CLARIFICATIONS

S. No.	RFP Point No. / Title	Page No. in RFP	Details provided in RFP	Query / Changes Requested	Response
1	5. TWO BID SYSTEM	7	XI. It should include detailed technical architecture; specifications recommended hardware, OS, Database and other software implementation of LOS/LMS solution.	It is the bidder understands that bidder needs to provide only the Bill of material for the hardware and system software (operating system, database, middleware, etc.) for the deployment of the target solution in the proposal response. Procurement, maintenance & support of the hardware and system software will be done by the bank's IT team or its appointed vendor. Request bank to confirm on the same.	The bidder has to provide the details in-line with the details requested in the clauses. The bidder is requested to provide the calculation/methodology used for arriving at the hardware/software sizing. Further, bank will procure the required hardware/software separately.
2	Formation of Commercial bid - III	8	Formation of Commercial Bid - III	All the third party products will carry the original OEM warranty. The updates/patches/modifications/customization are free of cost during the AMC period. However, all the upgrades/new release/customization other than for implementation shall be done through change request process at additional cost.	Please adhere to the tender terms and conditions.
3	Section II 18 - Negotiation	12	18 - Negotiation	The prices submitted in the bid are fixed after considering various external and internal factors and hence, a negotiation by the bank is not acceptable. Moreover, the prices are fixed through the reverse auction process and hence, request to remove this clause.	Please adhere to the tender terms. Further, the price quoted may be further negotiated if the price quoted is found unreasonable or in any exceptional circumstances
4	Section II 20 - Signing of Contract	12	20-Signing of contract	The RFP clause is silent on the bidder's negotiation rights and hence, request to consider that the terms and conditions of the contract shall be as mutually agreed between the parties.	Please adhere to the tender terms. Further, the format for Contract is attached as Format no. 12 of Section VI, which includes the documents which will form part of the contract.

5	Section II 22 (iv) - Other terms and conditions	12	22 (iv) - Other terms and conditions	Only specific indemnities for the third party IP breach claims, subject to some exclusions are acceptable.	Please adhere to the tender terms and conditions.
6	Section II 22 (vi) - Other terms and conditions	12	22 (vi) - Other terms and conditions	Only specific indemnities for the third party IP breach claims, subject to some exclusions are acceptable.	Please adhere to the tender terms and conditions.
7	Section II 22 (vii) - Other terms and conditions	13	22 (vii) - Other terms and conditions	Bidder is comfortable to sign a mutual non-disclosure agreement with the Bank. However, Bidder is not in a position to permit its personnel to enter into the agreement in the individual capacity. It will create conflict between the obligations that the individual owes to Bidder and the obligations that he has agreed in the NDA with the Bank.	Please adhere to the tender terms and conditions.
8	Clause 14.2 (Termination for default)	14.2	In the event the Purchaser terminates the Contract in whole or in part, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Supplier shall be liable to the Purchaser for any excess costs for such similar Goods or Services.	Request to remove this provision as the bank already has remedies by way of charging penalties/liquidated damages etc.	Please adhere to the tender terms and conditions.
9	Evaluation Matrix II	16	Number of consecutive years the SI has implemented LOS/LMS solution	Assumption is CBS solution reference can be provided instead of LMS solution if loan products are implemented by bidder on it. Please confirm.	The experience will be considered for the consecutive years for which the SI has implemented software solution with all the features LOS/LMS.

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10	Annexure 2	18	The system should define and support loan products/ portfolios like Working capital loan, Term Loan, Rea) estate loans, Non fund based lines (LC, BG etc.), Hire purchase, Trade finance Solution, Supply Chain Solution, Cash management System,International banking, wealth management, Bills, Lease etc and further to include any product/ portfolio which bank decides to include launch at a later date.	Please consider to remove following "Non fund based lines (LC, BG etc.), Hire purchase, Trade finance Solution, Supply Chain Solution, Cash management System,International banking, wealth management, Bills, Lease etc and further to include any product/ portfolio which bank decides to include launch at a later date." . It will reduce TCO and implementation cost for the bank and meet bank's stated need in RFP.	Please refer Point no. 1 of Amendment Corrigendum
11	Annexure 2	19	Document imaging and archiving for easy accessibility from across the banking network through all channels.	Documents stored in LOS/LMS solution will be available through all channels proposed for LOS/LMS solution. Ask is not for the bank wide DMS solution. Please confirm	The documents stored in the proposed LOS/LMS solution should be available through all channels proposed for LOS/LMS solution. The DMS solution offered as part of LOS/LMS will not be considered as Bank wide DMS. Moreover, the proposed solution should be able to interface with Bank's DMS solution.
12	Annexure 2, Pt. 1.10	21	Should read Optical character recognition (OCR)/ Quick Response Code (QR codes) in the documents and auto-fill the relevant fields in the system (e.g. Aadhaar, Land records etc.)	Assumption is that bank's OCR application (which is part of scanning solution) will be required to be interfaced to capture details in LOS solution. Please confirm.	The LOS/LMS solution proposed by the bidder should have the functionality inbuilt in the solution for reading Optical character recognition (OCR)/ Quick Response Code (QR codes) in documents.
13	Annexure 2, Pt. 1.11	21	All the upgrades of the software solution should be provided to the Bank free of cost for the entire contract period.	Request to remove this requirement as all upgrades will not be deployed at the bank.	Please refer Point no. 17 of Amendment Corrigendum

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14	Annexure 2, Pt. 1.62	24	Two way interactions with core banking system where loans approved in LMS can be automatically disbursed/ managed in Core banking without repeat data entry.	Expect LMS to manage the loan life cycle including account opening, disbursement, billing/demand generation, repayment, interest calculation. Also Loan products will be defined in proposed LMS solution. Please confirm.	All the loan products will be defined in CBS and LMS/LOS solution. It is expected that the proposed solution should interface with CBS for pulling and pushing data to and from CBS. Further, the proposed solution should have functionalities in-line with the functional requirements in the tender.
15	Annexure 2, Pt. 1.62	24	Two way interactions with core banking system where loans approved in LMS can be automatically disbursed/ managed in Core banking without repeat data entry.	Assuming LMS and LOS solutions will expose standard APIs which will be consumed by bank's CBS system. Please confirm.	The methodology for interfacing with the CBS system will be discussed with the successful bidder during preparation of SRS and BRD documents.
16	Annexure 2, Pt. 1.62	24	Two way interactions with core banking system where loans approved in LMS can be automatically disbursed/ managed in Core banking without repeat data entry.	All transactions to be pushed to CBS? Is it online/batch mode?	The proposed LMS/LOS solution should have the capability of pushing the transactions both in online and batch mode. Bank may use Online/Batch mode based on the type of transaction. The same will be discussed in detail with the successful bidder during SRS and BRD preparation stage,
17	Annexure - 3 clause - 4.2 - Security /Audit Trail	46	Annexure - 3 clause - 4.2 - Security /Audit Trail	Bidder will use its best effort to ensure that the solution provided does not contain any malwares/viruses during the delivery. Vulnerability/penetration test reports done by Bidder can be submitted upon request by the bank and hence the liability imposed on the bidder is not acceptable.	Please adhere to the tender terms

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18	Annex. 3, 4. Security/Audit Trail, 4.2	46	The supplied application software must be secured against cyber/virus attacks (TLS/HTTPS for all Web portals). The sole responsibility of data theft (if any) is vested on successful bidder, if the data theft happens due to supplied software security issues with adware/malware/virus or other related attacks	We presume the bank will own and provide the required cyber security devices as per local regulatory requirements for securing the perimeter and application /database servers, kindly confirm. The Solution will be configured as per Bank's Information Security policies. Bidder to ensure for providing patches for any security vulnerabilities as per notification.	Bank will provide the necessary security infrastructure for securing the perimeter and application/database servers. Further, it is responsibility of the successful bidder to ensure that the supplied application software are secured against all known vulnerabilities (TLS/HTTPS for all Web portals).
19	Section III - Conditions of Contract.	49	Conditions of Contract	The RFP clause is silent on the bidder's negotiation rights and hence, request to consider that the terms and conditions of the contract shall be as mutually agreed between the parties.	Please adhere to the tender terms. Further, the format for Contract is attached as Format no. 12 of Section VI, which includes the documents which will form part of the contract.
20	Clause -2 (Use of Contract documents and Information)	49	Clause -2 (Use of Contract documents and Information)	The clause should be mutually applicable with the standard exclusions to the confidential information.	Please adhere to the tender terms and conditions.
21	Clause -3 (Intellectual Property Right)	49	Clause -3 (Intellectual Property Right)	Bidder is comfortable to give a perpetual license on a non-exclusive basis. Further, Bidder will keep all the source code in escrow, provided the Bank fully bears cost of escrow as per industry standards.	Please adhere to the tender terms and conditions. Kindly, refer clause no. 4 of Section IV at Page no. 63 of tender.
22	Clause - 5 (Inspections and tests)	50	Clause - 5 (Inspections and tests)	Bank should provide notice of 7 days prior notice, for performing any inspection on Bidder' premises. The scope of the inspection should be limited to the services that Bidder will provide in the contract. Further, all the representatives of the Bank shall be bound by the confidentiality obligation to keep all Bidder' information confidential. Request to cap the frequency of the audits limited to one per year, other than for statutory/regulatory audits.	Please adhere to the tender terms and conditions.

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23	Clause 7.4 (Comprehensive onsite warranty)	51	Clause 7.4 (Comprehensive onsite warranty) - However, Bank reserves the right to enter into AMC with other Vendor	This is not acceptable as the base solution is provided by the Bidder.	It is clarified that, bank has the right to enter into AMC for proposed software solution with OEM or authorized partner of the OEM.
24	Clause - 8 (Contract period)	51	Clause - 8 (Contract period)	The term of the contract may be extended by the mutual consent of the parties.	Accepted
25	Clause - 9 (Payment terms)	51	Clause - 9 (Payment terms)	The payment terms are silent on the right of the bidder to charge interest for delayed payments .We suggest to include in case of delay in payment, the bidder can charge 10% interest as late fee payment per annum.	Please adhere to the tender terms and conditions.
26	Clause - 13 (Guarantee on response to error)	54	Clause - 13 (Guarantee on response to error)	Request to replace the word 'guaranty' with 'warranty', which shall be as mutually agreed between the parties. Further, request to cap the cumulative penalties limited to 10% of the TCV	Please adhere to the tender terms and conditions.
27	Clause 14.1 (Termination for default)	55	Clause 14.1 (Termination for default)	The clauses (a), (b) and (c) are generic. Termination is acceptable for breach of material terms and conditions, which are not cured within the mutually agreed cure period.	Please adhere to the tender terms and conditions.
28	Clause 16 (Termination for convenience)	55	Clause 16 (Termination for convenience)	Termination for convenience shall be agreed only upon payment of a mutually agreed termination fees by the bank.	Please adhere to the tender terms and conditions.
29	Clause 18 (Confidentiality)	57	Clause 18 (Confidentiality)	Request to make this clause mutual. Please add the standard exclusions of the confidential information.	Please adhere to the tender terms and conditions.

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30	Clause 21 (Maintenance)	57	Clause 21 (Maintenance)	All the upgrades/releases shall be provided to the bank on an additional cost. We clarify that upgrades/new versions/version migrations shall not form part of the regular AMC/warranty periods and shall be undertaken by the bidder through a change request. AMC will have standard updates, bug fixes etc and if the bank opts for any upgrades/ new releases/versions of the software, the cost of hardware expansion, if required shall be borne by the bank.	Please refer Point no. 17 of Amendment Corrigendum
31	Clause 24 (Service Level Agreement)	58	Clause 24 (Service Level Agreement)	The RFP clause is silent on the bidder's negotiation rights and hence, request to consider that the terms and conditions of the contract shall be as mutually agreed between the parties.	Please adhere to the tender terms and conditions. Further, the conditions in the Service Level Agreement will be in-line with the terms and conditions of the tender.
32	Clause 26 (Indemnity)	58	Clause 26 (Indemnity)	Bidder does not agree to give broad indemnities. Bidder, however, agrees to specific indemnities only for the third party IP breach claims, subject to some exclusions. The RFP clause is silent on the bidder's indemnification for actions/inactions/breaches by the Bank, in the course of the services provided. Request that the indemnity clauses shall be as mutually agreed between the parties.	Please adhere to the tender terms and conditions.
33	Clause 27 (Limitation of liability)	59	Clause 27 (Limitation of liability)	Request to cap the cumulative liability of the bidder limited to last 12 months' fees paid by the bank to the bidder, except for IP infringement claims and bodily injury including death or damage to personal property.	Please adhere to the tender terms and conditions.

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34	Clause 28 (Transfer of ownership)	59	Clause 28 (Transfer of ownership)	The underlying solutions is the IP owned product of the bidder or its licensors and hence, request that the ownership of the Licenses or any adaptations, translations, derivate, modifications, customizations, enhancements carried out under the contract shall be owned by the Bidder. It is not acceptable to provide IP rights however, a perpetual license can be provided for the Bank to use the software and the materials.	Please adhere to the tender terms and conditions. As mentioned in the clause no. 3 of section III, the successful bidder/OEM shall retain the intellectual property rights for the application software. However, the successful bidder has to pass the title of ownership of the perpetual licenses to the bank.
35	21. MAINTENANCE	59	If bank upgrades the hardware, operating system or database the software must support new hardware and database during the contract.	It is the bidder's understanding that the bank will upgrade the hardware, operating system or database as per agreement with the bidder and also as per the published software release cycle. Request bank to confirm on the same.	Bank may upgrade hardware, operating system and database as per the requirements. For example:- Hardware may be refreshed, if the age of the hardware is more than the limit prescribed in the bank's IT policy. Similarly, operating system and database may be upgraded as per the life cycle of the OS and database or on recommendation of the External/Internal Auditors during VAPT/IS Audit.
36	Section IV - Clause 4 (Escrow)	63	Clause 4 (Escrow)	Bidder request the bank to bear the full cost of escrow.	Please adhere to the tender terms and conditions. Kindly, refer clause no. 4 of Section IV at Page no. 63 of tender.
37	Section IV - Clause 5 (Monitoring and Audit)	63	Clause 5 (Monitoring and Audit)	This clause is acceptable provided the bank intimates the bidder 7 days prior performing such audit and all the information received during audit will be kept confidential by the bank and its representatives.	Please adhere to the tender terms and conditions.

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38	Section IV - Clause 6 (User acceptance test of software)	64	Clause 6 (User acceptance test of software)	Bidder agrees for user acceptance test on a basis that the acceptance criteria shall be mutually agreed during contract negotiation stage.	Please adhere to the tender terms and conditions. Mutually agreed Test plan may be created for UAT on all the possible test cases before initiating the UAT phase.
39	8. LICENSES	64	The successful bidder has to provide necessary concurrent perpetual enterprise licenses for LOS/LMS solution which will be used for Primary Site (PR), DR Site, UAT and Training.	Request bank to confirm bidder's understanding that only 4 environments need to be considered within system sizing: Primary, DR, UAT & Training	Yes, the successful bidder has to provide necessary concurrent perpetual enterprise licenses for LOS/LMS solution which will be used for Primary Site (PR), DR Site, UAT and Training.
40	8. LICENSES	64	The successful bidder has to provide necessary concurrent perpetual enterprise licenses for LOS/LMS solution which will be used for Primary Site (PR), DR Site, UAT and Training.	Request bank to confirm whether DR site requires high availability or can be sized 100% of DC site.	Yes, the DR site should be sized as 100% of Primary Data Center.
41	Section IV - Clauses 12 (Installation, Maintenance and Support)	66	Clauses 12 (Installation, Maintenance and Support)	All the upgrades/releases shall be provided to the bank on an additional cost. We clarify that upgrades/new versions/version migrations shall not form part of the regular AMC/warranty periods and shall be undertaken by the bidder through a change request.	Please refer Point no. 17 of Amendment Corrigendum
42	19. Installation, Maintenance and Support	67	19. The proposed solution should cater to the needs of bank's LOS/LMS requirements and other Statutory, and Regulatory requirements of present and immediate future of the Bank.	New compliance enforced by regulator post signing of contract will be charged to bank for additional expenses incurred by bidder towards changes in infrastructure setup or application changes, kindly confirm.	Please refer Point no. 17 of Amendment Corrigendum

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43	10. ON-SITE SUPPORT	67	The scope for the on-site engineer will include configuration changes, version up gradations, performance monitoring, trouble shooting, patch installation, database management (Database schemas specific to application) and support for day to day software solution functional and technical operations. The Service Response and Resolution time for the onsite support services are as per clause 13 of section III. Further, the support engineer should be available during any software/database/hardware maintenance activities.	It is the bidder's understanding that as bank is providing the hardware and system software (operating system, database, middleware, etc.) for the deployment of the target solution, bidder will not provide any onsite or remote support team for the maintenance & support of the hardware and system software. Request bank to confirm on the same. With respect to the aforementioned understanding, request bank to clarify on the scope of support engineer.	The scope of the Onsite support has been covered under Clause no. 12 of section IV. Further, bank will maintain the hardware and system software. The Onsite engineer has to provide support with respect to application in the maintenance activities as there might be dependencies on the proposed solution for carrying out the system related activities.
44	19. Installation, Maintenance and Support	68	29. All data files transmitting through various interfaces should be in encrypted form.	Does bank have encryption and PKI setup in place currently and can the same be used for integration by new SI/bidder.	The proposed solution should have the functionality in-built in the solution or should be provided as part of the proposed solution to the bank.
45	19. Installation, Maintenance and Support	68	34. Closure of all VAPT/IS AUDIT observations pertaining to the proposed solution within time frame stipulated by Bank without any additional cost to the Bank. The observations may be made at any frequency by the bank or bank appointed external system audit team.	Kindly share the frequency of VAPT and IS AUDIT. Kindly confirm Vulnerability assessment and penetration testing is not on scope of bidder and Bank's existing security service provider will conduct the same for the proposed solution. Bidder will work to mitigate the gaps found in VA, if any.	The VAPT and IS audit will be conducted by bank or by an external auditor on behalf of bank.
46	19. Installation, Maintenance and Support	68	36. The implementation of LOS/LMS solution should be in line with ISO 27001:2013 standards.	Kindly provide the guidelines to be followed for implementation.	The guidelines for ISO 27001:2013 standards are available in public domain

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47	19. Installation, Maintenance and Support	69	p. Regular analysis of events and logs generated in the entire sub systems including but not limited to servers, operating systems, databases, applications, etc. Applying service packs, hot fixes and security rollouts	Kindly confirm SOC services are in scope of bidder or not.	SOC (Security Operations Center) services are not under the scope of the bidder and will be provided by bank.
48	19. Installation, Maintenance and Support	69	41. Integration with Database Activity Monitoring (DAM - McAfee), Privileged Identity Management (PIM - Arcos), security information and event management (SIEM - HP ArcSight) and Vulnerability Assessment System (VAS - McAfee) installed at Bank	Bank's existing IT infrastructure services provider will own the same and bidder has to provide the support for integration.	Bank will own and provide the necessary support for the same. The bidder has to co-ordinate with the service provider for integration with the systems.
49	19. Installation, Maintenance and Support	70	46. Compliance to Indian Bank's policies like IT policy, Security policy, etc.	Can you let us know the standards and guideleines followed by bank for its IT Policy. If possible, can you share the same.	The guidelines and Bank's various policies will be shared with the successful bidder during preparation of SRS and BRD documents.
50	19. Installation, Maintenance and Support	70	49. Solution must integrate with the Bank's existing network and security solutions	Can bank share the list of existing network security and application security devices with license details which can be used for integration and optimization Bank's existing IT infrastructure services provider will own the same and bidder has to provide the support for integration.	The details will be shared with the successful bidder during preparation of SRS and BRD documents.

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51	13. HARDWARE SIZING:	71	Base Data Volume	Please provide following additional information to size hardware:1. Concurrent users2. Peak TPS required3. HA requirements4. No. of mobility applications5. Total number of LOS users6. Total number of LMS users7. No. of loan processing branches	The following is the additional information :- 1. Concurrent users :- 4000 users (5 % YoY Growth) 2. Peak TPS required :- 100 TPS (10% YoY growth) 3. HA requirements :- Yes for both DC and DR Site. 4. No. of mobility applications :- As per the functional requirement. 5. Total number of LOS users :- Not applicable for hardware sizing 6. Total number of LMS users :- Not applicable for hardware sizing 7. No. of loan processing branches :- 3000 Branches (5% YoY growth)
52	12. INSTALLATION, MAINTENANCE AND SUPPORT:	71	40. Undertake and assist the bank official the following server administrator activities (indicative): a. Solution software Re-installation in the event of system crash/failures b. Configuring file systems, volumes and apportioning disk space . c. Ensure proper configuration of server parameters. d. Periodic system performance tuning. e. Addition, deletion, re-configuration of devices, additional users etc. f. Implementing security patches on servers at all levels. g. Security management -	It is the bidder's understanding that bank is providing the hardware and system software (operating system, database, middleware, etc) for the deployment of the target solution. Procurement, maintenance & support of the hardware and system software will be done by the bank's IT team or its appointed vendor. Hence request bank remove configuration of server, implementation of security patches on servers, Firewall/IPS/IDS configuration, database backup/restore from scope.	Bank/appointed vendor will maintain the hardware and system software. The Onsite engineer has to provide support/assist in the maintenance activities as there might be dependencies on the proposed solution for carrying out the activities.

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			Configuring account policy, access rights, password control as per Bank's security policy. h. Ensure all critical services are running properly on the servers. Schedule and optimize these services. i. Maintain lists of all system files, root directories and volumes. j. Performance tuning of servers and other equipments k. Monitoring access logs and application logs I. Purging of temporary Files, logs in accordance with Bank's policies m. Firewall/IPS/IDS Policy formulation and implementation in the system supplied. n. Data backup and restoration planning and implementation o. Regular and proper backups of all Servers & Storage to protect against data losses p. Regular analysis of events and logs generated in the entire sub systems including but not limited to servers, operating systems, databases, applications, etc. Applying service packs, hot fixes and security rollouts.		
53	5. Qualification Criteria (h)	73	The Bidder / OEM should have support center in Chennai and Hyderabad	Request the bank to change this clause to: "The Bidder / OEM should have or establish a support center in Chennai and Hyderabad"	Please refer Point no. 2 of Amendment Corrigendum

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54	clause 4 - Non disclosure agreement	93	clause 4 - Non disclosure agreement	The term of the NDA should be made specific. As the parties will enter in the commercial agreement, that agreement will replace this NDA. Further, we request for a right to retain the information in our archive and back up media.	Please adhere to the tender terms and conditions.
55	Clause 11 - Non disclosure agreement	94	Indemnity	We request the bank to delete the indemnity provision. In case of any breach of the NDA, the parties may seek the remedies of equitable relief from the court of law.	Please adhere to the tender terms and conditions.
56	NA	NA	General Query	Any cost of audits and compliance verification for regulatory compliance and certification of Solution will be borne by the bank, kindly confirm.	As per the terms and conditions of the tender, the successful bidder has to confirm that the proposed solution is secured against cyber/virus attacks. Further, Bank will bear the cost of VAPT and IS Audit and compliance verification for regulatory compliance and certification of Solution post.
57	NA	NA	General Query	We presume, Bank will allow to leverage its existing security related components like firewall, IPS, WAF, AV/Anti-Malware/FIM/HIPS/patch management for servers, encryption and SSL certificates with required licenses and will manage these tools policy as per bidder and regulatory requirement.	Bank will provide the SOC (Security Operation Center) services as per the regulatory requirements. The necessary SSL certificates for the solution have to be provided and maintained by the bidder. Further the bidder has to ensure that the solution is secure and comply with regulatory requirements.
58	NA	NA	General Query	Is network security and information security in scope of bidder, or bank's existing IT infrastructure services provider will own the same and bidder has to provide the platform and associated hardware and Databases	SoC (Security Operation Center) services are not under the scope of the bidder and will be provided by bank.

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60	Section 3	50	7.4 Bank reserves right to enter into AMC with other vendor	L3 support cannot be provided by any other vendor of Bank's choice. We will not share the IPR/ codebase of our product with any other vendor.	It is clarified that, bank has the right to enter into AMC for proposed software solution with OEM or authorized partner of the OEM.
61	Section 3	51	9 Payment Terms	These payment terms are really stringent. We would like to propose the Payment terms as follows: License fees: 100% in Advance Phase wise milestones: 1. Advance 2. BRD Signoff 3. Product delivery 4. UAT Signoff or x no of weeks from date of delivery 5. Go-live or x no of weeks from date of delivery AMC: Yearly in advance Change Requests: 50% in advance 50% on delivery	Please adhere to the tender terms and conditions.
62	Section 3 7 Comprehensive Onsite Warranty & 9 Payment Terms	50 53	24*7*365 Maintenance support & 24*7*365 Support	Request you to clarify these clauses in detail.	The bidder has to provide 24*7*365 support for the proposed solution and provide necessary support for smooth functioning of the solution by resolving the issues in a time bound manner as detailed in Clause no. 13 under Section III.
63	Section 3 12 Liquidated Damages	54	For delay beyond Implementation schedule, the supplier shall be liable to forfeit 0.5% of the cost of deliverables for the respective implementation phase	For delay beyond Implementation schedule, the supplier shall be liable to forfeit 0.5% of the cost of Implementation fees exclusive of License for the respective implementation phase	Please adhere to the tender terms and conditions.

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64	Section 3 14. Termination for Defaults	55	14.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such term and terms and in such manner as it deems appropriate, goods or services similar to those undelivered and the supplier shall be liable to purchaser for any excess cost for such similar Goods or services.	This clause is not acceptable to us because we have already agreed to the penalty clauses of RFP.	Please adhere to the tender terms and conditions.
65	27 Limitation of Liability	59	Vendors aggregate liability under the contract shall be limited to a maximum of the contract value.	This clause is conflicting with the Liquidated Damages clause 12. The maximum limit should be 10% of the contract value.	Please adhere to the tender terms and conditions.
66	28 Transfer of Ownership/Title	59	The successful bidder shall pass the title of ownership to the license supplied under this contract to Indian Bank on delivery of the material at the location(s) specified by the bank.	Ownership/Title of the software cannot be transferred to the bank. We only provide the right to use, IPR at any point of time will belong to us.	Please adhere to the tender terms and conditions. As mentioned in the clause no. 3 of section III, the successful bidder/OEM shall retain the intellectual property rights for the application software. However, the successful bidder has to pass the title of ownership of the perpetual licenses to the bank.
67	4. Escrow	63	50% cost of the escrow agent will be borne by successful bidder.	100% cost of the escrow agent will be borne by bank.	Please adhere to the tender terms and conditions. Kindly, refer clause no. 4 of Section IV at Page no. 63 of tender.
68	Section V	73	h. Bidder/OEM should have support center in Chennai and Hyderabad.	We have our support center in Chennai.	Please refer Point no. 2 of Amendment Corrigendum

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69	Annexure 3 6. Networking / Bandwidth Requirement	47	Bandwidth requirement should be provided to the bank as per below chart	• How many branches and number of users in a branch? • Does file upload happen from branches? • How many documents along with avg. size of document is expected to be uploaded from a branch? • Kindly provide branch wise no of current users and expected growth	• 2800 branches and 19000 users approximately. Branch wise no. of users may differ as per the size of branch. Further, growth in no. of branches and no. of users may be taken as 5% YoY. • Yes, the file upload should happen from the respective location, as applicable. • The average size of the document depends on the proposed solution. The average no. of pages per document may be taken us 10 pages/document and peak of 100 pages/document.
70	Annexure 3	46	3.8 Data Migration from existing data sources solution should be sole responsibility of the new bidder.	• Does data structure, documentation available like ERDs available for existing application data to be migrated? • If bank will be able to provide reports from existing data for checksum/tally the migration process?	Yes, wherever applicable the data has to be migrated from old application to proposed solution. The details for the same will be shared with the successful bidder during SRS and BRD preparation.
71	Annexure 3	47	Proposed solution should be able to provide complete forensic evidence of why a transaction was declined/hold/allowed?	• What are the expectations/definition on forensic evidence? In system, we can maintain the access, audit and transaction logs.	The proposed solution should have audit trails and transaction logs for all the loan applications/transactions. The proposed solution should also maintain the access and activity logs for all the users.
72	Section III	54	Guarantees on Response to Errors	These clauses will be discussed and mutually agreed during the contract finalization. However, we will propose our own Severity levels and response time in technical proposal.	Please adhere to the tender terms and conditions.

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73	Section III	57	Maintenance	We do not charge any license fees for the upgrades and updates during the valid AMC contract period. However, the implementation of such updates and upgrades will be a chargeable activity.	Please refer Point no. 17 of Amendment Corrigendum
74	Section III	57	Training	We will provide the training based on the 'Train the Trainers' approach.	Please adhere to the tender terms and conditions.
75	Section IV	65	Documentation	Below documentation will not be shared due to involvement of proprietary information: 1. Low Level Design 2. High Level design	Please adhere to the tender terms and conditions. Further, the documents containing proprietary information may be kept under Escrow.
76	Section IV	62	3. Project Implementation Time	9 month's timelines for implementation looks aggressive. We would like to request reconsideration and extension in timelines.	Please adhere to the tender terms and conditions.
77	1.1	18	The System should define and support loan Products/Portfolios Like WC Loans, Real Estate, Non Fund Based, Hire Purchase, Trade Finance, Supply Chain, Cash Management, System International Banking, Bills Lease and Further any Product and Portfolio to Launched by Business	What would be scope of Cash Management, System International Banking in LOS System.	Please refer Point no. 1 of Amendment Corrigendum
78	1.3.21	19	Document Imaging and archiving for easy accessibility from across Banking Networks	Do Bank have existing Enterprise Level Document Management System	The documents stored in the proposed LOS/LMS solution should be available through all channels proposed for LOS/LMS solution. The DMS solution offered as part of LOS/LMS will not be considered as Bank wide DMS. Moreover, the proposed solution should be able to interface with Bank's DMS solution.
79	1.3.9	19	Multi Org, Multi Process and Multi Branch Support	Do LOS require to support International Business Organization (Entities) of Banks	No. The scope is limited to the Bank's entities in India.

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80	1.31	22	Loan Management System Including Loan Origination	We understand that scope of Loan Management system is only for Renewal of Limits and actual Servicing and management would be done in BANCS. Is our understanding correct	The proposed solution should have functionalities in-line with the functional requirements in the tender.
81	General		NA	SI and OEM consortium bid allowed. Either of the consortium partner or together should qualify the Pre qualification criteria and evaluation marks will be provided accordingly	Please adhere to the tender terms and conditions. Further, Bidder should qualify against the basic qualification criteria under Section V.
82	Evaluation Matrix	16	Number of consecutive years the SI implemented LOS/LMS solution	Number of consecutive years the SI or OEM implemented LOS/LMS solution	Please adhere to the tender terms and conditions. In case OEM is participating directly marks will be given to OEM for SI/ bidder implementation capabilities.
83	Evaluation Matrix	16	References where SI implemented the LOS/LMS solution integrating with CBS	References where SI or OEM implemented the LOS/LMS solution integrating with CBS	Please adhere to the tender terms and conditions. In case OEM is participating directly marks will be given to OEM for SI/ bidder implementation capabilities.
84	Evaluation Matrix	16	Number of Banks under SI post implementation support For LOS/LMS being provided for the last two years	Number of Banks under SI or OEM post implementation support for LOS/LMS being provided for the last two years	Please adhere to the tender terms and conditions. In case OEM is participating directly marks will be given to OEM for SI/ bidder implementation capabilities.
85	Evaluation Matrix	16	Number of Implementation expert & Consultants available in India with the SI having 2 years experience in the proposed LMS/LOS	Number of Implementation expert & Consultants available in India with the SI or OEM having 2 years experience in the proposed LMS/LOS	Please adhere to the tender terms and conditions. In case OEM is participating directly marks will be given to OEM for SI/ bidder implementation capabilities.

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86	Qualification Criteria	73	The bidder should have satisfactorily implemented proposed LOS/LMS solution and its support services in at least one scheduled commercial bank in India. Copy of Purchase orders issued by Commercial Scheduled Bank in India should be submitted along with Technical Bid. Further,in the bidder should submit a letter issued by the scheduled commercial bank stating the services are found satisfactory. The letter should be obtained after the date of issue of the RFP.	The bidder or OEM should have satisfactorily implemented proposed LOS/LMS solution and its support services in at least one scheduled commercial bank in India. Copy of Purchase orders issued by Commercial Scheduled Bank in India should be submitted along with Technical Bid. Further, in the bidder should submit a letter issued by the scheduled commercial bank stating the services is found satisfactory. The letter should be obtained after the date of Implementation	Please refer Point no. 3 of Amendment Corrigendum
87	Checklist for Part 1	101	Demand Draft for Rs. 20,000/- (Rupees Twenty Thousand only) towards Bid document Charges	Demand Draft for Rs. 5,000/- (Rupees Five Thousand only) towards Bid document Charges	Please refer Point no. 4 of Amendment Corrigendum
88	2.1, 2.2	16	SI has implemented the LOS/LMS Solution	Request the bank to change to SI/OEM	Please adhere to the tender terms and conditions. In case OEM is participating directly marks will be given to OEM for SI/ bidder implementation capabilities.
89	2.3	16	SI's post implementation support for LOS/LMS provided for the last 2 Years	Request the bank to change to SI/OEM and also not restrict to last 2 years only	Please adhere to the tender terms and conditions. In case OEM is participating directly marks will be given to OEM for SI/ bidder implementation capabilities.
90	2.4	16	No of Implementation experts & consultants available in India with the SI having more than 2 Yrs of exp	Request the bank to change to SI/OEM	Please adhere to the tender terms and conditions. In case OEM is participating directly marks will be given to OEM for SI/ bidder implementation capabilities.

91		51 & 52	Payment Terms for Implementation	Request change in Payment Terms to help bidders manage the cash flow efficiently: Implementation a. 20% On Contract Sign Off b. 20% on SRS (System Requirement Study) Sign-off c. 20% On Successful installation and customization of Solution d. 20% On UAT signoff of one or more modules e. 20% after Go Live of one or more modules	Please adhere to the tender terms and condition.
92		51 & 52	Payment Terms for ATS	Request bank to make the ATS payment for the 2nd Year also as per the payment terms for ATS for the 3rd, 4th & 5th Years	Please adhere to the terms and conditions of the tender.
93	4	63	Escrow	Generally, the Escrow charges are borne by the bank. Request Change to: Escrow arrangement: Vendor shall provide escrow mechanism, if desired by the bank, for the product (all components) supplied by the vendor to bank in order to protect its interest in an eventual situation. The cost of escrow arrangement will be borne by the bank.	Please adhere to the terms and conditions of the tender.

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94	10	65	On-site Support	Request bank to clarify on the scope of onsite engineer. Will it be limited to Application support only since the infra support will be dealt with, by the bank. Please elaborate. Also, suggest on the number of resources required for DR separately, if any	The scope of the Onsite support has been covered under Clause no. 12 of section IV. Further, bank will maintain the hardware and system software. The Onsite engineer has to provide support with respect to application in the maintenance activities as there might be dependencies on the proposed solution for carrying out the system related activities. The Onsite resources have to maintain proposed solution at DR Site from Chennai.
95	2.7	62	Warranty	Generally, Updates are provided free of cost during the contract period. However, Upgrade & Upgrades Services are chargeable. Enhancements are generally taken up as Change Request process and commercials are dealt separately on case basis depending on the requirement.	Please refer Point no. 17 of Amendment Corrigendum
96	7	66	Interfaces	Bank to ensure support and cooperation from these application providers for smooth integration. Any cost associated from these vendors for integration will have to be borne by the bank.	Bank will bear the cost (if any) associated for integration associated with the application providers. Bank to ensure support and cooperation from these application providers for smooth integration.
97	27	68	Tools	Bank to provide more details on the tools required here for the purpose	Please refer Point no. 5 of Amendment Corrigendum

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98	28	68	Data Migration	Bank to support in terms of getting the necessary data in the format required for migration.	Bank will provide necessary support for data migration. Conversion of the data in the necessary format will be under the scope of work of the successful bidder.
99	31	68	New regulatory requirement after implementation	The solution will comply to all the statutory requirements till go live. After that if the cost involved is significant to cater to any new statutory requirement, it will be taken as part of CR.	Please refer Point no. 17 of Amendment Corrigendum
100	59	71	Enterprise wide dashboards	Pls clarify if the bank wants the bidder to also factor in the necessary tools for this.	The proposed solution should provide dashboards as per the functional requirement of the RFP.
101	13	71	Hardware Sizing	We assume that the Core/Distribution Switches, Firewalls, Application Firewall, Load Balancer's, WAN devices for the new Infrastructure/System will be provided by the bank.	The IT infrastructure will be provided by bank.
102	13	71	Hardware Sizing	Can bidder assume that the Bank will provide the monitoring Server and Software /Antivirus tools for the new server environment? Please confirm	The IT infrastructure will be provided by bank. Further, bank will monitor and maintain the hardware and system software. The Onsite resource has to provide necessary support to bank wherever application dependencies are involved.
103	13	71	Hardware Sizing	Total number of application transfer per day for LOS	The parameter is not required for hardware sizing.
104	13	71	Hardware Sizing	Number of images uploaded per day for LOS	A value for the same can't be fixed.
105	13	71	Hardware Sizing	Size per image for LOS	Size of the image depends on the proposed solution. The image should have a minimum resolution of 300 DPI for color/BW documents.
106	13	71	Hardware Sizing	Number of users coming through internet	15,000 users

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107	13	71	Hardware Sizing	Network, Internet, Replication connectivity between DC's is the responsibility of the Bank. Please confirm	Bank will provide the necessary network infrastructure required for the proposed solution.
108	c	73	Bidder should be having profit in the following three financial years of the bidder	Request the bank to change this to positive net worth instead of profits	Please refer Point no. 6 of Amendment Corrigendum
109	III	8	Commercial Bid should include warranty for one year and ATS/AMC for four years for the software and entire solution supplied as part of this contract with three onsite support on bank working days for a period of twelve months from the date of Go-Live. Future release & upgrades/ Patches/ Modifications/Customization for statutory regulatory changes as required under the directives of Government of India, Reserve Bank of India etc. should be at no cost to the bank till the end of contract period.	Commercial Bid should include warranty for one year and ATS/AMC for four years for the software and entire solution supplied on annual subscription model with the application hoisted on Indian Bank premises ie either at Indian Bank Data center or any on premises of Indian Bank as part of this contract with three onsite support on bank working days for a period of the contract from the date of Go-Live. Future standard release & upgrades/ Patches/ Modifications for statutory regulatory changes as required under the directives of Government of India, Reserve Bank of India etc. should be at no cost to the bank till the end of contract period. Any specific customization for Indian Bank could be charged additional.	Please adhere to tender terms and conditions.
110	RFP Point Number 6	9	Bidder Shall furnish as part of their bid, a bid security in the form of a bank guarantee issued by a scheduled commercial bank or foreign bank located in India in the form provided in the bidding documents for a sum of Rd 25,00,000	Change requested to reduce the bid security to Rs 10,00,000. (Rupees Ten Lakhs)	Please adhere to tender terms and conditions

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111	RFP Point Number 13.2 C Technical Evaluation	11	The Loan Management/Origination System will be evaluated for LOS/LMS Solution (850 Marks) System Integrator (SI) capabilities 100 marks & OEM experience & support capabilities 50 Marks as per evaluation matrix I and II of Annexure I. The bidder has to score minimum of 85% overall marks for qualifying for reverse auction	Change requested to The Loan Management/Origination system will be evaluated for LOS/LMS solution (850 Marks). System Integrator (SI) 50 marks and OEM experience & support capabilities 100 mark as per evaluation matrix I and II of Annexure I. The bidder has to score minimum 75% overall marks for qualifying for reverse auction	Please adhere to tender terms and conditions
112	Evaluation Matrix II S. No 2.1	16	Number of consecutive years the SI has implemented LOS/LMS Solution: Above 4 Years - 20 Marks 4 Years -15 Marks 3 Years – 10 Marks 2 Years – 5 Marks	Change this to: Number of consecutive Years the SI/OEM has implemented LOS/LMS Solution: 3 Years – 20 Marks 2 Years – 15 Marks 1 Year – 10 Marks	Please refer Point no. 7 of Amendment Corrigendum
113	Evaluation Matrix II S.No 2.2	16	References where SI has Implemented the LOS/LMS solution integrating with CBS Abroad India 4 Clients 12 20 3 Clients 9 15 2 Clients 6 10 1 Client 3 5	Change this to : References where SI/OEM has implemented including customers where Implementation is in progress for LOS/LMS solution integrating with CBS India & Abroad 3 Clients 20 Points 2 Clients 15 Points 1 Client 10 Points	Please refer Point no. 8 of Amendment Corrigendum
114	S.No 2.3	16	Number of Banks under SI's Post Implementation support for LOS/LMS being provided for the last 2 years Abroad India 4 Clients 12 20 3 Clients 9 15 2 Clients 6 10 1 Client 3 5	Number of Banks under SI's/OEM's Post Implementation support for LOS/LMS being provided for the last 2 years Abroad & India 3 Clients 20 2 Clients 15 1 Client 10	Please refer Point no. 9 of Amendment Corrigendum

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115	2.4	16	Number of implementation experts and consultants available in India with SI having more than two years of experience in the proposed LOS/LMS 26 or More 20 21-25 15 15-20 10 10-14 5	Number of implementation experts and consultants available in India with SI/OEM having minimum of two years of experience in the proposed LOS/LMS 25 or More 20 19-24 15 10-18 10	Please refer Point no. 10 of Amendment Corrigendum
116	3.1	16	Number of consecutive years the OEM has supplied the proposed LOS/LMS Above 3 Years 20 Marks 3 Years 10 Marks Reference where the proposed solution has been implemented in the Banking Sector.	Number of consecutive years the OEM has supplied the proposed LOS/LMS Above 2 Years 20 Marks 2 Years 15 Marks Reference where the proposed solution has been implemented in Banking or NBFC.	Please refer Point no. 11 of Amendment Corrigendum
117	3.2	16	Abroad India 4 Clients 12 20 3 Clients 9 15 2 Clients 6 10 1 Client 3 5	Abroad & India 3 Clients 20 3 Clients 15 2 Clients 10 1 Client 5	Please refer Point no. 12 of Amendment Corrigendum
118	3.3	17	References where the LOS/LMS solution has been integrated with CBS Abroad India 4 Clients 6 10 3 Clients 5 9 2 Clients 4 8 1 Client 3 7	References where the LOS/LMS solution has been integrated with CBS Abroad & India 3 Clients 10 2 Clients 9 1 Clients 8	Please refer Point no. 13 of Amendment Corrigendum

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119		17	Over All Total To be eligible bidder should cross minimum 75% over all ie 750/1000	1000 Marks	Please adhere to tender terms and conditions.
120	General	All		We request bank to share the below annexures in word copy; so that format and content will not be changed/Modified by the bidder1.Annexure12.Annexure23.Annexure3	An OCR copy for the necessary Annexure has been made available on the bank's website.
121	Section - IV	64	Licenses	We request Bank to include User based license model also and share the number of users ; so that the optimized proposal and sizing would be submitted as per RFP response. DSA/.Agencies (Mobility) - Bank field Officers (Mobility)- Branch Users (LOS Application) - RO/HO/Credit/Risk Team (LOS Application)- Any other users - (Mobility) Any other users - (LOS Application)	Please adhere to the tender terms and conditions.
122	Section - IV	64	Licenses	We request Bank to include concurrency based license model also and share the number of Concurrency; so that the optimized proposal and sizing would be submitted as per RFP response. DSA/.Agencies (Mobility) - Bank field Officers (Mobility)- Branch Users (LOS Application) - RO/HO/Credit/Risk Team (LOS Application)- Any other users - (Mobility) Any other users - (LOS Application)	Please adhere to the tender terms and conditions.

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123	Section - IV	64	Licenses	We request Bank to share concurrency of different users ; As our solution infra is sized based on the number of concurrency not based on the number of transactions or users; Split is required as solution needs to be deployed in DMZ and Non-DMZ zones. DSA/.Agencies (Mobility) - Bank field Officers (Mobility)- Branch Users (LOS Application) - RO/HO/Credit/Risk Team (LOS Application)- Any other users - (Mobility) Any other users - (LOS Application)	Please adhere to the tender terms and conditions
124	Annexure 2 Item No. 1.3.8	19	Should perform all relevant 3rd party verifications, valuations, field investigations, credit bureau checks, geo tagging, etc with minimum human intervention	Kindly share the list of all 3rd party verifications that needs to be performed by the system	Please refer Page no. 66, clause 12.4 and 12.5 in section IV.
125	Annexure 2 Item No.1.4	20	Parameterization, Historical Data Management, verifying data quality, data migration on case to case basis, user acceptance testing, documentation, knowledge transfer and support	Kindly elaborate the scope of data migration, historical data management and it's statistics	Currently, bank has two systems from which data has to be migrated to the proposed solution.
126	Annexure 2 Item No.2	24	Lead Management	We understand that Indian Bank currently uses a CRM. Kindly provide the the CRM that is currently in place and method of integration available in it.	Lead Management module should be available in the proposed solution with the functionalities detailed for lead management module.
127	Annexure 2 Item No.1.64	24	Setting up/managing unit cost depending upon purpose or other definable parameters	Kindly elaborate the use case	Unit cost/ Scale of finance as fixed by Government agencies like NABARD or State Level Technical Committees (SLTC) for any crop or any project should be configurable.

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128	Annexure 2 Item No.13.14	32	System should provide for any number of years for which loan/project data can be supported	Kindly elaborate the use case	10 years after closure of the application.
129	Annexure 4 Item No. 12.13	67	Development of separate portal from which customers should be able to manage their loan applications/proposals viz apply for loans, upload documents, check application status etc	We understand this is more integration with Indian Bank Web site rather than portal so recommend to change this as "Development of separate Web Pages from which customers should be able to manage their loan applications/proposals viz apply for loans, upload documents, check application status etc	A separate portal is required.
130	Annexure 2 Item No. 37	42	Agriculture Segment (Specific Requirement)	Please share the business workflow for the Agri Segment	The same will be discussed in detail and provided during the preparation of SRS and BRD documents.
131	Annexure 2 Item No. 38	43	MSME Segment (Specific Requirement)	Please share the business workflow for the MSME Segment	The same will be discussed in detail and provided during the preparation of SRS and BRD documents.
132	Annexure 2 Item No. 39	44	Retail Segment (Specific Requirement)	Please share the business workflow for the RETAIL Segment	The same will be discussed in detail and provided during the preparation of SRS and BRD documents.
133	Annexure 2 Item No. 40	45	Corporate Segment (Specific Requirement)	Please share the business workflow for the CORPORATE Segment	The same will be discussed in detail and provided during the preparation of SRS and BRD documents.
134	22. Other terms and Conditions	13	iX. Bidders to quote LOS/LMS software solution from single OEM.	We understand" Bidders to quote LOS/LMS software solution from single OEM and the underlying technology components shall be extended for other assets and liabilties products in future". Please clarify	Please adhere to the tender terms and conditions.

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			Details provided in RFP		Modification requested		
135	Evaluation Matrix :-II	16	SI/Bidder Implementation Capabilties	(total of 2.5 = ma	SI/Bidder/OEM Implementation Capabilties	(total of 2.1,2.2,2.3,2.4 maximum of 100	Please adhere to the tender terms and conditions i.e. only System Integrator (SI) or OEM.
			2.1 Number of consecutive years the SI has implemented LOS/LMS Solution	Above 4 ye 3 ye 2 years	2.1 Number of consecutive years the SI/OEM has implemented LOS/LMS Solution	Above 4 years 4 years-15 3 years-10 2 years - 5 marks	
			2.2 References where SI has implemented the LOS/LMS solution integrating with CBS	4 Client 3 Client 2 Client 1 Client	2.2 References where SI/OEM has implemented the LOS/LMS solution integrating with CBS	Abroad 4 Clients 12 3 Clients 9 2 Clients 6 1 Client 3 5	
			2.3 Number of Banks where SI's post implementation support for LOS/LMS being provided for the last 2 years	4 Client 3 Client 2 Client 1 Client	2.3 Number of Banks where SI /OEM post implementation support for LOS/LMS being provided for the last 2 years	Abroad 4 Clients 12 3 Clients 9 2 Clients 6 1 Client 3 5	
			2.4 Number of implementation experts & consultants available in India with the SI having more than 2 years of experience in the proposed LMS/LOS.	26 or 21-25 15-20 10-14	2.4 Number of implementation experts & consultants available in India with the SI/OEM having more than 2 years of experience in the proposed LMS/LOS.	26 or more 21-25 15-20 10-14 5	
			2.5 visit to reference site (if waived and bidders would get 20 marks)	Based referenc be allote	2.5 visit to reference site (if waived and bidders would get 20 marks)	Based on the visit to r marks will be alloted	

136	9.Payment terms	51	Details provided in RFP Mile stones | L On completion of the user acceptance testing by Bank's team (this may include further minor customziations for aligning with our requirements) | 1 L Delivery of production licenses at primary at primary and DR site | 8 p Go-Live of Phase I (Rollout of application for branches under two zones) | 2 p	Modification requested Mile stones | License Cost On Successful delivery of product licenses to Bank | 100% of the cost licenses along with Ba of equivalent amou project period.	Please adhere to the tender terms and conditions.
137	Section V	73	Qualification criteria The annual turnover should be Rs 15.00 crores or above in each of the following three financial years of the bidder 2015-16, 2016-17 and 2017-18 (copy of audited balance sheet of the respective financial years)	Qualification criteria - we request bank to amend the turn over as the project covers all LOBS of assets products and to ensure capable bidders will be participate Bidder's or OEM annual turnover should be Rs 150.00 crores or above in each of the following three financial years of the bidder 2015-16, 2016-17 and 2017-18 (copy of audited balance sheet of the respective financial years)	

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138	Section V Qualification criteria	73		Qualification criteria - we request bank to include below criteria to ensure right solution is being proposed with similar experience. The proposed LOS/LMS application should be implemented in at least 3 of asset products of Retail,Agri,Corporate,MSME and it's support services in at least one commerical bank in India.One AGri Loans implementation is mandatory.	Please refer Point no. 3 of Amendment Corrigendum
139	17. Part II (Price break up to be submitted by the successful bidder after Online reverse Auction)	97	Price schedule B. Cost of Manpower for onsite support for 1 year / Cost o onsite s i.e 1 yea go live solution	Number of resources has been mi payment terms. Hence requesting for onsite support for 1 year i.e 1 ye solution - 3 resources"	It is clarified that the cost to be quoted is for 3 resources. f r d
140	General	General	General	Can the bidder resue or deploy the proposed LOS/LMS application in the existing server/applications of Indian Bank? Please confirm. This will reduce the total TCO of bank for 5 years.	No. The LOS/LMS software solution will be hosted separately for ease of maintenance.
141	Annexure IV - item No .10	65	On-Site Support	We understand that On-Site support to be provided will be at Chennai office and sometimes DR drill support required at Hyderabad office. Please confirm	The Onsite resources have to maintain proposed solution at DR Site from Chennai.
142	Annexure IV - Section 3. Item No.22	57	End User Training	We understand that training to bank users will be held in a Centralized location at Chennai, Please confirm	The training will be held in a Centralized location at Chennai

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143	Evaluation Matrix :-II	17	Corporate Segment (Specific Requirement)	To summarize the understanding the complexity and expectation of this RFP; Below are key criterias that will be evaluated during presentation and demo . we reommend to clarify and confirm this will be part of evaluation matrix II. 1. Muti Channel sourcing - Mobility, Branch, Portal, 3rd Party, Email etc.. 2. Quick Data Entry - Integration with internal & external systems & Agencies along with Extraction engine to extract OCR, ICR, OMR, QR data. 3. Dynamic Form & Fields for each assets - Inbuilt Form designer with WYSWGY capabilities 4. Rules Engine - Web based interface to administer (Create/Deploy/Debug) of rules and expose rules as API's Webservice to all, portal & 3rd party applications with version control capabilities 5. Proven DMS & Workflow - Document handling with CMIS capability and workflow tool of BPMN/BPEL for mapping all dynamic/static/Commitee/Group level workflows 6. Mobility APP - Hybrid mobile APP to built mobile application in Andriod, iOS and Windows platform. 7. Assets - Complete Loan orgination /management except NPA & recovery for all retail, corporate, MSME and agri products	Please adhere to the tender terms and conditions.

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144	Evaluation Matrix :-II	17	Addition	Underlying product should be recognized in any of the magic quadrant report of Gartner - (As per the RFP requirement is going to bring a big transformation in method of working at Indian Bank, it is necessary that a recognized product at least by Gartner is considered in the RFP) and same is asked in various PSU Banks like Bank of Baroda, Andhra Bank, OBC..	Please adhere to the tender terms and conditions.
145	Annexure I Evaluation process for LMS/LOS solution	17	Further the vendor has to confirm that all the features which not available as per the functional specs of the RFP will be developed and supplied to the bank within a period of 6 months from the date of issue of RFP without any additional cost.	we request bank to amend this statement as " Further the vendor has to confirm that all the features which not available as per the functional specs of the RFP will be developed and supplied to the bank within a period of 6 months from the date of project kick off without any additional cost".	Please refer Point no. 14 of Amendment Corrigendum
146	Annexure I Evaluation process for LMS/LOS solution	17	15	We understand the workflow and allocation tool mentioned should comply the workflow standards such as BPMN/ BPEL for mapping all dynamic/ static/ Committee/ Group level workflows. Please confirm	Please adhere to the tender terms and conditions. The proposed solution should have the functionality as per the functional requirements detailed in the tender.
147	Section III-Conditions of contract	49	3. Intellectual property Rights	We understand Core product remains with OEM and solution implemented to bank needs to provided to Indian Bank . Please confirm	Please adhere to the tender terms and conditions. As mentioned in the clause no. 3 of section III, the successful bidder/OEM shall retain the intellectual property rights for the application software. However, the successful bidder has to pass the title of ownership of the perpetual licenses to the bank.

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148	3. Project Implementation time and schedule of delivery	62	Migration	we request to include the schedule of migration activity after or before UAT in the table so that it will be clear on the complete project plan with all activities. We request to include 2 months addition for migration activity.	Please adhere to the tender terms. The quantum of data to be migrated to the new system is small, hence can be managed in the timelines mentioned in the tender.
149	Section I - Invitation for Bids	4	Fees for RFP document Rs. 5,000/- (Rupees Five Thousand only) to be paid in the form of Demand Draft issued by a Scheduled Commercial Bank in favour of "Indian Bank" payable at Chennai.	We understand that RFP Document fees is only Rs 5000/- however bank may clarify the reason for calling DD for Rs 20000/- towards bid document charges in Page 101 under Item 19 Check list for Part 1 - Serial No 14 Bank may suitabily amend RFP condition.	Please refer Point no. 4 of Amendment Corrigendum
150	6.1 - Bid Security (EMD)	9	6.1 The bidder shall furnish, as part of their bid, a bid security in the form of a bank guarantee issued by a scheduled commercial bank or foreign bank located in India, in the form provided in the bidding documents for a sum of Rs. (Rupees Twenty Five Lakhs only) and valid for Two Hundred and Twenty Five (225) days(i.e. Bid validity 180 days + 45 days — 225 days from the last date for submission of bid). Bank may seek extension of Bank Guarantee, if required.	In such tender by PSU's, such bid security exempted incase of bidder being MSME and etc. We cound not find any clause in RFP for such exemption of EMD. Bank may clarify or provide suitable amendment in RFP	Please refer Point no. 15 of Amendment Corrigendum

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151	13.2 Technical Evaluation	11	c) The Loan Management/Orgination System will be evaluated for LOS/LMS Solution (850 marks), System Integrator (SI) capabilities (100 marks) and OEM experience & support capabilities (50 marks) as per the Evaluation Matrix I and II of Annexure I . The bidder has to score a minimum of 85% overall marks for qualifying for Reverse Auction.	When OEM is a bidder there will not be any SI. Bank may clarify in such situation how SI capabilities marks of 100 shall be apportioned	In case OEM is participating directly, marks applicable for SI + OEM will be given to OEM.
152	Evaluation Matrix : II	17	Further, the vendor has to confirm that all the features which are not available (as on date) as per the functional specification of the RFP will developed and supplied to the bank within a period of 6 months from the date of issue of RFP without any additional cost. The bidder has to submit a declaration for the same as per the format attached as Annexure 9 of Section VI.	Bank is requested to amend date of commencement - not as RFP issue date but from PO Acceptence Date	Please refer Point no. 14 of Amendment Corrigendum

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153	Annexure II Solution Details - Item no 1.1	18	The system should define and support loan products/ portfolios like Working capital loan, Term Loan, Rea) estate loans, Non fund based lines (LC, BG etc.), Hire purchase, Trade finance Solution, Supply Chain Solution, Cash management System, International banking, wealth management, Bills, Lease etc and further to include any product/ portfolio which bank decides to include launch at a later date.	Bank may clarify how these requirements like Cash management, International Banking etc are coming under LOS - Loan Orgination System	Please refer Point no. 1 of Amendment Corrigendum
154	Annexure 1 Solution Details - Item no 40	45	40. CORPORATE LOAN SEGMENT (Specific Requirements) 40.1. Integration with Treasury management system 40.2. Data on derivative product, Bonds, hedging instruments etc. as available in treasury should be made available for all processing, reporting, Exception management and control purpose. 40.3. Should integrate with Customers ERP systems in a controlled environment.	Bank may clarify how these requirements are coming under LOS - Loan Orgination System	Please refer Point no. 16 of Amendment Corrigendum

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155	SECTION - 111 - CONDITIONS OF CONTRACT - Point no 3	49	While the successful bidder/OEM shall retain the intellectual property rights for the application software, it is required that successful bidder shall grant the perpetual license to the bank for the bank's exclusive use without limitation on the number of users. The successful bidder shall place the source code of customizations done for the bank (and the procedures necessary to build the source code into executable form) for the application software, in escrow with a reputable agency (a bank or established software escrow firm in India) acceptable to the Bank during the contract period.	Source code belongs to OEM bidder and the escrow agent to be mutually acceptable to both OEM and bank	Please adhere to the terms and conditions of the tender.
156	SECTION - 111 - CONDITIONS OF CONTRACT - Point no 9	51	9. PAYMENT TERM	Payment Terms may be mutually modified so that 40% licnese fees payable along with PO to successful bidder	May be discussed.

157	SECTION - 111 - CONDITIONS OF CONTRACT - Point no 9 Payment Terms	53	The LOS I-MS solutio & related so t are should be maintained with back to ack 24*7*36 support from the respective OEMs by the bidder till the end of the contract period, Also, three onsite enqineer support should be provided i.e. one resource should be available 9:00 AM to 6:00 PM and two resources from 10:00 AM to 07:00 PM respectivelyr on all Bank workinq days for a Deriod of one year from the date of ao live of Dhase I. The payment for the onsite support will be released quaterly in arrers	24*7*365 -only electronic support is possible. Telephone and other physical supports shall be during 9am till 6pm during working daysi.e Monday to Friday.	It is clarified that onsite support is required if the system is down/not available for regular operations, and the response/resolution time should be as detailed in Clause no. 13 under Section III.

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158	SECTION - 111 - CONDITIONS OF CONTRACT - Point no 12. LIQUIDATED DAMAGES	53	The supplier must strictly adhere to the schedules for completing the assignments. Failure to meet these Implementation schedules, unless it is due to reasons entirely attributable to the bank, may constitute a material breach of the supplier's performance. In the event that the haser is forced to cancel an awarded contract (related to this RFP) due to the successful supplier's inability to meet the established delivery dates, the purchaser may take suitable penal actions deemed fit in addition to invocation of performance guarantee. Liquidated Damages on delay in Implementation: For delay beyond the implementation schedule, the supplier shall be liable to forfeit 0.5 0/00f the cost of the deliverables for the respective implementation phase, as per the project implementation timelines mentioned in clause no. 3 of Section IV, for every week or part thereof subject to maximum of 10% of cost o project for the delay solely not attributable to purchaser. Once the penalty crosses 10 0/00f the cost of the project, purchaser reserves the right to cancel the contract.	seek in pre-bid whether 5% max. penalty is possible against 10% in RFP.	Please adhere to the terms and conditions of the tender.

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159	SECTION - 111 - CONDITIONS OF CONTRACT - Point no 13. GUARANTEES ON RESPONSE TO ERRORS	54	A penalty of Rs. 1,000/- shall be charged per hour for non-conformance with the aforementioned table. Maximum penalty for non-conformance would be capped at the 30% of cost of the project.	The max.penalty appears very high to Industry standard.Request to reduce it to 5% of Project cost.	Please adhere to the terms and conditions of the tender.
160	Section IV - Scope of the Project - Point no 4	63	50% of the Costs for the Escrow will be borne by the successful bidder and the rest 50% will be borne by the bank	Escrow cost to be borne by the bank entirely as source code of bidder has to be kept for the convenience of the bank only.	Please adhere to the terms and conditions of the tender.
161	Section IV - Scope of the Project - Point no 8	64	The Bidder shall furnish all +D11the software licenses in the light of Bank's requirement for unlimited period and unlimited usages for implementation of the solution. The licensing policy of the solution supplied must be provided to support the licensing model & actual licenses supplied to the Bank.	Clause for termination of Liceses based on certaiin material breaches to be in place	Please adhere to the terms and conditions of the tender.

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162	Section IV - Scope of the Project - Point no 12	66	7. Proposed Solution should also provide interface with Integrated Risk Management System, MIS, Integrated Treasury management system, Early Warning Signal (EWS), AML, RAM Rating, Trade Finance, Document Management System (Proposed for accessing archived document), Active Directory (for user authentication), Biometric Solution (for user authentication), Call Center (for customer support) etc. Further, a detailed list of the systems with which the LOS/LMS system should integrate will be provided during preparation of BRD and SRS.	Integration requirements are huge and likely time consuming. It shall be difficult task to complete within 6 months time of customisation and integration for all deliverables for UAT purpose. Migration activity as required by the bank may have to be handled seperately with timelines say additional 3 months.	Please adhere to the terms and conditions of the tender.
163	Section IV - Scope of the Project - Point no 28	68	1. The vendor has to migrate complele data from existing data sources to the proposed solution	This may need seperate time schedule beyond the stipulated time periods in RFP.	Please adhere to the tender terms. The quantum of data to be migrated to the new system is small, hence can be managed in the timelines mentioned in the tender.
164	Section IV - Scope of the Project - Point no 36	68	36. The implementation of LOS/LMS solution should be in line with ISO 27001: 2013 standard	ISO standard can be Optional and not a must one. Many banking clients including Nationalised banks are not insisting this ISO standard.	The guidelines for ISO 27001:2013 standards are available in public domain

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165	Section V- Qualification Criteria	73	The Bidder / OEM should have support center in Chennai and Hyderbad	We have only one development and support office at chennai so the bidder OEM should have support center either at chennai or hyderbad (Modification required) We can provide onsite support at hyderbad whenever required	Please refer Point no. 2 of Amendment Corrigendum
166	Section III - 30		Change Management	Additional Clause	Please refer Point no. 17 of Amendment Corrigendum
167	2.2 & 2.3 - Evaluation matrix II	16		Mentioned that a set of scoring is applicbale if either implemented in India or Abroad. Whereas, in eligibilit criteria; it was mentioned that implementation of one schedule commercial bank is required. Kindly clarify that whether either of any one experience can be cited as implementation experience, i.e., LOS / LMS implementation either at India or abroad.	The Scoring model has marks for implementation Abroad/India for understanding the SI capabilities and experience, whereas the bidder should have implemented LOS/LMS solution in One Scheduled Commercial Bank in India for qualifying for the rest of the evaluation process.
168	Annexure 2 - Line item 1.1	18		Based on the provided specification, it was found that bank seeks all loans like single loans, group loans and ridder loans. Whereas, a system can support any one or types of loans only. Can products like Trade Finance Solution, Supply Chain Solution, Cash Management System International Banking, Wealth Management, Lease can be eliminated from the requirement?	Please refer Point no. 1 of Amendment Corrigendum
169	Annexure 2 - 1.3.22	19		System do have image processing ability, but does not have provision of displaying the same as an output either in application or in report output. System has functionality of downloading the image for print.	Please adhere to the tender terms and conditions.

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170	Annexure 2 - 1.6	20	Validation of models and processes and maintenance of application software, system software, database, any other interfaces required by the bank (existing or proposed), etc.	Kindly provide a detailed explanation over the mentioned line item	Please refer Point no. 18 of Amendment Corrigendum
171	Annexure 2 - 1.20	21	System should be able to handle entire loan life cycle management i.e. Complete Loan Origination and processing system having automated process from lead management till loan closure except NPA/ Recovery,	The closure of loan will occur at loan management system. Whether the bank is also seeking loan management system as part of the requirement. In such case, please provide the detailed requirement for LMS as provided items are covering only LOS functions.	The proposed solution should have functionalities in-line with the functional requirements in the tender.
172	Annexure 2 - 1.32	22	Support insurance module	Please provide the detailed explanation that whether its for retail or corporate or agriculture loans. What functions need to be performed by the system in this module..? Please clarify...	System should be able to generate the required data for upload into the insurance portals like PMFBY. It should also generate the reports for insurance falling dues on daily basis and send alerts to the branches.
173	2.2 & 2.3 - Evaluation matrix II	16	Bid submission date	Requesting to extend the bid submission to further 2 weeks against the proposed date, i.e., 10.Oct.2019	Please adhere to the tender terms and conditions.
174	Annexure 2 - Line item 1.1	18		Mentioned that a set of scoring is applicable if either implemented in India or Abroad. Whereas, in eligibility criteria; it was mentioned that implementation of one schedule commercial bank is required. Kindly clarify that whether either of any one experience can be cited as implementation experience, i.e., LOS / LMS implementation either at India or abroad.	The Scoring model has marks for implementation Abroad/India for understanding the SI capabilities and experience, whereas the bidder should have implemented LOS/LMS solution in One Scheduled Commercial Bank in India for qualifying for the rest of the evaluation process.

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