

Date: 09/09/2019

Amendments & Clarifications - Procurement of Managed Testing Services and Setting up of Testing Center of Excellence (TCoE) Ref: CO:ITD:311/R1:2019-20 dated : 27/08/2019

Sr. No.	Page No.	Point / Section#	RFP Clause	Queries/Suggestion	Bank's Response
1	9	Point No.10 Deadline for submission of Bids	10.1 Deadline for bid submission is 10/09/2019, 03.00 P.M. The bid document along with required enclosures should be submitted at the place mentioned in clause No.9.2 either in person or it can be sent by post but it should reach the concerned officer on or before 3.00 P.M. on 10/09/2019.	Can the date of technical bid submission be extended?	<u>Amended Clause:</u> Deadline for bid submission is 13/09/2019, 03.00 P.M. The bid document along with required enclosures should be submitted at the place mentioned in clause No.9.2 either in person or it can be sent by post but it should reach the concerned officer on or before 3.00 P.M. on 13/09/2019.
2	13	Point no. 3, Performance Security	Within fifteen (15) days of the acceptance of purchase order issued for the project by the Bank, the successful Bidder shall furnish the performance security in accordance with the Conditions of Contract, for 10% of the amount of contract value valid for a period of thirty (30) months, in the form of a Bank Guarantee in the format provided in Section V in Page no. 42.		<u>Amended Clause:</u> Within fifteen (15) days of the acceptance of purchase order issued for the project by the Bank, the successful Bidder shall furnish the performance security in accordance with the Conditions of Contract, for 10% of the amount of contract value valid for a period of thirty nine (39) months , in the form of a Bank Guarantee in the format provided in Section VI, page no. 42 of RFP.



3	14	Point no. 6. Liquidated Damages	<p>For any delay in conducting the commencing Managed Testing services / setting up of Testing Center of Excellence beyond the agreed dates, Bank reserves the right to charge Liquidated Damages (LD) as detailed below:</p> <p>Liquidated Damages at 0.5% of the invoice price of the solution/services will be charged for every week's delay in the performance of the services beyond the specified performance period of each service subject to a maximum of 10% of the total contract value of that service. The Bank reserves the right to recover the amount by any mode such as adjusting from any payments to be made by the Bank to the successful bidder and invoking the Bank Guarantee.</p>	<p>We request you to define the "performance period" mentioned herein since the same is not specified anywhere. Also, requesting to lower the percentage of damages to 0.1% for each week of delay, subject to a maximum of 5% of the total contract value of the service.</p>	<p>Performance period refers to the delivery schedule of the RFP, pg. 12, point no. 4. Please adhere to terms and conditions of the RFP.</p>
---	----	---------------------------------------	---	--	--



4	15	Point No. 8, Service Level Agreement, Classification of severity of defects and penalties thereof:	<p>Critical: In case of defect leakage to production, the penalty will be Rs.50,000/- (Rupees Ten Thousand only) per Critical defect leaked to production. Retesting to be done at no additional cost to the bank within 4 working hours after the functionality is made available for testing and all the support required from the client is provided(environment, batch run etc.)</p>	<p>There are multiple factors due to which production issue leakages will happen. Do you have pre-defined mechanism for analysis of it? Who performs root cause analysis of the same?</p> <hr/> <p>In case of defect leakage to production, the penalty will be Rs. 20,000/- (Rupees Twenty thousand only). The defect needs to be informed to the vendor within 1 working day of the occurrence.</p> <hr/> <p>Request the bank to correct the discrepancy in numerical and word of penalty amount.</p>	<p>Any penalty will be levied only due to discrepancy on the part of successful bidder with respect to code changes done for a bug fix/ enhancements and resulted in adverse affect on the present system in production environment.</p> <hr/> <p>Please adhere to the amended clause.</p> <hr/> <p><u>Amended Clause:</u> In case of defect leakage to production, the penalty will be Rs.50,000/- (Rupees Fifty Thousand only) per Critical defect leaked to production. Retesting to be done at no additional cost to the bank within 4 working hours after the functionality is made available for testing and all the support required from the client is provided(environment, batch run etc.)</p>
5	15		<p>Major: In case of defect leakage to production, the penalty will be Rs. 20,000/- (Rupees Ten Thousand only) per Major defect leaked to production</p> <p>Retesting to be done at no additional cost to the Bank within 4 working hours after the functionality is made available for testing and all the support required from the client is provided (environment, batch run etc.)</p>	<p>In case of defect leakage to production, the penalty will be Rs. 8,000/- (Rupees Eight thousand only). The defect needs to be informed to the vendor within 1 working day of the occurrence.</p> <hr/> <p>Request the bank to correct the discrepancy in numerical and word of penalty amount.</p>	<p>Please adhere to the amended clause.</p> <hr/> <p><u>Amended Clause:</u> In case of defect leakage to production, the penalty will be Rs. 20,000/- (Rupees Twenty Thousand only) per Major defect leaked to production. Retesting to be done at no additional cost to the Bank within 4 working hours after the functionality is made available for testing and all the support required from the client is provided (environment, batch run</p>





6	15	Point No. 8, Service Level Agreement, Classification of severity of defects and penalties thereof:	Non availability of CBS UAT Environment	Please remove this clause as there will not be any Integrations of UAT Environment to production environment.	Please adhere to RFP terms and conditions.
7	16		Minor	Suggestion/Deviation: In case of defect leakage to production, the penalty will be Rs. 4,000/- (Rupees Four thousand only). The defect needs to be informed to the vendor within 1 working day of the occurrence.	Please adhere to RFP terms and conditions.
8	15-16		Clarification of Severity of Defects and Penalties thereof: Penalty Amount Critical : Rs.50,000 Major: Rs.20,000 Minor:Rs.10,000	Request the reduce the Penalty Amounts to Critical : Rs.25,000 Major: Rs.10,000 Minor:Rs.5,000	Please adhere to RFP terms and conditions.
9	15		Major defects are those defects which are serious and for which work around can mean • additional transaction costs • loss of image with the customer • cause issues with the regulatory authorities These have to be fixed before the software is taken to production. It affects the customer*.	The verbiage "loss of image with the customer" and "causes issues with the regulatory authorities" is unclear. We request you to define particular circumstances which can fall under the definition of loss of image with the customer and issues with the regulatory authorities.	"Loss of image with the customer" is treated as any inconvenience or denial of service to the customer due to leakage of defects into production environment (Application/ Functional) as a result of discrepancy in testing. Similarly in case such leakage causes non-compliance to the regulatory authorities it will be treated as "causes issues with regulatory authorities"
10	14 to 16		Critical , Major, minor	We request Bank to add the below point: The SLA is applicable if the application version, environment (Web/App/DB and Load Balancer), and user load are exactly the same on which the testing signoff was provided.	Please adhere to RFP terms and conditions.



11	16	Point No. 8, Service Level Agreement, Classification of severity of defects and penalties thereof:	The maximum limit on above mentioned penalties in any year during the contract period shall not exceed total amount payable by the Bank in such year in which defect leakages occurs.	The maximum limit on above mentioned penalties in any year during the contract period shall not exceed 10% of total amount payable by the Bank in such year in which defect leakages occurs.	Please adhere to RFP terms and conditions.
12	18	Point No. 13, Termination for Convenience	The Bank, by 90 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 successful bidder under the Contract is terminated, and the date upon which such termination becomes effective.	Can this clause be made mutual?	Please adhere to RFP terms and conditions.



13	20	Point No. 21, Limitation of Liability	<p>Supplier'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</p> <p>a. IP Infringement indemnity.</p> <p>b. Bodily injury (including Death) and damage to real property and tangible property caused by supplier's negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase order placed by bank on the supplier that gave rise to claim, under this tender.</p>	<p>We request to lower the aggregate liability under the contract to be limited to the fees received by the Supplier during the preceding 12 months under which the claim arises.</p>	<p><u>Amended Clause:</u> Supplier's aggregate liability under the contract shall be limited to the fees received by the successful bidder during the preceding 12 months under which the claim arises. This limit shall not apply to third party claims for</p> <p>a. IP Infringement indemnity.</p> <p>b. Bodily injury (including Death) and damage to real property and tangible property caused by supplier's negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase order placed by bank on the supplier that gave rise to claim, under this tender.</p>
14	22	SECTION IV I. SCOPE OF WORK:— 1. Set-up and Operationalization of Testing Center of Excellence (TCoE) in Build and co-operate along with Bank:	Core Banking and Interface applications (Internet Banking, Mobile banking, ATM & Cards, In-house applications) to be part of TCoE which will include Enterprise applications, Channels and Interfaces with a TCoE Team of 5 to 10.	What are the in-house applications?	 Applications developed by Bank's internal team. These are mainly web based / stand-alone / batch jobs / mobile application.
15	22		Section 4: Scope of work : 1	What is the core banking application used by the bank (Assumption: TCS BaNCS)	TCS BaNCS
16	22		Section 4: Scope of work : 1	What enterprise applications used? SAP/Oracle EBS etc.?	SAP

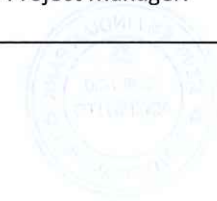
17	22	SECTION IV I. SCOPE OF WORK:	Section 4: Scope of work : 1	Does the bank have any preferences for Testing tools for test management, Test automation, Performance, Mobile etc.	Bidder should provide software testing tool with valid license and support till the contract period. Bank has no preference.
18	22		Section 4: Scope of work : 1	Is the bank expecting any standardized test process methodology implemented? TMMI etc.	Yes
19	22		Section 4: Scope of work : 2	Can the bank share the list of applications in the ecosystem?	List of applications in our environment will be shared with the successful bidder.
20	22		Section 4: Scope of work : 2	can the bank share the application release plan for the duration of the RFP	Will be shared with the successful bidder.
21	22		Section 4: Scope of work : 2	Can few cycles of Mobile functional testing be performed in simulated environment ? Performance testing will definelty be performed on real devices	Will be shared with the successful bidder.
22	22		Section 4: Scope of work : 2	Should the team be working from Bank location onsite?	Yes
23	22	SECTION IV I. SCOPE OF WORK:- 2. Testing will be carried out through a set of planned phases.	Section 4: Scope of work : 2	Initial assessment of current testing will be performed for 4 weeks period. Bank has to allocate a dedicated resource to support the SP. Also some time would be needed from various key resources in the bank for interviews. Is there a limit for hours the bank personal can spend with SP?	Bank will extend full support to the successful bidder in establishing TCoE and Testing process thereafter.
24	22		Section 4: Scope of work : 3	Is security testing part of the scope	Testing for security, penetration testing, is not in the scope.
25	23		Testing will be carried out through a set of planned phases	We request for a clarification on availability of device(Mobiles/Tabs)/hardware requirement needed for successful execution, we are assuming bank will take ownership of the same	The successful bidder should provide rquired devices (Mobile/Tab), ownership of the devices will remain with the succesful bidder.
26	23-24		Performance Testing	For Automation or Performance testing, initially we do feasibility check of the tool. Depending on it we select open source or licensed tool. In this case how do we include tool cost in bid Part II?	Bidder should provide software testing tool with valid license and support till the contract period.



27	24	SECTION IV I. SCOPE OF WORK: 2.b. Regression Testing	Regression Testing	Can the Bank please elaborate the requirements of Automating the ATM related tests?	Regression testing to be carried out for CBS with respect to ATM integration.
28	24	SECTION IV I. SCOPE OF WORK: 2.d. Performance Testing	Performance Testing	Kindly let us know in how many environments Performance Testing is to be carried out. Kindly let us the maximum concurrent users to be considered for Performance Testing activity. Can the Bank provide specifications for the PT and APM tools that need to be procured for the project? Can the bidder propose Open Source tools for PT?	Please adhere to RFP terms and conditions. List of applications in our environment will be shared with the successful bidder. Bidder should provide software testing tool with valid license and support till the contract period.
29	27	SECTION IV I. SCOPE OF WORK: 4. Specific Activities for Mobile Application	Specific Activities for Mobile Application	Does the Bank provide the devices for testing or should the bidder budget for the same as a part of the solution? Do we have to use real mobile devices or virtual mobile platforms for testing purpose?	The successful bidder should provide required devices (Mobile/Tab).
30	26-27	SECTION IV I. SCOPE OF WORK: An illustrative list of services to be provided are as under:	f) Testing has to be carried out on an environment provided by the Bank and at different physical locations of the Bank as per the requirement.	Our understanding is that base location for the resources are to be in Chennai For the different physical locations our understanding is that VPN will be provided from Indian Bank premises. In case of any mandatory travel occurs, we believe Bank will take care of the Travel, Boarding & Lodging. Whether Testing team required to be sit onsite / offshore? Or combination of two is fine?	Resources will be stationed at Bank's premises in Chennai. In case of any change in location of onsite resources, decision will be taken on mutually agreed terms.



31	28	SECTION IV I. SCOPE OF WORK: 5. The following best practices has to be followed by the Service Provider in testing:-	<u>Metrics</u> Detailed dashboards and summary reports to be published in Managed Software Testing Tool (MST).	Request bank to allow the bidder the propose either the Open Source or Licensed Tool however, to ensure the Deliverables SLA are to be ensured	Bidder should provide software testing tool with valid license and support till the contract period.
32	29	SECTION IV I. SCOPE OF WORK: Point 7. Bidder should have the following	Bidder should have single Platform Solution driving : <ul style="list-style-type: none"> • Which is capable to handle all testing types like API, Functional, Performance Testing and different test execution tools • Easy to use tools where scripting can be done by even less skilled person technically • Futuristic to Integrate with DevOps, AI / ML technologies • Unified Dashboard • Vendor working on both pre-prod and post-prod side • Domain centric solution 	Do we need to provide our own platform with similar features (or) Bank will provide the platform? Where should we mention the platform cost if required to perform the listed testing tasks?	The bidder should provide the platform /tool and license cost for the same (user based licensing) to be included in the resource cost.
33	30	Section IV II - Manpower, Experiences and Tasks to be performed	Manpower, Experiences and Tasks to be performed	Can the Bank please specify minimum tenure for each resource deployed?	Please adhere to RFP terms and conditions.
34	30	Section IV) 2) Manpower Experiences & Task to be performed	Experience and Educational Qualification of Project Manager "5+ Years of experience as a Project Manager"	We request the bank to consider 5+ Years total experience in testing among which 2+ as a Project Manager	<u>Amended Clause:</u> 5+ Years total experience in testing among which 3+ as a Project Manager.



35	30	Section IV II - Manpower, Experiences and Tasks to be performed	1. Software testing team requirement	Can we mix and match the experience levels recommended for team configuration?	Please adhere to RFP terms and conditions.
36	30	Section IV) 2) Manpower Experiences & Task to be performed	Experience and Educational Qualification of Test Lead "3+ Years of experience as a Test Lead"	We request the bank to consider 3+ Years of total experience in testing among which 1+ as a Test Lead	Please adhere to RFP terms and conditions.
37	30	Section IV) 2) Manpower Experiences & Task to be performed Test engineer	Should have passed B.E./ B. TECH in any stream OR MCA/ M.Sc.(IT)/ [B.Sc. (IT)/BCA +2years similar work experience after passing the degree from any recognized college/university duly approved by AICTE and should have ISTQB foundation level or its equivalent	we will deploy resources as per required experience and educational qualification. We request bank to relax the certification requirement if other eligibility criteria's are being met	Educational qualification and work experience are mandatory. However, certification desirable and optional.
38	31	Section IV) 2) Manpower Experiences & Task to be performed Test engineer	2. EXPERIENCE AND EDUCATIONAL QUALIFICATION:	Is this ITSQB or ISTQB? we are assuming this as ISTQB in place of ITSQB. Request bank to correct this.	Amended Clause: The term 'ITSQB' may be read as 'ISTQB (International Software Testing Qualifications Board)'
39	32	Section IV) 2) Manpower Experiences & Task to be performed Test engineer	3. LEAVING AND ONBOARDING OF RESOURCES Resources stationed Onsite/Offsite	We're assuming all resources will be in Indian Bank Chennai Premises only	Resources will be stationed at Bank's premises in Chennai.
40	32	Section IV) 2) Manpower Experiences & Task to be performed Test engineer	3. LEAVING AND ONBOARDING OF RESOURCES	We request bank to confirm if the Profiles deployed in the Bank will follow the Banking Holiday and will have the entitlement of leaves as per the Government employment guidelines such as 2Days monthly leave allowance etc.	Please refer to RFP page no. 14, Point No. 5.



41	33	Section V, Qualification Criteria	The bidder must have an average turnover of minimum 30 Crore during last 3 financial Year	Considering such the critical business demand of the project, request to consider an average turnover of minimum 100Crore during last 3 financial Year <hr/> Relaxation for MSME / NSIC certified organisation for turnover to Rs. 7 crore?	Please adhere to RFP terms and conditions.
42	33	Section V, Qualification Criteria	The Bidder must be Indian Firm/ Company/ Organisation registered under applicable act in India and should be in operation for minimum 10 Years.	Request to amend the clause as 1. The Bidder must have Operations/Development Center in Indian (or) Firm/Company/Organisation registered under applicable act in India and should be in operation for minimum 10 Years. (Or) 1. The Bidder must be Indian Firm/Company/Organisation registered under applicable act in India and should be in operation for minimum 8 Years. <hr/> Please relax the same to 5 years of operation	<u>Amended Clause:</u> The Bidder must be Firm/Company/ Organisation registered under applicable act in India and should be in operation for minimum 5 Years.
43	33	Section V, Qualification Criteria	Bidder must have the an average turnover of minimum of Rs.30 Crores during the last 3 financial years. i.e.FY16-17, FY17-18, FY18-19	Request to consider Provisionals for FY18-19 along with CA certificate (or) Consider FY15-16,FY-16-17,FY17-18.	Please adhere to RFP terms and conditions. It is clarified that in case bidder's audited balance sheet is not published, bidder can submit the provisional with CA certificate. However, Bidder has to submit the audit balance sheet, once the same is available.
44	33	Section V, Qualification Criteria	Profit Before Tax should be positive in last three financial years. i.e.FY16-17, FY17-18 , FY18-19	Request to consider Provisionals for FY18-19 along with CA certificate (or) Consider FY15-16,FY-16-17,FY17-18.	Please adhere to RFP terms and conditions. It is clarified that in case bidder's audited balance sheet is not published, bidder can submit the provisional with CA certificate. However, Bidder has to submit the audit balance sheet, once the same is available.



45	33	Section V, Qualification Criteria	Client references and contact details (email/landline/mobile) of customers for whom the bidders has executed similar project. (Start and End date of the project to be mentioned)	Similar projects can be from any Industry or only Bank, request to accept all kinds of testing projects experience	Please adhere to RFP terms and conditions.
46	33	Section V, Qualification Criteria	Minimum 3 reference of implementation in India should be provided for a similar deployment and minimum one reference of exact requirement of Indian Bank with CBS BaNCs	<p>Request the Bank to consider similar testing experience in other industries</p> <hr/> <p>In our 5+ years of existence we have been working with multiple clients with most of the CBS solutions that are deployed in India. We have not got an opportunity to work with TCS BaNCS in India. We have done a UAT of TCS BaNCS for a Bank in Malaysia.</p> <p>However, we understand Banking practices in India. We provide Managed Testing Services to 2 Banks in India. Request the Bank to relax the criteria to consider providing managed testing services to 2 Banks in India and have experience of doing functional testing of TCS BaNCS for at least one Bank globally.</p> <p>This will help us participate in the RFP process.</p> <p>Since, we are a Start-up India registered firm, Request the Bank to provide us an opportunity based on the details provided in Clause 7, Section 1 of the RFP.</p> <p>The condition of prior turnover and prior experience might be relaxed for Start-ups (as defined by DIPP) subject to meeting of quality and technical specifications and making suitable provisions in the bidding document(Rule 173 (i) of GFR 2017)</p>	<p>Amended Clause:</p> <p>Minimum 3 reference of implementation in India should be provided for a similar deployment in Banks/Financial institutions and minimum one reference for Core Banking System (BaNCS/Finacle/Flexcube).</p>
47	33			We have CBS Implementation with SIT, PT, Regression etc. in India but do not have a Test CoE setup in the Managed Testing Services model as required in the RFP. We have the capability of Managed Testing Services . - Request you to relax the class.	Please adhere to RFP terms and conditions.
48	33			Can we provide Managed Services Testing references for Global accounts and not restricted to India.	Please adhere to RFP terms and conditions.



49	33			Can we provide Testing Services with a Delivery Centre apart from Bank Premises (Would explore the BBSR Delivery Centre)	Please adhere to RFP terms and conditions.
50	33		Section V, Qualification Criteria Bidder must have an average turnover of minimum of Rs. 30 Crores during the last 3 financial years.	We are a Startup India registered firm with an average turnover of approx. 20 Crores in the last 3 years. Request the Bank to provide us an opportunity based on the details provided in Clause 7, Section 1 of the RFP. The condition of prior turnover and prior experience might be relaxed for Start-ups (as defined by DIPP) subject to meeting of quality and technical specifications and making suitable provisions in the bidding document(Rule 173 (i) of GFR 2017)	Please refer to RFP page no. 5, Point No. 7.
51	34	Section V, Qualification Criteria	New Clause		New Clause: In the view of security considerations and role segregation for better transparency and control, Existing vendors/ service Providers of applications (under scope of this RFP, i.e. CBS and Interface applications (Internet Banking, Mobile banking, ATM & Cards, In-house applications) in the Bank are not eligible for this tender.
52	33	Section V, Qualification Criteria	New recommendation	Request to consider the vendor who has active/valid certification in STQC, ISO/IEC 270001-2013	Please adhere to RFP terms and conditions.
53	44	Section VI, 7. Non-Disclosure Agreement	Para 5: The parties have entered into agreement dated _____ and established business relationship between themselves. In the course of discussions and negotiations, it is anticipated that the parties may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information for the purpose of business relationship.		Amended Clause: The parties have entered into agreement dated _____ and established business relationship between themselves. In the course of execution of business relationship , it is anticipated that the parties may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information for the purpose of business relationship.



54	48	Part II (Price Breakup)	Test Engineer - 3 & Performance/Sr. Automation Test - 2	Request bank to increase the Test Engineer to 5 or 8 as there will lot of manual test validation to be done in the start of the project & keep Performance/Sr Automation Test - 1 only	Please adhere to RFP terms and conditions.
55	48	Section VI) Clause 8) Part 2	Price Breakup to be submitted by the Successful Bidder	Considering TCOE setup requirement, asked resource count is very less. We recommend to factor 20 resources & can be optimized post the framework is set. Also, request you to define the approval process for the Vendor to Increase/Decrease the Man power	Please adhere to RFP terms and conditions.
56	48	Section VI) Clause 8) Part 2	Price Breakup to be submitted by the Successful Bidder	Request bank to provide an option to submit separate Line Item for TCoE framework and Software License by the bidder Please share the format as to include tool cost in Part II of bid document.	Bidder should provide software testing tool with valid license and support till the contract period.
57		Technical	New recommendation	The Testing partner should bring a Test Automation platform as a Single platform capable to automate Web, Desktop, Mobile Apps and APIs, which will be beneficial for the Bank	Please adhere to RFP terms and conditions.
58		Technical	New recommendation	suggest that the Test Automation platform should support early performance testing while conducting Functional testing	Please adhere to RFP terms and conditions.
59		Technical	New recommendation	suggest that the platform should be futuristic to Integrate with DevOps CI/CD and AI / ML technologies	Please adhere to RFP terms and conditions.
60		Technical	New recommendation	Suggest that the platform should have a Unified Dashboard with details of all testing type results	Please refer to page no. 27-28 of the RFP.
61		Technical	New recommendation	suggest that the performance testing should be Licensed tools for load simulation & profilers	Please refer to clarification no. 28.
62		Generic	New recommendation	Assuming requirement is on BAU activities, what are the release deployment frequency? Request Bank to confirm if the release could be Weekly/Bi-weekly/Monthly/Quarterly for each of CBS, Mobile, Internet, Intranet & Gateway Channels	Will be shared with the successful bidder.
63		Generic	New recommendation	We need details of the current QA controls in place across test lifecycle	Will be shared with the successful bidder.
64		Generic	New recommendation	Does Bank own any 'Test Management Tool' and 'Defect Management Tool'?	No.



65		Generic	New recommendation	Does bank own any Automation tool currently?	Automation testing tool is not available
66		Generic	New recommendation	Our understanding is that other than CBS, testing scope will cover Mobile, Internet, Intranet & Payment gateway Channels also. Request bank to confirm the same.	Please refer to RFP page no. 22, Section IV, Scope of Work.
67		Generic	New recommendation	Please confirm the understanding - Bank SPOC will provide required Test data for testing such as user data etc.	Please adhere to RFP terms and conditions.
68		Generic	New recommendation	Currently what is Bank's testing methodology (Agile/Waterfall/Devops)?	Will be shared with the successful bidder.
69			New recommendation	Will Bank provide entire infrastructure required for the project? Including licenses that may be required for Performance Testing?	Bank will provide infrastructure like seating space, computer etc. Bidder should provide software testing tool with valid license and support till the contract period.
70		Eligibility Criteria	New recommendation	Request bank to consider if the Bidder can be replaced with Bidder or any eligible Service Provider	Please adhere to RFP terms and conditions.



