANNEXURE C: SCOPE OF WORK	DR software should be implemented in such a way that an independent application can move to DR without effecting other applications functioning at Primary Site.	Kindly elaborate the statement in respect to Integrated channel applications functionality.	E.g. if 10 Applications are integrated in the solution and Bank would like to migrate only 1 out of 10 applications to DR. The same should be supported by DR Automation Solution
23	103	b) DR Automated Solution - Technical Specification 8.	7.29. ANNEXURE C: SCOPE OF WORK	Vendor should provide basic Test cases available for DR Automation software which will be required to run before any up gradation or patch update DR Automation software.		Query not clear

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24	103	b) DR Automated Solution - Technical Specification 10.	7.29. ANNEXURE C: SCOPE OF WORK	The Solution is to be installed at Bank's premises irrespective of the location.	Adiquate hardware / operating system / middleware needs to be provide by Bank.	Bidder is expected to propose the setup for DR Automation Solution and share the requirement with the Bank as part of its proposal.
25	104	7.29. ANNEXURE C: SCOPE OF WORK	C) Facilities Management - Warranty/AM C/ATS Support service, People deployment & OEM Services of proposed solutions	D. Provide adequate support for the critical components of the solution.	Request you to please confirm the Service and support required from OEM will be 8*5 or 24*7. Also, share the list of application priority1, priority2. Based on the SLA.	Please refer Annexure G of Tender Document for SLA details. Application list will be shared with successful bidder.
26	104	c) Facilities Management - Warranty/AMC/AT S Support service, People deployment & OEM Services of proposed solutions G.	7.29. ANNEXURE C: SCOPE OF WORK	In case the Bank desires to get the services delivered by their appointed service provider or System Integrator, then the OEM shall transfer such services to that preferred service provider or System Integrator at no additional cost to the Bank. A declaration to that effect from OEM shall be submitted by the bidder as per the format provided in Annexure 22 - Manufacturer Authorization.	Kindly remove the clause.	No Change in RFP Clause

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27	105	d) People Deployment 1.	7.29. ANNEXURE C: SCOPE OF WORK	The Bidder is required to deploy onsite people resource to provide L1 / L2 level support to the proposed solutions for the tenure of the contract. Bank would further decide people deployment of based on Bill of Material submitted by bidder. The bidder shall have back to back support with the respective product OEMs for the 24X7 L3 support services. Bank expects that bidders deploy their resources at the DC & DRC locations and provide the remote support for any issues reported /logged by Bank's locations other than DC / DRC. If the bidder's resources are unable to resolve the issues remotely then the bidder is expected to send the resource to the respective location to resolve the issue/event at no additional cost to the Bank.	Kindly specify the time duration for L1/L2 level onsite support	Bank has sought rate for L1 and L2 Resources and the same is optional for the Bank to avail. Bank would decide the Shift Timing and appoint appropriate number of resources in consultation with bidder based on discovered rates.
28	105	7.29.	ANNEXURE C: SCOPE OF WORK	d) People Deployment 1. The Bidder is required to deploy onsite people resource to provide L1 / L2 level support to the proposed solutions for the tenure of the contract. Bank would further decide people deployment of based on Bill of Material submitted by bidder. The bidder shall have back to back support with the respective product OEMs for the 24X7 L3 support services. Bank expects that bidders deploy their resources at the DC & DRC locations and provide the remote support for any issues reported /logged by Bank's locations other than DC / DRC. If the bidder's resources are unable to resolve the issues remotely then the bidder is expected to send the resource to the respective location to	What is the shift details for the resources for L1 / L2 level support, General or 24x7? Whether it required 2 separate team for DC and DR site? Assume the OEM 24X7 L3 support shall be required on remote support only, kindly confirm.	Bank has sought rate for L1 and L2 Resources and the same is optional for the Bank to avail. Bank would decide the Shift Timing and appoint appropriate number of resources in consultation with bidder based on discovered rates.

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				resolve the issue/event at no additional cost to the Bank.		
29	106	d) People Deployment 4.	7.29. ANNEXURE C: SCOPE OF WORK	The bidder should deploy OEM Certified resource which should be on OEM Payroll at bank premise.	The bidder should deploy OEM Certified resource which should be on OEM/Bidder Payroll at bank premise.	Considering criticality of services/applications involved under the proposed setup, Bank expects OEM resources to be deployed through appropriate arrangement with OEM.
30	107	7.29.	ANNEXURE C: SCOPE OF WORK	3) TrainingThe Bidder shall provide the training of the deployed solution to the Bank personnel. Bid is required to provider training to batch of officials. Refresh training(s) including some additional feature introduced for the solution(s) implemented shall be provided by the OEM at least once every year. The training may be conducted through online/offline channel as preferred by the Bank. The location of offline training, if preferred by the bidder, shall be Pune only.	Kindly share the details of initial training required, such as duration, topic, number of attendees etc.	Bank's team understands its existing environment and applications. For effective and smooth integration, Bidder is expected to make resources familiar with proposed solution including its integration, monitoring and management features/processes. Number of participants will be decided by the Bank mutually with the bidder. bidder may expected 10-15 participants for the training

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31	107	7.29.	ANNEXURE C: SCOPE OF WORK	3. Level 3 (L3) Service desk would need to be provided from the respective OEM premises. The Bidders shall include the cost of the L4 support as the part of the AMC/ATS cost of the respective product. This shall be considered under the 24*7 operations support window for the tenure of the Contract.	Assume the OEM 24X7 L3 and L4 support shall be required on remote support only, kindly confirm.	Yes
32	108	7.30. ANNEXURE D: ELIGIBILITY EVALUATION COMPLIANCE		Bidder should have minimum average annual turnover of Rs. 25 Crores each during the last three financial years that is FY 2020-21, FY 2021-22 & FY 2022-23 as per audited financial statements. This must be individual company and not of any group of companies	Request you to changes the clause for MAAT of Rs. 25 Crores for FY 2019-20, 2020-21, & 2021-22, as our Provisional Balance sheet is still under process for 2022-23	No Change in RFP clause. Please note -*If audit for the year 2022-23 is not completed, then provisional balance sheet for the year 2022-23 should be submitted duly signed and certified by Chartered Accountant & CEO / CFO of the bidder Company
33	109	7.3	Annexure-D SI No 10	The solution proposed by the OEM / bidder should be implemented in at least 3 PSU/Private/Scheduled Commercial Banks in India with at least 50 branches in last 2 years. Solution implemented should be live and running successfully as on date of RFP	Request You to please amend this clause as: "The solution proposed by the OEM / bidder should be implemented in at least 3 PSU/Private/Scheduled Commercial Banks/Urban Co-operative bank / District central Co-operative bank in India with at least 50 branches in last 2 years. Solution implemented should be live and running successfully as on date of RFP"	No change in RFP Clause

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34	109	7.30. ANNEXURE D: ELIGIBILITY EVALUATION COMPLIANCE		1. The solution proposed by the OEM / bidder should be implemented in at least 3 PSU/Private/Scheduled Commercial Banks in India with at least 50 branches in last 2 years. Solution implemented should be live and running successfully as on date of RFP	Request you to provide Relaxation/exemptions for MSME and Startups for this pointer or allow Private Bodies Purchase Orders that have been executed for such projects	No Change in RFP Clause
35	109	7.30. ANNEXURE D: ELIGIBILITY EVALUATION COMPLIANCE		2. The Bidder should be OEM/OSD or their authorized partners or Service Provider (SP) or System Integrator (SI) in India with an authority to do customization/up-gradation during the period of contract with the Bank. Bidder needs to provide Manufacturer Authorization Form (MAF) from OEM stating that bidder is authorized partner of OEM and authorized to participate in this tender and in case the bidder is not able to perform obligations as per contract during the contract period, OEM will provide contracted services within the stipulated time. Both OEM/OSD & their authorized partner should not submit the bid simultaneously. In case, both OEM & his authorized partner participate, the bids will be evaluated as per the terms of GeM / Govt guidelines on procurement	Request you to provide Relaxation/exemptions for MSME and Startups for this pointer	No Change in RFP Clause
36	27	6.9	Performance Bank Guarantee (10%)	The successful bidder should furnish a Performance Bank Guarantee to the extent of 10% (or as applicable during the period of contract as per Govt guidelines) of the value of the contract within 30 days of the date of receipt of the purchase order/Indent. The Performance Bank Guarantee has to be submitted in the format as per Annexure 11 .	Request to reduce Performance Bank Guarantee to 3% According to the memo released by Policy Division of Department of Expenditure, Ministry of Finance on April 3, 2023, the Rule 171 (i) of General Financial Rules (GFR) 2017 has been amended which	Please refer Annexure F of Tender document for Timelines. No Change in PBG requirement

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				The performance guarantee would be for the entire period of the Contract plus 6 months.	now reads: "Performance Security Performance Security should be for an amount of three to ten per cent of the value of the contract as specified in the bid documents. Bank has not specified implementation timelines. Hence it is also in banks interest to define the expectation of timelines for completion of the project. Incase the same has to be proposed by the OEM then Bank has to support with needful resources, access, id creations for bidders and coordination between departments for smooth flow on information thus ensuring and helping bidder to complete the implementation in prescribed timelines by the bidder. The onus for delays has to be on both sides	
37	28	6.16	Change Management	Changes to business applications, IT components and facilities should be managed by change management processes to ensure integrity of any changes. All the IT components proposed under the RFP in the scope of RFP (such as application software, middleware etc.) should be periodically patched for all types of patches, such as - security patches, system patches etc. without any additional cost to the	. Any customization not defined as of today cannot be envisaged and quoted. If bank provides all customization in advance then it can be included in the bid cost. But if it is not defined in the RFP then all customizations to be treated as additional man-days and development cost in addition to	Clause refers to the Change Management from IT Service Management perspective.



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				Bank. Emergency patches should also be applied immediately as per regulatory and other agencies directions etc.	the bided pricing. Changes and reimplementation due banks Upgradation of its applications should be treated as additional man-days as it involves development and senior resources for implementing which incurs T&M cost to the OEM	
38	22	4.1	Scope of Work	The Bidder is required to Supply, Install, Configure, Integrate and maintain the proposed Solution with required licenses on perpetual and enterprise basis at the Bank's Data center at Pune (including Near DR site, as & when required) and Disaster Recovery (DR) at Hyderabad. The implementation includes scope setup DR automation solution for CBS (TCS BANCS 24), Treasury, Trade Finance, Banks Digital Transactions Channels and other applications as per Bank's requirement. The Solution shall be redeployed by bidder including integration with the particular system or channel in case of any upgrade carried by the Bank in its existing system or channels integrated with DR Automation Solution during implementation without any additional cost during the contract period.	. Bank change of IT infra not to be on OEM and if change management scope includes man-days or development that should be treated as additional cost and paid extra and additional to apart the bided price Automation Solution during implementation at additional cost arrived at after scope of reimplementation evaluation and agreement of associated effort and costs of the Bidder, OEM and Bank. Any applications going for sunset need to be informed in advance. The licenses are usable for new applications but redeployment will be charged as per requisite mandays and development as it requires fresh T&M investments from OEM / bidder. Any applications going for sunset need to be informed in advance. The licenses are usable for new	The onsite Resources are expected to perform re-configuration or redeployment of components are part of change management activity.



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					applications but redeployment will be charged as per requisite mandays and development as it requires fresh T&M investments from OEM / bidder. Any additional 3rd party applications/ devices / NAT/ DNS required and not specified in the RFP BoQ has to be treated as additional costs and extra to bidden value.	
39	112	7.3.1	Annexure E: Payment Terms	80% of the cost would be payable post successful delivery of the respective proposed solution and one successful site DR Drill.► 20% of the cost would be payable after 30 days of sign-off of the solution after one successful site DR Drill.If implementation is done in phases – Phase wise payment would be released based on actual quantity deployed in each phase in line with above terms.	Request Bank to amend payment terms for software licenses to 100% advance, implementation fees to 50% advance and 50% payable after 30 days of sign-off and one successful site DR drill as the DR Drill calendar is not in the control of the Bidder of OEM..	No Change in RFP Clause
40	115	7.32	ANNEXURE F: PROJECT TIMELINES	The Bidder is expected to adhere to the timelines stipulated below. Non-compliance to these timelines by the Bidder would lead to Liquidated Damages as stated in this RFP.	Bank has not specified implementation timelines. Hence it is also in banks interest to define the expectation of timelines for completion of the project. In case the same has to be proposed by the OEM then Bank has to support with needful resources, access, id creations for bidders and coordination between departments for smooth flow on information thus ensuring and	Please refer Annexure F of tender document for timelines

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					helping bidder to complete the implementation in prescribed timelines by the bidder. The onus for delays has to be on both sides	
41	44	6.49	No Employer-Employee Relationship	This agreement is on a Principal to Principal basis and does not relate any employer – employee relationship. Nothing contained in this Agreement or otherwise shall be deemed to create any partnership, joint venture, employment or relationship of principal and agent, or master and servant between the parties hereto or any of their respective employees, affiliates, subsidiaries, related business entities, agents, contractor or subcontractor or to provide either party with any right, power or authority, whether express or implied, to create any duty or obligation on behalf of the other party	In good spirit request the Bank to not hire / shift or rebadge BAU resources deployed on site by OEM/bidder	Noted



Annexure – 2: responses to General queries

Sr. No.	General Query related to RFP	Comment / Suggestions	Bank's reply
1	Will the bank provide network connectivity for the DR automation solution or it is already in place? If yes, what type of connectivity will be provided (e.g., dedicated line/P2P/VPN/MPLS)? Also, please confirm the Bandwidth of the same.		Bank will provision the required network connectivity
2	Payment Terms - Software Licenses: 80% of the cost would be payable post successful delivery of the respective proposed solution and one successful site DR Drill.	OEM Payments are in advance, Hence requesting bank to kindly release 90% of software cost against successful delivery of software License. And balance 10% against successful implementation and one successful DR Drill.	No change in RFP Clause
3	The maximum total timeline for complete implementation of Solution including Requirement Gathering, Supply, Design & Development, Pilot testing, UAT, and Go Live shall be 12 weeks from the date of the acceptance of Purchase Order issued by the Bank. Bidder is required to strictly adhere with project implementation schedule of maximum 12 weeks.	We request to change this clause and allow 16 weeks from the date of acceptance of purchase order.	No change in RFP Clause
4	Liquidated Damages for Delay in implementation of solution: Penalty for delay in the Service(s) rendered for each week of delay beyond the scheduled timeline or part thereof will be a sum equivalent to 1% of the cost of the deliverables for the respective implementation phase for delay of one week or part thereof (more than 3 days shall be considered as a week), subject to maximum of 10 % (Ten percent) of the total PO value. In case of undue delay beyond a period of 15 days after attaining the maximum penalty of 10% of total project cost/TCO during implementation, Bank may consider termination of the contract or purchase order.	We request bank to change this clause as " Penalty for delay in the Service(s) rendered for each week of delay beyond the scheduled timeline or part thereof will be a sum equivalent to 4% 0.5% of the cost of the deliverables for the respective implementation phase for delay of one week or part thereof (more than 3 days shall be considered as a week), subject to maximum of 40% 5% (five percent) of the total PO value. In case of undue delay beyond a period of 15 days after attaining the maximum penalty of 40% 5% of total project cost/TCO during implementation, Bank may consider termination of the contract or purchase order. "	No change in RFP Clause



Corrigendum 1

Below evaluation criteria stands modified from ANNEXURE B: TECHNICAL EVALUATION CRITERIA

Sr. No.	Description	Maximum Score	Scoring Mechanism	Existing Credentials / documents	Revised Credentials / documents
4	Implementation	20	Implemented or under implementation in Govt. Sector/Scheduled Commercial Bank/PSU's/Private Bank in India 2 Marks for every reference where implementation is completed. 1 marks for every reference where implementation is under progress. (priority will be given to completed project reference. A Maximum of 10 references will be considered)	Credentials Shared by the Bidder	Credentials Shared by the Bidder/OEM of Proposed solution
		5	Implemented or under implementation in BFSI Sector (other than Banks). 1 Marks for every reference where implementation is completed. 0.5 marks for every reference where implementation is under progress. (maximum 5 reference will be considered)		