इंडियन बैंक
Indian Bank

REF: IB/ITD/MIDDLEWARE/01/2018-19 Dated 28.06.2018 – Amendments & Clarifications

Amendments

S No.	RFP Page no.	RFP Clause no.	RFP Clause	Amended Clause
1	18	Annexure A	The consultant should have the requisite IT Project Management capability and experience in performing end to end consultancy services comprising IT Project Strategy formulation, Middleware Software vendor evaluation, selection and project management for at least 1(one) public or private sector bank in India. The end to end consultancy services should have been provided in a single bank. (Successful completion certificate from the Bank needs to be furnished along with the response.)	The consultant should have the requisite IT Project Management capability and experience in performing end to end consultancy services comprising IT Project Strategy formulation, Middleware or equivalent Software vendor evaluation, selection and project management for at least 1(one) public or private sector bank in India. The end to end consultancy services should have been provided in a single bank. (Successful completion certificate from the Bank needs to be furnished along with the response.)
2	30	Annexure F	7. After Final signoff after review for achieving project objectives at the end of the 3rd year: 30%	7. 10% will be paid in 8 quarters(divided equally) during the implementation and audit phase. 8. 20% will be paid after final signoff at the end of the 3rd year or completion of the project whichever is earlier.
3	5	Scope of work	To handhold the bank's tech team in implementation of middleware solution from end to end	The clause stands deleted.
4	27	Annexure D	**Parameter** **Weighted Average** Technical Parameter & Presentation : 70 Financial Bid : 30	**Parameter** **Weighted Average** Technical Parameter & Presentation : 80 Financial Bid : 20

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Clarifications

S. No.	RFP Page No.	RFP Point no.	RFP Clause/Reference	Bidder Query	Bank's Response
1	Page 18	Annexure A Eligibility Criteria Point 3	Should have a minimum turnover of at least Rs. 5 crores in the past two years and net profit for the past two years from Indian operations in Consultancy / IT Consultancy In case of non-profitable ventures, positive networth for past three years needs to be shown (ie. from 2015-16,2016-17,2017-18)	Since the initiative is strategic in nature, it is important to have the consultant who has strong presence in the market and have strong financial backing. We request you to revise the clause as follows: "Should have a minimum turnover of at least 100 Cr in the past two years and net profit for the past three years from Indian operations in consultancy / IT consultancy for the past three years (2015-16, 2016-17 and 2017-18)	Please adhere to tender terms
2	Page 18	Annexure A Eligibility Criteria Point 5	The consultant should have the requisite IT project Management capability and experience in performing end to end consultancy services comprising IT Project strategy formulation, Middleware software vendor evaluation, selection and project management for at least 1(one) public or Private sector Bank in India. The end to end consultancy services should have been provided in a single bank. (Successful completion certificate from the Bank needs to be furnished along with the response).	In the past, many banks in India (including public and private sector banks) did not avail services of the consultant for evaluation, selection and PMO of the middleware solution. Considering that, it will be difficult to meet the criteria mentioned by the Bank in RFP. We request you to revise the clause as follows: "The consultant should have the requisite IT Project Management capability and experience in performing end to end consultancy services comprising IT Strategy formulation, enterprise software and support system vendor evaluation, selection and project management for at least 1 financial institution in India. The end to end consultancy services should have been provided in a single bank.	Please refer to amendment no. 1.

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S. No.	RFP Page No.	RFP Point no.	RFP Clause/Reference	Bidder Query	Bank's Response
3	Page 28	Annexure E Terms of Reference Point 17	Audits compliances (audits to be conducted by the Bank every year for 3 years post implementation during the life cycle of the project.) etc.	Request you to let us know the expectations here. As part of scope of work, service provider will be responsible for implementation and hence, responsible for audit compliance	The consultant has to co-ordinate for audit and assist the Bank to comply with audit requirements.
4	Page 28	Annexure E Terms of Reference Point 20	To provide from time to time information and reports relating to the performance of Services at the frequency requested by the Bank	Please let us know the expectation here.	The consultant needs to ascertain Implementation by the SI and certify status as envisaged in the RFP for SI.
5	Page 28	Annexure E Terms of Reference Point 21	Maintain proper and accurate records relating to the conduct of services throughout the contract period (both physical and soft form) and shall at the request of the Bank provide copies.	Please let us know the expectation here. Consultant will maintain the project management deliverables but implementation documents will be the responsibility of service provider	The consultant has to co-ordinate and cross-check the documentation.
6	Page 28	Annexure E Terms of Reference Point 22	The scope may be fine-tuned further as consultant may provide additional requirements during RFP preparation / implementation. Any other requirement which may emerge during the course of the Project discussions and agreed upon mutually may also form part of the scope.	Please let us know if this will entail to discussion on revision in estimation of efforts as well.	Yes
7	Page 28	Annexure E	Post Implementation Audit: Facilitating Audits to be	We believe this will be the joint responsibility of the Bank and Consultant.	Yes

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S. No.	RFP Page No.	RFP Point no.	RFP Clause/Reference	Bidder Query	Bank's Response
		Schedule of Completion Point 5	conducted every year for the next two years for measuring a) Project Performance b) Ensuring reusability of Codes c) Removing of unwanted and unused codes d) Optimizing the conversions required e) Bringing in more efficiency in architecture		
8	Page 30	Annexure F Payment Terms	1 Discussion with departments and firm Technical specificatons — 10 % 2 Creation of RFP 3 Floating RFP; Evaluation and confirmation of Responses — 10 % 4 Purchase Order to SI verification of deliverables — 10 % 5 Implementation by SI i.e,.(ensuring on-time implementation) — 20 % 6 Completion of Implementation and facilitating successful Audits — 20 % 7 After Final signoff after review for achieving project objectives at the end of the 3rd year — 30 % Total — 100 %	We request you to revise payment terms as 50% of the payment will be spread across 2 years post implementation. We request you to make monthly/ quarterly payment during the post implementation period.	Please refer to amendment no. 2.
9	Page 31	Annexure G Technical Evaluation	4. The Average Revenue of the bidder of last three financial years ended 31.03.2018. 5. The Average Net Profit of the bidder of last three financial	Point 4 and 5 - Request you to revise the clause as per query no. 1	Please adhere to tender terms

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S. No.	RFP Page No.	RFP Point no.	RFP Clause/Reference	Bidder Query	Bank's Response
			years ended 31.03.2018.		
10	Page 5	Point no. 4 Purpose of the RFP Scope of Work	• To handhold the Bank's technology team in implementation of middleware solution from end–to–end • To assist the Bank to create a proper transactional dashboard which can be hooked on to the Bank's corporate dashboard / independent Monitors without performance impact on either the production systems or middleware performance. • Maintain proper and accurate records relating to the conduct of services throughout the contract period (both physical and soft form) and shall at the request of the Bank provide copies. • To undertake Audits from third party on the solution post implementation and ensure required compliances. (The third-party auditors will be selected by the Bank). • To evolve API which are to be developed for the middleware for supporting open banking architecture (Open Banking is	We request the bank to clarify below mentioned pointers: 1. To handhold the bank's tech team in implementation of middleware solution from end to end - This will be the responsibility of service provider 2. To assist the bank to create a transactional dashboard.... - Please clarify the expectation 3. Maintain proper and accurate records relating to the........... - Please clarify the expectation 4. To undertake audits from third party.... - As we understand, bank has mentioned in the RFP that bank will select a third party auditor. 5. To evolve API which are to be developed for the middleware... While consultant will prepare the strategy and roadmap, actual implementation will be done by service provider.	1. Please refer to amendment no. 3 2. The successful bidder will assist the SI in designing the dashboard with various inputs like no. and type of transactions, status of transaction etc. 3. Please refer to clarification no. 5 4.Please refer to clarification no. 3. 5.Yes

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			an emerging term in financial services / financial technology) to be scalable and future proof.		
11	Page 5	Point no. 4 Purpose of the RFP	To handhold the Bank's technology team in implementation of middleware solution from end-to-end	What is the team size, hierarchy of the technology team?	Please refer to amendment no. 3.
12	Page 5	Point no. 4 Purpose of the RFP	To assist the Bank to create a proper transactional dashboard which can be hooked on to the Bank's corporate dashboard / independent Monitors without performance impact on either the production systems or middleware performance	Please specify the metrics, format, parameters to be included in the dashboards	The successful bidder will assist the SI in designing the dashboard with various inputs like no. and type of transactions, status of transaction etc.
13	Page 5	Point no. 4 Purpose of the RFP	To provide from time to time information and reports relating to the performance of Services at the frequency requested by the Bank	Please clarify the frequency of information and reports to be provided to the bank. What format and channel (online/offline) of the reports should be provided?	Reports to be provided weekly online in pdf format.
14	Page 5	Point no. 4 Purpose of the RFP	To undertake a feasibility study of existing applications, identify duplication of requirements/data	What are the number of standalone peripheral applications that the bank has? This will not impact our study on peripheral application integrations	Approximately 30 major applications and other minor applications and programmes. However data may not be required from all the applications.

S. No.	RFP Page No.	RFP Point no.	RFP Clause/Reference	Bidder Query	Bank's Response
15	Page 5	Point no. 4 Purpose of the RFP	To undertake a feasibility study of existing applications, identify duplication of requirements/data	Does this consultancy scope includes automation scope also?	Consultancy work includes overseeing the automation carried out through middleware implementation by the SI.
16	Page 8	Point no. 7 Eligibility Criteria	Should have a minimum turnover of at least Rs. 5 crores in the past two years and net profit for the past two years from Indian operations in Consultancy / IT Consultancy In case of non-profitable ventures, positive networth for past three years needs to be shown (ie. from 2015-16,2016-17,2017-18)	**Clarity required on net profit for the past two years from Indian operations in Consultancy / IT Consultancy** - Our bidding entity has global operations which has net profits and this does not restrict only to Indian operations in Consultancy.	The bidder needs to submit the audited balance sheet of the company operating in India.
17	Page 9	Point no. 8.3	Employees/ Ex- Employees / Retired Employees of the Bank shall not work as, for or be a part of the firm of selected "Consultant".	Will the declaration be restricted to the Chennai facility only?	No, Please adhere to tender terms.
18	Page 16	Point no. 23.2	The consultant should have adequate knowledge and expertise in selection and operations of Middle-ware systems, based on the integration requirements in the various solutions in use by departments.	Please name the solutions and the departments which will use the Middleware system and will have integration requirements	Likely operations that needs integration are Payments, Recovery, Treasury, Inspection & Vigilance, HR, IT etc. However this may be revised based on the study by the successful bidder.

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S. No.	RFP Page No.	RFP Point no.	RFP Clause/Reference	Bidder Query	Bank's Response
19	Page 20	Annexure B-1 Point 16	Details of association of the Firm / Entity in the area of implementation of Middleware or equivalent.	Please provide the specifications in terms of association to be provided in area of implementation of Middleware	Association in capacity of consultant or SI.
20	Page 28	Annexure E	Meet business stake holders and map the current processes	Please elaborate on all the function areas and the processes which are to be included in the scope?	The successful bidder needs to interact with all business, HR & IT departments.
21	Page 31	Annexure G Point 1	Experience in Middleware or equivalent software implementation successfully during the last 7 years as on date of submission of bid, in Banks/Financial Institutions in India. (Minimum 3 assignments covering 7 years) Note: Preference will be given to those who have implemented Middleware/ ESB/ etc. Equivalent experiences from other projects will be given two marks less)	Will an understanding on the bidder's letterhead w.r.t. which OEMs were involved as part of that engagement will suffice?	No, Documentary proof issued by the client needs to be submitted.

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S. No.	RFP Page No.	RFP Point no.	RFP Clause/Reference	Bidder Query	Bank's Response
22	Page 34	Annexure H Point 6	Return of Confidential Information: Upon written demand of the Disclosing Party, the Receiving Party shall (i) cease using the Confidential Information, (ii) return the Confidential Information and all copies, abstract, extracts, samples, notes or modules thereof to the Disclosing Party within seven (7) days after receipt of notice, and (iii) upon request of the Disclosing Party, certify in writing that the Receiving Party has complied with the obligations set forth in this paragraph.	As per our policy, we are required to retain our working papers to support the work performed by us.	Please adhere to tender terms
23	Page 56	Annexure L Point 6	Under no circumstances, shall the undersigned solicit, offer work to, employ, or contract with, directly or indirectly on its own behalf, any of the Personnel of the Indian Bank Delivery Center in Chennai before or during the services in Indian Bank premises, and twelve (12) months thereafter.	The restriction period post engagement is more than our standard terms. Can the clause be restricted only to the engagement team and the engagement period?	Please adhere to tender terms

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S. No.	RFP Page No.	RFP Point no.	RFP Clause/Reference	Bidder Query	Bank's Response
24	Page 18	Annexure A	"The consultant should have the requisite IT project management capability and experience in performing end to end consultancy services comprising IT project strategy formulation, middleware software vendor evaluation, selection and project management for at least one public or private sector bank in India."	The similar work we have done for private organizations but not with the banks, however The BFSI team has experience in doing such services. Please let us know that the above mentioned criteria is mandatory or not?	Please refer to amendment no. 1.
25	Page 6	Point no. 5a	Period of contract will be 3 years with roll over on annual basis thereafter depending on the project requirements.	In line with the nature of services required, we request you to delink the middleware strategy and design from the overall implementation. We propose to structure the program in 2 phases · Phase 1 – Middleware Strategy: We propose to provide a comprehensive middleware strategy in line with business objectives, including diagnosis of current systems, overall solution architecture, API specifications and assist you in selecting/ onboarding the right SI partner for implementation (approximately 4 month design + 2 months for onboarding the vendor/ contracting etc) · Phase 2 – Middleware implementation: In this phase, the role of the strategy consultant will be to provide a lean project management oversight for 18 months. During this period, the selected SI partner should directly contract with Indian bank for implementation. The strategy consultant will ensure sufficient program management capability is	Please adhere to tender terms.

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				transferred to Indian Bank executives to drive the program forward with the SI partner independent of the strategy consultant We believe this approach enables the right amount of objectivity in selecting the right SI partner and tools based on the comprehensive middleware strategy developed in phase 1. Please confirm if this arrangement will be acceptable to you.	
26	Page 14	Point no. 20	The successful bidder has to provide a "performance guarantee" from a scheduled commercial bank (excluding Indian Bank) for 10% of contract value in a form acceptable to the Bank valid for 39 months ….	As mentioned above, we view our potential involvement in shaping the middleware strategy and not deliver specific API code. While we are committed to making sure Indian Bank realize maximum benefit from a well thought out and comprehensive middleware strategy, we are NOT comfortable in providing any performance guarantee. Therefore we request you to waive off this clause from the tender	
27	Page 16, 18, 22	Point no. 23 Annexure A, Sub point 5 Annexure B-2	Should have prior experience in performing engagements for Interfacing Middleware or Payment gateway integration projects at least 1 (one) public or private sector bank in India	Request you to expand the criterion to include our global examples as well.	Global consultancy projects can be included but one of the project should be in a public/private sector bank in India.

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28	Page 17	Point no. 25	A sum equivalent to 1% of the cost quoted for each week or part there of delay until actual delivery of performance upto maximum deduction of 10% of the order value.	Given the nature of our proposed services (consulting rather than actual code), we request you to waive off this clause.	Please adhere to tender terms
29	Page 27	Annexure D	Weighted Average ratio for Technical Parameter and Presentation: Financial Bid is 70:30	Request you to review the Weighted average ratio for Technical Parameter and Presentation: Financial Bid to 80:20	Please refer to amendment no. 4
30	Page 28	Annexure E Point 17	Audit compliances (Audits to be conducted by the bank every 3 years for 3 years post implementation during the lifecycle of the project)..	Request you to waive off this requirement as we do not provide audit and compliance services	Please refer to clarification no. 3.
31	Page 25	Annexure B-5	Certified Copies of Audited Financial Statements (and Annual Reports, is applicable) for the last three financial years.	As a private company, we do not disclose our financial information (Financial Statements/ annual reports). We can provide auditor certificate of the last three financial years highlighting broad range of turnover etc.	Auditor certificate will be accepted.

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S. No.	RFP Page No.	RFP Point no.	RFP Clause/Reference	Bidder Query	Bank's Response
32	Page 30, 43	Annexure F & Article 3	Payment terms: 1 Discussion with departments and firm Technical specificatons — 10 % 2 Creation of RFP 3 Floating RFP; Evaluation and confirmation of Responses — 10 % 4 Purchase Order to SI verification of deliverables — 10 % 5 Implementation by SI i.e,.(ensuring on-time implementation) — 20 % 6 Completion of Implementation and facilitating successful Audits — 20 % 7 After Final signoff after review for achieving project objectives at the end of the 3rd year — 30 % Total — 100 %	As majority of the consulting services are front-loaded, we request you to modify the payment terms as given below **Sr No — Milestone — Payment %** 1. Finalize Middleware strategy and syndication with business units — 10% 2. Design End state middleware architecture including recommended platforms — 20% 3. Define API specifications in consultation with business units — 30% 4. Publication of RFP — 10% 5. Implementation of APIs by SI vendor (Milestone 1 – 6 months from start of SI engagement) — 10% 6. Implementation of APIs by SI vendor (Milestone 2 – 12 months from start of SI engagement) — 10% 7. Implementation of APIs by SI vendor (Milestone 3 – 18 months from start of SI engagement) — 10%	Please refer to amendment no. 2. Please note that payments are linked to the milestones and if milestones are completed early, payment towards the same will be released.

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