

Amendments & Clarifications: CO/HRM/01/R1/2018-19 dated 13/11/2018

S. No	RFP Point No./Title	Page no	Details as per RFP	Query	Bank's Reply
1	1	4	Invitation for bids	As understand, solution is to be implemented in the new server IBM and Oracle 12c DB, hope server and DB will be provided by the bank. Please confirm	The Server and DB will be provided by the Bank
2	Section -1	4	The solution is to be implementaed.	Please confirm if the current Infrastructure at DC and DR will suffice this Implementat on or any other Hardware if required will be made available by Indian Bank	Yes all Hardware Infrastructure will be provided by the Bank
3	pg 57 Sec V	5	5. The Bidder should have satisfactorily implemented SAP HRMS (ECC 6.0 and above) and its support services in a BFSI/PSU with more than 10,000 employees		
4	Formation of technical bid (part I) Points XI & XII	9	It should include compliance with all functional requirements without deviations It should include compliance with all Technical requirements without deviations	Bidder requests the Bank to delete this clause The response to RFP considers the existing implementation plus the FRS/TRS provided. We expect the bank to provide all existing FRS, TRS and Blue print documents from their existing implementation. Our implementation is planned on Bank using the SAP standard functionalities including any work around as that will be suggested by us including any custom build and it will be on the basis of existing FRS, TRS and blueprint documents. By this, the technical and functional requirements will be pre-dominantly without much deviations. If Bank cannot share or does not have FRS, TRS, Blue print documents and cannot to adapt its processes to the SAP's standard solution offering including work around, then all functional, technical compliances cannot be without deviations. We request bank to consider this and allow deviations which are necessary	Adhere the Terms of RFP Required and available documents will be shared with the successful bidder during the system study and blue print phases



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5	Section VI	9	It should include a brief summary.	Can the Partner recommend cloud Solutions such as Success Factors for LMS? Is the Bank open for Cloud Solutions as SaaS Model	The HRMS- SAP and LMS solutions will be on-premise
6	Formation of commercial bid Point IV	10	Change requests as given in the commercial bid format valid for next 4 years. Future releases, upgrades/patches for the entire solution should be at no cost to the bank till the end of the contract period	As long as Bank pays and have the ATS support from the OEMs in a timely manner, the future releases, upgrades/patches will be given to bank at no additional cost. If Banks accepts the same in as-is-where-is form then we carry out one such upgrade, releases at no cost to bank for every two years post implementation. However, if any of the upgrade, releases requires additional infra (RAM, CPU, Storage etc.,) and any licenses or additional software then Bank to plan to provide the same through CR. This is applicable for upgrade releases which are more than 2 in the contract period. For carrying out these two upgrades, releases, the pre-requisites along with dependencies will be mentioned in the compliance and it is expected that all the concerned parties shall abide and fulfil their respective requirements. We request the bank to suitably take care of this in this point	During the Contract Period, any upgrade/patch that is released by the OEM, has to be implemented by the successful bidder at no extra cost. However, any additional hardware infrastructure, if required will be provided by the Bank
7	Formation of Commercial Bid	10	Point No V	Bidder understands that the deal is exclusive of taxes and hence applicable GST will be on actuals at the time of invoicing. Pls confirm whether the understanding is correct.	Yes, GST will be on actuals at the time of invoicing
8		14	Acceptance of purchase order alongwith authorization letter to be submitted within 5 working days from the date of receipt of the purchase order	In order to comply with this ask, we request a draft proposed contract also to be shared now itself by the bank. If Bank is not in a position to share the same, then we propose that both the parties mutually agree and conclude with in a reasonable time period after PO is issued. We would request either to share the proposed contract now and in the absence of the same, we request bank to remove invoking of EMD and blacklisting. For all practical and contractual purposes, the contract signed date will only be applicable.	Contract form is already available as part of the RFP.
20.	Awarding of Contract				



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9	Annexure I - Evaluation process for technical competence and capability of bidder	15	Number of consecutive years the bidder has implemented SAP HRMS solution	We understand that the bidder should have been implementing SAP HRMS for different customers during the said consecutive years. Please clarify whether our understanding is correct	Understanding is correct
10	Annexure I - Evaluation process for technical competence and capability of bidder	15	1.3 and 1.4 - References	What would be the scoring if we submit a combination of India and Abroad references.	Please adhere to the terms of the RFP
11		15	Number of consecutive years the Bidder has implemented SAP Solution (as on 30.11.2018).		
12	18 Annex 1	15	References where Bidder has implemented the SAP LMS solution with more than 5,000 employees.	Bidder requests the Bank to delete this clause	Adhere the Terms of RFP
	18 Annex 1			Bidder requests the Bank to delete this clause	Adhere the Terms of RFP



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13	18 Annex 1	15	References from Government dept./Public Sector Undertaking /scheduled commercial bank/ insurance company certified by IRDA1/Non Banking Financial Company where the Bidder has successfully implemented SAP HRMS solution	Bidder requests the Bank to delete this clause	Adhere the Terms of RFP
14	18 Annex 1	15	References from Government dept. /Public Sector Undertaking/ scheduled commercial bank/ insurance company certified by IRDA1/Non Banking Financial Company where the Bidder has implemented SAP LMS solution	Bidder requests the Bank to delete this clause	Adhere the Terms of RFP
15	18 Annex 1	15	Number of References under SI's post implementation support for SAP LMS solution being provided for the last 2years	Bidder requests the Bank to delete this clause	Adhere the Terms of RFP
16	18 Annex 1	15	Number of Implementation experts & Consultants available in India with the Bidder having more than 2	Bidder requests the Bank to delete this clause	Adhere the Terms of RFP



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17	18 Annex 1	15	years of experience in implementation, customization and migration of SAP LMS solution		
18	Section III-5.1	19	Visit to reference site Performance security to 10% of the contract amount excluding AMC/ATS & Manpower cost)	Bidder requests the Bank to delete this clause Bidder requests that Performance BG should be capped at 5% of the total contract value.	Adhere the Terms of RFP Please adhere to the terms of the RFP
19	Section III-5	19	Performance security is mentioned 72 months	Whether it 72 weeks or 72 months?	As per the terms of RFP
20	Section III-8.2	20	Onsite comprehensive 24*7*365 maintenance support under ATS/AMC with back to back OEM Support up to contract period. Need to submit a proof	Normally, Bank will have a AMC with OEM for the product support. Hope the Bidder has to submit a proof that 100 man-days of support from OEM? Whether there should be onsite resources from successful OEM?	Bank will have direct AMC Contract with OEM for the Product Support. Additionally Bidder has to submit a cost for 100 man days from OEM
21	10. Payment Terms	21	The bank shall make payment as follows	Bank's proposed payment term is spread across various period and we have some concerns on the same. We request Bank and selected bidder to mutually agree and suitably address a payment term in the contract itself. To this effect, we request Bank to consider our request. Also, once the phase is gone live/in production, then it is deemed as signed off by the bank and bank should release the payment within 30 days from the invoice date.	Please adhere to the terms of the RFP
22	10	21	Payment terms	Request change the same to Phase 1 - 50%, Phase 2 - 25%, Phase 3 -25% and Man power support charges as quarterly in advance	Please adhere to the terms of the RFP
23	Section III-	21	Onsite comprehensive	Product Maintenance will by OEM. Therefore it should	As per the terms of RFP



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	8.2			be kept out of scope	
24	Section III-10	21	Onsite Manpower support for a period of 4 Years from the date of go live of all phases	Bidder requests that payment be made at the end of each month.	Please adhere to the terms of the RFP
25	11. Change orders	22	The purchaser may at any time, by a written order given to the bidder make changes within the general scope of the contract	The above clause is very open ended. We propose that any changes to be mutually discussed and agreed upon by both the parties	Please adhere to the terms of the RFP
26		22	Liquidated damages, termination of convenience, penalty, limitatio of liability etc.,	The clauses relating to liquidated damages, termination of convenience, penalty limitation of liability, exit requirements, integrity pack etc., requires suitable discussion and agreement between both the parties. We have concerns with the existing terms on LD. We propose the bank to share the draft contract now to discuss and finalize and keep it ready for signing the same if we are the selected bidder. If the same could not be shared now then we propose that the selected bidder and the bank to mutually agree on each of these and get it addressed in the contract. We request Bank to suitably address this	The Contract is already forming part of the RFP in Page 165
27	13. Liquidated Damages	22	Liquidated damages	Request consider the same along with the other penalties with the cap of 10% of the implementation cost	Please adhere to the terms of the RFP
28	Section III-10	22	Onsite man power support from 9.30 am to 6.30 pm on all bank working days during implementation & 4 years	In section III-8.2 page 20, it was mentioned 24*7*365 Onsite support. Please let me know the support window?	As per the terms of RFP



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29	14. Guarantees on solution up time Points 1 and 2 (a) 2 (b)	23	1. Penalty or fine which the government or the regulator(s) may impose/ charge to the bank for the failure of the successful bidder's services 2. Any 3rd party claims for a) IP Infringement b) Bodily injury(including death) and damage to property	We propose any penalty be applied on the annual contract value and on the support manpower services (excluding AMC, ATS, implementation) and limited to 5% of the value for the quarter. This is applicable if we are solely responsible for the same. The clauses/points relating to IP infringement and others requires mutual discussion and agreement thereof. Hence, we request bank either to share the draft contract now or provide changes to the effect that these points can be mutually discussed and agreed between the bank and the selected SI	All these will be on actuals
30	Pg 23	23	Performance Security	Bidder requests the Bank to delete this clause	Adhere the Terms of RFP
31	16	24	Termination for Default	In the event of new purchase request cap the charges at 3% of the new purchase cost	Please adhere to the terms of the RFP
32	Section III-15	24	Table A A penalty of Rs 2000 shall be charged per hour for non-conformance. Maximum penalty for non-conformance would be capped at 20% of the cost of the project	Penalty should be capped at 5% of the cost of the project. Bidder requests that the total penalty under the project should cumulatively be capped at 5% of the contract value.	Please adhere to the terms of the RFP
33	pg 25 payment terms	25		Payment should be quarterly in advance withing nett 30 days from the date of Invoice submission	Adhere the Terms of RFP



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34		26		Bidder requests for the following to be taken into consideration and included in the clause, "Notwithstanding anything stated to the contrary, the aggregate of all penalties and liquidated damages under the Contract shall not exceed 10% of the monthly Value or 2% of the Quarterly invoice excluding the softwares whichever is lower. Any penalty shall be levied only for reasons solely attributable to the Bidder. Penalty shall constitute the Bank's sole and exclusive remedy against the Bidder for such defect/delay.	
35	Pg 26, Delays Section III-24	27	Maintenance	Product upgrades need to be taken up as a separate proposal as SI does not have visibility into the features that would be available in the later version or the number of upgrades that will be released by product OEM.	Adhere the Terms of RFP Please adhere to the terms of the RFP
36	25.2 Technical and operations training	28	Training has to be led by instructors from the OEM	Please change this clause from 'Training has to be led by instructors from the OEM' to 'Training has to be led by instructors from the OEM or instructors authorised by OEM'	The clause has been changed from 'Training has to be led by instructors from the OEM' to 'Training has to be led by instructors from the OEM or instructors authorised and certified by OEM'
37	27	28	Service Level Agreements	Request cap SLA penalties with all other penalties including LD at 10% of the implementation cost	Please adhere to the terms of the RFP
38	28	28	Exit Requirements	Request specify other charges to be born by the bidder	Please adhere to the terms of the RFP
39	30	29	Limitation of Liability	Request limit the same along with other penalties to 10% of the implementation cost	Please adhere to the terms of the RFP



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40	Limitation of Liability	29	Vendor's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for a) IP Infringement indemnity b) Bodily injury (including Death) and damage to real property and tangible property caused by vendor's wilful misconduct. In no event Service Provider shall be liable, whether in contract, tort, or otherwise, for any special, punitive, indirect, exemplary, consequential, or incidental losses, damages, claims, liabilities, charges, costs, expenses or injuries, including, without limitation, loss of use, data, profits, revenues, business and for any claims of customers of the Bank or other third parties claiming through the Bank arising under or in connection with this Agreement even if such Party has been advised in advance of their possibility. Service Provider shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the Bank or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Service Provider's delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the Bank, then Service Provider shall be allowed an additional period of time	Vendor's aggregate liability under the contract shall be limited to the amount paid to Bidder by Bank in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose).. This limit shall not apply to third party claims for a) IP Infringement indemnity b) Bodily injury (including Death) and damage to real property and tangible property caused by vendor's wilful misconduct. In no event Service Provider shall be liable, whether in contract, tort, or otherwise, for any special, punitive, indirect, exemplary, consequential, or incidental losses, damages, claims, liabilities, charges, costs, expenses or injuries, including, without limitation, loss of use, data, profits, revenues, business and for any claims of customers of the Bank or other third parties claiming through the Bank arising under or in connection with this Agreement even if such Party has been advised in advance of their possibility. Service Provider shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the Bank or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Service Provider's delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the Bank, then Service Provider shall be allowed an additional period of time	Please adhere to the terms of the RFP



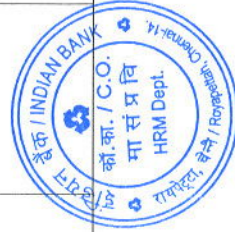
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41	Indemnify	29	The successful bidder will indemnify the Bank against all actions, Proceedings, claims, suits, damages and any other expenses for causes attributable to the successful bidder. The successful bidder shall also indemnify the Purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof. Bidder shall have no obligations with respect to any Infringement Claims to the extent that the Infringement Claim arises or results from: (i) Bidder's compliance with Bank's specific technical designs or instructions (except where Bidder knew or should have known that such compliance was likely to result in an Infringement Claim and Bidder did not inform Bank of the same); (ii) inclusion in a Deliverable of any content or other materials provided by Bank and the infringement relates to or arises from such Bank materials or provided material; (iii) modification of a Deliverable after delivery by Bidder to Bank if such modification was not made by or on behalf of the Bidder; (iv) operation or use of some or all of the Deliverable in combination with products, information, specification, instructions, data, materials not provided	to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Service Provider is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the Bank. Such failures or delays shall be brought to the notice of the Bank and subject to mutual agreement with the Bank, then Service Provider shall take such actions as may be necessary to correct or remedy the failures or delays. Service Provider shall be entitled to invoice the Bank for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties.	Please adhere to the terms of the RFP



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				by Bidder; or (v) use of the Deliverables for any purposes for which the same have not been designed or developed or other than in accordance with any applicable specifications or documentation provided under the applicable Statement of Work by the Bidder ; or (v) use of a superseded release of some or all of the Deliverables or Bank's failure to use any modification of the Deliverable furnished under this Agreement including, but not limited to, corrections, fixes, or enhancements made available by the Bidder . Bank shall not be entitled to seek any indemnification from the bidder unless Bank provides the bidder with (i) prompt written notice of any claim, demand or action for which Bank is seeking or may seek indemnification hereunder and gives the bidder the right to have sole control over the defense and settlement negotiations; (ii) does not make any statement or admission in relation to such claim which may prejudicially affect the chances of settlement or defense of such claim; (iii) reasonably cooperate with the bidder in assisting the defense of the claim and in the negotiations or settlements of any such claim, demand or action by providing all assistance and information to perform the above obligations; and (iv) allow the bidder, at its own expense, exclusively defend such litigation, negotiations and settlements with counsel of its own choosing. In the event that Bank is enjoined or otherwise prohibited, or is reasonably likely to be enjoined or otherwise prohibited, from using any Deliverable as a result of or in connection with any claim for which Bidder is required to indemnify Bank under this section	



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				according to a final decision of the courts or in the view of Bidder, Bidder, may at its own expense and option: (i) procure for Bank the right to continue using such Deliverable; (ii) modify the Deliverable so that it becomes non-infringing without materially altering its capacity or performance; (iii) replace the Deliverable with work product that is equal in capacity and performance but is non-infringing; or (iv) If such measures do not achieve the desired result and if the infringement is established by a final decision of the courts or a judicial or extrajudicial settlement, the Bidder shall refund the Bank the fees effectively paid for that Deliverable by the Bank subject to depreciation for the period of Use, on a straight line depreciation over a 5 year period basis. The foregoing provides for the entire liability of the Bidder and the exclusive remedy of the Bank in matters related to infringement of third party intellectual property rights. The Bank warrants that all software, information, data, materials and other assistance provided by it under this proposal shall not infringe any intellectual property rights of third parties, and agrees that it shall at all times indemnify and hold Bidder harmless from any loss, claim, damages, costs, expenses, including Attorney's fees, which may be incurred as a result of any action or claim that may be made or initiated against it by any third parties alleging infringement of their rights.	



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42	Pg 29 Termination	29		Bidder Request a cure period of 30 days for termination for Cause. Bank Needs to pay for the all services rendered till termination, windown charges, any balance Sheet exposure and any charges applicable on termination. Recovery Should be through invoking of Bank Guarantee for this contract only	Adhere the Terms of RFP
43		29		Further, any insolvency has to be confirmed by a competent court, before the Bank can terminate the Contract. Also, the Bidder shall be paid for all the products and services provided by the Bidder upto the effective date of termination and the additional amounts that the Bidder may reasonably incur due to such termination. However, no set-off shall be done from the PBG or the amounts payable to the Bidder.	
	Pg 29 Termination			Bidder request recovery of dues should be from this agreement/Contract only	Adhere the Terms of RFP
44	Pg 258, Title and Proprietary rights	29		Please note that the Bidder shall indemnify the Bank by paying any court awarded damages, which arise out of a third party claim, for the infringement of any copyright or patent related to the Bidder's product.	Adhere the Terms of RFP
45	Pg 29 Termination	29		Please note that if the Bidder is found indulging in any intentional corrupt/fraudulent activity to gain any undue business advantage, then the Bank can debar the Bidder from the current RFP process and no further.	
46	Pg 30	30	Corrupt or fraudulent Force Majeure	Bidder requests the Bank to delete this clause	Adhere the Terms of RFP
47	4	31	Scope of the project	We understand currently SAP HR is implemented, and version is ECC 5.0 .What processes implemented as part of employee records like employee master (personal administration, organisational data, time management and payroll)	All process except Payroll and Performance Management have been implemented in ECC 5.0
	4	31	Scope of the project	What are the talent processes implemented like performance ,learning?	Performance and learning has not been implemented



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49	4	31	Scope of the project	Can you please provide existing implemented documentation updated with the latest changes?	in the current process.
50	Section IV - 2	33	Project Implementation	Indian Bank has provided a Implementation plan for the three Phases. Can the Partner recommend their own timelines but ensuring the Total Implementation period is 72 weeks	will be shared with the successful bidder The Timelines proposed by the bidder can be accepted, if the overall time does not exceed the 72 weeks proposed by the Bank and in the same order proposed by the Bank
51	4.6	35	Licenses	Please confirm employee portal version details.	No Employee portal. It is an In-house developed Portal
52	Section IV	35	License (SAP..	Is Payroll and ESS for Pensioners to be considered in Scope of the Project	ESS and Payroll for pensioners is in scope
53		36	Immediately before go live and every year thereafter, the OEM should perform one health check of the implementation and verify best practices and provide ways of achieving the same to the bidder, under copy to the bank	One pre go-live check by OEM shall be conducted before the systems is cleared for going live and it will be at the final phase (no phase wise OEM go-live check is planned as it will be clashing with the timelines). Any module, once it is in production then it is deemed as accepted by the bank even if there is no sign-off from the Bank. For subsequent annual health checks, we propose that the 'bidder shall engage OEM or its authorized personnel to carry out this exercise'. The outcome of the same shall be discussed with the bank and both the bank and SI to mutually agree on the way forward on which points can be addressed with existing support personnel and which requires additional efforts and therefore CR. Bidder will carryout any changes only on approval of such CR arising out of best practises	Please adhere to the terms of the RFP

8. Onsite Support



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54		36	After completion of all the phases of the implementation, two resources will be deployed from 09.30 A.M to 6.30 PM per day on all banking working days for a period of 4 years	The scope mentioned under on site support cannot be managed entirely by 2 resources. Our understanding is that 2 resources are required exclusively at on-site and remaining can be from off-site for which Bank will provide necessary link, approval etc., If all the support personnel to be on-site, we feel that we require minimum 2 resources per module to be at onsite considering the sensitivity of the application.	Please adhere to the terms of the RFP
55	8. Onsite support	36	SRS approved by OEM, OEM should perform one health check every year	Is this OEM involvement to be enabled by the SI or Indian Bank will enable this involvement?	Please adhere to the terms of the RFP
56	Section IV-8	36	Onsite Support	Whether OEM has to do a audit during each phase	Please adhere to the terms of the RFP
57	Section IV-8	36	Onsite Support	Can SI reduce the number of onsite resources & provision for remote support?	Please adhere to the terms of the RFP
58	pg 36	36	Indemnity	Bidder requests to delete this clause	Adhere the Terms of RFP
59	Scope of Work	38	7. Phased Implementation	There is no mention of the number of customisation objects. Considering the FRS/TRS and Blueprint documents of past implementation and the scope of this RFP, for effective effort estimation in order to come up with a quantifiable commercial offer DXC proposes to define number of customization and integration objects	Please adhere to the terms of the RFP
60	Section IV - 10	38	Scope of work	Does Indian Bank has Licenses for PO (Middleware) to connect? How are the current Interfaces Enabled	Necessary licenses will be procured if required
61	Section IV - 10	38	Scope of work	What are the Interfaces currently used	No interfaces are used
62	Section VI	41	Functional Requirement	Pls share all the functional & technical requirement in an excel format. The current document is in a picture format.	Will be Provided in Searchable format
	pg 43	43	Escrow	Bidder requests the Bank to delete this clause	Adhere the Terms of RFP

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64		47	Employee's ID generator with Suffix, Prefix & Number Generator	Employee id will be alphanumeric?	Will be informed to the successful bidder
65	1.1 Functional Requirement	47	E/C/N E-Eligible C-Customizable N-Not Available	A/C/N A-Available C- Customizable N-Not Available	A/C/N A-Available C-Customizable N-Not Available
66	Pg 49	49	Warranty	Please note that all the warranties shall be as per the third party OEM warranties, which shall be provided to the Banks on a pass-through basis.	Adhere the Terms of RFP
67		50	Capacity(Capability) to provide data to Actuary to arrive the organization's future liability in connection with Gratuity Payment , Leave Encashment payment, Pension payment for employees now in service with additional information with regard to projected salary/leave balance for encashment	Formula to derive the same is required	will be shared with the successful bidder
68	1.42	51	The system should have function to define requirement plans(periodic) in terms of specific skills. Job descriptions, Qualifications, experience , designation, etc	Logic is required to fetch the same	will be shared with the successful bidder



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69	Section VI	51		Is Manpower Planning currently configured? Is it customized? Does the bank has BPC licenses as part of the EULA	Manpower Planning currently Configured-No Is it Customized-Yes Does the bank has BPC licenses as part of the EULA-Necessary licenses will be procured if required
70		54	Provision for recording payments made to panel members /invigilators/ candidates/ advertising agencies/VBO's etc	The payment is not made in HR system for this, this comes under FI or procurement	will be shared with the successful bidder
71	3.11	55	The system should identify vacancy posts identified as per manpower plan to be filled through internal transfers	Logic is required so that such vacancies can be identified	will be shared with the successful bidder
72	4.3	57	Deputation of officers to external agencies with mainaining details such as Name of organizations, tenure of appointment, start date, end date, brief T &C , etc.	The external agencies are part of organization or separate entities? Employee id has to be kept same or different?	will be shared with the successful bidder
73	4.39	58	Ability to define rules for promotion eligibility in terms of tenure, consistent achievements of high performance grades etc	Rules will have to be defined offline which will be mapped in system	will be shared with the successful bidder
	5.4				



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74	5.18	59	The system should allow workflow test schedule involving communication with external agency such as IBPS	The communication needs to be done through email of some PI system?	will be shared with the successful bidder
75	pg 57 Sec V	59	9. The Bidder must have a team of at least 20 SAP HRMS consultants on its rolls having experience in implementing all the major modules/solution components	Bidder requests the Bank to delete this clause	Adhere the Terms of RFP
76		62	Automatic trigger to CBS system for de-activating the User Id once the status is updated by relieving branch on relief of the employee	Will these be separate organizations? If same organization then only transfer will occur with same employee id	will be shared with the successful bidder
77	9.3	63	Application for job in outside Institutions	Is application required from system in outside institutions directly from company system or employee can do separately?	will be shared with the successful bidder
78	11.2	63	Provision to capture the Direct & Indirect liability of the employees from CBS	What are direct & indirect liabilities? Please provide some examples	will be shared with the successful bidder
79	14.3	68	Section VI	Does Indian Bank expect LSO and E Recruitment as Part of the Solution? These are sunset solutions	LSO should be a part of Implementation. E Recruitment is not a part of the Implementation

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S. No	RFP Point No./Title	Page no	Details as per RFP	Query	Bank's Reply
80		69	Incentive Memo to be integrated with IIBF courses and hit the banks for credit to employee's account	Incentive Memo will be a form of letter to individuals or a group announcement?	will be shared with the successful bidder
81	14.49 Section VI	70		Is SAP DMS currently used by the Bank	For HRMS, DMS is not in use.
82	15.104.8	76	Design of customised programmes	Please be a bit more elaborative on customizations of programs required?	will be shared with the successful bidder
83	16.29	79	To extract data relating to targets & actual for post assessment automatically	Kindly give example of some actuals that are stored in system?	will be shared with the successful bidder
84	16.36	79	Capturing data related to Power of Attorney	Power of Attorney is specific to organization or employees?	will be shared with the successful bidder
85	17.13	80	Compilation of monthly report on labour situation to be sent to Govt such as ER-1, SV-1 etc.	This is to be sent via mail or through PI?	Presently the monthly reports are to be sent by mail and if PI is available in future, the same has to be customised through the PI.
86	Section VI	80		Certain Functionalities such as Legal / Vigilance / Disciplinary cases / Industrial Relations are not a part of the standard solution. Is Indian bank open for minimum customizations in these areas	Yes, The same should be customized for Indian Bank.
87	18.25	83	Facility to define workflows for Online Vigilance/IR Clearance/DAC Clearance	Do you require the system on internet or through ESS?	Please adhere to the terms of the RFP
88	18.27	83	Classification of case forward to vigilance department for onward submission to IAC	Vigilance department is internal to organization or outside?	Classification of case forward to internal Vigilance department for onward submission to IAC.



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S. No	RFP Point No./Title	Page no	Details as per RFP	Query	Bank's Reply
89	18.32	84	Capture review orders of officers	What format will the review orders be? Scanning is required for these?	MS Word, Scanning is required
90	20.87	92	Generation of all relevant reports and MIS reports	Please give examples of relevant reports and MIS reports required?	will be shared with the successful bidder
91	21.103	93	Facility of update leave & Leave balance for employees deputed	The same will be kept in master record of current company itself	will be shared with the successful bidder
92	21.113	100	Salary attachment in case of Court Orders /Garnishee Orders	What type of communication is required? Through Email or any other way?	will be shared with the successful bidder
93	21.209	105	Tool for migration of the entire data from the present system to new system	What is the size of the data that needs to be migrated	will be shared with the successful bidder
94	21.209	105	Tool for migration of the entire data from the present system to new system without any manual intervention	Manual intervention will be required for first time to migrate all data	will be shared with the successful bidder
95	Section VI	105		PF and Pension : Is the Current Customized Solution working fine and can be reused in the Re Implementation	Yes- Regarding Reuse, the same shall be discussed the successful bidder during the blue print phase
96		111	Preparing revised sanction notes, sanction letters, updation of Pension Pass Books on account of revision of pension due to increments unishment wa e settlement etc.	Passbooks of Pension is not considered in HR system	will be shared with the successful bidder
97	23.8 24.11	115	Interface for crediting Gratuity amount in CBS.	What type of interface is required?	will be shared with the successful bidder

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98	Compatibility and Compliance	145	Security Audit	FRS and TRS compliance shall be provided either as a straight fit /work around or customizing. These are dependent on standard available product features. Any requirement, not supported by SAP product cannot be complied with . We propose that this clause be limited to the standard technical fitment only.	Please adhere to the terms of the RFP
99	Section VII	151	Price Schedule	Whether we need to include the OEM review & audit price in the table A?	Please adhere to the terms of the RFP
100	Section VII	151		Pls share all the price bids in an excel format. The current document is in a picture format.	The Excel format of the functional Requirement (Section VI) will be made available for downloading
101			Existing system study Bid submission timeline	Bank has already implemented some of HRMS modules and it is live. It is also expected that the selected bidder will have to do the data migration. In order to understand the existing system better, we request the bank to facilitate a 2 day due-diligence exercise wherein our representatives will be spending time with the Bank personnel to understand the existing setup, functionalities better. Currently, the Bank's incumbent service provider has greater in-sight and in order to be competitive, we request the bank to provide 2 days for this exercise before the bid submission. Given the number of working days post pre-bid clarifications formally provided by Bank, the 2 day due-diligence exercise etc., we request the bank to provide extension of submission of bid by 3 weeks ie., by 26th Dec' 18	Cannot be provided. However, the queries shall be sent to the Bank at the Email Provided in the RFP. Any Extension will be notified through the Portal.
	General				



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S. No	RFP Point No./Title	Page no	Details as per RFP	Query	Bank's Reply
102	Infra support - General		IBM HW support and SLA	Bank to share their existing SLA, arrangements of the infra provided. DXC will try to align to the same. EOSL etc, will be as per the timeline of the infra provider and Bank. DXC have no role to play. Please confirm whether our understanding is correct. Bank to ensure timely renewal of AMC to get support from OEM. further, bank to take care of backup or any other requirement from their existing support mechanism and it is not in the scope of this RFP. Please clarify this as well.	The same will be shared with the successful bidder
103				Is Chennai HO is the central location of the project	Location of support will be from Corporate Office of the Bank
104	24.5-24.6		Finance related	Not related to HR	It is related to HRM Trust Investments which is maintained by HRM
105	Section VI			Finance Configuration: Extent of FICO done. Company Code / GL etc.	Finance Configuration not implemented in the current implementation

