

Procurement, Installation and Support of Data Exchange Module (DEM) Software for the three grids (Chennai, Mumbai and Delhi) and at DR site thereof. (Ref. CO:ITD: PROC:898/2018-19 Dated 27.12.2018)

Clarifications

Sl No	RFP Point No/Title	Page No in RFP	Details Provided in RFP	Query / Changes Requested	Response to Query / Remarks from Bank
1.	I) Procedure for Submission of Quotation	1	2) Part II (Annexure - II) price breakup details to be submitted after online reverse auction process. The price to be quoted in the online reverse auction should include cost of equipments, duties, levies, freight, insurance, warranty, AMC but exclusive of GST.	Will the solution provider have to provide hardware for the application or only the hardware specifications required by the application	The bidder don't need to provide any hardware for the application, however the bidder has to suggest suitable server /system specifications that is required to install the DEM application and suitable network HSM specifications(TPS, no of ports, no of partitions) for DR site
2.	III Scope of Project B) Deliverables	5	i. Installation, configuration and integration of software	is it only for the application or it includes application supporting softwares like application server , database etc. Required complete details on the integration side. Also, whether each time whether solution provider has to do the installation or the Bank ?	1. Application and Database server will be provided by the Bank. However the Database setup as required by the DEM software need to be configured by the bidder. 2. The bidder has to do the installation and reinstallation(if required in future) of DEM Software at three grids(Chennai, Mumbai and Delhi) in Active server and Passive server, and at DR site, Hyderabad for three Grids (Chennai, Mumbai and Delhi) onsite
3	III Scope of Project B) Deliverables	5	vi. Training to be provided to Bank's employees (Expected count of 10 members) for three (3) working days.	1. Will the training take place in a single location or in multiple locations 2. Whether online training using skype,webex can be provided for all the employees	The bidder has to provide onsite training to the Bank's employees at the three grids (Chennai, Mumbai and Delhi) and at DR Site, Hyderabad, at the time of Installation of DEM Software



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4	III Scope of Project C) Comprehensive Onsite Warranty & ATS	5	a. The supplier has to provide 1 year onsite comprehensive 24*7*365 maintenance support under warranty from the date of going live.	Is the bank looking for an onsite support for the solution, if yes whether it is L1 or L2? What will be experience and qualification required for the onsite support staff	No resource is required to be stationed at the Bank's site for maintenance support. Support has to be provided onsite on call basis.
5	V Training	6	The software should be customized as per the needs of the bank without any extra cost to the Bank.	Whether major customisation also included as part of this?	Customizations will include, but not limited to the following: 1) Changes in requirements / Specifications of DEM software that are prescribed by NPCI 2) Complete Integration of DEM software with the Bank's CTS system 3) In case any changes made in the Bank's CTS system, the same needs to be incorporated in DEM Software also
6	XIV Manuals	7	Manuals and CD media, explaining the features of the equipment shall be supplied along with the equipment at no extra cost.	Whether Manuals required in both print and CD?	CD is sufficient
7	XIV Manuals	7	Statutory licenses are to be provided to the bank, wherever applicable at no additional cost.	This required further clarifications, whether the bank is referring to OS,DB and etc	Licenses refer to DEM Software licenses and any other licensed component which is used by the DEM software

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8	Annexure I Part-I Technical Details Terms and Conditions:	13	-	Since deployment is for 3 grids, Whether remote access will be provided for the installation for all the 3 grids or is the bank expecting travel to every grid along with DR for deployment.	The bidder is required to configure Database as required by the DEM software and install DEM software at the three Grids (Chennai, Mumbai and Delhi) and at DR Site, Hyderabad, at the respective locations onsite
9	Annexure I Part-I Technical Details Terms and Conditions:	13	DEM software should comply all technical specification issued by NPCI for DEM	Current application is based on the latest NPCI technical specification. Request bank to specification which version of the specification is expected to be comply with	The bidder should provide DEM Software which complies with the latest technical specification issued by NPCI, on date of go Live
10	Annexure I Part-I Technical Details Terms and Conditions:	13	DEM software should be capable of switch over to Alternate/DR from Primary during sessions and after session in case of any issue in Primary.	Whether the bank is looking for the capability to switchover to alternate or DR from primary in the DEM application itself? Or is it ok to switch over the application using os clustering or disaster recovery tools available in market?	DEM Software should be capable of seamless switchover and need not implicitly include any other tool
11	Annexure I Part-I Technical Details Terms and Conditions:	13	DEM software should replicate all necessary data between primary and DR to facilitate invocation of DR as may be required.	is the bank looking for the capability to replicate the data with in the application? Or is it okay to have replication softwares or tools available in market?	Tool already available with the Bank for data replication, and DEM Software should be configurable with the Tool
12	Annexure I Part-I Technical Details Terms and Conditions:	13	Bidder should extend all necessary support to switch over to Alternate/DR from Primary during sessions and also after session in case of	What kind of support is expected? Whether bank is expecting a onsite or offsite support?	The DEM Software should be able to exchange the respective files within the session timings, without any delay or loss to the bank. In case of any technical issue in the DEM Software, it should be recovered within session timing, and made up and

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			any issue in Primary.		running. Regular follow up should be done to monitor the smooth working of DEM software. End to End support is required to be provided by the bidder in switching over from Primary to DR and switching back from DR to Primary. This should be taken care by the bidder.
13	Annexure I Part-I Technical Details Terms and Conditions:	13	DEM Software should be able to utilize the available HSM LUNA-PCI-E 7000 PW with the Bank at three locations and suggest suitable network HSM for DR site	On the primary side, application will be deployed in physical server or in VM? is this HSM certified to use in VMs? (As per our understanding, Safenet does not allow PCIE based HSM to use in VM.)	In the three Grids (Chennai, Mumbai and Delhi), DEM software is to be deployed in physical servers. However in DR Site, DEM application will be deployed in VM, hence Network HSM is to be used for this purpose.
14	Annexure I Part-I Technical Details Terms and Conditions:	13	The software should be customizable as per the needs of the bank without any extra cost to the Bank.	Whether major customisation also included as part of this?	Customizations will include , but not limited to the following: 1) Requirements or Changes involving DEM software that are prescribed by NPCI 2) Integration of DEM software with the Bank's CTS system 3) In case any changes made in the Bank's CTS system, the same needs to be incorporated in DEM Software
15	Annexure I Part-I Technical Details Terms and Conditions:	13	As and when NPCI releases any new version of technical specifications for o DEM or requires	Whether major customisation also included as part of this?	Customizations will include , but not limited to the following: 1) Requirements or Changes involving DEM software that are prescribed by NPCI 2) Integration of DEM software with the

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16	Annexure I Part-I Technical Details Terms and Conditions:	13	Upgradation of DEM software, Bidder has to inform the bank and provide the same without any financial implications during Warranty and AMC period. the Bidder should take care of below processes set by NPCI o Doing UAT and get certification from NPCI o On boarding Indian bank to DEM o Providing necessary support to Bank to access NPCI's new Aprta clear 6.0 application	Bank needs some level of assistance to get the UAT done OR they want Montran to help in getting connectivity with NPCI like port opening, certificate issuing etc. Aprta clear 6.0 is an application developed for NPCI with a specific vendor, what is the banks expectation on this for DEM?	Bank's CTS system 3) In case any changes made in the Bank's CTS system, the same needs to be incorporated in DEM Software
17	Annexure VII	21	Performance Guarantee	What should be the desired performance related details ?	The bidder should provide Application level support The bidder has to maintain SLA, Please refer to Page No.5. Clause IV. Service Level Agreement (SLA)
18	1) 7) Eligibility Criteria	2	a. The Bidder should be a Limited Company and should be in existence in India for the last 3 years as on 30/09/2018 (Copy of Certificate of Incorporation to be submitted).	Since the participation criteria is "the company should be a Limited company". Adroit Corporate services is a Private Company, kindly confirm if we are eligible to participate.	If the company is Public / Private Limited, the bidder can participate



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19	Annexure I Part-I Technical Details Terms and Conditions:	13	DEM Software should be able to utilize the available HSM LUNA-PCI-E 7000 PW with the Bank at three locations and suggest suitable network HSM for DR site	How many HSM the bank is having for active and passive servers. Is it only the existing HSM vendor bank is preferring or bank is open for other HSM vendor who can integrate with current HSM setup for DR site.	The bank is having sufficient number of HSMs for the three grids (Chennai, Mumbai and Delhi) for Both Active and Passive servers. There is no HSM setup for DR site, it is required by the bidder to suggest suitable network HSM for DR site.
20	XXIII Authorization Letter from OEM	10	The bidder has to obtain and submit Authorization letter as per Annexure-VI from Original Equipment Manufacturer (OEM). If the bidder is OEM and they quote their own product, then MAF need not be submitted.	MAF have to be in OEM format or bank will provide a format.	MAF format is provided in the RFP which is available in Page no.20, Annexure-VI
21	I Procedure for Submission of Quotation	1	1) Part I contains compliance details of the specifications given in Annexure-I for which quotation is called for. Part I enclosed to this letter should be filled and kept in a separate envelope marked " for Procurement, Installation and Support of Data Exchange Module (DEM) Software for the three grids (Chennai,	Would you please help us understand the following points: 1. A single consolidated setup for all the 3 grids is required or 1 setup for 3 grids. 2. For DR site also there is a separate setup needed.	Separate DEM setup is required for each grid (Chennai, Mumbai and Delhi) and separate DEM setup for all three grids at DR site, Hyderabad as well. Please refer to Page no.12, Annexure I, Part I, Technical Details, for more details on software licenses

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22	III Scope of Project B) Deliverables	5	Mumbai and Delhi) and at DR site thereof - Due on 01/11/2019 at 15.00 Hours". No column shall be left blank or altered. v. Support: Support services to be offered for problem resolution, bug reporting, and technical guidance on a 24x7 basis. This service should be provided through telephone, fax, e-mail directly.	Is bank expecting the 24x7 support for all the 3 grids and DR site separately? Or a single support system for everything.	Nature of the Support system need to be decided by the bidder themselves. But support services are required to be provided as per the tender terms and conditions
23	Annexure I Part-I Technical Details Terms and Conditions:	13	As and when NPCI releases any new version of technical specifications for o DEM or requires Upgradation of DEM software, Bidder has to inform the bank and provide the same without any financial implications during Warranty and AMC period.	As per the NPCI guidelines any upgradations will be provided to Bank and any operational level changes apart from NPCI guidelines will be chargeable post UAT sign off.	Please adhere to the tender terms and conditions
24	-	-	Kindly specify the Operating system for Application server. Also please specify the		Operating system of Application server is Windows 2016. Database is Oracle.

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25	-	-	database the bank would like to go for Oracle or SQL. Since the application is for exchanging of files , we would like to understand from bank how the replication of files is expected by Bank from the vendor for DR site.		Replication of files from DC to DR will be taken care by Bank
26	-	-	We would also like to know the archiving policies of the Bank for both the Logs and physical files.		It will be informed to the successful bidder
27	-	-	Could the Bank share the monitoring modes (mails / sms) for user interactions.		If the DEM software can provide mail / sms for user interactions, it will be an added feature
28	I Procedure for Submission of Quotation	1	1) Part I contains compliance details of the specifications given in Annexure-I for which quotation is called for. Part I enclosed to this letter should be filled and kept in a separate envelope marked " for Procurement, Installation and Support of	We understand that the Technical Proposal shall have Annexure - I along with Technical Brochure and supporting documents for Eligibility Criteria. Please confirm.	Yes

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			Data Exchange Module (DEM) Software for the three grids (Chennai, Mumbai and Delhi) and at DR site thereof - Due on 01/11/2019 at 15.00 Hours". No column shall be left blank or altered.		
29	III Scope of Project B) Deliverables	5	v. Support: Support services to be offered for problem resolution, bug reporting, and technical guidance on a 24x7 basis. This service should be provided through telephone, fax, e-mail directly.	The given clauses seem to be contradicting. Please confirm the exact requirement.	Bidder has to provide support on call basis. If the bidder is not able to resolve any issue arising due to DEM software, over call, it is required for the support team/ personnel to arrive at the Bank's Site and resolve the issue.
	III Scope of Project C) Comprehensive Onsite Warranty & ATS	5	a. The supplier has to provide 1 year onsite comprehensive 24*7*365 maintenance support under warranty from the date of going live.		
30	X Payment Terms	6	On Delivery: 85% of value of software will be released within 15 days on submission of invoice along with proof of delivery of software and OEM licenses	Please confirm if the invoices are required to be raised grid wise.	The invoices are to be submitted to the respective Grid (Chennai, Mumbai and Delhi) and DR site, Hyderabad only

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			with acknowledgement of delivery by the officers of the bank. Submission of Certificate of working: 15% payment will be released upon submission of certificate issued by Bank Officials within 3 week of installation of software (Activation of product keys for supplied licenses to the satisfaction of the officers of the bank), confirming that the software licenses supplied are working and free from any defects based on sample testing.		
31	XVI Termination for convenience	8	The Bank, by 30 days written notice sent to the successful bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the	Why should the bidder be penalized for reasons solely and directly attributable to the bank alone? Request the bank to please be fair and revise the clause to "The Bank reserves its right to cancel the order in any event that are occasioned due to reasons solely and directly attributable to the Bidder alone"	Please adhere to the tender terms and conditions

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32	Annexure I Part-I Technical Details Terms and Conditions:	13	successful bidder under the Contract is terminated, and the date upon which such termination becomes effective. The Bidder should take care of below processes set by NPCI - o Extend help in doing Vulnerability assessment and penetration test and Information Security audit done by CISO team. - o Closure of any Vulnerability or Security issue reported by CISO team. - o Doing UAT and get certification from NPCI - o On boarding Indian bank to DEM - o Providing necessary support to Bank to access NPCI's new Aprta clear 6.0 application	We understand bank is expecting the bidders help in getting the items mentioned in clause, as the UAT, certification and Onboarding with NPCI - is to be executed by the bank. What help is expected from the bidder? Please elaborate.	The expectation is detailed in the RFP
33	Annexure V	19	PROFORMA OF INSTALLATION CERTIFICATE FOR ISSUE BY THE OFFICES AFTER	We understand that the given certificate is for application software DEM instead of equipment. Please confirm.	The Installation certificate is applicable for DEM Software as well



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34	-	22	SUCCESSFUL COMMISSIONING OF EQUIPMENT	Page 22 is blank, we understand no information is missing. Please confirm.	Yes

Amendments

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1	1) 8) Bid Security	3	b) Unsuccessful Bidders' Bid Security will be discharged or returned after the expiration of the period of bid validity prescribed by the bank or after issuing purchase order to the successful L1 bidder.	b) Unsuccessful Bidders' Bid Security will be discharged or returned after the expiration of the period of bid validity prescribed by the bank or after issuing purchase order to the successful L1 bidder, whichever is earlier.

