

24/02/2026

**Clarifications to the RFP for the Procurement of Managed Software Testing Services and Setting up of Testing Center of Excellence (TCoE)**

**GEM BID REF. NO. GEM/2026/B/7204658 Dated 06.02.2026.**

Please refer corrigendum published along with this for the changes in the RFP clauses / annexures.

**PRE – BID QUERY RESPONSE**

S.No	Description	Query details	Bank's Response
1	The bidder shall ensure that the software solutions proposed to be deployed in Bank/ used for providing testing services are licensed sufficiently to provide services as per SLA and such solutions implemented are under warranty/ AMC from OEM for the period of contract. In case bidder is the OEM of the solutions supplied bidder should have its development & support centre in India. This should be full fledged establishment and not created for the submission of this Bid	As per this clause - Any Bidder can become an OEM but at the same time your other clause said - This Tool should not be locked with the Selected vendor ( Pg 77 , Point 1 C ) . So, with this second line - if bidder is OEM, then automatically Tool will be locked with the Bidder, So to avoid confusion, we request Bank to clarify as - Bidder cannot be an OEM (by his own name or by his any sister concern/ Partner Company name) Please clarify.	Bank should be able to use the proposed software/ tools independent of the status of the contract. Skilled Resources for operating and developing using the proposed tool shall be available outside the OEM/bidder organisation.  Please refer corrigendum for the Supporting Documents.
2	Certification Requirements (as per the scope of work)	Bank required – Copy of the Valid Certificate(s) to be provided. Which certification is expected from the Bank side?	Please refer RFP section 5.2 'Experience requirements of the Resources'
3	Broad Scope of Work	Will there be separate UAT environment for all the integration channels?	Yes
4	BROAD SCOPE OF WORK	Can you confirm whether Dev, UAT, and Pre-Prod will use synchronized data, or if each environment will have its own separate dataset?	Each environment will have its own separate dataset. While Pre-Production will be almost similar to production data set, UAT and Dev may have only a sub-set of the data
5	Broad Scope of Work	Does the scope of functional testing include end-to-end business scenario validation	Yes

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S.No	Description	Query details	Bank's Response
		across CBS, Digital Channels, Payments, Lending and CRM systems in a single integrated test cycle?	
6	Best in class technology & processes	Is there any tool being used for test management?	No
7	Point - xxvii.	Can you confirm whether DC and DR synchronization will be configured by the bank?	Yes. VM replication & Oracle Data Guard will be provided and maintained by the bank. If the proposed tool requires any other type of replication same need to be configured and managed by the successful bidder.
8	Initially, the service provider to provide exhaustive set of test cases (which will be taken as baseline to begin with) of the identified applications taken-up for testing.	Is bank having existing library for reuse or Testing partner only needs to provide baseline cases?	Yes. Bank has baseline test cases of approximately 3000+. However, baseline cases available with the successful bidder may be added to enrich the same.
9	The service provider has to bring the required software testing tools & automation	Can we propose Open-Source Tools?	Open-Source tools are not allowed.
10	Testing Environment	Will dedicated environments be provided for functional testing or will they be shared with development/UAT teams?	Development environments are separate. UAT and Pre-Production environments will be shared for multiple purposes.
11	Bank shall provide Hardware, Operating System and Oracle Database	Which operating system platform will be provided by bank? Linux / Windows?	Both Linux / Windows can be provided. However, Linux is preferred, if compatible with the tool proposed.
12	Bank shall provide Hardware, Operating System and Oracle Database	Will bank provide mobile devices as part of hardware required for mobile app testing?	All the tools with required licenses for the period of engagement to be supplied by the successful bidder. Mobile devices can be part of the proposed device farm. Bank will provide the device, if any specific device model lock-in is there with the application like Tab Banking.
13	Onsite Testing Requirement	Is onsite presence mandatory for all functional	All the resources shall be available onsite at Bank's Head Office, Chennai. This may change

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S.No	Description	Query details	Bank's Response
		testing activities or only for critical releases/UAT phases?	in case of any mergers /acquisitions or amalgamations.
14	Types of Testing	Does functional testing scope mandatorily include negative, boundary, and exception scenario testing for all banking workflows?	Yes
15	Multi-Channel Testing	Are functional test cases expected to validate transaction consistency across Branch, Mobile, Internet Banking, ATM and API channels?	Yes
16	Test Data Management	Will masked production data be provided by the Bank for functional testing or should the vendor create synthetic test data?	Bank's data will be masked and provided. Synthetic data creation may be required in some cases.
17	Negative & Exception Testing	Are there predefined negative and exception scenarios mandated by the Bank for key banking transactions?	Bank has predefined scenarios that need to be covered. However, the SME & testers from TCoE team is expected to contribute and enrich this.
18	User Profile Testing	Will the Bank provide role matrices for functional user profile testing?	Yes. The details will be shared with the successful bidder
19	Automation under Functional Testing	Should functional automation focus only on regression or also cover new feature validations?	Automation should cover new feature validations
20	Sign-off Responsibility	Who will provide functional test sign-off – TCoE, IT, or Business teams?	TCoE has to provide the signoff.
21	Regulatory Testing	Should functional test cases explicitly cover RBI, DPDP/DPDPA and audit-related compliance validations?	Yes
22	End-to-End Testing	Should E2E functional testing include reconciliation and back-office validations?	Yes
23	Regression Testing	Is there a defined frequency or trigger for full functional regression cycles?	This is varying from application to application based on release cycles. However, applications like Core Banking has daily release cycles, which require regression

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S.No	Description	Query details	Bank's Response
			to be carried out on daily basis on the patch sets.
24	Multi-Channel Testing	Are functional test scenarios expected to validate transaction consistency across branch, mobile, internet and ATM channels?	Yes
25	API Functional Testing	Should functional API testing cover message validation, error handling and downstream impact analysis?	Yes
26	Integration with External Systems	Will stubs/simulators be provided for external systems during functional testing?	Bank has test environments for all its channels. Same can be made use of. For NPCI maintained channels, their respective .cloud simulators can be used with prior intimation
27	Integration Testing	Is the vendor expected to perform functional testing of integrations with external systems such as NPCI, NEFT, RTGS, IMPS, SWIFT, etc.?	Yes
28	API Functional Testing	Does functional testing scope include API-level validation for request/response, error handling and downstream impact analysis?	Yes
29	Regression Testing	Is there a defined frequency or trigger (release-based/monthly/quarterly) for full functional regression cycles?	This is varying from application to application based on release cycles. However, applications like Core Banking has daily release cycles, which require regression to be carried out on daily basis on the patch sets.
30	Automation in Functional Testing	Is functional automation expected only for regression suites or also for new functionality validation?	Automation should also cover new functionality validation.
31	UAT Support	Is the vendor expected to execute UAT test cases or only support business users during UAT execution?	Vendor is expected to execute UAT test cases
32	Multi-Lingual Testing	Is functional localization testing mandatory for all customer-facing applications?	Yes

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S.No	Description	Query details	Bank's Response
33	Functional and Technical Requirements of Tools: - (c) Industry Recognition & Certification -	What is the expectation of the Bank by Certification regarding tool? Whether Bank is expecting any particular certificate approved by Govt for that specific Tool?	1. Bidder should have its development, support and training centre in India. This should be full fledge establishment and not created for the submission of this Bid. 2. Bidder shall submit proof of such training and certification facilities and availability of such trained manpower outside bidder organisation. Government approval is not required in this regard.
34	Visual Testing & AI-Based UI Validation	Any true AI based tool will require AI model connectivity. Will bank provide AI model connectivity?	No external connectivity is permitted. The model to be deployed on premises. Any meta data connectivity required for tool to operate can only be provided subject to the same complying with bank's data privacy standards and DPDP.
35	Visual Testing & AI-Based UI Validation	AI model usage require consumption of tokens. It is difficult to estimate token cost at this juncture. Will bank separately purchase AI tokens and give to testing team?	No. it is expected to deploy the model on-premises and limit the cloud usage.
36	Performance Testing Tools	We assume that Infrastructure to install & setup Performance testing tool for generating load up to 25000 users; will be provided by Bank. Please clarify.	Yes
37	Performance Testing Tools	We understand that commercial tools are expected. But can Bank provide permission for usage of 'Open-Source tool' only for load testing of 'channels' i.e. ISO messages as these usually require high license to generate heavy transaction-rate & can be commercially high?	Open-Source tools are not allowed.



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S.No	Description	Query details	Bank's Response
38	Applications to be Covered Under Testing	For performance testing of Video KYC and ATM Switch, special set of different tools (apart from general Load Testing tools) which are comparatively more expensive, will be needed. Please consider the license cost for this separately on need-basis; so that the cost can be excluded from current commercials to be submitted. Kindly advise.	Performance testing of ATM Switch (Base24 ISO), Test scenarios requiring video capture for Video KYC shall be exempted from Load Testing.
39	Service Agreement Level	Are functional testing SLAs defined per test cycle or per release, and how is complexity factored into SLA timelines?	Functional testing SLAs are defined per test cycle
40	Penalty clause for delay in providing Testing services	In case of environment unavailability or instability, will automation-related SLAs be relaxed accordingly?	Yes. Penalties will be applicable only if the delay is attributable to the bidder
41	Penalty / Liquidated Damages	Will penalties related to defect leakage apply if defects arise due to late requirement changes or environment issues?	Penalties will be applicable only if the defect could have been detected in the patch provided for testing. Defects due to environmental issues and changes subsequent to testing will be excluded.
42	Defect Severity	Will defect severity (Critical/Major/Minor) classification be jointly agreed between Bank and vendor?	Yes. However, the decision of the Bank will be final and binding
43	Performance Testing – Migration of existing test scripts / migration of test data	Bank has approximately 200 performance tests defined for its systems. These have to be migrated to the new system along with test data in a time frame of 3 months from start of operations. Please clarify this; is there 200 scenarios/scripts or 200 performance- tests to be conducted. If these are 200 tests, then these to be delivered in 3 months is very	200 scenarios



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S.No	Description	Query details	Bank's Response
		challenging task and will demand a huge team of Performance testers. Please advice & suggest if any resource count anticipated for this.	
44	<p>4. Service Level Agreement (SLA) Penalty clause for delay in providing Testing services</p> <p>Description: Testing Staff Availability (Attendance)</p> <p>Penalties to be levied &amp; conditions:                      Penalty for deviation (Will be calculated on Total Resource Payment for that month)</p> <ul style="list-style-type: none"> <li>•95.00% and above – No Penalty</li> <li>•90.00% to 94.99 – 1%</li> <li>•Less than 90% - 1% + Additional 1% for decrement of each 1% or part thereof in availability.</li> </ul>	We request you to remove this penalty clause on total Staff attendance but if Bank still wants to add this clause then looking at the total number of resources ( which are 40 ) we request Bank to charge 0.5% penalty , if attendance is less than 90% in that particular month .	Please adhere to RFP
45	Human Resource Requirements	Can Bank define & specify the count required for Automation & Performance Test engineers, separately (both senior & Junior); as both will be integral part of TCOE & will be needed on a continuous basis and may have a different pricing/commercial OR is vendor free to suggest/specify the count breakup of the Automation & Performance testers	Senior Automation Test Engineer - 4 Senior Performance Test Engineer - 2 Junior Automation Test Engineer - 9 Junior Performance Test Engineer - 3

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S.No	Description	Query details	Bank's Response
46	Resource Level: TCoE Project Manager  Experience Level (Relevant Experience): 10+ years of experience as lead or manager in testing with delivery responsibilities preferably with Banking clients  Educational Qualification: Should have passed B.E / B.TECH in any stream or MSc(IT) / MCA from any recognized College / University duly approved by AICTE and should have passed PMP or its equivalent certification.	Project Manager (PM)- We have a highly experienced resource with 20+ years of experience in BFSI domain. The Project Manager holds an MBA in Finance and PRINCE2® certified. So is it possible to consider the qualification of MBA in Finance for Project Manager role instead of B.E / B.TECH in any stream or MSc(IT) / MCA.	Please adhere to RFP
47	Resource Onboarding	What is the expected turnaround time for onboarding replacement functional testers in case of attrition?	Please refer RFP section 5.3 'LEAVING AND ONBOARDING OF RESOURCES'
48	Each bid should specify only a single solution which should meet the specifications mentioned in this RFP and should not include/suggest any alternatives	Please clarify the meaning of Single Solution?	Single solution refers the tools to be proposed for each function. Bidder can propose a set of tools for covering all the functions mentioned in RFP. More than 1 tool shall not be quoted for same function where choice is left to bank.
49	1A. Bidder's Experience & Capabilities E.12 Performance testing experience	For performance testing in public, private & RRB; we assume that any application testing experience valid (any type of banking application e.g. CBS, Net banking, mobile banking of any product like Finacle, Flexcube, etc.) Please clarify	Yes. Please refer corrigendum for the revised clause

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S.No	Description	Query details	Bank's Response
50	Technical & Functional Requirements	Are there minimum functional coverage benchmarks or KPIs defined for acceptance of testing deliverables?	Not as part of SLA. This will be governed by the defect leakage SLA and it is expected to maintain good test coverage to avoid defect leakage
51	Technical & Functional Requirements (Application Landscape)	Can the Bank provide an indicative list of applications planned for automation (CBS, Internet Banking, Mobile Banking, CRM, Digital Lending, Payments, etc.)?	Please refer RFP section 2.5 'Applications to be Covered Under Testing'
52	Technical & Functional Requirements (Tool Preference)	Are open-source automation tools (Selenium, Playwright, Appium) acceptable, or is the Bank inclined toward commercial tools?	Open Source tools are not allowed.
53	Functional Reporting	What standard functional testing reports and dashboards are expected to be submitted to the Bank?	The details will be shared with the successful bidder
54	E.1 Bidder's annual turnover in at least two of the last three financial years Criteria- i 500 Crores and above - 10 Marks ii 250 Crores to 500 Crores - 5 Marks iii <250 Crores - 2.5 Marks	For TCOE project it's important to know the T/O of the company from similar services i.e Testing Services  Its may possible that "Company A" may be having other services / products / Tools business along with Testing services by which way that Companies T/O may be more than 500 Cr so "Company A" will get advantage of 10 Marks but another company who is dealing in purely Testing services ( Not in any product / Tools ) whose T/O is less so he may lose the marks . As Bank required average T/O of Rs. 100 Crore in last 3 Financial Year for eligibility criteria so we request you to change the marks pattern as under i 130 Crores and above - 10 Marks	Please refer corrigendum for the revised clause

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S.No	Description	Query details	Bank's Response
		ii 115 Crores to 130 Crores - 5 Marks iii 100 Crores to 120 Crores - 2.5 Marks	
55	E.3 Bidders Strength - Full time technical resources in bidder's payroll  Criteria - i More than 2000 resources - 10 marks ii 1001 - 2000 resources - 5 marks iii 500 - 1000 resources - 2.5 marks iv Less than 500 resources - 1 mark	For TCOE project it's important to know the total number of Tech resources available for similar services i.e Testing Services .  Bank has required only 40 resources or maybe 40+ and ISTQB only 100 resources for the said project .  It's may possible that "Company A" may be having more that 2000 resources for any other activities other than testing Services by which way that "Company A" will get an advantage of Marks . Which may not be useful for Indian Bank project , so we suggest you make the changes in resource marks .  Criteria - v More than 1500 resources - 10 marks vi 1001 - 1500 resources - 5 marks vii 500 - 1000 resources - 2.5 marks viii Less than 500 resources - 1 mark	Please adhere to RFP
56	1B. Services	For Performance Testing experience for each application type mentioned like core banking, Mobile Banking, Internet banking, Trade Finance, Digital Lending Platform & APIs; we assume the below 2 points: a) that 1-1 project of each can be produced with a	Yes

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S.No	Description	Query details	Bank's Response
		relevant PO, right? Please clarify. b) all these categories can be with same 1 client or bank and should be counted valid. Please clarify.	
57	1C. Tool Evaluation: Performance Testing Tool	Regarding capability of 'Service Virtualization': will a custom-made virtual service be fine which can be integrated with tool externally (as no tool has this feature by default and is usually handled separately via custom logic/approach/utilities)	Please adhere to RFP
58	1C. Tool Evaluation: Performance Testing Tool	Regarding 'APM Integration': Does Bank have any monitoring tool for further drilldown/analysis/RCA of performance bottlenecks; or should the vendor estimate the cost for the tools required for monitoring (apart from load testing tools)	Yes. Logs of APMs integrated with respective bank applications can be made use of
59	1C. Tool Evaluation: Performance Testing Tool	Regarding 'APM Integration': Please specify which APM tool Bank has (if already exists)	Bank has different tools for different platforms. The details will be shared with the successful bidder.
60	1C. Tool Evaluation: Performance Testing Tool	Regarding capability of 'Predictive Analysis': will a custom-made solution/approach be fine as no tool has this feature by default and is usually handled separately via custom logic/ approach/ utilities where data collected/ provided by tool is stored and analysed using AI/ML based libraries for further predictive analysis.	Please adhere to RFP

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S.No	Description	Query details	Bank's Response
61	1C. Tool Evaluation: Performance Testing Tool	Regarding 'Auto Scaling Test Environment': This is possible only in a cloud version of tools. In an on-premise version no tool will do this on runtime automatically auto-scaling; but this can be managed before & after the test-run efficiently. Is this the expectation to manage the load generator sizing efficiently (and not auto-scaling)? Please clarify	Bank has Vmwave Tanzu cloud environment (Vmware Kubernetes Service) on premises where kubernetes compatible images can be used. If the proposed tool is compatible with kubernetes, this can be implemented.
62	Price schedule. A. Cost of Manpower	Can bank specify count of Automation & Performance Testers and price range may vary for both the types. It seems Bank is expecting same rate for both the types of resources. Please clarify	Senior Automation Test Engineer - 4 Senior Performance Test Engineer - 2 Junior Automation Test Engineer - 9 Junior Performance Test Engineer - 3
63	General	Please list the tools and technologies currently used for automation, if any. Also, confirm whether any migration is required from the existing automation suite, test case library, or defect management system.?	Tenjin Enterprise (From Yethi). Yes migration is required.
64	Set-up test environment consisting of software and applications	Our assumption is - Test Environment definition here is only related to testing tools to be setup by Vendor and not Business Applications (21 listed on page 46) environments?	Yes
65	Mobile Automation Execution Environment	Kindly clarify whether the Bank permits the use of cloud-based device farms (for mobile automation testing), or whether only on-premise/real devices within the Bank's network are allowed for execution.	Cloud based device farms are permitted

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S.No	Description	Query details	Bank's Response
66	DevOps Testing	Does the scope of TCoE include design, implementation, and operation of CI/CD pipelines, or is it limited only to testing activities triggered by existing pipelines?	It is limited only to the testing activities triggered by the existing pipelines
67	DevOps Testing	Please clarify the CI/CD tools currently used by the Bank (e.g., Jenkins, GitLab CI, Azure DevOps, etc.)	Gitlab, Github, Jenkins, ArgoCD, Dimension CM
68	DevOps Testing	Does the Bank expect implementation of Shift-Left testing practices	Shift-Left testing practices is not expected as a deliverable. However, analysing the requirement and preparation of test cases upfront can help speed up the UAT and automation significantly and can help the developers also aware of such scenarios.
69	DevOps Testing	Are there defined quality gates (coverage %, defect leakage, build pass/fail criteria) that must be enforced in CI/CD pipelines?	DevOps integration is limited only to the testing activities triggered by the existing pipelines. Defect leakage shall be part of pipeline when respective application pipelines integrate Continuous Testing (CT) as part of the pipeline
70	DevOps Testing	Is the bidder free to propose custom or open-source automation frameworks, or must Bank-approved tools only be used?	Open Source tools are not allowed.
71	DevOps Testing	Are applications containerized and deployed on Kubernetes / OpenShift, and should test automation support container-native pipelines?	Yes. For containerized applications, tools shall integrate into respective pipelines. DevOps integration is limited only to the testing activities triggered by the existing pipelines.

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S.No	Description	Query details	Bank's Response
72	Providing the latest technology required for creating the testing environment	Please confirm if vendor has to manage (Create / maintain) environments for testing i.e. development, user acceptance testing, pre-production and production environments as part of TCoE. Also the update of patches / releases for getting enhanced functionalities in the environment is ideally managed by the development team - please confirm if the same has to be done by the TCoE vendor only	No. Setting up of the necessary testing tools in the test environments is the responsibility of the successful bidder
73	Setup and manage software testing tools/technology solutions for managing entire testing life cycle for Agile, DevOps and traditional projects/releases. Testing Tools with required licenses for the period of engagement for usage in Indian Bank premises to be supplied by the Service Provider.	Please confirm if Bank has any existing tools in place for: 1) Test management 2) Defect Management 3) Devops 4) Automation 5) Performance testing If yes, please share the name of the tools and also confirm if the same can be used or vendor has to bring in their own tools	No tools for Test and Defect Management.  Gitlab, Github, Jenkins, ArgoCD, Dimension CM  Automation is carried out by Tenjin Enterprise & Performance using JMeter. However these are to be replaced by the tools proposed under this RFP.
74	The service provider should provide on-site training to the Bank staff/ third party vendor for automation of test cases, conducting UAT (User Acceptance Testing) & regression testing using the tools supplied. Also necessary training to be provided to bank staff and third party vendor for utilizing other tools supplied like defect trackers, test management tools etc.	Please confirm on the following for the training: 1) Frequency of training to be carried out 2) No of team members involved in each training	Training is expected to be a one-time training with sufficient user manuals for the bank team for operating the tools (especially test and defect trackers) that needs to be operated on day to day basis. Bank will provide premises / webex for such training and is required to ensure proper usage and communication.

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S.No	Description	Query details	Bank's Response
	supplied as part of this contract		
75	The SLA defined (with respect to accuracy in testing which will be defined in tender) by the Bank must be adhered to by the service provider for providing on-time & quality output. (It must be noted that the SLA will be independent and different for different applications of the bank. Each individual SLA should be adhered to individually)	Please share the existing SLA's managed currently across applications	Please refer corrigendum for revised clause
76	Selected vendor should manage the DC & DR setup relating to TCoE and keep both locations vulnerability free. All observations relating to TCoE from Audit, compliance and security should be remediated by the service provider in a time bound manner.	Please confirm on the DC and DR site locations. Also will the support be required at the specific locations or remote support can be provided	DC is at Chennai and DR is at Mumbai. No remote access will be provided. All activities to be carried out on-premises.
77	Bank has approximately 2000 test cases defined in its systems. These have to be migrated to the new system along with test data in a time frame of 6 months from start of operations. Delay beyond this will attract a penalty of Rs 50000/- (Rupees Fifty Thousand only) per week or part thereof.	Please confirm if the case count of 2000 is for one application or across applications listed (21 listed on page 46). If the count is across applications then request you to kindly provide the break up of the same across applications	This is across all the applications. Breakup details will be shared with the successful bidder

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S.No	Description	Query details	Bank's Response
78	<p>d. Endurance Testing This is required to examine how the applications (CBS, Mobile banking, Internet banking) react while it withstands a huge load over a long period of time. This is a type of Load Testing.</p> <p>e. Spike Testing This testing is required to validate the performance of applications (CBS, Mobile banking, Internet banking) when there is an extreme load over a short period of time. This is a type of Load Testing.</p>	<p>Kindly confirm if both android and iOS will trigger the same request message/call from their applications or will there be any difference in the request message/call?</p>	<p>There can be platform specific differences, especially in case of device interactions, device bindings etc.</p>
79	<p>Bank has approximately 200 performance tests defined for its systems. These have to be migrated to the new system along with test data in a time frame of 3 months from start of operations. Delay beyond this will attract a penalty of Rs 50000/- (Rupees Fifty Thousand only) per week or part thereof.</p>	<p>Which performance testing tool(s) are currently used (e.g., NeoLoad, JMeter, LoadRunner) by the bank?</p>	<p>JMeter</p>
80	<p>Bank has approximately 2000 test cases defined in its systems. These have to be migrated to the new system along with test data in a time frame of 6 months from start of operations. Delay beyond this will</p>	<p>Which is the Test Automation tool currently being used by the bank. Will bank provide access to the source code of the current test automation tool, to support migration of</p>	<p>Tenjin</p>

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S.No	Description	Query details	Bank's Response
	attract a penalty of Rs 50000/- (Rupees Fifty Thousand only) per week or part thereof.	automation scripts to new tool.	
81	Point c) Only commercially licensed tools shall be proposed under this engagement.	Is bank open to the use of Open Source Tools for this engagement.eg: Apache JMeter	Open Source tools are not allowed.
82	Bank has approximately 200 performance tests defined for its systems. These have to be migrated to the new system along with test data in a time frame of 3 months from start of operations. Delay beyond this will attract a penalty of Rs 50000/- (Rupees Fifty Thousand only) per week or part thereof.	Are the existing performance test scripts and associated test data fully executable, validated, and aligned with current business processes, or will any updates or corrections be required prior to migration?	All existing test scripts and associated test data fully executable, validated, and aligned with current business processes. However, there may be corrections required and script may not be able to be migrated / reused as is.
83	Bank has approximately 200 performance tests defined for its systems. These have to be migrated to the new system along with test data in a time frame of 3 months from start of operations. Delay beyond this will attract a penalty of Rs 50000/- (Rupees Fifty Thousand only) per week or part thereof.	Is there an active commercial license for the existing performance testing tool, and can you specify the number of virtual user licenses available for test execution?	Currently, JMeter is used
84	Bank has approximately 200 performance tests defined for its systems. These have to be migrated to the new system along with test data in a time	Has benchmark testing been performed on the existing application, and if so, could the benchmark results be shared?	The details will be shared with the successful bidder

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S.No	Description	Query details	Bank's Response
	frame of 3 months from start of operations. Delay beyond this will attract a penalty of Rs 50000/- (Rupees Fifty Thousand only) per week or part thereof.		
85	Performance Testing	Does the Bank currently have any application or infrastructure monitoring tools in place to support performance testing? If yes, please specify the tools and their scope.	Bank has APM tools integrated with respective environments and reports and logs from these tools will be shared.
86	Copy of the purchase order and / or Certificate of completion of the work. The Bidder should also furnish latest invoice or letter from the institution quoting the period and nature of services provided. Details to be furnished as per Annexure-VIII.	Please confirm whether submission of only the Purchase Order is sufficient to meet the specified criteria?	Please adhere to RFP
87	Test Data preparation and periodic refresh.	Please provide the approximate <b>number of Database Schemas, tables and columns</b> involved in each of the applications	The details will be shared with the successful bidder
88	Test Data preparation and periodic refresh.	For the applications identified, please provide tentative schedule/frequency of data refresh to be done	This depends on the nature of test data and the application being tested. Application wise details will be shared with the successful bidder
89	Mobile Device Farm (5 devices) - viii - Ready integration of Mobile Device farm with Test Management suite - Cloud Farm	The RFP mentions readiness for integration of Mobile Device Farm with Test Management Suite (Cloud Farm). Kindly clarify whether the Bank permits usage of a secure OEM-hosted cloud device farm for mobile	Cloud based device farm is permitted



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S.No	Description	Query details	Bank's Response
		testing, or the device farm is required to be hosted strictly within Bank premises.	
90	Bank has approximately 200 performance tests defined for its systems. These have to be migrated to the new system along with test data in a time frame of 3 months from start of operations. Delay beyond this will attract a penalty of Rs 50000/- (Rupees Fifty Thousand only) per week or part thereof.	Kindly provide details of the existing performance testing tool, supported protocols and scripting technologies currently in use.	Currently, JMeter is used. Other details will be shared with the successful bidder
91	xv. Test Scripts (in case of automation & performance testing) stored in a version-controlled repository.	Kindly confirm whether the Bank will provide an enterprise source control system (e.g., Git-based repository) for this purpose, or the bidder is expected to provision and manage the repository solution as part of the scope.	All the tools with required licenses for the period of engagement to be supplied by the successful bidder
92	Service Virtualization	The RFP mentions use of service virtualization/simulation during testing. Kindly clarify whether virtualization is required only for performance testing where dependent systems are unavailable, or also for functional test automation scenarios across SIT/UAT cycles	Virtualization is required for performance testing
93	Data Migration Testing	Please confirm whether any existing commercial Data Migration Validation tool available within Bank, and	No

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S.No	Description	Query details	Bank's Response
		list the number of user license available	
94	Core Banking Solution (TCS BaNCS) testing experience	Can we consider any other Core Banking solutions or only TCS BaNCS is required?	Only TCS BaNCS Core Banking Solution will be considered
95	Functional testing experience - Core Banking Solution - TCS BaNCS	Can we consider any other Core Banking solutions or only TCS BaNCS is required?	Both TCS BaNCS and other than TCS BaNCS Core Banking Solutions will be considered but with different weightage of marks. Please refer RFP section 1.B - Services S.2
96	Automation OEM certified / ISTQB Automation certified Resources with bidder	Please confirm whether we can show the certification of various automation OEMs or should it be specific to the OEM which the vendor will be proposing as part of the engagement	Certification in any industry standard automation tool will be considered
97	Functional testing experience- Financial Inclusion application	We would like to clarify whether a separate track record is mandatory for this item, as we do not maintain an independent record for the Financial Inclusion Application. This application has been tested by our team as part of the overall Core Banking System product testing. Could you please confirm if this integrated experience will be acceptable for evaluation?	If a proof can be provided that the financial inclusion functions serviced from Business Correspondent (BC) point devices / tabs including AePS transactions are part of scope of such integrated applications, then the same can be considered with sufficient proof / letter from such banks
98	Produce realistic, compliant test data sets by masking or anonymizing sensitive information to meet data privacy and regulatory requirements.	Please confirm if scope of this activity is to produce testing data for all 21 applications listed in RFP leveraging production data and applying masking sub setting etc ?	Masking or Anonymising the data provided by bank in its applications is not required to be done by TCoE team. Any data that is generated as synthetic test data to be masked, if any PII details are included in the same.
99	Rapidly create and configure test environments as needed, ensuring availability for multiple	Please confirm scope of this activity is only related to vendor supplied tools and same can be provisioned	Limited to only vendor supplied tools and can be provisioned using automated or semi-automated tools

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S.No	Description	Query details	Bank's Response
	parallel projects and reducing setup delays.	using automated, Semi automated process as well.	
100	Efficient Automation and Digitization: Automate repetitive tasks (eg: regression) to boost efficiency	Would like to understand from the bank for how many applications automation is required?	Please refer RFP section 2.5 'Applications to be Covered Under Testing'
101	The SLA defined (with respect to accuracy in testing which will be defined in tender) by the Bank must be adhered to by the service provider for providing on-time & quality output. (It must be noted that the SLA will be independent and different for different applications of the bank. Each individual SLA should be adhered to individually)	Can SLAs for all applications involved be shared to understand the feasibility?	Please refer corrigendum
102	The service provider should comply all the regulatory requirements and should always be ready to provide logs, reports or cases as and when demanded	Logs availability will depend on the application and type of testing being carried out. Kindly confirm Bank concurrence.	Logs mentioned here denotes the logs from the proposed testing tools and not the application logs
103	The service provider shall adhere to all the IT and Information Security related policies of the Bank.	Can the policies be shared to understand the feasibility?	The details will be shared with the successful bidder
104	The service provider should provide required facility management resources to the Bank for setting up and operate TCoE during the contract period.	Such resources are not included in the type of resources to be quoted for as part of the TCoE, kindly include the same in the resource requirement mentioned in section 5, Human Resource Requirements	Setting up of tools is required during initial installation and upgradation which may be carried out by the personnel mentioned in the Human Resource Requirements

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S.No	Description	Query details	Bank's Response
105	Set-up test environment consisting of software and applications Upgrade the test environment with latest patches/ release for getting enhanced functionalities and security fixes as per the software release cycle Carry out the operation and maintenance of test environment (all software technology components)	Is the reference to setting up the environment for the testing tools or applications under test. I fits related to applications under test , then that needs special skillsets which are not requested in the resources sought in the RFP? Kindly clarify	Setting up of the necessary testing tools in the test environment only is under scope
106	The Bank shall provide sign off for each stage of payment of fees after satisfying with the completion of deliverables and number of resources deployed in the Project.	The testing deliverables in on an ongoing bases where as the billing is based on the resources effort consumed within the month , how will the bank determine completion of deliverables by resource with deliverables spanning across months? Kindly clarify	Please refer payment Terms under section 'CONDITIONS OF CONTRACT'. Billing is on manpower basis and deviations, if any, will be penalised as per SLA.
107	In case of delay in respect of timelines for designing, roll-out and implementation mentioned in this document, the Bank shall decide whether or not the delay is attributable to the Consultant. In case, the Bank determines that the delay is not attributable to the Consultant, the Bank shall release the payment.	Will the Bank provide details for determining that the delay is Soley due to the consultant and if the consultant disputes the same, how will it be resolved. Kindly clarify	Any disputes will be resolved by mutual discussion between bank and successful bidder. Only delays attributable to bidder will be considered for payment.

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S.No	Description	Query details	Bank's Response
108	Penalties to be levied - For Defects leaked to Production AND For Defects identified in UAT after TCoE confirmation	We assume that the penalties will only be levied if the leakage is solely due to non coverage of such tests in the Test environment and the application is in the same state as in Test environment and no code or configurations or dependencies have been changed. Is this assumption correct or will bank levy penalties on any defect identified in production or UAT, please confirm?	Penalties will be applicable only if the defects are attributable to the bidder
109	Penalties to be levied - For Defects leaked to Production AND For Defects identified in UAT after TCoE confirmation	We assume that the penalties will be levied only if adequate time was provided as prescribed by the consultant to test the application/change before releasing to UAT, and no such penalties will be levied if the testing was fast tracked by the Bank for any reason. kindly confirm if this assumption is correct.	Penalties will be applicable only if the defects are attributable to the bidder
110	Penalties to be levied - For Defects leaked to Production AND For Defects identified in UAT after TCoE confirmation	Typically there is a limit applied to the total penalties levied not exceeding 10% of the value associated with that test activity. Will such limits be applied for maximum amount of penalties levied? Please confirm.	Limitation of Liability modified to 10% of contract value. Please refer corrigendum
111	Penalty clause for delay in providing Testing services - Functional Testing In case of functional testing not completed within the estimated/approved timeline, the penalty will be Rs.10,000/- (Rupees Ten Thousand	Given that the team size is decided by the Bank and number of CR/enhancements or any such test requirements are unknow upfront, will Bank provide the time estimated by the consultant depending on the priorities at the given point in time? We assume penalties will be levied only if the estimated time is provided	Penalties will be applicable only if the delay is attributable to the bidder

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S.No	Description	Query details	Bank's Response
	only) per enhancement per day of delay.	and there is a delay solely attributable to the consultant, kindly confirm.	
112	Penalty clause for delay in providing Testing services - Automation Testing of minor enhancements Penalty clause for delay in providing Testing services - Automation Testing of major enhancements	Given that the team size is decided by the Bank and number of enhancements are not known upfront, if there are multiple parallel enhancements how is the team expected to complete the automation within 5/10 working days of the enhancement being moved to production? We recommend that the Bank consider the plan submitted by the consultant based on priorities as the benchmark of r measuring delays? kindly confirm if this is acceptable.	Please adhere to RFP
113	Penalty clause for delay in providing Testing services - Automation Regression Execution Time	The time taken to execute the automated regression suite will depend on multiple factors like the number of fields to be operated on in a given screen, speed of the application environment etc. Given these challenges how will the penalty be levied if the delay is solely not because of the automation tool or script? and how will such parameters be measured and notified? kindly confirm	Penalties will be applicable only if the delay is attributable to the bidder
114	Penalty clause for delay in providing Testing services - Automation Testing - Migration of existing test scripts - Performance Testing - Migration of existing test scripts	We assume that he during the period allocated for migration of automation and Performance scripts no other automation or performance test activities are allocated to the team? Kindly confirm	No. Depending on the migration plan, this may have to be carried out in parallel. Allocation of resources will be mutually discussed and decided with the successful bidder.

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S.No	Description	Query details	Bank's Response
115	Penalty clause for delay in providing Testing services, - Testing Staff Availability (Attendance)	We assume the availability is arrived at after deducting leaves and holidays as per bank policies that the team is entitled to? Kindly confirm	All bank working days will be considered for availability. Additionally, 12 leaves per resource can be considered in a year. Please refer corrigendum.
116	Penalty clause for delay in providing Testing services - Testing Staff Availability (Attendance)	Kindly clarify on what amount will the penalty percentage given be applied on? Is it on the specific team members monthly invoiced amount? Please clarify	Penalty for deviation will be calculated on Total Resource Payment for that month
117	Penalty clause for delay in providing Testing services	Typically there is a limit to which penalty is levied, kindly confirm if there are such limits defined?	Limitation of Liability modified to 10% of contract value. Please refer corrigendum
118	The above allocation is indicative in nature for the purpose of costing and actual resource deployment required permanently will be finalized based on the discussions with the successful bidder and the initial deployment will be approximately 25 resources	What will be the time period within which a resource has to be onboarded once the Bank requests for additional resources? Please confirm.	2 weeks
119	Bidder shall conduct evaluation of the candidate's knowledge of the domain and testing process/tool by way of written tests and/or interviews and the detailed evaluation results of the candidate's capability by bidder shall be shared with bank.	Kindly provide the list of parameters expected to be covered in the evaluation as envisaged by the Bank?	Parameters depends on the role of the candidate. Candidates knowledge about the respective domain/technical expertise in the role shall be covered under the evaluation conducted by bidder and submitted to bank.
120	Bidder has to provide the above details of all the resources as per details in technical bid evaluation table along with documentary evidence to	Kindly provide list of all the documentary evidences that needs to be submitted to substantiate the experience and skills?	Please refer corrigendum

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S.No	Description	Query details	Bank's Response
	substantiate the experience and skills.		
121	The Bank will examine the CVs of all the team members and carry out interview to assess their experience and suitability for the engagement. Those not found suitable shall be replaced by the bidder to the satisfaction of the Bank.	If all qualifications prescribed by the Bank are met for the candidates examined/interviewed and if 3 such candidates are consecutively rejected by the Bank, we suggest that the penalties for delays to onboard resources will be relaxed accordingly. Kindly confirm if this is acceptable?	Please adhere to RFP. No such relaxation will be provided. It shall be the responsibility of the bidder to do pre-screening and bring quality candidates to the bank.
122	Insurance - Bidder should have cyber insurance policy to cover first party and third-party liability coverage to organisation when cyber risk materializes and / or cyber security controls at organization fails.	As the resources will be operating from organisation/Bank premises, the cyber security controls are not in the vendors control but as governed by the bank, in such a setup vendor/bidder cannot be responsible for failure of cyber security controls at the bank. We request that the clarity be brought to limit liability to where any such breaches are solely caused by the solutions implemented by the vendor/bidder.	Please adhere to RFP. This is applicable to any such breaches which are attributable solely to the bidder or its representatives or employees.
123	Penalty/Liquidated Damages (LD)	There are penalties already defined in section 4 page 54 onwards for delays, is the over and above those or is this specifically referring to any other delays, kindly confirm.	Yes
124	Delivery Schedule	While in other r section\ 30 days is mentioned as the time to onboard resources, here it is mentioned that within 2 weeks from PO test services has to be provided? Kindly clarify.	30 days clause is for replacement resources to be on-boarded before the relieving date of the resource leaving the Project





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S.No	Description	Query details	Bank's Response
125	Bidder's annual turnover in at least two of the last three financial years	Given that the requirement is only for 40 resources, can the average annual turnover requirements be reduced to a max of 100 crores.	Please refer corrigendum for the revised clause
126	No. of years the bidder has been in Software testing business.	To test Banking applications domain experience is critical than year of generic testing experience. Request to please include weightage to specific experience in Banking sector up to a max of 10 years	Please adhere to RFP
127	Bidders Strength - Full time technical resources in bidder's payroll	Given that the requirement is only for 40 resources, can the highest weightage be given to organisations having a Upto 1000-or above	Please adhere to RFP
128	ISO Certificate	ISO standards assess the effectiveness & consistency of management systems & it does not measure maturity by time, but by continuous compliance. Hence, we request that the clause be changed to include full marks to vendors certified more than a year and having completed one surveillance audit	Please adhere to RFP. All certifications sought in the RFP shall be in force and valid at the time of submitting the bid
129	Quality Assurance: ISTQB Certified Resources with Bidder	Given that the requirement is only for 40 resources, request the highest weightage be given to organizations having more than 250 ISTQB certified resources	Please adhere to RFP
130	Automation testing experience	Given the nuances of automating TCS BaNCS, request weightage or scoring to be given to automation experience on TCS Bancs CBS	Please adhere to RFP
131	Automation Analytics & ROI Tracking	Against what parameters should the cost savings be calculated in the tool, kindly clarify.	Cost savings to be calculated based on the improvement in timings of test execution.

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S.No	Description	Query details	Bank's Response
132	Service Virtualization	what kind of interfaces are expected to be virtualized other than APIs, kindly provide details of such interfaces	Service Virtualization is expected as capability of the performance testing tool. The details of individual service/interfaces will be shared with the successful bidder
133	On-Demand Provisioning of Test Environments	Is this with reference to provisioning environments for Application under test or test automation client environments, kindly clarify.	Setting up of the necessary testing tools (supplied by the bidder) in the test environment
134	Verified and found all the documents to be in the same order in both Hard copy and Soft Copy.	Is there an expectation to submit any hard copy documents, kindly confirm.	The documents listed in Sr. No. 9 Documents to be submitted physically by Bidders only to be submitted in offline physical mode
135	Presentation to be made by the Domain Expert & Project Manager to be deployed for the Project, along with the proposed team	Can the demo presentation be anchored by our Solution Consultant and they be supported by Domain Expert & PM to be deployed on project. Are all the personnel expected to be onsite during the demo presentation or can be organized in a hybrid mode?	Demo presentation can be made by Solution Consultant. All the personnel need not be onsite during the demo presentation, however, atleast key personnel shall be available at our premise
136	Pt xxi - Also necessary training to be provided to bank staff and third party vendor for utilising other tools supplied	Does the testing vendor need to provide training to third party vendor resources for utilising other tools? If yes, How many such third party vendors exist to whom the training has to be provided	Training is expected to be a one-time training with sufficient user manuals for the bank team for operating the tools (especially test and defect trackers) that needs to be operated on day to day basis. Bank will provide premises / Webex for such training and is required to ensure proper usage and communication.
137	Pt xxvii - Selected vendor should manage the DC & DR setup relating to TCoE and keep both locations vulnerability free.	Does this mean that testing vendor also need to do Security Testing for DC & DR setup to keep it vulnerability free?	Security testing is not under the scope of this engagement. However, maintaining DC & DR setup of the proposed tools, vulnerability free is the responsibility of the selected bidder

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S.No	Description	Query details	Bank's Response
138	Pt xxviii - The service provider to conduct DC & DR activity as per the BCP policy of the Bank (including DR Drills once in 3 months, as per Bank's specification)	Is there a specific scope defined by Indian Bank for DC & DR activity to be conducted by vendor?	Testing tools must be configured with the required licenses in both DC & DR. Testing activities should be carried out without any disruption during operations from DR site
139	Accessibility Testing - Accessibility of the application on various form factors especially for web and mobile applications to be tested	What are the guidelines customer expects Bidder to follow for Accessibility testing?	WCAG 2.2
140	Set-up test environment consisting of software and applications	What will be the scope of testing vendor as part of Environment Setup?	Setting up of the necessary testing tools (supplied by the bidder) in the test environment
141	Classification of Severity of Defects and penalties thereof	What is the overall capping for penalties levied due to given reasons? Can this be capped to 1 to 2 % of the overall project cost submitted the Bidder?	Limitation of Liability modified to 10% of contract value. Please refer corrigendum
142	5.1 Resource Requirements - Senior Automation / Performance Test Engineer	Is Automation and Performance testing expected to be done by same resource? Since these are 2 different skillsets can Indian Bank share the expected count of resources for the 2 skillsets separately?	Senior Automation Test Engineer - 4 Senior Performance Test Engineer - 2 Junior Automation Test Engineer - 9 Junior Performance Test Engineer - 3
143	TCOE Lead - 10+ years of experience as lead or manager in testing with delivery responsibilities preferably with Banking clients	Expected Years of Experience for Test Manager & Test Lead are mentioned as same? Can the Test Lead be proposed with 7+ years of Experience?	Experience Criteria is amended. Please refer corrigendum
144	1.B - Services	What supporting document can the vendor submit to comply for all Technical/ Functional Specifications mentioned in RFP?	The bidder to submit latest invoice/ certificate from the Bank along with the copy of Purchase Order

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S.No	Description	Query details	Bank's Response
145	1.C - Tools Evaluation Only commercially licensed tools shall be proposed under this engagement	Does this mean that vendor is supposed to propose only Licensed Testing tools for Test Automation, Performance Testing, Test & Defect Management, Test Environment & Data Management?	Yes
146		Are all resources expected to work onsite? What will be the work location for onsite resources?	All the resources shall be available onsite at Bank's Head Office, Chennai. This may change in case of any mergers /acquisitions or amalgamations.
147		Please confirm if IT resources are provided by client, how these assets are allocated & who will manage the same.	Bank shall provide Hardware, OS & Oracle DB.However, the service provider has to complete Installation, Configuration, Customization, Upgradation, Maintenance & Support of all the software/ tools supplied as part of this RFP
148		Please confirm what type of data is being accessed/stored/processed (Confidential/ PII data / Test data, etc):	Each environment will have its own separate dataset. While Pre Production will be almost similar to production data set, UAT & Dev may have only a sub-set of the data
149	4. Mobile device farm	Expectation of Device Farm license is Onprem or Cloud or Bank is flexible with any environment	Cloud based device farms are permitted
150	5.2. Experience requirements of the Resources	Request your consideration to relax the experience criteria for Senior Software Test Engineer from 5+ to 4+ yrs & Junior Software Test Engineer from 3+ to 2+ yrs, as we have strong, qualified resources within this range	Please adhere to RFP
151	clients' satisfactory letter (in letterhead / institutional E-mail	We request Authority to consider Purchase Order as arranging reference/satisfaction letters from the customer shall take time given various internal approvals at the customer's end.	The bidder shall submit latest invoice/ certificate from the Bank along with the Purchase Order

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S.No	Description	Query details	Bank's Response
152	Performance Testing – Migration of existing test scripts /migration of test data Bank has approximately 200 performance tests defined for its systems. These have to be migrated to the new system along with test data in a time frame of 3 months from start of operations. Delay beyond this will attract a penalty of Rs 50000/- (Rupees Fifty Thousand only) per week or part thereof.	Kindly provide details of the existing performance testing tool, supported protocols and scripting technologies currently in use	Currently, JMeter is used
153	xv. Test Scripts (in case of automation & performance testing) stored in a version-controlled repository.	Kindly confirm whether the Bank will provide an enterprise source control system (e.g., Git-based repository) for this purpose, or the bidder is expected to provision and manage the repository solution as part of the scope.	All the tools with required licenses for the period of engagement to be supplied by the successful bidder
154	Service Virtualization	The RFP mentions use of service virtualization/simulation during testing.  Kindly clarify whether virtualization is required only for performance testing where dependent systems are unavailable, or also for functional test automation scenarios across SIT/UAT cycles	Virtualization is required for performance testing
155	Certification Requirements (as per the scope of work)	Request Authority to clarify which certifications are referred here?	Please refer RFP section 5.2 'Experience requirements of the Resources'

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S.No	Description	Query details	Bank's Response
156	Automation OEM certified / ISTQB Automation certified Resources with bidder	Request Authority to confirm the Automation tool proposed by the Bidder, the certified resources should be of the same tool?	Resource should be either certified on any industry standard Automation tool or ISTQB Automation Certified.
157	E.1. - Bidder's Experience & Capabilities-Bidder's - E.1 -annual turnover in at least two of the last three financial years-  i.500 Crores and above - 10 Marks ii.250 Crores to 500 Crores - 5 Marks iii.<250 Crores - 2.5 Marks	We request the Authority to kindly consider revising the criteria for awarding maximum marks to an average annual turnover of around INR 100 Crores during the last three financial years.  This revision will enable capable MSME organizations to participate more competitively while still ensuring adequate financial stability and proven project delivery capability.	Please refer corrigendum for the revised clause  With respect to MSE relaxation, the qualification marks for this section has been reduced. Please refer corrigendum. However actual marks obtained in the evaluation will be used for calculation of technical score
158	E.2-Number of years the bidder has been in Software Testing business-  i.More than 20 years - 10 marks ii.Between 15 - 20 years - 5 marks iii.Less than 15 years - 2.5 marks	We request that the experience criteria for maximum marks may kindly be revised to 10-15 years in Software Testing business. This will broaden participation and provide fair opportunity to competent MSME firms without compromising quality and experience standards.	With respect to MSE relaxation, the qualification marks for this section has been reduced. Please refer corrigendum. However actual marks obtained in the evaluation will be used for calculation of technical score
159	E.3 Bidders Strength - Full time technical resources in bidder's payroll  i.More than 2000 resources - 10 marks ii.1001 - 2000 resources - 5 marks iii.500 - 1000 resources - 2.5 marks iv.Less than 500 resources - 1 mark	We request that the criteria for maximum marks may kindly be revised to approximately 1000-1100 full-time technical resources, so that mid-sized and MSME organizations with strong capabilities also get a fair opportunity to compete.	With respect to MSE relaxation, the qualification marks for this section has been reduced. Please refer corrigendum. However actual marks obtained in the evaluation will be used for calculation of technical score

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S.No	Description	Query details	Bank's Response
160	E.6 Full time Technical resources in bidder's payroll with experience in Banking domain i. More than 1000 resources - 10 marks ii. 500 - 1000 resources - 5 marks iii. Less than 500 resources - 2.5 marks	We request that the criteria for maximum marks may kindly be considered around 500 full-time technical resources with Banking domain experience, thereby encouraging broader industry participation while maintaining domain expertise requirements.	With respect to MSE relaxation, the qualification marks for this section has been reduced. Please refer corrigendum. However actual marks obtained in the evaluation will be used for calculation of technical score
161	E.7-Quality Assurance: ISTQB Certified Resources with Bidder i. More than 500 resources - 10 Marks ii. 200 - 500 resources - 5 Marks iii. Less than 200 resources - 2.5 Marks	We request that for maximum marks, the threshold may kindly be revised to approximately 200 ISTQB certified resources, enabling competent MSME organizations to participate fairly while ensuring certified quality manpower availability.	With respect to MSE relaxation, the qualification marks for this section has been reduced. Please refer corrigendum. However actual marks obtained in the evaluation will be used for calculation of technical score
162	E.8 Automation OEM certified / ISTQB Automation certified Resources with bidder i. More than 50 resources - 10 Marks ii. 25 - 50 resources - 5 Marks iii. Less than 25 resources - 2.5 Marks	We request that the criteria for awarding maximum marks under this clause may kindly be revised to 25-50 Automation OEM certified / ISTQB Automation certified resources with the bidder.  This revision will enable technically strong organizations, including capable MSME firms, to participate competitively while maintaining the required automation expertise and certification standards.	With respect to MSE relaxation, the qualification marks for this section has been reduced. Please refer corrigendum. However actual marks obtained in the evaluation will be used for calculation of technical score

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S.No	Description	Query details	Bank's Response
163	E.9 Implementation of TCoE /Testing (Functional) solution with minimum 20 resources in each implementation for banks in India which is currently operational i. Public Sector Bank in India – 5 marks each ii.Private Sector Bank in India – 3 marks each iii.Regional Rural Bank (RRB), Small Finance Bank, Payments Banks, Foreign banks in India – 1 mark each	<p>We request the Authority to kindly consider revising the criteria for awarding maximum marks under this clause.</p> <p>It is requested that implementation of TCoE / Functional Testing solution with minimum 20 resources for at least one operational banking client in India may please be considered for awarding maximum marks. This will enable fair participation of capable MSME organizations while ensuring relevant banking domain experience and execution capability.</p>	<p>With respect to MSE relaxation, the qualification marks for this section has been reduced. Please refer corrigendum. However actual marks obtained in the evaluation will be used for calculation of technical score</p>
164	2.5. Applications to be Covered Under Testing	Please confirm whether performance testing is required for all applications listed or only for identified critical applications finalized jointly with the Bank.	Performance testing is required for all applications listed
165	2.1. Types of Testing-II. Non-Functional Testing	Please clarify whether Benchmark, Load, Stress, Soak, WAN, Failover tests are mandatory for every application or application-specific.	Benchmark, Load, Stress, Soak, WAN, Failover tests are mandatory for every application
166	2.4. Types of Tools & Capability:B. Performance Testing Tools-APM Integration	Will the Bank provide access to existing APM tools during performance testing, or should the bidder arrange integrations?	Bank has APM tools integrated with respective environments and reports and logs from these tools will be shared.
167	2.1. Types of Testing-II. Non-Functional Testing	Please confirm the pass/fail criteria such as p95 response time, error rate, CPU/memory thresholds.	Criteria will be shared with the successful bidder.
168	2.4. Types of Tools & Capability:D. Test Environment & Data Management Tools-On-Demand Provisioning of Test Environments	Will performance testing environments be dedicated and stable, or shared with UAT/functional testing activities?	Stable testing environment will be provided for performance testing

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S.No	Description	Query details	Bank's Response
169	Application onboarding prioritization	The RFP provides an indicative list of applications under TCoE scope. Kindly confirm whether the Bank will define a phased onboarding roadmap identifying applications to be onboarded for automation in initial implementation period and subsequent phases.	Successful bidder may prioritise the applications/modules to comply with SLA clauses
170	Tool ecosystem standardization	Kindly confirm whether the Bank has any existing approved automation tools, frameworks, or technology stack standards that vendors must align with.	No approved tools or frameworks.
171	CI/CD ecosystem integration	Kindly confirm the CI/CD tools currently used within the Bank environment to enable integration planning for automation execution pipelines.	Gitlab, Github, Jenkins, ArgoCD, Dimension CM
172	Automation execution orchestration	Please clarify whether automation execution is expected to be integrated as part of continuous integration pipelines, scheduled regression cycles, or release-based execution cycles.	Yes. Integration of testing with CI/CD pipelines is expected as part of scope.
173	Execution scalability expectations	Kindly confirm expected concurrency levels for automation execution across browsers, devices, and environments to appropriately design execution infrastructure.	No. of Parallel sessions will be based on the respective testing requirement. As for sizing, bank has provided No of execution licenses as part of commercial bid.
174	Automation execution infrastructure model	Please confirm whether automation execution environments will be provisioned by the Bank or whether vendors are expected to provision and manage execution infrastructure within Bank security guidelines.	Bank shall provide Hardware, Operating System and Oracle Database. However, the service provider has to complete Installation, Configuration, Customization, Up-gradation, Maintenance and Support of all the software / tools supplied as part of this RFP




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S.No	Description	Query details	Bank's Response
175	Test data provisioning responsibility	Kindly confirm whether masked production data will be provisioned by the Bank for automation execution or whether vendors are expected to generate and maintain automation test data.	Banks data will be masked and provided. Synthetic data creation may be required in some cases.
176	Automation KPI expectations	Kindly confirm whether the Bank has defined target automation KPIs such as minimum automation coverage %, execution stability %, or regression cycle reduction expectations.	This will be governed by the SLA mentioned in S.No. 4 Service Level Agreement (SLA) under CONDITIONS OF CONTRACT and it is expected to maintain good test coverage to avoid defect leakage
177	Automation resource deployment model	Kindly confirm whether automation resources will operate as centralized TCoE resources or aligned per application/domain based on project allocation.	Centralized shared automation COE model
178	Functional and Technical Requirements of Tools	Kindly confirm whether API testing will involve REST and/or SOAP services. Additionally, please specify the preferred API testing tools and confirm the scope of third-party integrations?	API Testing will involve majorly REST and SOAP services. There are no preferred tools for the same.
179	Desktop UI Testing / Multi Browser Testing	Kindly specify the browsers that must be supported?	Chrome, Edge, Mozilla, Safari & Opera for desktop In case of mobile, in addition to above, respective platform browsers and WebView provided as part of android and iOS to be covered
180	Functional Testing-2.1 and 2.2	What are the defined Key Performance Indicators (KPIs) for measuring the success of the TCoE?	This will be governed by the SLA mentioned in S.No. 4 Service Level Agreement (SLA) under CONDITIONS OF CONTRACT
181	Functional Testing-2.1 and 2.2	Is the application currently under development or already developed?	Most of the applications are live and some of the applications are under development
182	Functional Testing-2.1 and 2.2	Please provide a detailed module list and end-to-end journey list for each application?	The details will be shared with the successful bidder

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S.No	Description	Query details	Bank's Response
183	Functional Testing-2.1 and 2.2	Will applications be categorized as Tier-1, Tier-2, or Tier-3 based on business criticality to enable risk-based test effort allocation?	Applications are classified as per the business criticality by the bank. The same will be shared with successful bidder.
184	Functional Testing-2.1 and 2.2	Kindly share the indicative release frequency (weekly/fortnightly/monthly) across digital channels.	Release frequency varies from application to application. Critical applications may have daily release cycles
185	Functional Testing-2.1 and 2.2	Are the requirement documents (BRD/FSD) finalized and available for review?	BRD/FSD documents are finalized and will be provided to the successful bidder to frame the test cases
186	Functional Testing-2.1 and 2.2	Please provide the current project plan/timeline to facilitate preparation of the test plan.	Project timeline will vary from application to application. The details will be shared with the successful bidder
187	Functional Testing-2.1 and 2.2	How frequently will test data be refreshed during testing cycles?	Data refresh will vary application to application & environment to environment. While Pre Production environment will be refreshed daily, UAT environment may be refreshed monthly
188	Functional Testing-2.1 and 2.2	Please clarify the defect triage frequency and the final authority for severity classification.	Defect triage frequency will be monthly. Defect severity classification will be discussed and agreed between Bank and bidder. However, the decision of the Bank will be final and binding
189	Functional Testing-2.1 and 2.2	Does the Bank have preferred reporting or dashboard tool(e.g.JIRA, ALM, Azure DevOps) or may the vendor propose suitable tools?	No preferred tools. Bidder may propose suitable tools
190	Functional Testing-2.1 and 2.2	Will the Bank provide access to a centralized document repository (e.g., SharePoint, DMS), or should the vendor propose one?	There is no centralised document repository. Such artifacts shall be maintained as part of test and defect management tool
191	Functional Testing-2.1 and 2.2	Please confirm any dependencies on third-party vendors and specify the interface systems involved (e.g., NPCI, UIDAI, payment gateways).	The details will be shared with the successful bidder

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S.No	Description	Query details	Bank's Response
192	Functional Testing-2.1 and 2.2	Please outline the expected governance structure, including review cadence (weekly/monthly steering committee meetings), required dashboards, and reporting formats.	Daily Reports & Monthly steering meetings
193	Functional Testing-2.1 and 2.2	What is the minimum guaranteed volume (projects/releases per month)? Additionally, is there a defined transition period? If so, please specify the duration.	Volume will vary application to application. There is no such transition period.
194	Functional Testing-2.1 and 2.2	Is AI-based test optimization permitted?	Yes. But models has to be deployed on-premises
195	Functional Testing-2.1 and 2.2	Are government schemes such as PMJDY, DBT, pension, and subsidy integrations within scope? Is Aadhaar seeding validation included?	Yes
196	Functional Testing-2.1 and 2.2	Please confirm the in-scope application landscape, including Core Banking systems (e.g., Finacle, TCS BaNCS), LOS, LMS, Mobile Banking, etc.	CBS is TCS BaNCS. Other details will be shared with successful bidder.
197	Functional Testing-2.1 and 2.2	Which LOS/LMS platforms are in scope (Retail/Co-lending)? Additionally, is end-to-end journey testing required (LOS → LMS → CBS → GL)?	Multiple LOS/ LMS platforms are in scope for bank's internal purpose and digital lending. These are customised as per bank needs. End-to-End testing is required.
198	Bank disclaims accuracy/completeness and reserves right to update information.	Request Bank to confirm that any material changes impacting scope, commercials or risk shall be mutually discussed and agreed prior to implementation.	Please adhere to RFP
199	Payment terms not detailed in RFP extract.	Request milestone-based payment structure with defined approval timelines and no indefinite withholding.	Please refer payment Terms under section 'CONDITIONS OF CONTRACT'. Billing is on manpower basis and deviations, if any, will be penalised as per SLA.

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S.No	Description	Query details	Bank's Response
200	Jurisdiction defined in favour of Bank location.	Request arbitration mechanism with neutral venue and mutual appointment of arbitrator.	Please adhere to RFP
201	Liquidated damages applicable.	Request LD cap linked to monthly/quarterly charges and overall cap aligned to limitation of liability.	Please adhere to RFP
202	LoL (Limitation of Liability) clause included.	Request overall liability capped to 12 months' fees excluding fraud, wilful misconduct and IP infringement.	Limitation of Liability modified to 10% of contract value. Please refer corrigendum
203	Broad indemnity obligations on vendor.	Request indemnity limitation to third-party IP infringement, bodily injury and confidentiality breach only.	Please adhere to RFP
204	Exit obligations applicable.	Exit support to be time-bound, commercially compensated and limited to defined transition period.	Please adhere to RFP
205	Confidentiality obligations imposed.	Obligations to be mutual with carve-outs for public domain, regulatory disclosures and prior known information.	Please adhere to RFP
206	Negligence liability applicable.	Request alignment with limitation of liability cap.	Please refer Limitation of Liability clause.
207	Integrity pact mandatory.	Request confirmation that standard format applicable without additional liabilities beyond pact scope.	Please adhere to RFP and integrity pact as per annexure
208	Change orders defined.	Request written approval and commercial sign-off prior to execution of change requests.	Please adhere to RFP
209	E.11. Mobile Banking testing experience	We seek clarification on how the ' Mobile Banking Testing Experience" will be evaluated	Bidder should have conducted End-to-End testing, functional and automation testing, of the Mobile Banking app (Retail / Corporate) which has add-on features like Wealth Management, Stocks & Mutual funds, Insurance etc.
210	D.2 Demonstration of Tools and Test Cases.	Whether the proposed demo is intended primarily for evaluation of tools, or	The demo is for assessing the bidder's knowledge about the area mentioned and also about

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S.No	Description	Query details	Bank's Response
		whether it is also meant to assess broader bidder capabilities such as implementation approach, methodology, use cases, team strength, and overall delivery framework — as these aspects are already addressed in the RFP response and technical evaluation criteria.	the knowledge of the tool proposed. Tool capability is evaluated in Section 1.C. Scores have been realigned to reflect this. Please refer corrigendum
211	Purpose: Ensure stable, secure, and compliant environments and test data for all testing activities.	Could you please confirm whether you would prefer us to bring in a commercial tool for this purpose? If yes, we would like to highlight that, as per the current RFP commercial format, there is no separate line item provisioned for such a tool. We assume the we can add additional line in the commercial annexure (part II - B. Cost of Testing Tools) to represent data management tool costing. If the use of a commercial tool is not preferred, please clarify how you expect these activities (i.e., data anonymization, data virtualization, masking etc) to be performed—whether using any client-provided tools, open-source utilities, or alternative approaches approved by your team.	<p>Masking or Anonymising the data provided by bank in its applications is not required to be done by TCoE team. Any data that is generated as synthetic test data to be masked, if any PII details are included in the same.</p> <p>Hence no ETL is expected to be done by Testing Tools with masking/anonymizing of data.</p>
212	The bidder shall ensure that the software solutions proposed to be deployed in Bank/ used for providing testing services are licensed sufficiently to provide services as per SLA and such solutions implemented are under warranty/ AMC from	Would a self-declaration issued on the bidder's letterhead be sufficient?	Proof of licenses issued in the name of Indian Bank and entitlement of support shall be provided after supply. At the time of bid, a declaration shall be provided with tool name, OEM Name, Product/Part number (if any), licensing metrics and license type. Also the type of

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S.No	Description	Query details	Bank's Response
	OEM for the period of contract. In case bidder is the OEM of the solutions supplied bidder should have its development & support centre in India. This should be full fledged establishment and not created for the submission of this Bid. Bidder should specifically certify in this regard on company letter head and provide proof of support / AMC		support AMC/ATS shall be mentioned against each tool.

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