Clarifications for Pre-Bid Queries - Ref: CO:RBD:284:2018-19 dated 27.11.2018 Supply, Installation, Customization And Maintenance Of Loan Management/ Origination System

CLARIFICATIONS

Sl.	RFP point no/ Title	RFP Page No	Details provided in RFP	Query/Change Requested	Bank's Reply
1	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, the OEM will be also evaluated against the criteria for evaluating the SI capabilities
2	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	Accepted. The Escrow agent should be mutually acceptable to Bank as well as successful bidder. However, the escrow firm/agent should be located in India. Further, please refer to point no. 1 of Amendment Corrigendum.

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3	Section IV-Scope of the Project-Point No. 2.2	61	Customized Application: Customization should be done as per the Banks' requirements and these should be documented properly. These customizations are required to be kept under ESCROW (with the software source code) every quarter. LOS/LMS solution provided by the OEM along with the customizations kept as ESCROW would form the complete LOS/LMS software as per the requirements defined by the Bank	Customization of software shall be kept under Escrow every quarter provided there is any such customization during any quarter. However, general updates can be done and kept in Escrow once a year.	For avoiding complexity in the Escrow agreement, please adhere to the tender terms and conditions
4	SECTION - 111 - CONDITIONS OF CONTRACT - Point no 7.1- Onsite warranty	50	7.1 1 The supplier has to provide 1 year onsite comprehensive 24*7*365 maintenance support under warranty from the date of go live of phase II.	24*7*365 -only electronic support is possible. Telephone and other physical supports shall be during 9am till 6pm (during working hours) during working days i.e Monday to Friday and working saturdays.	Please adhere to the tender terms. Further, the successful bidder has to maintain the response and resolution time as per the tender terms and conditions, which may need onsite support on holidays for resolution of Severity Level 1 and Level 2 issues. Also, upgradation activities/applying patches, which need downtime, have to be performed in weekends/ holidays only for avoiding downtime.

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5	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 tender terms and conditions

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6	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 tender terms and conditions
7	Section IV - Scope of the Project - Point no 4 - Escrow	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 refer to point no. 1 of Amendment Corrigendum.
8	Section IV - Scope of the Project - Point no 8	64	The Bidder shall furnish all the 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 Licenses based on certain material breaches to be in place	Please adhere to the tender terms and conditions.

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9	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 customization and integration for all deliverables for UAT purpose. Migration activity as required by the bank may have to be handled separately with timelines say additional 3 months.	Please adhere to the tender terms and conditions.
10	Section IV - Scope of the Project - Point no 28	68	1. The vendor has to migrate complete data from existing data sources to the proposed solution	This may need separate 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.
11	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 Nationalized banks are not insisting this ISO standard.	Indian bank is certified for the ISO 27001:2013 standard. So, the implementation of LOS/ LMS solution should be in line with ISO 27001: 2013 standard.

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12	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 Hyderabad (Modification required) We can provide onsite support at Hyderabad whenever required	Please refer to point no. 2 of Amendment Corrigendum.
13	Section IV-Scope of the Project-Point 13	71	Hardware Sizing	Bank to provide concurrent users based on loan portfolio/module wise and let it be a separate exercise for confirmation with successful bidder.	Concurrent users for the overall LOS system :- 1500 users with 5% YoY Growth (Indicative)
14	Section III-Conditions of Contract - item 9 - Payment terms	51	Implementation cost payments	Request for payment of 50% of Implementation cost once Kickoff meeting is over	Please adhere to the tender terms and conditions.
15	Reference Letter from client - Checklist for Part-1-item 1	102	Documentary proof for bidder having implemented LOS/LMS Solution and its support services in at least one scheduled commercial bank in India. (Refer Format 7 of SectionVI)	RFP earlier one was dated 10/09/2018. While Bid submission, we have provided (recent dated) 3 reference letters to fulfill the condition. Request for submission of the same, since to approach the same clients for such letters again is considered difficult as they are signed at highest level.	The letters submitted as part of the bid against the previous RFP Ref CO:RBD:202:2018-19 dated 10.09.2018 will be considered, if the letters submitted are issued after the date of issue of the previous RFP viz. 10.09.2018

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16	Section III-Condition of Contract-Performance Security-Item 4.1	50	4.1 Within 15 days of issue of Purchase Order, the supplier shall furnish to the Purchaser the Performance Security equivalent to 10% of the Contract Amount in the form of a Bank Guarantee issued by a Scheduled Commercial Bank located in India, valid for 71 months(with further one month of claim period), in the format enclosed.	As ATS is part of commercials and ATS commencement is expected to be after 18 months, we request to consider Performance Bank Guarantee amount as 10% of License cost alone.	Please refer to point no. 3 of Amendment Corrigendum.
17	Section-IV -Scope of Project- clause 4-Escrow	63	The escrow will be released to and become the property of the Bank in the event that the agreement is terminated for either default or insolvency or should the bidder cease, or give notice of intention to cease to provide maintenance or technical support service for the software as required by the agreement	Escrow release condition shall happen only when termination of agreement/contract is due to "Insolvency of Bidder Company". Release of source code (which is owned by OEM Bidder) cannot be released due to any other reason including cease of maintenance. Bank to suitably amend the Escrow condition on "Release of Source Code" (or) it can be negotiated at the time of execution of Escrow arrangement.	Please adhere to the tender terms and conditions

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18	Section IV- Scope of project- Clause 13- Hardware Sizing	71	SI is required to provide for the detailed configuration of the recommended Development, Test, Training, Disaster Recovery and Production server environments as per the requirements mentioned. Hardware intended to be sized and recommended by the bidder for the LOS/US Solution should be able to process the peak level transactions projected at the end of contract period, at any point of time seamlessly and adhere to the hardware utilization parameters mentioned in this document.	Bank to provide concurrent user module wise and projections for branch and User increase for next 5 years.	3000 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.
19	Section II - Instruction to Bidders -- Point no 10.3	10	The technically qualified bidders will be intimated to participate in the Online reverse auction process (PART II), to identify Lowest Quoted (L1) bidder. Online reverse auction procedures and timings will be informed separately. Technically qualified bidders will be informed the modus operandi for this purpose and bidders will have to abide by the e-business rules.	We suggest for cancellation of "Reverse Auction" as stipulated by bank, since other similar nationalized banks finalize L1 Bidder based on lowest commercial bid in their RFP process. It is our past experience that due to "Reverse Auction" process, though eligible on paper, some bidding cos. without proper LOS software system under quote with very low price and manage to become L1 bidder and we have to walk away, though we have proven and world class LOS system successfully functioning in many banks.	Please adhere to the tender terms and conditions

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20	Section V A Qualifying Criteria	73	Bidder Should be a Ltd Company and should be in existence in India for the last 5 years as on 30.06.2018 (Copy Of Certificate of Incorporation)	**Clarification:** Does companies registered as Pvt Ltd can participate for this RFP if not please amend as Limited and Pvt Ltd companies. Please change this to companies registered under start up India as: Companies registered under start up India – GOI should be in existence for minimum 2 years as on 30.06.2018.	Please adhere to the tender terms and conditions
21	Section 5 C &D Qualifying Criteria	73	The bidder should be having positive net worth in the following three financial years of the bidder 2015-16.2016-17 & 2017-18. (Copy of Audited Balance Sheet for the respective financial years) Annual Turnover should be Rs 15 Cr or above in each of the following three years of the bidder 2015-16,2016-17,2017-18	**Please relax this for companies registered under startup India to :** Companies registered under start up India should have a cumulative turnover of Rs 10 Cr for last two years	Please adhere to the tender terms and conditions
22	Section 5 E of Qualifying Criteria	73	The Bidder should have satisfactorily implemented proposed LOS/LMS solution for at least Agriculture and MSME segment with support services in at least one scheduled commercial bank in India. Copy of purchase order issued by Commercial Scheduled Bank in India should be submitted along with the Technical bid. Further the bidder should submit letter issued by the scheduled commercial bank stating services are found satisfactory. The letter should be obtained after issue of the RFP.	**Please change it to:** The Bidder/OEM should have implemented or in process of implementation the proposed LOS/LMS for at least one module Agriculture, Retail or MSME in any one scheduled commercial bank or BFSI sector in India mandatory and other reference cases from any scheduled Bank globally can be submitted. PO copies and satisfactory completion of project letters to be submitted.	Please adhere to the tender terms and conditions

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23	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 the tender terms and conditions
24	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 the tender terms and conditions
25	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 Mark 2 Years – 5 Marks	Change this to: Number of consecutive Years the SI/OEM has implemented LOS/LMS Solution: Three Years – 20 Marks 2 Years – 15 Marks 1 Year – 10 Marks	Please refer to point no. 4 of Amendment Corrigendum.

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26	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 to point no. 5 of Amendment Corrigendum.
27	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	Request Chang to 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 to point no. 6 of Amendment Corrigendum.
28	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	Request Changes to the 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 to point no. 7 of Amendment Corrigendum.
29	3 3.1	16	Number of consecutive years the OEM has supplied the proposed LOS/LMS Above 3 Years 20 Marks 3 Years 10 Marks	Please Change it to Number of consecutive years the OEM has supplied the proposed LOS/LMS Above 2 Years 20 Marks 2 Years 15 Marks	Please adhere to the tender terms and conditions

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30	3 3.2	16	Reference where the proposed solution has been implemented in the Banking Sector. Abroad India 4 Clients 12 20 3 Clients 9 15 2 Clients 6 10 1 Client 3 5	Reference where the proposed solution has been implemented in Banking or NBFC. Abroad & India 3 Clients 20 3 Clients 15 2 Clients 10 1 Client 5	Please adhere to the tender terms and conditions
31	3 3.3	16	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 adhere to the tender terms and conditions
32		16	Over all Total (To become eligible should score 85% over all i.e. 850/1000)	Please change the eligible bidder should score minimum 75% of the overall eligible marks	Please adhere to the tender terms and conditions.
33	5 Two Bid System	7	After Technical evaluation, only the eligible bidder will be communicated of the date and time of online reverse auction.	We understand that the only technical bid needs to be submitted on 14th December and the commercial bid will be submitted only by the successful bidder post Technical evaluation. Kindly confirm.	Yes, only technical bid has to be submitted during bid submission.

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34	13 Hardware Sizing	71	Hardware Sizing	Since vendor has to provide only the recommendation. In this scenario, SI will not be involved. Hence, request you to clarify the role of SI mentioned in this section.	The role of the SI is as follows:- a. Recommend the hardware sizing, DR replication methodology, etc. b. Architect the IT infrastructure in line with the bank's IT, Security and BCP policy. c. Assist bank in finalizing the overall hardware/software requirement for deployment and smooth functioning of the software solution. d. Ensuring that the recommended IT infrastructure is in line with the industry standards.
35	3 Project Implementation Time and Schedule of Delivery	62		8 month's timelines for RA, Customization and Interface Building looks aggressive. We would like to request reconsideration and extension in timelines.	The project should be completed within the defined timeline i.e. 14 months and 2 weeks. However, the milestones for the delivery timelines may be modified, subject to being mutually agreeable by both the parties
36	1.3.21	19	Document Imaging and archiving for easy accessibility from across Banking Networks	Do Bank have existing Enterprise Level Document Management System	Bank is in the process of implementing enterprise wide DMS. 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.
37	1.3.9	19	Multi Org, Multi Process and Multi Branch Support	Do LOS require to support International Business Organization (Entities) of Banks	No, at present the solutions needs to support branches located in India.

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38	1.19	21	System should handle entire Loan Management i.e. Complete Loan Originations and processing System having Automated Process from Lead Management to Loan Closure except NPA/Recovery	We understand that the scope of Loan Originations systems is from Lead to Loan Boarding on CBS System. Is our understanding stands true	Yes. Further, the system should have features for renewal of limits for new as well as existing loan portfolio. However, actual Servicing and management would be done in BANCS.
39	1.31	22	Support for Insurance Module	We understand that Scope of Insurance module is to capture Insurance Module and Update Renewal Details. Commission calculation will be entered manually in the system	Bank do not have separate insurance module. The solution should be able to provide the support for integration with various type of insurance like Pradhan Mantri Fasal Bima Yojana for crop loans and similar type. The same will be discussed in detail and provided during the preparation of SRS and BRD documents.
40	33.3	40	Calculation for Interest Sacrifice/Surplus in case Interest is changed due to certain Reasons	We understand that calculation of Interest sacrifice Rate would be done in Core Banking System.	The same will be discussed in detail and provided during the preparation of SRS and BRD documents.
41	Section III / 4 - Performance Security	50	Complete 4 clause	We request to reduce the percentage of Performance Security.	Please adhere to the tender terms and conditions.

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42	Section III / 7 - Comprehensive Onsite Warranty	51	7.4 Comprehensive onsite AMC for 4 years. 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. We typically provide L3 (AMC) support from Offshore since the code repository is in Indus Premises. Kindly confirm whether L2 Support (for supporting configuration changes, Defect Analysis and Query resolution) is required post warranty? Kindly confirm	In case the OEM of the participating directly (not through the partner) bank will renew the AMC with OEM directly. However, if the Partner of OEM is participating, then the bank has the right to change the partner/renew the AMC directly with OEM if the support from the current partner is not found satisfactory. Also, the successful bidder should provide necessary support for maintaining the required Uptime and resolve the errors as per the SLA defined in the tender.
43	Section III / 9 - Payment Terms	51	9 Payment Terms	License fees: 100% in Advance Phase wise milestones: 1. Advance - 30% 2. BRD Signoff - 10% 3. Product delivery - 40% 4. UAT Signoff or x no of weeks from date of delivery - 15% 5. Go-live or x no of weeks from date of delivery - 5% AMC: 100% Yearly in advance Change Requests: 50% in advance 50% on delivery	Please adhere to the tender terms and conditions.

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44	Section III / 11 Delay is Suppliers Performance	53	As soon as practicable after receipt of suppllier's notice, the purchase shall evaluate the situation and may at its discretion extend the supplier's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract	Kindly amend this clause to be read as follow: As soon as practicable after receipt of suppllier's notice, the purchase shall evaluate the situation and may at its discretion extend the supplier's time for performance in which case the extension shall be ratified by the parties by amendment of the Contract	Please adhere to the tender terms and conditions.
45	Section III / 12 Liquidated Damages	53 & 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	Kindly amend this clause to be read as follow: 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.
46	Section III / 13 Guarantee on Response to Errors	54	Guarantees on Response to Errors	We will propose our Severity levels and response time in technical proposal. These clauses will be discussed and mutually agreed during the contract finalization.	Please adhere to the tender terms and conditions.

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47	Section III / 14. Termination for Defaults	55	14.1 (A) - If the Supplier fails to deliver any or all of the goods within the period specified in the contract or within any extension thereof granted by the purchased. Or (B) if the supplier fails to perform any obligation under the contract and fails to cure the same within the curing period provided by purchaser in writing. 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.	14.1 (a/b) Kindly amend this clause to be read as: If the Supplier fails to deliver (for reasons solely attributable to Supplier) any or all of the goods within the period specified in the contract or within any extension thereof granted by the purchased. Or (B) if the supplier fails to perform any obligation under the contract and fails to cure the same within the curing period (for reasons solely attributable to Supplier) provided by purchaser in writing. 14.2 Request you to remove this clause as we are already agreeing to Penalty clause.	Please refer to point no. 8 of Amendment Corrigendum.

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48	Section III /	57	During the contract period, all updates and upgrades should be free and must be implemented without any additional cost to the bank. During the contract period, all regulatory / statutory requirements / modifications to existing solution should be done without any additional cost to the bank. If Bank upgrades the hardware, operating system or database the software must support new hardware and database during the contract.	During the contract period, all updates, upgrades would be free but the related implementation cost, travel cost etc. would be chargeable to Customer. During the contract period, all regulatory / statutory requirements / modifications to existing solution limited to configuration changes will be provided without any additional cost to the bank. However, any code change, customization and implementation will be chargeable activity. Indian bank to intimate Indus well in advance to comply to such upgrades	Please adhere to the tender terms and conditions. Further, refer clause no. 30 (Change Management) of Section III at Page no. 58
49	Section III / 25. Exit Requirements	58	Exit Requirements	L3 support cannot be provided by any other vendor of Bank's choice. Indus does not share the IPR/ codebase of its product with any other vendor.	Please adhere to the tender terms and conditions. The clause is for exiting from the solution proposed by the successful bidder to some other LOS solution.
50	Section III / 27 Limitation of Liability	58	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 refer to point no. 9 of Amendment Corrigendum.

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51	Section III / 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.
52	Section IV / 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 refer to point no. 1 of Amendment Corrigendum.
53	12.1	66		We understand that Indian Bank will extract, transform, clean the Data to be migrated and the same will be provided in Indus required format. Kindly confirm.	Bank will provide the data as per the format provided by the successful bidder.
54	40, 41, 42 and 43	69, 69, 69 & 70		We assume responsibility and ownership for such setup/monitoring will be owned by Indian Bank and Indus should play a role of supporting Indian Bank. Kindly confirm.	The successful bidder has to provide the necessary support to bank for setup/monitoring of the systems. 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.

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55				Request you to provide the number of Users for each segments and expected growth in next five years.	The Loan Origination System will be utilized by 19000 users of bank with a growth of 5% YoY. Moreover, additional users such as HLC, DSA, customers, etc. may use the Loan origination system over Internet for some of the functionality. Hence, at this stage it is impractical to decide the no. of users each segment.
56	E of Section V	73	Bidder should have satisfactorily implemented proposed LOS/LMS solution for at-least Agriculture and MSME Segment with support services in at-least one scheduled commercial bank in India. Copy of purchase order issued by Commercial Scheduled bank in India should be submitted along with Technical bid. Further, 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.	We will submit a masked PO for Bank/s in India where we have implemented Agriculture and MSME portfolios along with other additional portfolios. However, getting letter from bank/PSU Bank would be difficult to comply and therefore we request a deviation for this requirement. However, we could arrange a reference call or visit to such bank on a request from Indian bank during its evaluation process.	Please adhere to the tender terms and conditions. However, in place of letter the bidder may arrange a mail directly from the bank/PSU bank to Indian Bank. The mail should be send from Officer of the concerned department. Additionally, reference site visit is already in the scope of the RFP.
57	General	All		We request bank to share the below annexure in word or a searchable pdf copy; so that format and content will not be changed/Modified by the bidder 1.Annexure1, 2.Annexure2,3.Annexure3,4.Section IV	Please refer bank's website for the same. However at the time of bid submission the original RFP formats should be used.

58	Section - IV	64	Licenses	We shall provide the unlimited user license for Bank as stated in the RFP; However share the overall concurrency to work out the optimized infra sizing and access licenses. Inour experience with PSU Banks having more than 4500 branches we have seen overall concurrency as 700-1000 even at the peak times. Request to consider the same.	Concurrent users for the overall LOS system :- 1500 users with 5 % YoY Growth (Indicative)
59	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)	The Loan Origination System will be utilized by 19000 users of bank with a growth of 5% YoY. Moreover, additional users such as HLC, DSA, customers, etc. may use the Loan origination system over Internet for some of the functionality. Hence, at this stage it is impractical and not possible to decide the no. of users each segment. The same may be discussed with the successful bidder during the SRS and BRD phase.
60	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.

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61	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.
62	Annexure 2 Item No.1.63	24	Setting up/managing unit cost depending upon purpose or other definable parameters	Kindly elobarate the use case	Unit cost/ Scale of finance as fixed by Purchaser and/or Government agencies like NABARD or State Level Technical Committees (SLTC) for any crop or any loan product should be configurable.
63	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 loan.
64	Annexure 4 Item No. 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 to manage their loan applications/proposals viz apply for loans, upload documents, check application status,etc; Please clarify	A separate portal is required.
65	Annexure 2 Item No. 37	42	Agriculture Segment (Specific Requirements)	Please share the high level business workflow for the Agri Segment.	The same will be discussed in detail and provided during the preparation of SRS and BRD documents.
66	Annexure 2 Item No. 38	43	MSME Segment (Specific Requirement)	Please share the high level business workflow for the MSME Segment	The same will be discussed in detail and provided during the preparation of SRS and BRD documents.
67	Annexure 2 Item No. 39	44	Retail Segment (Specific Requirement)	Please share the high level business workflow for the RETAIL Segment	The same will be discussed in detail and provided during the preparation of SRS and BRD documents.

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68	Annexure 2 Item No. 40	45	Corporate Segment (Specific Requirement)	Please share the high level business workflow for the CORPORATE Segment	The same will be discussed in detail and provided during the preparation of SRS and BRD documents.
69	Evaluation Matrix :-II (We request to consider the experience of OEM or SI for this section; As OEM might have participated with different SI's and SI's with many OEM's of different engagements. Below scoring of is not viable for single SI. So please consider this section for SI or OEM.)	16	SI/Bidder Implementation Capabilities	SI/Bidder/**OEM** Implementation Capabilities	OEM experience will be considered only in case the OEM has implemented the LOS/LMS solution directly i.e. without any System Integrator. Also, in such case the OEM has to submit a declaration stating that the proposed solution will be implemented and managed by the OEM. Further please refer to point no. 4 to 7 of Amendment Corrigendum.
			2.1 Number of consecutive years the SI has implemented LOS/LMS Solution	2.1 Number of consecutive years the SI/**OEM** has implemented LOS/LMS Solution	
			2.2 References where SI has implemented the LOS/LMS solution integrating with CBS	2.2 References where **SI/OEM** has implemented the LOS/LMS solution integrating with CBS	
			2.3 Number of Banks where SI's post implementation support for LOS/LMS being provided for the last 2 years	2.3 Number of Banks where SI **/OEM's** post implementation support for LOS/LMS being provided for the last 2 years	
			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.	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.	
70	General	16	Licenses	Can the bidder utiltize the licenses of existing compoents to deploy this LOS/LMS solution?	No. The LOS/LMS software solution will be hosted separately for ease of maintenance.
71	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.

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72	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
73	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
74	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. Further, the project should be completed within the defined timeline i.e. 14 months and 2 weeks. However, the milestones for the delivery timelines may be modified, subject to being mutually agreeable by both the parties
75	Annexure 2 Features Requirement Point 1.3.26	20	E-Signature/Digital Signature enabled and applied to every level of processing	Please confirm whether this feature to be given as part of Mobility	Yes may be required. The same will be discussed in detail and confirmed during the preparation of SRS and BRD documents.

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76	Annexure 2 Features Requirement Point 1.33	22	Restructured account Module along with Configurable business rules as per policy and approvals.	This is a feature present in LMS/CBS, please clarify	Please adhere to the tender terms and conditions
77	Annexure 2 Features Requirement Point 2.14.5	25	Automatic internal and external notifications based on different events	Please confirm whether this should be done for mail notifications or sms notifications or both	For Both viz. SMS and e-mail notifications.
78	Annexure 2 Features Requirement Point 8.7	29	Servicing of interest during moratorium in line with repayment frequency supported.	This is a feature present in CBS. We understand the proposed LOS application is to integrated with BANCS to address the overall working solution.	The same will be discussed in detail and provided during the preparation of SRS and BRD documents.
79	Annexure 2 Features Requirement Point 31.7	39	Pre EMI where only interest payment on partially disbursed amount is made.	We understand the repayment schedule will be generated in the core banking system and LOS has to be integraed for it, kindly clarify.	The same will be discussed in detail and provided during the preparation of SRS and BRD documents.
80	Annexure 2 Features Requirement Point 39.1	44	Payment methodology to DSA/ HLC/ FBC, including accounting. DSA/ HLC/ FBC Master integration from existing In house application. Review of performance of DSA/ HLC.	Please elaborate on the accounting part in this feature requirement	The same will be discussed in detail and provided during the preparation of SRS and BRD documents.
81	Annexure 2 Features Requirement Point 11.2	31	Scoring parameters based assessment abilities in case of schematic lending.	Please confirm whether this feature is part of priority sector lending	The features is required for all the segments

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82	Section IV Scope of the Project 12.Installation Maintenance and support Point 2.b	66	CORPORATE LOAN SEGMENT— Large Corporate, Mid Corporate, Emerging Large Corporate, International Banking	Please confirm whether Corporate Loan Origination system is a part of the solution requirement	Yes, the same should be part of the proposed solution.
83	Price Schedule	98	A. Cost of LOS/LMS licenses	We request to change the price schedule as consolidated one for product as per the updated payment terms. No need to have price break up of UAT, production, etc..	Please adhere to the tender terms anc conditions.
84	Payment terms	51	Milestones : Delivery & Installation of software solution in UAT environment and presenting the base software to the bank for creating a platform for initiating SRS discussion Licenses Cost: 50%	Milestones : Delivery & Installation of software solution in UAT environment and presenting the base software to the bank for creating a platform for initiating SRS discussion Licenses Cost: 50%	Please refer to point no. 10 of Amendment Corrigendum.
			Milestones : Customization of the software as per the SRS for Retail and Agri segment Licenses Cost: 5%	Milestones : 6 Months from the period of issuance of Purchase order Licenses Cost: 5%	
			Milestones : Customization of the software as per the SRS for MSME and Corporate segment Licenses Cost: 5%	Milestones : 8 Months from the period of issuance of Purchase order Licenses Cost: 5%	
			Milestones : On Completion of user acceptance testing by bank's team Licenses Cost: 20%	Milestones : 9 Months from the period of issuance of Purchase order Licenses Cost: 20%	
			Milestones : Installation of the customized LOS/LMS solution in production environment	Milestones : 10 Months from the period of issuance of Purchase order	

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			Licenses Cost: 10%	Licenses Cost: 10%	
85	General		Bid submission	we request to extend the bid submission by 1 week for arranging the reference letter as requested in the RFP.	Please refer to point no. 11 of Amendment Corrigendum.
86	Conditions of Contract	Many section	Escrow agreement	The source code of the Customization is Bank's propriety and that is need to be handed over to Bank. So we request to consider the deposit for a year and not for updated of such code for each quarter.	Please adhere to the tender terms and conditions.
87	MAF		MANUFACTURER'S AUTHORIZATION FORM	Undertaking for ESCROW Agreement should not be part of MAF; Request to amend the same as contract is bidder the Bank in case of SI.	Please adhere to the tender terms and conditions.
88	MAF		MANUFACTURER'S AUTHORIZATION FORM	OEM should not be liable to perform obligations regarding Bidder's Items; incase of our partner submitting the bid. Request to remove the same from MAF	Please adhere to the tender terms and conditions.
89	Evaluation Matrix - II	17	Capabilities of Bidder/SI Number of consecutive years the SI has implemented LOS/LMS solution	Can this be relaxed & only OEM/SI experience be considered here	OEM experience will be considered only in case the OEM has implemented the LOS/LMS solution directly i.e. without any System Integrator. Also, in such case the OEM has to submit a declaration

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			Capabilities of Bidder/SI Reference where SI has implemented the LOS/LMS solution integrating with CBS.	Can this be relaxed & only OEM/SI experience be considered here. The product proposed is one single platform, which offers two product packages, viz- LOS and CMS. The same package boast three bank deployment for collection use case and several NBFC deployment including American Express for LOS use case. Request you please accommodate and include in the eligibility criteria.	stating that the proposed solution will be implemented and managed by the OEM. Further please refer to point no. 4 to 7 of Amendment Corrigendum. .
			Capabilities of Bidder/SI Number of banks under Sis post implementation support for LOS/LMS being provided for the last 2 years.	Can this be relaxed & only OEM/SI experience be considered here	
			Capabilities of Bidder/SI Number of Implementation experts & Consultants available in India with SI having more than 2 years of experience in the proposed LMS/LOS	Can this be relaxed & both SI & OEM/SI joint expertise be accepted here?	
			Capabilities of OEM References where the proposed solution has been implemented in banking sector	Would an implementation at a NBFC valid? Would you consider AMEX, Middle East as the valid reference Also, the LOS product is part of a integrated single source code which has multiple product packages like collection, lead management. This consolidated package is currently running at multiple client locations. Would you consider this	

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				as a valid reference	
			Capabilities of OEM References where the LOS/LMS solution has been integrated with CBS	Would you accept experience of integrating with Loan Management System as a valid experience?	
90	Section 5	73	The bidder should have satisfactorily implemented proposed LOS/LMS solution for at-least Agri & MSME Segment with support services in at least one scheduled commercial bank in India	Can this be relaxed to accommodate deployment at any financial institutions/NBFCs across globe for any products such as Loan Against Property, Credit Card, Home Loans etc	Please adhere to the tender terms and conditions.
91	Other Queries			How many user licenses does the bank envisage to go for this project?	The successful bidder has to provide enterprise wide license.

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				Can you pls provide one finite list of integration items?	Most of the systems which have to be interfaced as pert of the implementation has been already covered in the scope. Additionally integration with another 5 to 10 system will be required, which may be discussed and decided during the preparation of SRS and BRD document.
				What is the number of system users and usage, and what the projection for next five years.	3000 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.
92		17	Evaluation Matrix II - Further, the vendor has to confirm that all the features which are not available (as on date) as per the functional specifications of the RFP will be developed and supplied to the bank within a period of 6 months from the date of issue of Purchase Order without any additional cost. An exemption may be given by the bank upto a quantum of 3% on the total requirement, subject to banks' descrition	Request the bank to consider a mutually agreed phased delivery plan for the additional items which are customizable	The project should be completed within the defined timeline i.e. 14 months and 2 weeks. However, the milestones for the delivery timelines may be modified, subect to being mutually agreeable by both the parties
93		53	Onsite support	Please let us know the location where the Onsite support has to be provided.	The onsite support has to be provided from Chennai.

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94		53	Onsite support	Request the bank to consider monthly payment for the onsite support resources instead of quarterly in arrears	Please adhere to tender terms and conditions.
95		53	Liquidated Damages	Request the bank to consider 0.1% of the cost of the deliverables for the respective implementation phase instead of 0.5%	Please adhere to tender terms and conditions.
96		57	End User Training, Technical and Operational Training	Please confirm if the bidder can propose a centralized training model. Also let us know the bank's preferred location for the training to be conducted	The training will be held in a Centralized location at Chennai
97		63	Escrow	As an industry practice, the Escrow charges has to be borne by the purchaser and hence request the bank to bear this expense	Please refer to point no. 1 of Amendment Corrigendum.
98		64	Disaster Recovery Site	We understand that support has to be provided for 2 DR Drills. Please let us know at which locations the support will be required by the bank	The Onsite resources have to maintain and perform DR drill for the proposed solution at DR Site from Chennai.

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99		65	On-site Support	It is mentioned that the support engineer should be available during any software/database/hardware maintenance activity. Our understanding is that the ownership of the mentioned activity will lie with the bank and its identified software/database/hardware vendor. The LOS/LMS onsite support engineer will be responsible only for any application related issues	The successful bidder has to provide the necessary support to bank for setup/monitoring of the systems. 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.
100		66	Installation, Maintenance and Support	Request the bank to provide the list of the the 3rd party applications (including the name of the solution providers) for which the interfacing has to be carried out with the LOS	Most of the systems which have to be interfaced as part of the implementation have been already covered in the scope. Additionally integration with another 5 to 10 system will be required, which may be discussed and decided during the preparation of SRS and BRD document.
101		68	Point 27 - The proposed solution should provide audit reports for the bank's internal/concurrent/statutory/IDRBT/RBI Audit/Inspections/RBS RBI	Request the bank to list of the audit reports needed as part of this requirement	The same will be discussed in detail and provided during the preparation of SRS and BRD documents.

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102		73	Section V - Qualification Criteria - Point e	As a few customers would prefer giving the references on a mail which as an industry practice is also considered as documentary evidence. Request the bank to consider the same. Reference calls with the customers can be arranged for further validation	In place for letter the bidder may arrange a mail directly from the bank/PSU bank to Indian Bank. The mail should be send from Officer of the concerned department. Additionally, reference site visit is already in the scope of the RFP.
103		73	Section V - Qualification Criteria - Point a	Request the bank to incorporate this clause In case the Bidder is a 100% subsidiary / entity formed from parent company by way of demerger/re-organization / separation of business, in such cases experience & credentials of parent company will also be considered for evaluation provided documentary proof of demerger/reorganization/ separation is produced	Please refer to point no. 12 of Amendment Corrigendum.
104		73	Section V - Qualification Criteria - Point h	The bank has asked the bidder to open a support center at Chennai or Hyderabad within one month of issuance of PO. Please clarify, as the need of the support center will be only during go-live and post go-live	Please refer to point no. 2 of Amendment Corrigendum.

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105		73	Section V - Qualification Criteria - Point e	As the application that is being procured by the bank is a critical application, suggest that the bank should increase the annual turnover from INR 15 Crores to INR 200 crores as this will enable the bank to gauge the financial strength of the bidder and also to shortlist bidders with sufficient experience and good financial standing.	Please adhere to the tender terms and conditions.
106		73	Section V - Qualification Criteria	Request the bank to incorporate the below parameters to ensure that the best industry practices are adapted by the bidder a. CMM Level 5 Certification b. ISO 9001 and 14001 Certification which will give the bank a better view of the strength of the company and its best practices c. ISO 27001 Certification which is for having an Information Security Management System (ISMS) in place	Please adhere to the tender terms anc conditions.
107	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.

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108	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.
109	13	71	Hardware Sizing	Total number of application transfer per day for LOS	The parameter is not required for hardware sizing.
110	13	71	Hardware Sizing	Number of images uploaded per day for LOS	A value for the same can't be fixed.
111	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.
112	13	71	Hardware Sizing	Number of users coming through internet	15,000 users (indicative)
113	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.

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