

Sr. No	Clause No.	Page No.	Point No.	Clause	Clarification Sought	Bank's Response
1				To handhold the Bank's technology team in implementation of middleware solution from end-to-end	What is the team size, hierarchy of the technology team?	There is no such clause in the RFP.
2	4	5	9	To assist the Bank to create a proper transactional dashboard which can be hooked on to the Bank's corporate dashboard / independent Monitors without performance impact on either the production systems or middleware performance	Please specify the metrics, format, parameters to be included in the dashboards	The successful bidder will assist the SI in designing the dashboard with various inputs like no. and type of transactions, status of transaction etc.
3	4	5	10	To provide from time to time information and reports relating to the performance of Services at the frequency requested by the Bank	Please clarify the frequency of information and reports to be provided to the bank. What format and channel (online/offline) of the reports should be provided?	Reports to be provided weekly online in pdf format.
4	5	5	2	To undertake a feasibility study of existing applications, identify duplication of requirements/data	What are the number of standalone peripheral applications that the bank has? This will not impact our study on peripheral application integrations	Approximately 30 major applications and other minor applications and programmes. However data may not be required from all the applications.
5	23	16	2	The consultant should have adequate knowledge and expertise in selection and operations of Middle-ware systems, based on the integration requirements in the various solutions in use by departments.	Please name the solutions and the departments which will use the Middleware system and will have integration requirements. Please elaborate on all the function areas and the processes which are to be included in the scope?	Details will be provided to the successful bidder.
6	Annexure H	34	6	Return of Confidential Information: Upon written demand of the Disclosing Party, the Receiving Party shall (i) cease using the Confidential Information, (ii) return the Confidential Information and all copies, abstract, extracts, samples, notes or modules thereof to the Disclosing Party within seven (7) days after receipt of notice, and (iii) upon request of the Disclosing Party, certify in writing that the Receiving Party has complied with the obligations set forth in this paragraph.	As per our policy, we are required to retain our working papers to support the work performed by us.	Please adhere to the tender terms



Clarifications & Amendments – Ref: IB/ITD/MIDDLEWARE/03/2018-19 dated 05.12.2018

7	Annexure L	56	6	Under no circumstances, shall the undersigned solicit, offer work to, employ, or contract with, directly or indirectly on its own behalf, any of the Personnel of the Indian Bank Delivery Center in Chennai before or during the services in Indian Bank premises, and twelve (12) months thereafter.	The restriction period post engagement is more than our standard terms. Can the clause be restricted only to the engagement team and the engagement period?	Please adhere to the tender terms
8				General	We note that there is no express limitation on our liability under the RFP. In accordance with standard industry practice, we assume that our aggregate liability for direct damages under this RFP shall be limited to one time the fees paid to us under a specific work order or statement of work.	Please adhere to the tender terms
9	Annexure I	37	1 (a)	The Consultant shall keep AND HOLD THE Bank (including its respective directors, officers, agents, representatives, and employees, etc) indemnified and harmless from time to time and at all times against all actions. Proceedings, claims, suits and liabilities, (including statutory liability) penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of	Please clarify whether the word 'director' in mentioned declarations refers to Board of Directors or Directors by designation or both and whether the word "partners" in this clause refers to partners or partners by designation or both.	The word 'director' mentioned in this clause refers to the designation.
10	Annexure G	31	4	The Average Revenue of the bidder of last three financial years ended 31.03.2018 should be Rs. 50 Crore to 100 Crore	The Average Revenue of the bidder of last three financial years ended 31.03.2018 should be Rs. 50 Crore or higher	Please refer to revised Annexure G given in Annexure.
11	Annexure G	31	5	The Average Net Profit of the bidder of last three financial years ended 31.03.2018 should be Rs. 5 Crore to 10 Crore	The Average Net Profit of the bidder of last three financial years ended 31.03.2018 should be Rs. 5 Crore or higher	Please refer to revised Annexure G given in Annexure.



12	Annexure G	31	4	The Average Revenue of the bidder of last three financial years ended 31.03.2018 should be Rs. 50 Crore to 100 Crore	Please clarify whether bidder with more than 100cr average annual revenue will get full marks on this requirement or the the bidder has to be in the 50-100cr. Average revenue range	Please refer to revised Annexure G given in Annexure.
13	Annexure G	31	5	The Average Net Profit of the bidder of last three financial years ended 31.03.2018 should be Rs. 5 Crore to 10 Crore	Please clarify whether bidder with more than 10cr average Net profit will get full marks on this requirement or the the bidder has to be in the 5-10cr. Average Net profit range	Please refer to revised Annexure G given in Annexure.
14	Annexure G	31	5	Experience in Middleware or equivalent software implementation successfully during the last 7 years as on the date of submission of the bid, in Banks/Financial Institutions in India.(Minimum 3 assignments covering 7 years) Note: Preference will be given to those have implemented Middleware/ ESB/ etc. Equivalent experiences from other projects will be given two marks less)	Please update the requirement to: Experience in Middleware or equivalent software implementation/Consulting successfully during the last 7 years as on the date of submission of the bid, in Banks/Financial Institutions in India.(Minimum 3 assignments covering 7 years) Note: Preference will be given to those have implemented Middleware/ ESB/ etc. Equivalent experiences from other projects will be given two marks less)	Please refer to revised Annexure G given in Annexure.



Annexure G**The parameters used for technical evaluation:**

S.No.	Parameter	Max. Marks	Marking System
Part I			
1	Experience in Middleware or equivalent software implementation/ consulting successfully during the last 7 years as on the date of submission of bid, in Banks / Financial Institutions in India. (Minimum 3 assignment covering 7 years) Note: Preference will be given to those who have implemented Middleware/ ESB/ etc. Equivalent experiences from other projects will be given two marks less)	110	Criteria i) For one such Successful implementation under Middleware/ equivalent in Bank/ Financial Institution ii) For each additional such projects similar to Middleware in Bank/Financial Institution – 5 marks for one such Projects
2	The Average Revenue of the bidder of last three financial years ended 31.03.2018.	5	Rs.50 Crore or above
3	The Average Net Profit of the bidder of last three financial years ended 31.03.2018.	5	Rs.5 Crore to above
	Total - Part I	120	
PART II			
4	Presentation covering the proposed implementation plan		Shall be evaluated by the Bank's internal Committee
4.1	Implementable features	5	
4.2	Implementation experience; issues faced and rectification done (Clients may be contacted)	5	
4.3	Understanding of Middleware solution, its features, integration capabilities, integration	10	
4.4	Presentation and handling of questions from audience	5	
4.5	Others like Implementation plan, pert chart explanations and relevancy of data for the project	5	
	TOTAL (PART I & PART II)	150	

