AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

AMENDMENTS

Sr. No	Page no	Section/Clause No.	Details Provided in RFP	Query	Amended Clause
1	13	SECTION-I REQUEST FOR PROPOSAL (RFP) Clause: 10 (iii)	(iii) Bank reserves the right to negotiate with the successful bidder for further reduction in price under exceptional circumstances.	We request bank to remove the mentioned clause	The clause may be considered as removed
2	20	SECTION-III CONDITIONS OF CONTRACT Clause: 01	Supplier has to provide 1 year onsite comprehensive 24*7*365 maintenance support under warranty from the date of go live	Please clarify if supplier here means OEM. OEMs do not provide warranty - they provide ATS which is also not 24x7x365. We request to please delete this clause. Also, go live may be a moving date while contract has to be for fixed period	The paragraph in clause no. 1 under SECTION-III CONDITIONS OF CONTRACT should be read as: "The Contract period will start from the *date of acceptance of purchase order* and will be valid for a period of five 5 years from the date of go-live. The supplier has to provide 1 year onsite comprehensive 16*7*365 (6AM TO 10 PM) maintenance support under warranty from the date of go live. Comprehensive Onsite Annual Maintenance Cost (AMC) for 4 years after warranty period of one year after go live. However, Bank reserves the right to enter into AMC with other vendor."

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

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3	20	SECTION-III CONDITIONS OF CONTRACT Clause: 01	The Contract period will start from the date of acceptance of purchase order and will be valid for a period of five 5 years from the date of go-live. The supplier has to provide 1 year onsite comprehensive 24*7*365 maintenance support under warranty from the date of go live. Comprehensive Onsite Annual Maintenance Cost (AMC) for 4 years after warranty period of one year after go live. However, Bank reserves the right to enter into AMC with other vendor.	We request bank to define scope of the bidder under term , onsite comprehensive 24*7*365 maintenance support under warranty".	The paragraph in clause no. 1 under SECTION-III CONDITIONS OF CONTRACT should be read as : "The Contract period will start from the date of acceptance of purchase order and will be valid for a period of five 5 years from the date of go-live. The supplier has to provide 1 year onsite comprehensive 16*7*365 (6AM TO 10 PM) maintenance support under warranty from the date of go live. Comprehensive Onsite Annual Maintenance Cost (AMC) for 4 years after warranty period of one year after go live. However, Bank reserves the right to enter into AMC with other vendor."
4	20	SECTION-III CONDITIONS OF CONTRACT Clause: 01	The Contract period will start from the date of acceptance of purchase order and will be valid for a period of five 5 years from the date of go-live. The supplier has to provide 1 year onsite comprehensive 24*7*365 maintenance support under warranty from the date of go live. Comprehensive Onsite Annual Maintenance Cost (AMC) for 4 years after warranty period of one year after go live. However, Bank reserves the	We request bank to kindly consider, "The Contract period will start from the date of acceptance of purchase order and will be valid for a period of five 5 years from the date of go-live. The supplier has to provide 1 year onsite comprehensive 24*7*365 maintenance support under warranty from the date of go live. Comprehensive Onsite Annual Maintenance Cost (AMC) for 4 years after warranty period of one year after go live."	The paragraph in clause no. 1 under SECTION-III CONDITIONS OF CONTRACT should be read as : "The Contract period will start from the date of acceptance of purchase order and will be valid for a period of five 5 years from the date of go-live. The supplier has to provide 1 year onsite comprehensive 16*7*365 (6AM TO 10 PM) maintenance support under warranty from the date of go live. Comprehensive Onsite Annual Maintenance Cost (AMC) for 4 years after warranty period of one year after go live. However, Bank reserves the

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Page no	Section/Clause No.	Details Provided in RFP	Query	Amended Clause
			right to enter into AMC with other vendor.		right to enter into AMC with other vendor."
5	20	SECTION-III CONDITIONS OF CONTRACT Clause: 01	The Contract period will start from the date of acceptance of purchase order and will be valid for a period of five 5 years from the date of go-live. The supplier has to provide 1 year onsite comprehensive 24*7*365 maintenance support under warranty from the date of go live. Comprehensive Onsite Annual Maintenance Cost (AMC) for 4 years after warranty period of one year after go live. However, Bank reserves the right to enter into AMC with other vendor.	Whether 24*7*365 support is needed as on-site support or on the software during the warranty period from the OEM. As for such kind of solution 12 hours of support is enough. Kindly confirm.	The paragraph in clause no. 1 under SECTION-III CONDITIONS OF CONTRACT should be read as: "The Contract period will start from the date of purchase order and will be valid for a period of five 5 years from the date of go-live. The supplier has to provide 1 year onsite comprehensive 16*7*365 (6AM TO 10 PM) maintenance support under warranty from the date of go live. Comprehensive Onsite Annual Maintenance Cost (AMC) for 4 years after warranty period of one year after go live. However, Bank reserves the right to enter into AMC with other vendor."
6	20	SECTION-III CONDITIONS OF CONTRACT Clause: 01	The supplier has to provide 1 year onsite comprehensive 24*7*365 maintenance support under warranty from the date of go live. Comprehensive Onsite Annual Maintenance Cost (AMC) for 4 years after warranty period of one year after go live.	The proposed solution for ALM/FTP is not a real time application and only a downstream application and hence do not require 24x7x365 support. The bank themselves have asked for onsite support from 10 AM to 7 PM only. Request to remove 24x7x365 and just mention comprehensive support for the entire contract period.	The paragraph in clause no. 1 under SECTION-III CONDITIONS OF CONTRACT should be read as: "The Contract period will start from the date of acceptance of purchase order and will be valid for a period of five 5 years from the date of go-live. The supplier has to provide 1 year onsite comprehensive 16*7*365 (6AM TO 10 PM) maintenance support under warranty from the date of go live. Comprehensive Onsite Annual Maintenance Cost (AMC) for 4 years

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

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					after warranty period of one year after go live. However, Bank reserves the right to enter into AMC with other vendor."
7	20	SECTION-III CONDITIONS OF CONTRACT Clause: 02	Software installation	Software installation will precede customisation, parameterisation. Please change accordingly	Point No 2 & 3 of Delivery schedule to be read as: "2.Software installation: Weeks-1 & Weeks cumulative-6 3.Customization / parameterization and interface development (ALM and FTP, CA and profitability):Weeks-9 & Weeks cumulative- 15"
8	22	SECTION-III CONDITIONS OF CONTRACT Clause: 08	Disaster Recovery Site: RPO and RTO	We request to please change RPO as 60 min, RTO as 120 min	The RPO and RTO values under clause 8 in Section III should be read as : Recovery Point Objective (RPO) for DR 60 min Recovery Time Objective (RTO) for DR 120 min
9	23	SECTION-III CONDITIONS OF CONTRACT Clause: 10	The following minimum documentation (hard copy and soft copy) on any proposed software components must be made available in English:	Kindly confirm this is applicable to the successful bidder only. Not required during bidding process.	The first paragraph under Clause 10 of Section III should be read as: "Detailed documentation (functional and technical) shall be provided to the bank on all the implementation and customization done. Backup, archival, restoration and database maintenance (if any specific to application functioning) shall be provided by the successful bidder duly documented. Documentation and data dictionary shall be updated and provided to bank after every customization."

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

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10	30	SECTION-III CONDITIONS OF CONTRACT Clause: 14	9. The Bidder/OEM should have Support Center in Chennai and Mumbai (Address proof to be provided).	We request bank to consider , " The Bidder/OEM should have Support Center in Chennai and Mumbai (Address proof to be provided) or should be able to open support centers as required by the bank before the solution goes live."	Clause 14 -sub clause 9 in section III should be read as : "The Bidder/OEM should have Support Center in India preferably in Chennai and Mumbai (Address proof to be provided)."
11	30	SECTION-III CONDITIONS OF CONTRACT Clause: 14	The Bidder/OEM should have Support Center in Chennai and Mumbai (Address proof to be provided).	Alternatively, if we have a partnership with local firms in Mumbai and Chennai, would this suffice? We will create service centres if we win the bid. Can we get this relaxation for MSME	Clause 14 -sub clause 9 in section III should be read as : "The Bidder/OEM should have Support Center in India preferably in Chennai and Mumbai (Address proof to be provided)."
12	30	SECTION-III CONDITIONS OF CONTRACT Clause: 15	All Software proposed as part of the solution should be maintained with back to back 24*7*365 support from the respective OEMs by the Successful Bidder till the end of the contract period.	SI will provide 10:00 am to 07:00 pm on-site support on all Bank working days, however OEM will provide 24*7*365 ticket based support through a web portal. This is generally accepted market practice for all other PSU Banks. Please confirm.	The sentence in clause 15,under section III should be read as: "All Software proposed as part of the solution should be maintained with back to back 16x7x365 (6AM to 10 PM) support from the respective OEMs by the Successful Bidder till the end of the contract period."

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

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13	30	SECTION-III CONDITIONS OF CONTRACT Clause: 15	c) AMC of Software: All Software proposed as part of the solution should be maintained with back to back 24x7x365 support from the respective OEMs by the Successful Bidder till the end of the contract period	The proposed solution for ALM/FTP is not a real time application and only a downstream application and hence do not require 24x7x365 support. The bank themselves have asked for onsite support from 10 AM to 7 PM only. Request to remove 24x7x365 and just mention comprehensive support for the entire contract period.	The sentence in clause 15,under section III should be read as: "All Software proposed as part of the solution should be maintained with back to back 16x7x365 (6AM to 10 PM) support from the respective OEMs by the Successful Bidder till the end of the contract period."
14	31	SECTION-III CONDITIONS OF CONTRACT Clause: 18	The supplier has to provide 1 year onsite comprehensive 24*7*365 maintenance support under warranty from the date of go live.	Please confirm if this for production support. As this is for production support, can we offer the support from off shore.	The sentence under clause 18 in section III should be read as : "The supplier has to provide 1 year onsite comprehensive 16*7*365 (6 AM to 10 PM) maintenance support under warranty from the date of go live.
15	31	SECTION-III CONDITIONS OF CONTRACT Clause: 18	The supplier has to provide 1 year onsite comprehensive 24*7*365 maintenance support under warranty from the date of go live	Since ALM is not a mission critical application, can this be relaxed to 9*5*52 support? Also since the support can be given from our offices in India, can this requirement of onsite support be relaxed to support from our offices?	The sentence under clause 18 in section III should be read as: "The supplier has to provide 1 year onsite comprehensive 16*7*365(6 AM to 10 PM) maintenance support under warranty from the date of go live."
16	31	SECTION-III CONDITIONS OF CONTRACT Clause: 18	The supplier has to provide 1 year onsite comprehensive 24*7*365 maintenance support under warranty from the date of go live.	Is this for the software ATS or the onsite support during warranty period? Please confirm.	The sentence under clause 18 in section III should be read as: "The supplier has to provide 1 year onsite comprehensive 16*7*365(6 AM to 10 PM) maintenance support under warranty from the date of go live."

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

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17	31	SECTION-III CONDITIONS OF CONTRACT Clause: 18	Warranty/AMC The supplier has to provide 1 year onsite comprehensive 24*7*365 maintenance support under warranty from the date of go live.	The proposed solution for ALM/FTP is not a real time application and only a downstream application and hence do not require 24x7x365 support. The bank themselves have asked for onsite support from 10 AM to 7 PM only. Request to remove 24x7x365 and just mention comprehensive support for the entire contract period.	The sentence under clause 18 in section III should be read as: "The supplier has to provide 1 year onsite comprehensive 16*7*365(6 AM to 10 PM) maintenance support under warranty from the date of go live."
18	33	SECTION-III CONDITIONS OF CONTRACT Clause: 22	Also, the successful bidder agrees to maintain the entire supplied ALM & FTP Solution, supplied with the proposed solution on a 24*7*365 basis with a back to back arrangement with respective OEMs to ensure meeting the terms of the RFP.	The proposed solution for ALM/FTP is not a real time application and only a downstream application and hence do not require 24x7x365 support. The bank themselves have asked for onsite support from 10 AM to 7 PM only. Request to remove 24x7x365 and just mention comprehensive support for the entire contract period.	The second paragraph in clause 22 under section III should be read as: "Also, the successful bidder agrees to maintain the entire supplied ALM & FTP Solution, supplied with the proposed solution on a 16*7*365 (6AM to 10 PM) basis with a back to back arrangement with respective OEMs to ensure meeting the terms of the RFP. For any major break down such as application crash, the successful bidder must arrange for immediate onsite support for recovery and resumption of operations. The re-installation of any software if required is the sole responsibility of the successful Bidder, which should be treated as service provided under Warranty and AMC/ATS. Maintenance support will also include installation of system updates and upgrades, providing

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Page no	Section/Clause No.	Details Provided in RFP	Query	Amended Clause
					corresponding updated manuals, and follow-up user training. During the contract period, all updates and upgrades should be free and must be implemented without any additional cost to the bank."
19	33	SECTION-III CONDITIONS OF CONTRACT Clause: 22	The Successful Bidder must provide uninterrupted availability of the application solution and ensure that the problem is resolved within the time schedule as prescribed in the clause no.35 of section-III. Also, the successful bidder agrees to maintain the entire supplied ALM & FTP Solution, supplied with the proposed solution on a 24*7*365 basis with a back to back arrangement with respective OEMs to ensure meeting the terms of the RFP. For any major break down such as application crash, the successful bidder must arrange for immediate onsite support for recovery and resumption of operations. The re-installation of any software if required is the sole responsibility of the	We request bank to consider, "The Successful Bidder must provide uninterrupted availability of the application solution and ensure that the problem is resolved within the time schedule as prescribed in the clause no.35 of section-III. Also, the successful bidder agrees to maintain the entire supplied ALM & FTP Solution, supplied with the proposed solution on a 24*7*365 basis with a back to back arrangement with respective OEMs to ensure meeting the terms of the RFP. For any major break down such as application crash, the successful bidder must arrange for immediate onsite support for recovery and resumption of operations. The re-installation of any software if required is the sole responsibility of the successful Bidder, which should be treated	The second paragraph in clause 22 under section III should be read as: "Also, the successful bidder agrees to maintain the entire supplied ALM & FTP Solution, supplied with the proposed solution on a 16*7*365 (6AM to 10 PM) basis with a back to back arrangement with respective OEMs to ensure meeting the terms of the RFP. For any major break down such as application crash, the successful bidder must arrange for immediate onsite support for recovery and resumption of operations. The re-installation of any software if required is the sole responsibility of the successful Bidder, which should be treated as service provided under Warranty and AMC/ATS. Maintenance support will also include installation of system updates and upgrades, providing corresponding updated manuals, and follow-up user training. During the contract period, all updates and upgrades should be free and must be

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

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			successful Bidder, which should be treated as service provided under Warranty and AMC/ATS. Maintenance support will also include installation of system updates and upgrades, providing corresponding updated manuals, and follow-up user training. During the contract period, all updates and upgrades should be free and must be implemented without any additional cost to the bank.	as service provided under Warranty and AMC/ATS. Maintenance support will also include installation of system updates and upgrades, providing corresponding updated manuals, and follow-up user training. During the contract period, all updates and upgrades should be free and must be implemented at the mutually agreed terms based on the efforts involved for any such requirements."	implemented without any additional cost to the bank."
20	36	SECTION-III CONDITIONS OF CONTRACT Clause: 35	The successful bidder undertakes and guarantees that all the errors will be resolved in the production environment; and any failure will be subject to the penalty clause stipulated below. The classification of error types by the bank is final and is binding on the successful bidder. Severity 1 : 0.5 hours:4 hours Severity 2 : 1 hour: 6 hours Severity 3: 2 hours: 12 hours	FTP will be executed once a month. ALM is day end operation. As such, such stringent timelines may not be needed as these add to effort / cost. We suggest change as following timelines: a. S1 - 1h - 6 h b. S2 - 2h - 16 h c. S3 - 4 h - 24 h Please clarify these timelines are normal bank working hours	Clause 35 of Section III should be read as: The successful bidder undertakes and guarantees that all the errors will be resolved in the production environment; and any failure will be subject to the penalty clause stipulated below. The classification of error types by the bank is final and is binding on the successful bidder. Severity 1: 0.5 hours 4 hours Severity 2: 1 hour 6 hours Severity 3: 2 hours 24 hours

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Page no	Section/Clause No.	Details Provided in RFP	Query	Amended Clause
21	36	SECTION-III CONDITIONS OF CONTRACT Clause: 35	The successful bidder undertakes and guarantees that all the errors will be resolved in the production environment; and any failure will be subject to the penalty clause stipulated below. The classification of error types by the bank is final and is binding on the successful bidder. Severity 1 : 0.5 hours:4 hours Severity 2 : 1 hour: 6 hours Severity 3: 2 hours: 12 hours	We request bank to consider, "The successful bidder undertakes and guarantees that all the errors will be resolved in the production environment; and any failure will be subject to the penalty clause stipulated below. The classification of error types by the bank is final and is binding on the successful bidder. Severity 1 : 2 hours:8 hours Severity 2 : 4 hour: 48 hours Severity 3: 48 hours: 120 hours	Clause 35 of Section III should be read as: The successful bidder undertakes and guarantees that all the errors will be resolved in the production environment; and any failure will be subject to the penalty clause stipulated below. The classification of error types by the bank is final and is binding on the successful bidder. Severity 1: 0.5 hours 4 hours Severity 2: 1 hour 6 hours Severity 3: 2 hours 24 hours
22	37	SECTION-III CONDITIONS OF CONTRACT Clause: 38	Bank reserves the right to negotiate the L1 Price quoted by the vendors under exceptional circumstances.	We request bank to remove the mentioned clause	The clause may be considered as removed

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Page no	Section/Clause No.	Details Provided in RFP	Query	Amended Clause
23	40	SECTION-III CONDITIONS OF CONTRACT Clause: 45	Acceptance of purchase order should be submitted within 5 days of purchase order along-with authorization letter. If for any reason L1 bidder backs out after issuance of purchase order or the purchase order issued to the L1 bidder does not get executed in part / full, Bank shall invoke performance bank guarantee and blacklist the bidder for a period of one year.	As per the RFP Section II, clause 8. The ranking of the bidders are defined as H1, H2 and so on after techno-commercial evaluation. Therefore, please consider rewording "*Acceptance of purchase order should be submitted within 5 days of purchase order along-with authorization letter. If for any reason H1 bidder backs out after issuance of purchase order or the purchase order issued to the H1 bidder does not get executed in part / full, Bank shall invoke performance bank guarantee and blacklist the bidder for a period of one year.*"	The clause 45 under section III should be read as: "Acceptance of purchase order should be submitted within 5 days of purchase order along-with authorization letter. If for any reason H1 bidder backs out after issuance of purchase order or the purchase order issued to the H1 bidder does not get executed in part / full, Bank shall invoke performance bank guarantee and blacklist the bidder for a period of one year."

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Page no	Section/Clause No.	Details Provided in RFP	Query	Amended Clause
24	40	SECTION-III CONDITIONS OF CONTRACT Clause: 45	Acceptance of purchase order should be submitted within 5 days of purchase order along-with authorization letter. If for any reason L1 bidder backs out after issuance of purchase order or the purchase order issued to the L1 bidder does not get executed in part / full, Bank shall invoke performance bank guarantee and blacklist the bidder for a period of one year.	Kindly remove the Blacklist statement from the clause. For any delay or failure, only one penalize measure shall be applied. Hence modify the clause as "If for any reason L1 bidder backs out or the purchase order given to the L1 Bidder does not get executed in part / full, the Bank shall forfeit the EMD, invoke bank guarantee for delivery, then bids will be cancelled and bank shall go for re-tender."	The clause 45 under section III should be read as: "Acceptance of purchase order should be submitted within 5 days of purchase order along-with authorization letter. If for any reason H1 bidder backs out after issuance of purchase order or the purchase order issued to the H1 bidder does not get executed in part / full, Bank shall invoke performance bank guarantee and blacklist the bidder for a period of one year."
25	52	SECTION-V Part I Functional and Technical Requirements Clause: 2	Under Evaluation Rules: Total of 2.1,2.2, 2.3,2.4 and 2.5 = maximum 100	Please see if it should be 2.1 - 2.9 = maximum 200	The clause 2 ,Section -V, Part -I should be read as : "(Total of 2.1,2.2, 2.3, 2.4 and 2.5 = maximum 200)"
26	52	SECTION-V Part I Functional and Technical Requirements Clause: 2,3	The vertical box says Capabilities of the Bidder / System Integrator but the OEM implementation capabilities.	The header in the table says "OEM implementation capabilities" whereas, the vertical text says "Capabilities of the Bidder / System Integrator". Ideally the vertical text should say "Capabilities of the OEM", kindly consider rewording.	Section V - PART -I -Clause no. 2 ,(from point no.2.1 to 2.9), the first column to be read as -"Capabilities of the OEM". Section V - PART -I -Clause no. 3 ,(from point no.3.1 to 3.2), the first column to be read as -"Capabilities of the Bidder / System Integrator".

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Page no	Section/Clause No.	Details Provided in RFP	Query	Amended Clause
27	52	SECTION-V Part I Functional and Technical Requirements Clause: 2.3	References where OEM has implemented the FTP solution integrating with CBS	Same point has been repeated in 2.4, please clarify if 2.3 is with respect to ALM	clause 2.3 of Section -V (Part-I) may be read "References where OEM has implemented the ALM solution integrating with CBS."
28	53	SECTION-V Part I Functional and Technical Requirements Clause: 3.1	Number of consecutive years the SI has supplied the proposed ALM solution	Please clarify this timeline is from PO date. If not, we request to please change as 20 marks on 1 year. It makes no difference if solution was implemented 1 year or three years before. In fact, latest implementation should give more comfort to bank	Clause 3.1 of Section-V (Part-I) should be read as: "Number of consecutive years (from the date of Go-Live) the SI has supplied the proposed ALM Solution ."
29	56	SECTION-V Part I Functional Specifications Clause: 1.1	The system should fetch all necessary data from data dump of all the source systems from where all data will be made available	Could you please specify the no of such dumps that would be provided	At present, there are 25 data source systems. Clause 1.1 of section V (part -I) - Functional Specifications, should be read as: "The system should fetch all necessary data from all the source systems through data base links".
30	92	SECTION-V Part I Functional Specifications - Footnote	All the daily reports are to be delivered by 10:00 AM on the succeeding day.	Can you please confirm what time the input will be made available?	The footnote section V (Part-I)-page no. 92 should be read as : "All the daily reports are to be delivered by 09:30 AM on the succeeding day or within 3 hours after source data is made available."

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Page no	Section/Clause No.	Details Provided in RFP	Query	Amended Clause
31	93	SECTION-V Part I Additional Solution Technical Requirements Clause: 4.2	The supplied application software must be secured against cyber/virus attacks (TSL/HTTPS for all Web portals).	Please clarify if it is TLS or TSL	The clause no. 4.2 under Section V ADDITIONAL SOLUTION TECHNICAL REQUIREMENTS should be read as : "The supplied application software must be secured against cyber/virus attacks (TLS/HTTPS for all Web portals)."
32	96	SECTION-V Part II - PRICE STATEMENT	Total Cost of Ownership (TCO) for ALM &FTP solution for the entire contract period (inclusive of all duties, levies, freight, insurance, warranty/AMC/ATS, etc. and exclusive of all applicable taxes. Octroi/Entry Tax if any, will be reimbursed on submission of original receipts.) is Rs.	Please see if this statement needs some modification - as such it seems incomplete	Price statement in PART -II should be read as:- "Total Cost of Ownership (TCO) for ALM &FTP solution for the entire contract period (inclusive of all duties, levies, freight, insurance, warranty/AMC/ATS, etc. and exclusive of all applicable taxes is Rs. _____ (in figures) Rupees _____ (in words). Octroi/Entry Tax if any, will be reimbursed on submission of original receipts.) is Rs. _____. We submit that we shall abide by the details given above and the conditions given in your above tender".
33	119	Checklist-3,4	Copy of Audited Balance Sheet.	In case the audited financials figure for FY 2020-21 are not available will the CA Certificate for turnover and Net profit of FY 2020-21 suffice?	In CHECKLIST point no. 3 & 4 under column Documents to be submitted as proof- the statement should be read as - "In case the audited balance sheet for FY 2020-21 is unavailable with the bidder, a CA certificate with UDIN may be provided. The Audited balance sheet may be provided once it is available with the bidder" .

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

CLARIFICATIONS

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
1	8	Schedule Clause: 3	3. Last Date & Time for submission of Bids in Online &/Or Offline Mode 08.10.2021 by 03:00 PM Address for physical submission	Kindly clarify whether Physical Bid submission is allowed?	Documents to be submitted online / offline is mentioned in point no. 4 and 5 under SCHEDULE section of RFP. Please adhere to the RFP
2	8	Schedule Clause: 3	Last Date & Time for submission of Bids in Online &/Or Offline Mode 08.10.2021 by 03:00 PM	Request the Bank to extend the Submission of Bid by 2 weeks to 22nd October2021 so as to provide enough time for the Bidder to collate the required information for the Bid	Please adhere to the RFP
3	8	Schedule Clause: 4	4. Documents to be submitted Online b. All Annexure as per this tender on Bidder's letter head with authorizing person's signature and Bidder seal on all pages.	Kindly clarify whether the authorized person's initial along with the Bidder Seal on all pages is sufficient for the supporting documents	Please adhere to the RFP
4	9	Schedule Clause: 5	Documents to be submitted physically by Bidders (Offline Mode) Note: Companies registered as Micro/Small Units under MSE/National Small Industries Corporation (NSIC) should submit documentary proof for claiming exemption for Point No. 1.	1. Kindly clarify what are all the documents required to be submitted physically? 2. For the note mentioned for MSE, please confirm whether UDYAM Registration Certificate is enough for claiming the exemption for Point No.1 along with the Annexure-IX Declaration For MSME Benefits?	1.Documents to be submitted online / offline is mentioned in point no. 4 and 5 under SCHEDULE section of RFP. 2. Relevant certificate issued as per the MSME guidelines of GOI will be considered.

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
5	11	SECTION-I REQUEST FOR PROPOSAL (RFP)	Bank will follow two bidding system. Part-I of the bid contains compliance details of the specifications for which quotation is called for. Bidders should enrol/register before participating through e-procurement website. Bids have to be submitted online only through e-procurement website. Part II – Commercial Bid will be called through Online Reverse Auction Process, Intimation will be given to all qualifying bidders about the date and time of reverse auction.	1. Kindly clarify whether only online submission is allowed for bid submission? 2. If some documents are to be submitted Physically, request the bank to explicitly mention the name of the document proofs to be submitted.	Section-I, clause no. 4 mentions that Part-I needs to be submitted online. SCHEDULE clause no. 4 mentions list of Documents to be submitted online and clause no.5 mentions list of documents to be submitted offline
6	11	SECTION-I REQUEST FOR PROPOSAL (RFP) Clause: 6	The condition of prior turnover and prior experience may be relaxed for Start-ups (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of General Financial Rules (GFR) 2017).	1. Kindly request the bank to include both MSMEs and Start-ups for the mentioned clause, for the relaxation of the condition of prior turnover and prior experience. Attached few clarifications given by ministry of Finance for allowing PSU units to relax the conditions for both MSEs and Start-ups. 2. (As per the GOI Policy Circular No. 1(2)(1)/2016-MA Dt. 10th March 2016) #4. In exercise of Para 16 of Public Procurement Policy for Micro and Small Enterprises Order 2012, it is clarified that all Central Ministries/Departments/ Central Public Sector Undertakings may relax condition of prior turnover and	Micro and Small enterprises can bid. The evaluation will be done in accordance with the prescribed guidelines of Govt of India related to MSMEs and start-ups.

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
				prior experience with respect to Micro and Small Enterprises in all public procurements subject to meeting of quality and technical specifications. 3. We would like to re-iterate the point as per GOI guidelines that the specified relaxation has been meant for MSMEs at first and then the Start-ups were only included at the later point in further addendums released by GOI. Attached a GOI notification where it mentions that Start-ups maybe MSMEs or otherwise. Request confirmation from bank that Start-ups maybe MSMEs	
7	11	SECTION-I REQUEST FOR PROPOSAL (RFP) Clause: 7	MAKE IN INDIA This RFP is further governed by Government of India, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion order number P-45021/ 2/2017-B.E.-II dated 15th June 2017 for the Public Procurement (Preference to Make in India), Order 2017, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 28th May 2018, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 29th May 2019 and subsequent revision order no DPIIT Order No. P-45021/2/2017-PP(BE-II) dated June 04, 2020& its amendments (if any). Bank will follow the above orders and	Kindly clarify whether there will be purchase preference for MSME bidders as well, as per the attached GOI Guidelines for MSME (Para 10 of Public Procurement Policy for Micro and Small Enterprises Order 2012) a. As per the above policy, Bank reserves the rights to procure 25% of the total requirements, from Micro and Small Enterprises (MSEs) provided such MSEs are complying with the eligibility criteria and technical specifications of the RFQ, quote their price within the price band of L1+15% and agree to bring down their price to L1 price. b. If L1 bidder is an MSE, 100%	Micro and Small enterprises can bid. The evaluation will be done in accordance with the prescribed guidelines of Govt of India related to MSMEs and start-ups.

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
			guidelines on Public Procurement (Preference to Make in India)	procurement will be done from the L1 bidder subject to the other terms and conditions of the RFQ The above mentioned clause was mentioned even in Indian bank RFPs before. (Please refer Indian bank RFP Ref: CO/ITD/DC/229/R1/2020-21 Dated 19/10/2020)	
8	11	SECTION-III CONDITIONS OF CONTRACT Clause: 25	Any new regulatory requirement during/after implementation must be covered without additional cost to the bank.	Request the bank to relax this criterion. This can be discussed and agreed mutually.	Please adhere to the RFP
9	12	SECTION-I REQUEST FOR PROPOSAL (RFP) Clause: 8	Bank will provide benefits to micro and small enterprises (MSEs) as per the guidelines of public procurement policy issued by Government of India.	Kindly confirm whether the bank will follow the below public procurement policies of Government of India (GOI) 1. (As per the GOI Policy Circular No. 1(2)(1)/2016-MA Dt. 10th March 2016) #4. In exercise of Para 16 of Public Procurement Policy for Micro and Small Enterprises Order 2012, it is clarified that all Central Ministries/Departments/ Central Public Sector Undertakings may relax condition of prior turnover and prior experience with respect to Micro and Small Enterprises in all public procurements subject to meeting of quality and technical specifications. 2. Kindly clarify whether there will be	Micro and Small enterprises can bid. The evaluation will be done in accordance with the prescribed guidelines of Govt of India related to MSMEs and start-ups.

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
				purchase preference for MSME bidders as well, as per the attached GOI Guidelines for MSME (Para 10 of Public Procurement Policy for Micro and Small Enterprises Order 2012). In exercise of Para 16 of Public Procurement Policy for Micro and Small Enterprises Order 2012, a. As per the above policy, Bank reserves the rights to procure 25% of the total requirements, from Micro and Small Enterprises (MSEs) provided such MSEs are complying with the eligibility criteria and technical specifications of the RFQ, quote their price within the price band of L1+15% and agree to bring down their price to L1 price. b. If L1 bidder is an MSE, 100% procurement will be done from the L1 bidder subject to the other terms and conditions of the RFQ The above mentioned clause was mentioned even in Indian bank RFPs before. (Please refer Indian bank RFP Ref: CO/ITD/DC/229/R1/2020-21 Dated 19/10/2020)	

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
10	17	SECTION-II INSTRUCTIONS TO BIDDERS Clause: 8.2	c) The ALM &FTP Solution will be evaluated for ALM &FTP Solution (2127 marks), System Integrator(SI) capabilities (50 marks) and OEM experience & support capabilities (200 marks) as per the Technical Evaluation. The bidder has to score a minimum of 70% marks for sections 2&3 in Technical specification for qualifying for Technical bid evaluation.	We request bank to consider, " The ALM &FTP Solution will be evaluated for ALM &FTP Solution (2127 marks), System Integrator(SI) /OEM Experience, capabilities, & support capabilities (250 marks) as per the Technical Evaluation. The bidder has to score a minimum of 70% marks for sections 2&3 in Technical specification for qualifying for Technical bid evaluation."	Please adhere to the RFP
11	17	SECTION-II INSTRUCTIONS TO BIDDERS Clause: 8.2	Software offered should meet all the technical specifications as stipulated in the bid	It may be possible that a solution may not meet all requirements. We will provide compliance of proposed solution for bank evaluation. We request to please delete this clause. Sec V mentions min. 80% compliance	Please adhere to the RFP
12	18	SECTION-II INSTRUCTIONS TO BIDDERS Clause: 8.2	In addition to the above, bidder shall arrange for site visits (if required) for Bank's team, where the bidder's software is already functional / implemented	In view of existing situation, site visit may be difficult. We request to please evaluate basis bidders documents, presentation an delete this clause	Please adhere to the RFP
13	18	SECTION-II INSTRUCTIONS TO BIDDERS Clause: 8.2	In addition to the above, bidder shall arrange for site visits (if required) for Bank's team, where the bidder's software is already functional / implemented.	We kindly request the bank to modify the clause as follows In addition to the above, bidder / OEM shall arrange for site visits (if required) for Bank's team, where the bidder's/OEM's software is already functional / under implementation	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
14	18	SECTION-II INSTRUCTIONS TO BIDDERS Clause: 8.3	implementation of the project will commence upon acceptance of purchase order by the successful bidder	We request to please change it as implementation of the project will commence upon signing of contract between bank and bidder	Please adhere to the RFP
15	18	SECTION-II INSTRUCTIONS TO BIDDERS Clause: 8.3	In the reverse auction, the bidder will be required to quote only total cost as mentioned in the commercial bid format (Part-II of RFP). The price quoted should be inclusive of all charges but exclusive of taxes only. The successful bidder has to submit price break up as per commercial bid format within two (2) days, post completion of reverse auction directly to Bank duly signed by the authorised signatory. The unit price for each line item should be comparable to prevailing market rates.	We request bank to consider, " In the reverse auction, the bidder will be required to quote only total cost as mentioned in the commercial bid format (Part-II of RFP). The price quoted should be inclusive of all charges but exclusive of taxes only. The successful bidder has to submit price break up as per commercial bid format within two (2) days, post completion of reverse auction directly to Bank duly signed by the authorised signatory."	Please adhere to the RFP
16	18	SECTION-II INSTRUCTIONS TO BIDDERS Clause: 8.3	Technically qualified bidders alone will be intimated to participate in the Online reverse auction to identify L1 bidder	We humbly request the Bank that since it is using the 70:30 Techno-Commercial scoring model to evaluate the proposals, to then remove the Reverse Auction criteria so that Bidders will submit their most competitive bid to Indian Bank.	Please adhere to the RFP
17	20	SECTION-III CONDITIONS OF CONTRACT Clause: 01	Comprehensive Onsite Annual Maintenance Cost (AMC) for 4 years after warranty period of one year after go live. However, Bank reserves the right to enter into AMC with other vendor	As requested, please change all timelines from contract signing date	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
18	20	SECTION-III CONDITIONS OF CONTRACT Clause: 01	Contract period will start from the date of acceptance of purchase order	Please change it as 'Contract period will start from the date of contract between bank and bidder	Please adhere to the RFP
19	20	SECTION-III CONDITIONS OF CONTRACT Clause: 01	Contract period will start from the date of acceptance of purchase order and will be valid for a period of five 5 years from the date of go-live	A contract is needed to start work. As such, please change it as 'Contract period will start from the date of acceptance of purchase order and will be valid for a period of five 5 years from the date of contract signing	Please adhere to the RFP
20	20	SECTION-III CONDITIONS OF CONTRACT Clause: 01	Supply, Installation, Configuration, Testing, Migrating Data, Integrate & Commission all the necessary software modules with necessary and adequate customization, modification, patches, upgrades, utilities, tools etc., and Maintain the ALM & FTP Solution to achieve full functionality with features required in the ALM & FTP Solution.	We request bank kindly confirm the size of data to be migrated from the existing system along with the current volumes of the transaction along with the expected future growth in the volumes during the contract period.	Most ALM and FTP related work are MS Excel based which requires to be converted to tables and maintained in a database in the proposed ALM-FTP solution. Transaction volume is 2 crore (approx.)
21	20	SECTION-III CONDITIONS OF CONTRACT Clause: 02	Customization / parameterization and interface development (ALM and FTP, CA and profitability)	Considering complexity involved, we request to please give cumulative 26 weeks (21 weeks individually) to complete this activity and as such increase total timeline as 48 weeks	Please adhere to the RFP
22	20	SECTION-III CONDITIONS OF CONTRACT Clause: 02	Customization / parameterization and interface development (ALM and FTP, CA and profitability)	There is a mention of the Cost Allocation requirement. For this, Bank needs to consider CA software tool for implementation, as is the generally accepted market practice in India. Please confirm.	FTP and Cost allocation/Profitability management are to be implemented

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
23	20	SECTION-III CONDITIONS OF CONTRACT Clause: 02	Delivery Schedule and Deliverables from the Bidders	The overall time for Design and Build is 9 weeks, whereas for UAT it's 12 weeks. The build time is comparatively less to the quantum of requirements in the RFP. Design should be 4 weeks and Build should be 8 weeks. In total it should be 12 weeks. Kindly realign the delivery timelines.	Please adhere to the RFP
24	20	SECTION-III CONDITIONS OF CONTRACT Clause: 02	Delivery Schedule and Deliverables from the Bidders Please note that maximum expected time frame of the project to Go-live is 9 months from the date of issuing purchase order.	Request the bank to provide 1 year time frame for the project to Go-live.	Please adhere to the RFP
25	20	SECTION-III CONDITIONS OF CONTRACT Clause: 02	Please note that maximum expected time frame of the project to Go-live is 9 months from the date of issuing purchase order.	We request bank to consider, " Please note that maximum expected time frame of the project to Go-live is 12 months from the date of issuing purchase order."	Please adhere to the RFP
26	20	SECTION-III CONDITIONS OF CONTRACT Clause: 03	3) Escrow The Bank and the successful bidder shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code for the ALM & FTP Solution software supplied by the successful bidder to the Bank in order to protect its interests in an eventual situation. 50% of the Costs for the Escrow will be borne by the successful bidder and the rest 50% will be borne by the bank. As a part of the escrow arrangement,	Request the bank to bear 100% costs for the Escrow	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
			the successful bidder is expected to provide a detailed code documentation of the ALM & FTP Solution software.		
27	20	SECTION-III CONDITIONS OF CONTRACT Clause: 03	Bank and the successful bidder shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code	OEMs do not provide source code. We request bank to enter into escrow agreement with OEM directly and delete this clause	Bidder may arrange escrow agent; only the subscription cost will be borne by the bank and the bidder. The cost of logistics package and loading the code on escrow will be borne solely by the bidder
28	20	SECTION-III CONDITIONS OF CONTRACT Clause: 03	The Bank and the successful bidder shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code for the ALM & FTP Solution software supplied by the successful bidder to the Bank in order to protect its interests in an eventual situation. The Bank and the successful bidder shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, inter-alia, the events of the release of the source code and the obligations of the escrow agent. 50% of the Costs for the Escrow will be borne by the successful bidder and the rest 50% will be borne by the bank. As a part of the escrow arrangement, the successful bidder is expected to provide a detailed code documentation of the ALM & FTP	We request bank to consider following modifications; The Bank and the successful bidder shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code for the ALM & FTP Solution software supplied by the successful bidder to the Bank in order to protect its interests in an eventual situation. The Bank and the successful bidder shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, inter-alia, the events of the release of the source code and the obligations of the escrow agent. the Costs for the Escrow will solely be borne by the bank. As a part of the escrow arrangement, the successful bidder is expected to provide a detailed code documentation of the ALM & FTP Solution software.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
			Solution software. The Escrow arrangement suggested by the successful bidder shall not be binding on the Bank. The Bank reserves the right to explore alternate escrow mechanisms based on the Bank's existing practices. The Bank and the successful bidder may enter into such escrow arrangement that is mutually agreed upon by the two parties. The source code of customizations done by the successful bidder on the latest version of the application software under the proposed solution running in the bank is to be kept in escrow once in a quarter. The escrow will be released to and become the property of the Bank in the event that the agreement is terminated for either default or insolvency or should the bidder cease, or give notice of intention to cease to provide maintenance or technical support service for the software as required by the agreement. All payment and costs with respect to lodging of software with escrow services in India would be borne by the successful bidder.	The Escrow arrangement suggested by the successful bidder shall not be binding on the Bank. The Bank reserves the right to explore alternate escrow mechanisms based on the Bank's existing practices. The Bank and the successful bidder shall enter into such escrow arrangement that is mutually agreed upon by the two parties. The source code of customizations done by the successful bidder on the latest version of the application software under the proposed solution running in the bank is to be kept in escrow once in a quarter. The release terms of the escrow can be taken up mutually at the time of SLA finalization.	

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
29	21	SECTION-III CONDITIONS OF CONTRACT Clause: 03	50% of the Costs for the Escrow will be borne by the successful bidder and the rest 50% will be borne by the bank. All payment and costs with respect to lodging of software with escrow services in India would be borne by the successful bidder.	We request bank to consider paying 50% of the escrow cost as per the RFP towards Escrow Component". Points mentioned in the RFP contradicts with each other on page no. 21	Please adhere to the RFP. Only the subscription cost will be borne by the bank and the bidder. The cost of logistics package and loading the code on escrow will be borne solely by the bidder
30	21	SECTION-III CONDITIONS OF CONTRACT Clause: 04	Compliance with security best practices may be monitored by periodic computer security audits/Information Security Audits performed by or on behalf of the Bank. The periodicity of these audits will be decided at the discretion of the Bank.	We request bank to consider, As the Solution will be deployed in the banks DC & DR, all the security related components (Device, Data, Network or any other security components) would be the banks responsibility as per prevailing the bank policy.	Please adhere to the RFP
31	21	SECTION-III CONDITIONS OF CONTRACT Clause: 04	Compliance with security best practices may be monitored by periodic computer security audits/Information Security Audits performed by or on behalf of the Bank. The periodicity of these audits will be decided at the discretion of the Bank. These audits may include, but are not limited to, a review of access and authorization procedures, backup and recovery procedures, network security controls and program change controls. The successful bidder must provide the Bank access to various monitoring and performance measurement systems. The successful bidder must	Request bank to consider below modification; Compliance with security best practices may be monitored by periodic computer security audits/Information Security Audits performed by or on behalf of the Bank. The periodicity of these audits will be decided at the discretion of the Bank. These audits may include, but are not limited to, a review of access and authorization procedures, backup and recovery procedures, network security controls and program change controls. The successful bidder must provide the Bank access to various monitoring and performance measurement systems.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
			provide the Bank access to the auditing menu through the application itself and facilitate the audits. The successful bidder has to remedy all discrepancies observed by the auditors at no additional cost to the bank.	The successful bidder must provide the Bank access to the auditing menu through the application itself and facilitate the audits. The successful bidder has to remedy all discrepancies observed by the auditors at mutually agreed commercials with the bank.	
32	21	SECTION-III CONDITIONS OF CONTRACT Clause: 04	For service level measurement, as defined in Service Level Agreement (SLA) (format will be shared with the Successful bidder along with Purchase order), data recording is to be captured by the industry standard tools implemented by the successful Bidder. These tools should be a part of the proposed solution.	Kindly explain how the bank wants to check the SLA. Do the bidder need to integrate with the bank's existing monitoring tool?	Details will be shared with the Successful bidder.
33	21	SECTION-III CONDITIONS OF CONTRACT Clause: 04	Monitoring & Audit	Please consider to add this clause: *"The services hereunder, are not intended to be an audit, examination, attestation, special report or agreed-upon procedures."*	Please adhere to the RFP
34	21	SECTION-III CONDITIONS OF CONTRACT Clause: 04	The successful bidder has to remedy all discrepancies observed by the auditors at no additional cost to the bank.	We request bank to consider, "The successful bidder has to remedy all discrepancies observed by the auditors at mutually agreed cost based on efforts to the bank."	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
35	21	SECTION-III CONDITIONS OF CONTRACT Clause: 04	The successful bidder must provide the Bank access to various monitoring and performance measurement systems. The successful bidder must provide the Bank access to the auditing menu through the application itself and facilitate the audits.	Does the bank have an existing monitoring tool?	The bidder has to provide the access to the performance monitoring tools as per RFP.
36	21	SECTION-III CONDITIONS OF CONTRACT Clause: 04	These audits may include, but are not limited to, a review of access and authorization procedures, backup and recovery procedures, network security controls and program change controls.	We request bank to provide list of Various performance monitoring & measurement systems which bank is currently using; we request bank to extend the same to bidder as per banks policy.	Please adhere to the RFP
37	21	SECTION-III CONDITIONS OF CONTRACT Clause: 05	It will be the successful bidder's responsibility to create the testing environment, test plan and share possible test cases for the Bank's users for testing the product features	Please clarify bank expects only sample UAT test cases from us. Final test cases would be provided by bank	Comprehensive test cases are to be provided by the Vendor. Bank will have its own test cases post the testing from the vendor
38	21	SECTION-III CONDITIONS OF CONTRACT Clause: 05	The Bank shall conduct User Acceptance Test (UAT) for the ALM & FTP SOLUTION to ensure that all the functional requirements are available & functioning as per RFP. It will be the successful bidder's responsibility to create the testing environment, test plan and share possible test cases for the Bank's users for testing the product features and the successful bidder will be required to assist the Bank in the entire testing phase. The BANK will accept the developed/ customized software only after	Request bank to provide clarity on the UAT part, UAT to be performed at banks premises or at bidders' premises. Request bank to provide clarity on If UAT to be conducted at banks premises then bidder to provide UAT environment and all the necessary infra, network and tools required for performing UAT will be banks responsibility.	UAT will be conducted at bank's premises in the UAT environment of the solution.

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
			implementation of the software with successful conduct of acceptance testing by its users, including load and performance test. Software will be considered to be accepted only after the BANK issues an acceptance letter to the successful bidder. New Software may be audited for risk analysis and security features by Bank's IS Audit team or a third party bidder appointed by the BANK, if so desired by the BANK. Support is to be provided for fixing such findings.		
39	22	SECTION-III CONDITIONS OF CONTRACT Clause: 06	Customization of the Software On awarding the contract, the successful bidder should discuss with core users of the Bank for understanding the functioning of the existing system and gap analysis. The successful bidder shall prepare a customization document based on the gap analysis and other requirements of the RFP. The successful bidder shall undertake to obtain Bank's approval of the customization documentation and associated project plans before software customization work commences. The customization document should provide the plan in detail based on the criticality of the requirements.	Request the bank to clarify that the customization activities will be done only for the gaps identified during requirement gathering phase & SOW to be signed during implementation. Any customization of software apart from the SOW will be considered as Change Request and to be charged separately based on the mutual agreement with the bank.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
40	22	SECTION-III CONDITIONS OF CONTRACT Clause: 07	…..…………..The successful bidder has to quote for all software license requirements for Primary and DR implementation in their commercial Bid…..…………...	We assume that the Bank will provide software's like OS, JDK, web server, Erwin, reporting and ETL tools etc., which are required for the implementation in addition to Oracle DB as mentioned in the RFP. Kindly confirm.	Bank will only provide Oracle DB. Please adhere to the RFP
41	22	SECTION-III CONDITIONS OF CONTRACT Clause: 07	…..…....The Bidder shall furnish all the software licenses in the light of Bank's, its associates, successors etc., requirement for unlimited period and unlimited usages for implementation of the solution…..….................	The software is available for unlimited period and unlimited usage for a given quantity. This software is licensed based on total assets. Please specify current asset size and annual growth to enable us to quote the license fee.	License Quantity may be calculated as per the present Asset size of the bank which Rs10 lac crore (approx.) 15% growth rate of Assets as of 31 March, 2028 may be considered based on historic growth rate of similar percentage. Although the total license cost may be calculated as per above criterion the bank will be liable to pay the cost as per the existing asset size on the particular invoice date.
42	22	SECTION-III CONDITIONS OF CONTRACT Clause: 07	7) Licenses The Bidder shall furnish all the software licenses in the light of Bank's, its associates, successors etc., requirement for unlimited period and unlimited usages for implementation of the solution. The licensing policy of the solution supplied must be provided to support the licensing model & actual licenses supplied to the Bank.	1. The licenses will be issued for the holding company of the bank. 2. Only a single instance of the software will be implemented. The bank can manage the ALM/FTP operations of associates, subsidiaries, etc. within the same instance as long as the total quantity license is not breached. Kindly review and confirm	Micro and Small enterprises can bid. The evaluation will be done in accordance with the prescribed guidelines of Govt of India related to MSMEs and start-ups.

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
43	22	SECTION-III CONDITIONS OF CONTRACT Clause: 07	Bidder shall furnish all the software licenses in the light of Bank's, its associates, successors etc., requirement for unlimited period and unlimited usages for implementation of the solution	Typically, OEMs license based on asset base of bank. Please clarify asset base to be considered for licensing till contract end period	License Quantity may be calculated as per the present Asset size of the bank which Rs10 lac crore (approx.) 15% growth rate of Assets as of 31 March, 2028 may be considered based on historic growth rate of similar percentage. Although the total license cost may be calculated as per above criterion the bank will be liable to pay the cost as per the existing asset size on the particular invoice date.
44	22	SECTION-III CONDITIONS OF CONTRACT Clause: 07	Licenses - The Bidder shall furnish all the software licenses in the light of Bank's, its associates, successors etc., requirement for unlimited period and unlimited usages for implementation of the solution.	While our licenses are perpetual in nature, which means bank is entitled to use the software for an unlimited period, as long as the ATS is active. The licenses however are not unlimited in usage / quantity. Kindly confirm if we can consider License Quantity of "INR 10,00,000 crores in Total Assets" (projected Total Assets as of 31 March, 2028 based on historic growth rate of approx. 7% growth rate).	The Bidder shall furnish all the software licenses in the light of Bank's, its associates, successors etc., requirement for unlimited period and unlimited usages for implementation of the solution. License Quantity may be calculated as per the present Asset size of the bank which Rs10 lac crore (approx.). 15% growth rate of Assets as of 31 March, 2028 may be considered based on historic growth rate of similar percentage. Although the total license cost may be

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
					calculated as per above criterion the bank will be liable to pay the cost as per the existing asset size on the particular invoice date.
45	22	SECTION-III CONDITIONS OF CONTRACT Clause: 07	On banks' request, the successful bidder is bound to increase the onsite support resource at the cost specified in the price breakup	Please clarify if additional support resources are expected within same total cost provided in bid submission. Please modify this clause if so. Additional resources may be provided at mutually agreed rate	Please adhere to the RFP
46	22	SECTION-III CONDITIONS OF CONTRACT Clause: 07	Oracle Data base will be provided by Bank. If solution requires any other database, successful Bidder has to provide licensed version of the same.	We request bank to clarify if bidder suggest DB other than oracle, the same needs to be added in the commercials , we request bank to provide an line item in the commercial format for the same.	Please adhere to the RFP
47	22	SECTION-III CONDITIONS OF CONTRACT Clause: 07	scope for the on-site engineer will include configuration changes, version upgradations, performance monitoring, trouble shooting, patch installation, database management (Database schemas specific to application) and support for day to day software solution functional and technical operations	While other scope items are fine, configuration changes to be handled as change request as it may need massive effort. Configuration changes needing up to 4 man days of effort per year may be included in scope	Please adhere to the RFP
48	22	SECTION-III CONDITIONS OF CONTRACT Clause: 07	successful bidder has to provide necessary perpetual enterprise licenses for ALM & FTP Solution which will be used for Primary Site (PR), DR Site, Development and UAT/Training	Please clarify if Development and UAT/Training environment is a single one or separate ones	Development to be done in separate environment; UAT/ Training will be one environment.

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
49	22	SECTION-III CONDITIONS OF CONTRACT Clause: 07	The successful bidder has to provide necessary perpetual enterprise licenses for ALM & FTP Solution which will be used for Primary Site (PR), DR Site, Development and UAT/Training.	Request the bank to change the License for Term license.	Please adhere to the RFP
50	22	SECTION-III CONDITIONS OF CONTRACT Clause: 07	The successful bidder has to provide necessary perpetual enterprise licenses for ALM & FTP Solution which will be used for Primary Site (PR), DR Site, Development and UAT/Training.	Request bank to consider below modification; The successful bidder has to provide necessary enterprise licenses for the period of 5 years of the contract for ALM & FTP Solution which will be used for Primary Site (PR), DR Site, Development and UAT/Training.	Please adhere to the RFP
51	22	SECTION-III CONDITIONS OF CONTRACT Clause: 07	The successful bidder has to provide necessary perpetual enterprise licenses for ALM & FTP Solution which will be used for Primary Site (PR), DR Site, Development and UAT/Training. Accordingly, all necessary perpetual licenses for the ALM & FTP Solution has to be provided by the bidder for both PR & DR. The successful bidder has to quote for all software license requirements for Primary and DR implementation in their commercial Bid. Specification for ALM & FTP Solution has also to be mentioned in the technical bid. The Bidder shall furnish all the software licenses in the light of Bank's, its associates, successors etc., requirement for	Were quest bank to consider below modifications in the mentioned clause; The successful bidder has to provide necessary enterprise licenses for ALM & FTP Solution which will be used for Primary Site (PR), DR Site, Development and UAT/Training. Accordingly, all necessary licenses for the ALM & FTP Solution has to be provided by the bidder for both PR & DR. The successful bidder has to quote for all software license requirements for Primary and DR implementation in their commercial Bid. Specification for ALM & FTP Solution has also to be mentioned in the technical bid. The Bidder shall furnish all the software licenses in the light of Bank's, its	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
			unlimited period and unlimited usages for implementation of the solution. The licensing policy of the solution supplied must be provided to support the licensing model & actual licenses supplied to the Bank. Oracle Data base will be provided by Bank. If solution requires any other database, successful Bidder has to provide licensed version of the same.	associates, successors etc., requirement for unlimited usages within the bank for implementation of the solution. The licensing policy of the solution supplied must be provided to support the licensing model & actual licenses supplied to the Bank. Oracle Data base will be provided by Bank. If solution requires any other database, successful Bidder has to provide licensed version of the same.	
52	22	SECTION-III CONDITIONS OF CONTRACT Clause: 09	Bank has the discretion to reduce/ terminate the onsite support as per the requirement with one-month notice period. On banks' request, the successful bidder is bound to increase the onsite support resource at the cost specified in the price breakup.	Request the bank to provide at least one-month notice period for increasing the onsite support resource as well.	Please adhere to the RFP
53	22	SECTION-III CONDITIONS OF CONTRACT Clause: 09	On-Site Support - The scope for the on-site engineer will include configuration changes, version upgradations, performance monitoring, trouble shooting, patch installation, database management (Database schemas specific to application) and support for day to day software solution functional and technical operations.	Version Upgrades is a major activity which banks typically take up every 6 - 8 years. We request the bank to keep the version upgrade out of scope for on-site support as it can't be done by 3 onsite engineers alone and requires extensive involvement of Bank, Bidder and OEM. Bidder/OEM is anyways committing to version support for the contract period. Kindly review and confirm.	On site support should be part of version upgrade team for most version upgrades. Minor version upgrades should be taken up by onsite support

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
54	22	SECTION-III CONDITIONS OF CONTRACT Clause: 09	The successful bidder shall provide three onsite support engineers for functional (& adhoc reporting), technical support and managing the solution from 10:00 AM to 7:00 PM on all bank working days, from the date of Go Live for a period of 5 years.	As per our understand, this is for production support, can we offer the support from off shore.	Please adhere to the RFP
55	23	SECTION-III CONDITIONS OF CONTRACT Clause: 09	The successful bidder shall provide three onsite support engineers for functional (& ad-hoc reporting), technical support and managing the solution from 10:00 AM to 7:00 PM on all bank working days, from the date of Go Live for a period of 5 years. The successful bidder needs to provide the price breakup of the resources allocated.	We assume that bank would provide all the necessary infra including, laptop, computer systems, network connectivity or any other thing required to the Onsite resources for carrying out the activities in the project scope.	Desktop computers and network connectivity will be provided.
56	23	SECTION-III CONDITIONS OF CONTRACT Clause: 09	The successful bidder shall provide three onsite support engineers for functional (& ad-hoc reporting), technical support and managing the solution from 10:00 AM to 7:00 PM on all bank working days, from the date of Go Live for a period of 5 years. The successful bidder needs to provide the price breakup of the resources allocated.	We request bank to kindly consider the increase in the number of onsite support resources as bidder neds to manage DB and application as well which would require more support resources other than Stated in the RFP.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
57	23	SECTION-III CONDITIONS OF CONTRACT Clause: 10	Documentation	Please consider to add "*Successful bidder shall be allowed to retain sufficient documentation as part of our professional records to support and evidence the work performed by us. Such retention shall be subject to obligations of confidentiality mentioned herein*"	Please adhere to the RFP
58	23	SECTION-III CONDITIONS OF CONTRACT Clause: 11	11) Installation, Maintenance and Support Ø The solution has to be installed and customized as per bank's requirement by the OEM of the proposed ALM &FTP software solution only.	Request the bank to clarify whether OEM certified resource can be used to handle project management. Kindly clarify whether as an authorized OEM implementation partner, can the bidders themselves do the Installation, Maintenance and Support of the proposed OEM solution. Request to modify the clause as follows: Ø The solution has to be installed and customized as per bank's requirement by the OEM/OEM authorized Partner of the proposed ALM &FTP software solution only.	Please adhere to the RFP
59	23	SECTION-III CONDITIONS OF CONTRACT Clause: 11	Installation, Maintenance and Support - The solution has to be installed and customized as per bank's requirement by the OEM of the proposed ALM &FTP software solution only.	The bidder will involve OEM during the installation of the software. However, the end responsibility of ensuring go-live as per bank's requirement is with bidder only. Kindly review and confirm.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
60	23	SECTION-III CONDITIONS OF CONTRACT Clause: 11	The solution has to be installed and customized as per Bank's requirement by the OEM of the proposed ALM &FTP software solution only.	We have done so many successful implementations in other PSU Banks. We are fully capable of carrying out implementation. OEM involvement can be limited to the following: • Review of Business Requirements Specification (BRS) document, taking into account all quantitative and qualitative aspects related to the configuration of the solution from an industry-leading practices perspective and in tune with regulatory guidelines. • Review of solution architecture to assess the extent to which same will support business requirements and review gaps/ customizations if any. • Review of information requirements and supporting processes with respect to completeness and quality. • Review the transition plan and approach. This way the Bank will have OEM's skin in the game and domain expertise of consultant system integrator at a reasonable cost. Many other PSU Banks have taken the same approach. Please confirm.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
61	24	SECTION-III CONDITIONS OF CONTRACT Clause: 11	Any new regulatory requirement during/after implementation must be covered without additional cost to the bank.	What if it requires consumption of data from other sources and major change in the application?	Please adhere to the RFP
62	24	SECTION-III CONDITIONS OF CONTRACT Clause: 11	Proposed Solution should also provide interface with CBS, MIS, Integrated Treasury Management System, Active Directory (for user authentication). Further, a detailed list of the systems with which the ALM & FTP Solution system should integrate will be provided during preparation of BRD and SRS.	Request the bank to provide detailed list of the systems to be integrated.	Detailed list of systems will be provided to the successful bidders.
63	24	SECTION-III CONDITIONS OF CONTRACT Clause: 11	The solution has to be installed and customized as per bank's requirement by the OEM of the proposed ALM &FTP software solution only.	Request you to modify this clause to - SI / OEM / PARTNER can implement the solution	Please adhere to the RFP
64	24	SECTION-III CONDITIONS OF CONTRACT Clause: 11	Ø Proposed Solution should also provide interface with CBS, MIS, Integrated Treasury Management System, Active Directory (for user authentication). Further, a detailed list of the systems with which the ALM & FTP Solution system should integrate will be provided during preparation of BRD and SRS.	We request bank to provide the list of solutions or existing applications to be integrated with the proposed ALM solution in order to arrive at the efforts during the implementation stage, bank would provide the data from the existing solution as per format provided by the bidder.	The detailed list will be provided to the successful bidder. At present, there are 25 (approx.) data source systems.
65	25	SECTION-III CONDITIONS OF CONTRACT Clause: 11	All observations are Risk based supervision (RBS-RBI) reports, and data points to be addressed complied	Please clarify that we need to only generate ALM related RBS data points, not all 600 odd RBS data points	ALM and FTP related Data points for RBS to be addressed

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
66	25	SECTION-III CONDITIONS OF CONTRACT Clause: 11	Any new regulatory requirement during/after implementation must be covered without additional cost to the bank	All regulatory reports given by bank in BRD phase will be developed as part of implementation. New reports should be handled as change request as there is no visibility on how many these could be	Please adhere to the RFP
67	25	SECTION-III CONDITIONS OF CONTRACT Clause: 11	Undertake and assist the bank officials for the following Access Control activities (indicative) Undertake and assist the bank officials for the following Performance Tuning activities (indicative) Undertake and assist the bank official the following server administrator activities (indicative) Assist the bank official the following server administrator activities (indicative)	Please define scope as final, not indicative. Open ended scope should be avoided please	Please adhere to the RFP
68	25	SECTION-III CONDITIONS OF CONTRACT Clause: 11	Ø Any new regulatory requirement during/after implementation must be covered without additional cost to the bank	Request bank to consider, " Any new regulatory requirement during/after implementation after SRS finalization would be taken up as the change request at the mutually agreed commercials based on the efforts involved."	Please adhere to the RFP
69	25	SECTION-III CONDITIONS OF CONTRACT Clause: 11	Ø Interface with the service providers for Market data like financial data, etc. (Bank will pay the subscription charges).	Request bank to provide list of interface to interfaced with the proposed solution any new interface after the SRS phase would be taken up as the change request at the mutually agreed commercials based on efforts involved for the same.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
70	25	SECTION-III CONDITIONS OF CONTRACT Clause: 11	Ø Providing application maintenance for error fix, patch management, upgradation, additions / modifications in the application to cater changes to data sources and /or new reporting requirements during warranty period of one year as well as during the post warranty period.	We request bank to consider, "Providing application maintenance for error fix, patch management and any upgradation, any additions / modifications in the application to cater changes to data sources and /or new reporting requirements during warranty period of one year as well as during the post warranty period would be at the mutually agreed commercials based on the efforts involved."	Please adhere to the RFP
71	25	SECTION-III CONDITIONS OF CONTRACT Clause: 11	Ø System should support RBI's directives and guidelines pertaining to Asset Liability Management and Funds Transfer Pricing.	We request bank to consider ," System should support RBI's directives and guidelines pertaining to Asset Liability Management and Funds Transfer Pricing any future requirement after the finalization of SRS would be considered as the change request and would be taken up at the mutually agreed commercials.	Please adhere to the RFP
72	25	SECTION-III CONDITIONS OF CONTRACT Clause: 11	Ø The proposed solution should cater to the needs of bank's ALM & FTP Solution requirements and other Statutory, and Regulatory requirements of present and immediate future of the Bank.	We request bank to consider, "The proposed solution should cater to the needs of bank's ALM & FTP Solution requirements and other Statutory, and Regulatory requirements of present and immediate future of the Bank at the mutually agreed commercials based on the efforts involved after signing of the SRS requirements will be frozen any new requirement after finalization of SRS would follow the change request process."	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
73	25	SECTION-III CONDITIONS OF CONTRACT Clause: 11	Ø The vendor has to migrate complete data from existing data sources to the proposed solution	We request bank kindly confirm the size of data to be migrated from the existing system along with the current volumes of the transaction along with the expected future growth in the volumes during the contract period.	Most ALM and FTP related work are currently MS Excel based which requires to be converted to tables and maintained in a database in the proposed ALM-FTP solution.
74	25	SECTION-III CONDITIONS OF CONTRACT Clause: 11	Ø The vendor has to migrate complete data from existing data sources to the proposed solution	We request bank to provide all the data definitions of the existing DB, bank would be responsible for data cleansing and sanitation of the data, in case of the values not available in the system bank would provide the default values for the same if any	Bank will provide relevant information related to proposed ALM-FTP solution to the successful bidder. Please adhere to the RFP
75	25	SECTION-III CONDITIONS OF CONTRACT Clause: 11	Ø To provide complete training on the entire solution with all its components.	We request bank to provide the training infra for the training requirements of the project and also request bank to extend its existing e-learning portal for uploading user manuals and other documents on the same which would be accessed by the bank employees as and when needed.	Bank will provide necessary training infrastructure as per bank's discretion.
76	26	SECTION-III CONDITIONS OF CONTRACT Clause: 11	The hardware recommended should be scalable to support additional users and modules.	What is the meaning of scalable? Does the Bank mean that the sizing should be enough or the Bank want to scale the hardware at any time by adding additional core/memory/HDD? Kindly Clarify.	Sizing will be done by the bidder only. The proposed hardware architecture should be scalable if need to be upgraded with additional core/ memory / storage

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
77	26	SECTION-III CONDITIONS OF CONTRACT Clause: 11	The implementation of ALM & FTP Solution should be in line with ISO 27001:2013 standards.	Please confirm if any ISO or any other certification is required. If needed, can the certification requirement be relaxed for MSME?	ISO standards have to be followed.
78	26	SECTION-III CONDITIONS OF CONTRACT Clause: 11	Ø The customizations done in the application should be done with proper version control mechanism in place.	We request bank to extend the current version management tool used by the bank to bidder.	Please adhere to the RFP
79	26	SECTION-III CONDITIONS OF CONTRACT Clause: 11	Ø The hardware recommended should be scalable to support additional users and modules.	We assume that bank would provide the required infra for upgradation or addition of the hardware if required if any.	Please adhere to the RFP
80	28	SECTION-III CONDITIONS OF CONTRACT Clause: 11	Enter into the obligation that in the event OEM releases a new version of software, and bank is using one of the previous versions, OEM would provide the full scope of services to the version used by bank for the period of at least 5 years from the date of go live.	*OEM will not enter into any obligation with the SI. The standard software license's term and conditions will follow. Keeping this clause will not allow SI to bid in the RFP. Kindly remove this clause.*	Please adhere to the RFP
81	28	SECTION-III CONDITIONS OF CONTRACT Clause: 11	Ø The SI will be responsible for notification of new versions / releases of the ALM &FTP software and supervise their implementation in mutually agreed deadlines.	We request bank to consider, " The SI will be responsible for notification of new versions / releases of the ALM &FTP software and supervise their implementation in mutually agreed deadlines at the mutually agreed commercials based on the efforts involved."	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
82	29	SECTION-III CONDITIONS OF CONTRACT Clause: 11	Ø Coordinating with the bank team and the vendor assigned by bank for exposing services and integration with the Enterprise Service Bus (whenever implemented), performing customization in application for the same (if required any) at no additional cost.	We request bank to consider, "Coordinating with the bank team and the vendor assigned by bank for exposing services and integration with the Enterprise Service Bus (whenever implemented), performing customization in application for the same (if required any) at the mutually agreed commercial based on the efforts involved for the same."	Please adhere to the RFP
83	29	SECTION-III CONDITIONS OF CONTRACT Clause: 11	Ø The major responsibilities as specified above are indicative only and are not exhaustive in any manner	We request bank to remove the mentioned clause	Please adhere to the RFP
84	29	SECTION-III CONDITIONS OF CONTRACT Clause: 14	6. Bidder should have satisfactorily implemented proposed ALM & FTP Solution and its support services in at least one scheduled commercial bank in India. Copy of Purchase orders issued by Commercial Scheduled Bank in India should be submitted along with Technical Bid. Further, the bidder should submit a letter issued by the scheduled commercial bank stating the services are found satisfactory. The letter should be obtained after the date of issue of the RFP.	Request bank to consider below modification; Bidder/OEM should have satisfactorily implemented proposed ALM & FTP Solution and its support services in at least one scheduled commercial bank/BFSI/RRBs in India/Globally. Copy of Purchase orders issued by Commercial Scheduled Bank/BFSI/RRBs in India/Globally should be submitted along with Technical Bid. Further, the bidder/OEM should submit a letter issued by the scheduled commercial bank/BFSI/RRBs in India/Globally stating the services are found satisfactory. The letter should be	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
			obtained after the date of issue of the RFP.		
85	29	SECTION-III CONDITIONS OF CONTRACT Clause: 14	Bidder should have satisfactorily implemented proposed ALM & FTP Solution and its support services in at least one scheduled commercial bank in India.	Request the bank to consider PO of any scheduled commercial bank which are under implementation of either ALM or FTP.	Please adhere to the RFP
86	29	SECTION-III CONDITIONS OF CONTRACT Clause: 14	Bidder should have satisfactorily implemented proposed ALM & FTP Solution and its support services in at least one scheduled commercial bank in India. Copy of Purchase orders issued by Commercial Scheduled Bank in India should be submitted along with Technical Bid. Further, the bidder should submit a letter issued by the scheduled commercial bank stating the services are found satisfactory. The letter should be obtained after the date of issue of the RFP.	Do the proposed OEM and bidder need to have implemented the solution together or can the OEM and bidder have respectively implemented a similar solution separately for different banks?	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
87	29	SECTION-III CONDITIONS OF CONTRACT Clause: 14	Bidder should have satisfactorily implemented proposed ALM & FTP Solution and its support services in at least one scheduled commercial bank in India. Copy of Purchase orders issued by Commercial Scheduled Bank in India should be submitted along with Technical Bid. Further, the bidder should submit a letter issued by the scheduled commercial bank stating the services are found satisfactory. The letter should be obtained after the date of issue of the RFP	Please alter the eligibility criteria to " Solution has to be implemented at any Bank or Financial Institution" to ascertain our participation in the bid.	Please adhere to the RFP
88	29	SECTION-III CONDITIONS OF CONTRACT Clause: 14	Bidder should have satisfactorily implemented proposed ALM & FTP Solution and its support services in at least one scheduled commercial bank in India. Copy of Purchase orders issued by Commercial Scheduled Bank in India should be submitted along with Technical Bid. Further, the bidder should submit a letter issued by the scheduled commercial bank stating the services are found satisfactory. The letter should be obtained after the date of issue of the RFP.	We humbly request the bank to revise the clause as below; Bidder should have satisfactorily implemented proposed ALM & FTP Solution and its support services in at least one bank in India. Copy of Purchase orders/fees agreement/ implementation letter issued by the Bank in India should be submitted along with Technical Bid.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
89	29	SECTION-III CONDITIONS OF CONTRACT Clause: 14	Bidder should have satisfactorily implemented proposed ALM & FTP Solution and its support services in at least one scheduled commercial bank in India. Copy of Purchase orders issued by Commercial Scheduled Bank in India should be submitted along with Technical Bid. Further, the bidder should submit a letter issued by the scheduled commercial bank stating the services are found satisfactory. The letter should be obtained after the date of issue of the RFP	We implemented our solution at a bank which has since merged with another bank. We can only provide PO copy but obtaining satisfactory services letter is not possible. Please delete requirement to submit satisfactory services letter	Bidder may submit a GO LIVE/ evidence of implementation and a declaration that the solution was successfully implemented.
90	29	SECTION-III CONDITIONS OF CONTRACT Clause: 14	Bidder should produce letter from OEM confirming back to back support and availability	OEMs do not give such letter. OEM provides license. Services have to be provided by bidder and OEMs do not get into this activity. We suggest bank to prescribe format of OEM letter	Please adhere to the RFP. (Annexure -VI)

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
91	29	SECTION-III CONDITIONS OF CONTRACT Clause: 14	Eligibility Criteria	To ensure that the ALM, FTP, and Cost Allocation solution procured by the bank is scalable to the volumes of bank like Indian Bank and meet the daily / intraday regulatory reporting requirements, we request the bank to include the following Eligibility Criteria: *"The ALM, FTP, and Cost Allocation solution proposed by the Bidder should be live in a scheduled commercial bank in India with Total Assets more than INR 6,00,000 Crores or more than 6,000 branches (As per Indian Bank's Balance Sheet for the period ending 31st March, 2021)"*. Kindly review and confirm.	Please adhere to the RFP
92	29	SECTION-III CONDITIONS OF CONTRACT Clause: 14	Eligibility Criteria - 6. Bidder should have satisfactorily implemented proposed ALM & FTP Solution and its support services in at least one scheduled commercial bank in India.	Apart from ALM and FTP solutions, the Cost Allocation solution is also in scope. We request the bank to modify the Eligibility Criteria as: *"Bidder should have satisfactorily implemented proposed ALM, FTP and Cost Allocation Solution and its support services in at least one scheduled commercial bank in India."* Kindly review and confirm.	FTP and Cost allocation/Profitability management are to be implemented
93	29	SECTION-III CONDITIONS OF CONTRACT Clause: 14	The yearly turnover of the bidder should be more than Rs.75 crores during each of last three financial years. (2018-19, 2019-20 and 2020-21).	Request to please relax this to Rs. 25 crores for MSME	Micro and Small enterprises can bid. The evaluation will be done in accordance with the prescribed guidelines of Govt of India related to MSMEs and start-ups.

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
94	29	SECTION-III CONDITIONS OF CONTRACT Clause: 14	yearly turnover of the bidder should be more than Rs.75 crores during each of last three financial years	With a view to ensuring bids from quality bidders, we request to please change turnover as min 200 cr	Please adhere to the RFP
95	29	SECTION-III CONDITIONS OF CONTRACT Clause: 14	Bidder should have satisfactorily implemented proposed ALM & FTP Solution and its support services in at least one scheduled commercial bank in India	Our ALM&FTP solution is a new solution/product built using latest technologies and core banking implementation experience. Our solution has all functionalities required for ALM product but it is a new product. Is this requirement necessary for a new ALM product offered by us?	Please adhere to the RFP
96	29	SECTION-III CONDITIONS OF CONTRACT Clause: 14	Bidder should have satisfactorily implemented proposed ALM & FTP Solution and its support services in at least one scheduled commercial bank in India. Copy of Purchase orders issued by Commercial Scheduled Bank in India should be submitted along with Technical Bid. Further, the bidder should submit a letter issued by the scheduled commercial bank stating the services are found satisfactory. The letter should be obtained after the date of issue of the RFP.	We would like to state that we have partnered a number of banks and financial institutions in providing implementation and support services for ALM & FTP Solutions as a sub-contractor to our OEM. We have the requisite manpower and expertise to deliver this project successfully. We kindly request the Bank to kindly accept these credentials and accept a letter from our OEM stating our work for these institutions as proof of our eligibility.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
97	29	SECTION-III CONDITIONS OF CONTRACT Clause: 14	The Bidder should be Public/Private Limited Company and should be having existence in India for the last 5 years (as on 31.03.2021). In case of mergers / acquisitions / restructuring or name change, the date of establishment of earlier/original limited company can be taken into account.	We are a Limited Liability Partnership Firm and meet all the other Eligibility Criteria for participation and are keen to partner with Indian Bank for this opportunity. We request the Bank to also include LLP Firms in the type of companies that can be eligible to bid.	Please adhere to the RFP
98	29	SECTION-III CONDITIONS OF CONTRACT Clause: 14.2	The Bidder shall provide the company resolution and legal documents	Please mention the documents to be submitted?	please adhere to the RFP. (CHECKLIST)
99	29	SECTION-III CONDITIONS OF CONTRACT Clause: 14.5	The yearly turnover of the bidder should be more than Rs.75 crores during each of last three financial years. (2018-19, 2019-20 and 2020-21).	1. Request to exempt MSME vendors to show Rs.75 Crores turnover. Attached the MSME Government notification for Public Procurement Policy for Micro and Small Enterprises Order 2012 and other circulars relating to MSME units for exemption of prior experience and turnover criteria. (Refer Order no – F.20/2/2014-PPD(Pt) of Ministry of Finance, Department of Expenditure, Procurement policy Division dated 25-07-2016). Attached the GOI order for reference.) 2. Request the bank to change the minimum turnover to Rs.29 crores & above for the last 3 Financial Years for MSME bidders. (or) Average annual turnover should be	Micro and Small enterprises can bid. The evaluation will be done in accordance with the prescribed guidelines of Govt of India related to MSMEs and start-ups.

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
				more than Rs. 60 Crores for the last 3 financial years 3. Kindly clarify whether Wholly owned subsidiaries of the parent company can be included for showing the required turnover	
100	29	SECTION-III CONDITIONS OF CONTRACT Clause: 14.6	6. Bidder should have satisfactorily implemented proposed ALM & FTP Solution and its support services in at least one scheduled commercial bank in India. Copy of Purchase orders issued by Commercial Scheduled Bank in India should be submitted along with Technical Bid. Further, the bidder should submit a letter issued by the scheduled commercial bank stating the services are found satisfactory. The letter should be obtained after the date of issue of the RFP.	We request bank to consider, " 6. Bidder/OEM should have satisfactorily implemented proposed ALM & FTP Solution and its support services in at least one scheduled commercial bank/BFSI in India/Globally. Copy of Purchase orders issued by Commercial Scheduled Bank in India/Globally should be submitted along with Technical Bid. Further, the bidder should submit a letter issued by the scheduled commercial bank stating the services are found satisfactory. The letter should be obtained after the date of issue of the RFP."	Please adhere to the RFP
101	29	SECTION-III CONDITIONS OF CONTRACT Clause: 14.6	Bidder should have satisfactorily implemented proposed ALM & FTP Solution and its support services in at least one scheduled commercial bank in India.	1. Request the bank to consider the proposed ALM & FTP solution which have been satisfactorily implemented/ under implementation with a satisfactory letter mentioning the progress of implementation in at least one scheduled commercial bank in India. (or) Request to modify as follows: Bidder/OEM should have satisfactorily implemented / Under Implementation of the proposed ALM & FTP Solution	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
				and its support services in at least one scheduled commercial bank in India.	
102	29	SECTION-III CONDITIONS OF CONTRACT Clause: 14.6	Eligibility Criteria	Eligibility criteria only covers ALM and FTP solution. Since the Bank is expecting LCR, NSFR and Cost Allocation additionally in the functional requirements, Bank needs to evaluate LCR, NSFR and Cost Allocation software tools implementation experience along with ALM and FTP (LCR/NSFR is a separate software tool and cost allocation is also a separate software tool) as part of eligibility criterion. In current criterion, vendor who has not implemented LCR/NSFR and cost allocation will pass the eligibility test. Please consider to make eligibility criterion exhaustive to cover experience across all requirements of bank.	ALM includes all regulatory requirements including LCR/NSFR. FTP includes FTP, PFT and CA Please adhere to RFP
103	30	SECTION-III CONDITIONS OF CONTRACT Clause: 14	The Bidder/OEM should have Support Center in Chennai and Mumbai (Address proof to be provided).	We do not envisage the need for support centre for ALM and FTP as these are not transaction systems like Core Banking. Request the deletion of this clause.	Please adhere to the RFP
104	30	SECTION-III CONDITIONS OF CONTRACT Clause: 14	OEM(s) should also provide certificate that the solution offered will not go 'End of Sale' in the next two years and 'End of support' for a minimum of 6 years	Can the number of years requirement be relaxed?	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
105	30	SECTION-III CONDITIONS OF CONTRACT Clause: 14.10	Bidder should produce letter from OEM confirming back to back support and availability.	Kindly confirm whether the MAF provided by OEM which mentions the support and availability for the entire contract period, would be sufficient for this clause?	Please adhere to the RFP. (Annexure -VI)
106	30	SECTION-III CONDITIONS OF CONTRACT Clause: 14.10	Bidder should produce letter from OEM confirming back to back support and availability.	We are a long term SI for 3 out top 5 PSU banks in India for these solutions. Overall we have done 20+ successful implementations in India and abroad. Many of these are referenceable. OEM can provide MAF quoting that Bidder is an authorized partner of OEM. OEM will not enter into any contract with SI for a commitment on back to back support and availability. Kindly consider removing this clause.	Please adhere to the RFP
107	30	SECTION-III CONDITIONS OF CONTRACT Clause: 14.6	Bidder should have satisfactorily implemented proposed ALM & FTP Solution and its support services in at least one scheduled commercial bank in India. Copy of Purchase orders issued by Commercial Scheduled Bank in India should be submitted along with Technical Bid. Further, the bidder should submit a letter issued by the scheduled commercial bank stating the services are found satisfactory. The letter should be obtained after the date of issue of the RFP.	As per our experience with other PSU Banks, they issue letters immediately after the module Go-live. Banks do not provide fresh letters as it involves a lot of administrative work. We can arrange for site visit (if required). Therefore please consider to rephrase this clause to *"Further, the bidder should submit a letter issued by the scheduled commercial bank stating that Vendor has implemented the solution and is live"*	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
108	30	SECTION-III CONDITIONS OF CONTRACT Clause: 14.6	Bidder should have satisfactorily implemented proposed ALM & FTP Solution and its support services in at least one scheduled commercial bank in India. Copy of Purchase orders issued by Commercial Scheduled Bank in India should be submitted along with Technical Bid. Further, the bidder should submit a letter issued by the scheduled commercial bank stating the services are found satisfactory. The letter should be obtained after the date of issue of the RFP.	Due to very frequent upgrades in the software versions and requirements, it is important for the bank to consider solutions implemented in the last three years by the bidder. Therefore, please consider rewording as "Bidder should have satisfactorily implemented proposed ALM & FTP Solution together and its support services in at least one scheduled commercial bank in India in last three years".	Please adhere to the RFP
109	30	SECTION-III CONDITIONS OF CONTRACT Clause: 14.9	The Bidder/OEM should have Support Center in Chennai and Mumbai (Address proof to be provided).	Kindly explain the rational for the need of Support center if the bidder has to provide onsite support as part of the project. Will the address proof provided by the OEM would suffice for Chennai and Mumbai office?	Clause 14 -sub clause 9 in section III should be read as : "The Bidder/OEM should have Support Center in India preferably in Chennai and Mumbai (Address proof to be provided)."
110	30	SECTION-III CONDITIONS OF CONTRACT Clause: 15	6.After successful completion of one DR drill -5% 7. Retention money payable after contract period - 5%	We request bank to consider, "After successful completion of one DR drill - 10% 7. Retention money payable after contract period - 0% request bank to remove the mentioned point."	Please adhere to the RFP
111	30	SECTION-III CONDITIONS OF CONTRACT Clause: 15	b) Payment of Onsite Support – The payment for the Cost of Manpower for onsite support will be payable quarterly in arrears.	Recommended payment terms as Payment of Onsite Support – The payment for the Cost of Manpower for onsite support will be payable monthly in arrears.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
112	30	SECTION-III CONDITIONS OF CONTRACT Clause: 15	Payment for Implementation Cost: - Milestones Sign off of Business Requirement Document (BRD) by Bank and SI 10 % UAT sign off of regulatory reports/returns of ALM and major reports of FTP* 15% UAT sign off of remaining reports / returns of ALM and other reports of FTP 15% Full Go live 40% On completion of implantation and acceptance at the site 10% After successful completion of one DR drill 5% Retention money payable after contract period 5%	Request you to modify the milestones breakup into following three parts Sign off of Business Requirement Document (BRD) by Bank and SI 20 % UAT sign off of regulatory reports/returns of ALM and major reports of FTP* & UAT sign off of remaining reports / returns of ALM and other reports of FTP 30 % Full Go live 50%	Please adhere to the RFP
113	30	SECTION-III CONDITIONS OF CONTRACT Clause: 15	Payment for License Cost :(for both Primary & DR Site) - Milestones Sign off of Business Requirement Document (BRD) by Bank and SI-20% UAT sign off of regulatory reports/returns of ALM and major reports of FTP* - 70% UAT sign off of remaining reports / returns of ALM and other reports of FTP- 10%	Request you to modify the milestones breakup into following three parts Delivery of all Software License - 50% Sign off of Business Requirement Document (BRD) by Bank and SI- 30% UAT Sign-off - 20%	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
114	30	SECTION-III CONDITIONS OF CONTRACT Clause: 15	payment for the Cost of Manpower for onsite support will be payable quarterly in arrears	Considering monthly expense on support resources, we request to please change this payment as monthly in arrears	Please adhere to the RFP
115	30	SECTION-III CONDITIONS OF CONTRACT Clause: 15	Payment terms - license	In line with effort spend, we request to change implementation payment terms as below: a. Sign off to BRD - 20% b. Design completion - 25% c. UAT release - 25% d. UAT sign off - 20% e. Go-live - 10%	Please adhere to the RFP
116	30	SECTION-III CONDITIONS OF CONTRACT Clause: 15	Payment terms - license	OEMs take full payment on software delivery. We request to please make 100% payment of software on delivery	Please adhere to the RFP
117	30	SECTION-III CONDITIONS OF CONTRACT Clause: 15	Payment Terms - License Cost	Since the perpetual licenses (valid across multiple environments) are issued immediately after contract signing, we are requesting the bank to pay 100% of license fee on submission of proof of entitlement to the bank. Kindly review and confirm.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
118	30	SECTION-III CONDITIONS OF CONTRACT Clause: 15	The Bank shall have the right to withhold any payment due to the supplier, in case of delays or defaults on the part of the successful bidder. Such withholding of payment shall not amount to a default on the part of the Bank. If any of the items/ activities as mentioned in the price bid is not taken up by the bank during the course of the assignment, the bank will not pay the cost of such items and professional fees quoted by the successful bidder in the price bid against such activity / item. All payments will be released within 30 days from the date of receipt of invoice subject to submission of proof and other related documents. Vendor has to submit the invoices, milestone sign-off & other documents required for release of payment.	We request bank to consider below modifications in the mentioned clause; c) AMC of Software: If any of the items/ activities as mentioned in the price bid is not taken up by the bank during the course of the assignment, the bank will not pay the cost of such items and professional fees quoted by the successful bidder in the price bid against such activity / item. All payments will be released within 30 days from the date of receipt of invoice subject to submission of proof and other related documents. Vendor has to submit the invoices, milestone sign-off & other documents required for release of payment. Any delay in making payment within 30 days or mutually extended period by the Bank, 2% p.a. interest would be charged on such late payment up to the realisation of all dues.	Please adhere to the RFP
119	30	SECTION-III CONDITIONS OF CONTRACT Clause: 15.a	Payment for License (for both Primary & DR Site) and Implementation cost (for Primary site)	As per the general market practice, the license fee is 100% chargeable in advance at the time of procuring the License in the name of the Bank. And, the bank pays accordingly. Request bank to consider license payments in alignment with OEM terms. Please confirm.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
120	30	SECTION-III CONDITIONS OF CONTRACT Clause: 15.a	Payment for License (for both Primary & DR Site) and Implementation cost (for Primary site)	1. We request that the payment terms be reconsidered as mentioned below as the entire Application License cost would be required to be paid initially to the OEM for proceeding with implementation of the software at the Bank site a. 100 % License Cost to be paid initially at the start of the project / prior to proceeding with installation and implementation and significant costs need to be borne by SI b. Implementation cost to be paid as per below i. Installation of Application in Development / UAT Environment- 10% ii. Installation of Application in Production Environment - 5% iii. Sign off of Business Requirement Document (BRD) by Bank and SI - 20% iv. UAT sign off of regulatory reports/returns of ALM and major reports of FTP - 25% v. UAT sign off of remaining reports / returns of ALM and other reports of FTP - 20% vi. Full Go Live - 10% vii. After successful completion of installation at DR site and one successful Drill - 5%	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
				viii. Retention money payable after contract Period - 5%	
121	30	SECTION-III CONDITIONS OF CONTRACT Clause: 15.a	Payment for License (for both Primary & DR Site) and Implementation cost (for Primary site) - Contract Period	Please provide clarification on the Contract period for which the Retention Money would be maintained and whether it can be separated from the support period	5 years from date of GO LIVE
122	30	SECTION-III CONDITIONS OF CONTRACT Clause: 15.a	Payment Terms	Is the fee of Warranty clubbed with license fee? As there is no separate line item. Please confirm.	Please adhere to the RFP
123	30	SECTION-III CONDITIONS OF CONTRACT Clause: 15.a	Payment Terms	Kindly request the bank to pay the license fees and ATS fees Yearly in advance.	Please adhere to the RFP
124	30	SECTION-III CONDITIONS OF CONTRACT Clause: 15.a	Payment Terms	Normally, ATS starts from the day of license procured in the name of the bank and OEM charges annually in advance, whereas the bank has requested to start ATS charges after one year of Go-live. So request the bank to consider ATS payments in alignment with OEM terms. Please confirm.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
125	30	SECTION-III CONDITIONS OF CONTRACT Clause: 15.a	Payment Terms	Request bank to consider following payment terms in line with key project deliverables and bidder have regular cash flow in the course of project duration 1. Sign off of Business Requirement Document (BRD) by Bank and SI - 10 % 2. UAT sign off of regulatory reports/returns of ALM and major reports of FTP*- 25% 3. UAT sign off of remaining reports / returns of ALM and other reports of FTP - 15% 4. Full Go live - 30 % 5. On completion of implantation and acceptance at the site- 10% 6. After successful completion of one DR drill- 5% 7. Retention money payable after contract period -5% Kindly confirm.	Please adhere to the RFP
126	30	SECTION-III CONDITIONS OF CONTRACT Clause: 15.c	The AMC cost after warranty period, shall be paid yearly in advance for the subsequent years.	Normally, ATS starts from the day of license procured in the name of the bank and OEM charges annually in advance, whereas the bank has requested to start ATS charges after one year of Go-live. So request the bank to consider ATS payments in	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
				alignment with OEM terms. Please confirm.	
127	31	SECTION-III CONDITIONS OF CONTRACT Clause: 17	The supplier shall be required to sign Service Level Agreement (SLA) covering all terms and conditions of this tender and Purchase Order within 30 days from the date of issuing the purchase order. SLA format will be shared with the Successful bidder along with Purchase order.	We Request bank to consider, "The supplier shall be required to sign Service Level Agreement (SLA) covering all terms and conditions of this tender and Purchase Order within 45 days from the date of issuing the purchase order. SLA format will be shared with the Successful bidder along with Purchase order."	Please adhere to the RFP
128	31	SECTION-III CONDITIONS OF CONTRACT Clause: 18	However, Bank reserves the right to enter into AMC with other vendor.	Request bank to remove the mentioned clause.	Please adhere to the RFP
129	31	SECTION-III CONDITIONS OF CONTRACT Clause: 19	Hardware Sizing - OEM/SI is required to provide for the detailed configuration of the recommended Development, Test, Disaster Recovery and Production server environments as per the requirements mentioned.	To provide the best estimate for infrastructure sizing, please provide the below information: 1> Number of Active CASA Accounts- 2> Number of Active Deposit Accounts - 3> Number of Active Advances Accounts (Loans, OD, Corporate Loans, TOD) - 4> y-o-y Growth % for Active CASA Accounts- 5> y-o-y Growth % for Active Deposit Accounts - 6> y-o-y Growth % for Active Advances Accounts (Loans, OD,	As on 31.08.2021:- 1>No. of account: CASA-9.46 crore, 2> Term deposits -96 lac 3> Advances - 84 lacs, Non-funded - 2.2 lacs 4&5>y-o-y growth % deposit -15%-16%. 6>Y-o-Y growth % Advances - 14%-15% 7> Concurrent users accessing application - 10 8>total no of users accessing applications - 15 9 & 10> Generated Reports

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
				Corporate Loans, TOD) - 7> Concurrent users accessing the application - 8> Total number of users accessing the application - 9> Concurrent users accessing the reports - 10> Total Number of users accessing the reports - 11> Number of days retention in staging area (Transient Area, usually 30 days) - 12> Number of years retention in results area (Persistent Area, usually 3-5 years) -	can be accessed from a static location/URL so number of report users can be discussed with successful bidders depending upon the architecture of the product. 11> Can only be discussed with successful bidder depending upon the architecture of the product 12> Results retention period: 5 years H/w delivery is not in scope. However, the hardware sizing to be provided by the bidder considering various factors on the performance as per RFP
130	31	SECTION-III CONDITIONS OF CONTRACT Clause: 19	OEM/SI is required to provide for the detailed configuration of the recommended Development, Test, Disaster Recovery and Production server environments as per the requirements mentioned.	It is not clear whether Hardware delivery is part of the scope. Kindly Confirm.	H/w delivery is not in scope. However, the hardware sizing to be provided by the bidder considering various factors on the performance as per RFP
131	32	SECTION-III CONDITIONS OF CONTRACT Clause: 20	General	We Request bank to provide the Job Description and typical profile of the onsite support engineer candidate.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
132	32	SECTION-III CONDITIONS OF CONTRACT Clause: 20	The bidder to ensure that experienced resources (with both functional and technical expertise on the project domain and solutions used to implement the project) are assigned and available in the project throughout the project lifecycle. ----- ------ Throughout the lifecycle of the project, minimum of one onsite resource shall be available onsite on all bank business days to support the project. Number of onsite resources to handle the maintenance of application and customization shall be decided by the bidder and may be more than one if required. The successful bidder shall be the principal employer of the employees, agents, contractors, etc., engaged by them and shall be vicariously liable for all the acts, deeds, matters or things, of such persons whether the same is within the scope of power or outside the scope of power, vested under the contract.	This clause clearly indicates that the solution has to be implemented by the bidder's employees only and not by the OEMs directly. Please confirm. Also kindly clarify whether the minimum of one onsite resource mentioned to support the project is inclusive of the three onsite support resources asked in the manpower decided by the bank or is it an additional resources needed to be budgeted?	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
133	32	SECTION-III CONDITIONS OF CONTRACT Clause: 20	The successful bidder shall agree to hold the bank, its successors, assigns and administrators fully indemnified and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the bank through the action of supplier's employees, agents, contractors, etc.	We request bank to consider below modifications in the mentioned clause; Each party (in the capacity as Indemnifying Party) will defend, indemnify and hold the other party, its affiliates, directors, officers and employees (in the capacity of Indemnified Party) from and against any third-party claim, demand, suit, proceeding, cost and expenses therewith to the extent such demand, claim or action relates to or is based on any personal injury, death caused by the negligence or wilful misconduct of the Indemnifying Party or its agents and representatives, in the performance of this Agreement, unless caused by the negligence or misconduct of the other party/it's personnel.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
134	33	SECTION-III CONDITIONS OF CONTRACT Clause: 20	The successful bidder shall agree to hold the bank, its successors, assigns and administrators fully indemnified and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the bank through the action of supplier's employees, agents, contractors, etc.	Bidder proposes below modifications to this clause. The successful bidder shall agree to hold the bank, its successors, assigns and administrators fully indemnified and harmless against *third party claim for* loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused ~~to the bank~~ through the action of supplier's employees, agents, contractors, etc. *arising out of sale of bidder's services to Bank in accordance with their respective agreement with bidder.*	Please adhere to the RFP
135	33	SECTION-III CONDITIONS OF CONTRACT Clause: 22	All software installed must be maintained with latest patches and fixes free from any known bugs, vulnerabilities, etc. Certificate for the same should be submitted half-yearly to Bank by the successful bidder.	As the software is supplied by the OEM. Please consider rewording the clause as: "*Certificate for the same should be submitted half-yearly to Bank by the OEM.*"	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
136	33	SECTION-III CONDITIONS OF CONTRACT Clause: 22	All software installed must be maintained with latest patches and fixes free from any known bugs, vulnerabilities, etc. Certificate for the same should be submitted half-yearly to Bank by the successful bidder. During the contract period, all regulatory / statutory requirements/modifications to existing solution should be done without any additional cost to the Bank. If bank upgrades the hardware, operating system or database the software must support new hardware and database during the contract.	We request bank to consider, " All software installed must be maintained with latest patches and fixes free from any known bugs, vulnerabilities, etc. Certificate for the same should be submitted half-yearly to Bank by the successful bidder. During the contract period, all regulatory / statutory requirements/modifications to existing solution should be done at the mutually agreed commercials based on the efforts involved for any such requirements. If bank upgrades the hardware, operating system or database the software must support new hardware and database during the contract any efforts involved from bidder would be at the mutually agreed commercials based on the efforts involved."	Please adhere to the RFP
137	33	SECTION-III CONDITIONS OF CONTRACT Clause: 22	The re-installation of any software if required is the sole responsibility of the successful Bidder, which should be treated as service provided under Warranty and AMC/ATS.	Re-installation can be done by the bidder provided the need arise because of faulty implementation of the bidder, or else it has to be taken as a Change Request. Kindly review and confirm	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
138	33	SECTION-III CONDITIONS OF CONTRACT Clause: 23	A. Change Request for configuring/creating additional parameters in reports, adding/modifying product parameters in any of the segment, etc. will be part of the support scope at no additional cost. Further, the version upgrades for the proposed solution should be provided to the bank free of cost in the contract period.	Request bank to consider below modification; Change Request for configuring/creating additional parameters in reports, adding/modifying product parameters in any of the segment, etc. will be part of the support scope at no additional cost. Further, the version upgrades for the proposed solution should be provided to the bank on mutually agreed cost in the contract period.	Please adhere to the RFP
139	33	SECTION-III CONDITIONS OF CONTRACT Clause: 23	A. Change Request for configuring/creating additional parameters in reports, adding/modifying product parameters in any of the segment, etc. will be part of the support scope at no additional cost. Further, the version upgrades for the proposed solution should be provided to the bank free of cost in the contract period.	We request bank to consider, "Change Request for configuring/creating additional parameters in reports, adding/modifying product parameters in any of the segment, etc. will be part of the support scope at the mutually agreed commercials based on the efforts involved. Further, the version upgrades for the proposed solution should be provided to the bank at the mutually agreed commercials based on the efforts involved in the contract period.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
140	33	SECTION-III CONDITIONS OF CONTRACT Clause: 23	A. Change Request for configuring/creating additional parameters in reports, adding/modifying product parameters in any of the segment, etc. will be part of the support scope at no additional cost. Further, the version upgrades for the proposed solution should be provided to the bank free of cost in the contract period.	We request bank to consider below modifications in the mentioned clause; A. Change Request for configuring/creating additional parameters in reports, adding/modifying product parameters in any of the segment, etc. will be part of the support scope at no additional cost. Further, the version upgrades for the proposed solution should be provided to the bank at mutually agreed cost in the contract period.	Please adhere to the RFP
141	33	SECTION-III CONDITIONS OF CONTRACT Clause: 23	B. Change Request for creating/adding a new functionality in the proposed solution specifically for Indian Bank which is not for/of the functional requirement and scope of implementation, and the effort involved is more than 10-manday. However, the successful bidder may only charge implementation fee and not charge development fee for the statutory/regulatory changes as required under the directives of Government of India, Reserve Bank of India etc. The successful bidder can charge for these change requests on man-days or man-hours basis at the price and effort will be agreed mutually between Bank and the supplier.	We request bank to consider, "Change Request for creating/adding a new functionality in the proposed solution specifically for Indian Bank which is not for/of the functional requirement and scope of implementation, and the effort involved would be at the mutually agreed commercials based on the efforts involved. However, the successful bidder may only charge implementation fee and charge development fee for the statutory/regulatory changes as required under the directives of Government of India, Reserve Bank of India etc. at the mutually agreed commercials based on the efforts involved The successful bidder can charge for these change requests on man-days or man-hours basis at the	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
				price and effort will be agreed mutually between Bank and the supplier."	
142	33	SECTION-III CONDITIONS OF CONTRACT Clause: 23	Change Request for configuring/creating additional parameters in reports, adding/modifying product parameters in any of the segment, etc. will be part of the support scope at no additional cost. Further, the version upgrades for the proposed solution should be provided to the bank free of cost in the contract period.	Please consider rewording "free of cost" to "at no additional Cost"	Please adhere to the RFP
143	33	SECTION-III CONDITIONS OF CONTRACT Clause: 23	Change Request for creating/adding a new functionality in the proposed solution specifically for Indian Bank which is not for/of the functional requirement and scope of implementation, and the effort involved is more than 10-manday. However, the successful bidder may only charge implementation fee and not charge development fee for the statutory/regulatory changes as required under the directives of Government of India, Reserve Bank of India etc.	Any change in the configuration post go-live will be routed through Change Request, as it involves efforts to be put in from the bidder side.	Please adhere to the RFP
144	34	SECTION-III CONDITIONS OF CONTRACT Clause: 24	Training	Please clarify if total 6 days training to be provided to three batches i.e. 2 days training to each batch	Will be finalized with the successful bidder

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
145	34	SECTION-III CONDITIONS OF CONTRACT Clause: 25	contract period will commence from the date of acceptance of the Purchase order and will be valid up to a period of five years (one-year warranty and four years ATS/AMC) from the date of go live	To begin work, a contract is to be in place from work start date. Contract period cannot be from go live. Please change accordingly	Please adhere to the RFP
146	34	SECTION-III CONDITIONS OF CONTRACT Clause: 26	26) Sub-Contracting The supplier will not subcontract or delegate or permit anyone other than the suppliers' personnel to perform any of the work, service or other performance required of the supplier under this agreement without the prior written consent of the Bank.	Request to clarify. Does having OEM support or sub-contracting to OEM for specific implementation part will be allowed in this RFP?	Please adhere to the RFP
147	34	SECTION-III CONDITIONS OF CONTRACT Clause: 27	The Technical Documentation involving detailed instruction for operation and maintenance is to be delivered with the software supplied. The Bidder, at the time of installation shall deliver to the Bank required copies of the object code version of the Software and the associated Program Documentation including operation manual, job cards and training material. The Bidder, after customization shall deliver to the Bank required copies of the object code version of the customized Software and the associated Program Documentation including operation manual, job cards and training material. The Bidder, after	The Customised codes would be deposited in the escrow account at the mutually agreed frequency.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
			modifications, updates or new versions shall deliver to the Bank required copies of the revised object code version of the latest Software and the revised associated Program Documentation including operation manual, job cards and training material. The Program Documentation shall consist of required number of User Manuals per user group, Data Centre and Disaster Recovery Centre.		
148	34	SECTION-III CONDITIONS OF CONTRACT Clause: 29	Bidder should have satisfactorily implemented proposed ALM & FTP Solution and its support services in at least one scheduled commercial bank in India. Copy of Purchase orders issued by Commercial Scheduled Bank in India should be submitted along with Technical Bid. Further, the bidder should submit a letter issued by the scheduled commercial bank stating the services are found satisfactory. The letter should be obtained after the date of issue of the RFP.	Request the bank to relax the criteria for India and Global scheduled bank.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
149	35	SECTION-III CONDITIONS OF CONTRACT Clause: 29	The Service Provider may be required to take adequate insurance cover against all kinds of risks including fidelity clause for the loss arising from acts of omission/commission/dishonesty of its employees and / or agents and would be required to keep the insurance policy alive at all times during the currency of the agreement. Bidder should have cyber insurance policy to cover first party and third party liability coverage to organisation when cyber risk materializes and / or cyber security controls at organization fails. The coverages established by the cyber insurance shall cover property, theft and network level security.	We request bank to kindly clarify the value of sum assured for the same and who would bare the premium for the said insurance policy.	Will be disclosed to the successful bidder.

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
150	35	SECTION-III CONDITIONS OF CONTRACT Clause: 29	The Service Provider may be required to take adequate insurance cover against all kinds of risks including fidelity clause for the loss arising from acts of omission/commission/dishonesty of its employees and / or agents and would be required to keep the insurance policy alive at all times during the currency of the agreement. Bidder should have cyber insurance policy to cover first party and third party liability coverage to organisation when cyber risk materializes and / or cyber security controls at organization fails. The coverages established by the cyber insurance shall cover property, theft and network level security.	We Request bank to remove the mentioned point.	Please adhere to the RFP
151	35	SECTION-III CONDITIONS OF CONTRACT Clause: 29	The Service Provider may be required to take adequate insurance cover against all kinds of risks including fidelity clause for the loss arising from acts of omission/commission/dishonesty of its employees and / or agents and would be required to keep the insurance policy alive at all times during the currency of the agreement. Bidder should have cyber insurance policy to cover first party and third party liability coverage to organisation when cyber risk	We request bank to consider below modifications in the mentioned clause; Bidder should have cyber insurance policy to cover first party and third party liability coverage to organisation when cyber risk materializes and / or cyber security controls at organization fails.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
			materializes and / or cyber security controls at organization fails. The coverages established by the cyber insurance shall cover property, theft and network level security.		
152	35	SECTION-III CONDITIONS OF CONTRACT Clause: 33	Any dispute arising out of this contract will be under the jurisdiction of Courts of Law in Chennai	Please consider rewording the clause as: "*Any dispute arising out of this contract will be under the jurisdiction of Courts of Law in Mumbai.*"	Please adhere to the RFP
153	36	SECTION-III CONDITIONS OF CONTRACT Clause: 34	Additional clause to include	Bidder proposes to include below additions to this RFP under section-III. *'Bidder's non-performance or delays resulting from Bank's failure or delay to comply with its responsibilities and obligations will be excused and Bidder will not be liable for such non-performance or delays/failure caused or contributed by Customer. Bidder shall be entitled to extension of time or payment of additional cost incurred as a result of such delay or failure.'*	Please adhere to the RFP
154	36	SECTION-III CONDITIONS OF CONTRACT Clause: 34	Liquidated Damages	Please consider to add: "*Bidder shall not be liable for Liquidated Damages in this clause if the default/delay is not solely attributable to the bidder.*"	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
155	36	SECTION-III CONDITIONS OF CONTRACT Clause: 34	Liquidated Damages on delay in Implementation: For delay beyond the implementation schedule, the supplier shall be liable to forfeit 0.5% of the cost of the deliverables for the respective implementation phase, as per the project implementation timelines mentioned in clause no. 2 of Section-III for every week or part thereof subject to maximum of 10% of cost of project for the delay solely not attributable to purchaser. Once the penalty crosses 10%of the cost of the project, purchaser reserves the right to cancel the contract.	Request bank to consider below modification; Liquidated Damages on delay in Implementation: For delay beyond the implementation schedule, the supplier shall be liable to forfeit 0.5% of the cost of the deliverables for the respective implementation phase, as per the project implementation timelines mentioned in clause no. 2 of Section-III for every week or part thereof subject to maximum of 10% of cost of project for the delay solely not attributable to purchaser. Once the penalty crosses 10 %of the cost of the project, purchaser reserves the right to cancel the contract.	Please adhere to the RFP
156	36	SECTION-III CONDITIONS OF CONTRACT Clause: 34	Liquidated Damages on delay in Implementation: For delay beyond the implementation schedule, the supplier shall be liable to forfeit 0.5% of the cost of the deliverables for the respective implementation phase, as per the project implementation timelines mentioned in clause no. 2 of Section-III for every week or part thereof subject to maximum of 10% of cost of project for the delay solely not attributable to purchaser. Once the penalty crosses 10%of the cost of the project, purchaser reserves the right to cancel the contract.	The overall cumulative penalty shall be capped at maximum 5% of Implementation cost during Implementation and warranty period and 5% of yearly AMC/ATS cost during AMC/ATS period.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
157	36	SECTION-III CONDITIONS OF CONTRACT Clause: 34	The supplier must strictly adhere to the schedules for completing the assignments. Failure to meet these Implementation schedules, unless it is due to reasons entirely attributable to the bank, may constitute a material breach of the supplier's performance. In the event that the purchaser is forced to cancel an awarded contract (related to this RFP) due to the successful supplier's inability to meet the established delivery dates, the purchaser may take suitable penal actions deemed fit in addition to invocation of performance guarantee. Liquidated Damages on delay in Implementation: For delay beyond the implementation schedule, the supplier shall be liable to forfeit 0.5% of the cost of the deliverables for the respective implementation phase, as per the project implementation timelines mentioned in clause no. 2 of Section-III for every week or part thereof subject to maximum of 10% of cost of project for the delay solely not attributable to purchaser. Once the penalty crosses 10%of the cost of the project, purchaser reserves the right to cancel the contract.	We request bank to consider below modifications in the mentioned clause; The supplier must strictly adhere to the schedules for completing the assignments. Failure to meet these Implementation schedules, unless it is due to reasons entirely attributable to the bank, may constitute a material breach of the supplier's performance. In the event that the purchaser is forced to cancel an awarded contract (related to this RFP) due to the successful supplier's inability to meet the established delivery dates, the purchaser shall invoke performance guarantee. Liquidated Damages on delay in Implementation: For delay beyond the implementation schedule, the supplier shall be liable to forfeit 0.5% of the cost of the deliverables for the respective implementation phase, as per the project implementation timelines mentioned in clause no. 2 of Section-III for every week or part thereof subject to maximum of 10% of cost of project for the delay solely attributable to the Bidder . Once the penalty crosses 10% of the cost of the project, purchaser reserves the right to cancel the contract.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
158	36	SECTION-III CONDITIONS OF CONTRACT Clause: 35	*A penalty of Rs. 1,000/- shall be charged per hour for non-conformance with the aforementioned table. Maximum penalty for non-conformance would be capped at 30% of cost of the project.	Request bank to revised the penalty charges to 0.5% of balance mile stone. This can be discussed and agreed mutually.	Please adhere to the RFP
159	36	SECTION-III CONDITIONS OF CONTRACT Clause: 35	*A penalty of Rs. 1,000/- shall be charged per hour for non-conformance with the aforementioned table. Maximum penalty for non-conformance would be capped at 30% of cost of the project.	We request bank to consider, "*A penalty of Rs. 1,000/- shall be charged per hour for non-conformance with the aforementioned table. Maximum penalty for non-conformance would be capped at 10% of cost of the AMC cost for the year.	Please adhere to the RFP
160	36	SECTION-III CONDITIONS OF CONTRACT Clause: 35	35) Guarantees On Response to Errors *A penalty of Rs. 1,000/- shall be charged per hour for non-conformance with the aforementioned table. Maximum penalty for non-conformance would be capped at 30% of cost of the project.	The SLAs proposed by bank are typically for a real time application which impacts other systems. Since this is a downstream application, this clause does not seem to be appropriate. The bank themselves have asked for the onsite support from only 10 AM to 7 PM and we expect the bank to consider the penalties for only working hours of the bank. In any case, we request the bank to consider the response time and resolution time to be 24 hours and 48 hours respectively.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
161	36	SECTION-III CONDITIONS OF CONTRACT Clause: 35	A penalty of Rs. 1,000/- shall be charged per hour for non-conformance with the aforementioned table. Maximum penalty for non-conformance would be capped at 30% of cost of the project.	As per the generally accepted market practice, penalties are capped to 10% of TCO. Therefore, kindly cap the penalty to 10% of cost of the project, in line with Liquidated Damage. Please consider to reword the clause as: "*Maximum penalty for non-conformance would be capped at 10% of cost of the project.*"	Please adhere to the RFP
162	36	SECTION-III CONDITIONS OF CONTRACT Clause: 35	A penalty of Rs. 1,000/- shall be charged per hour for non-conformance with the aforementioned table. Maximum penalty for non-conformance would be capped at 30% of cost of the project.	Request to remove resource base penalty clause 35 from page 40, as in Fix bid project, Deployment of required resources is a responsibility of success bidder. Hence resource based penalty is not applicable. The overall cumulative penalty shall be capped at maximum 5% of Implementation cost during Implementation and warranty period and 5% of yearly AMC/ATS cost during AMC/ATS period.	Please adhere to the RFP
163	36	SECTION-III CONDITIONS OF CONTRACT Clause: 35	Maximum penalty for non-conformance would be capped at 30% of cost of the project	We request to please change maximum penalty to be 20% of monthly services cost	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
164	36	SECTION-III CONDITIONS OF CONTRACT Clause: 35	The penalty will be deducted from the charges payable during the contract period. In case, the penalty amount is more than amount payable by bank, bank reserves the right to invoke the performance security submitted by the successful bidder.	We request bank to remove the mentioned clause	Please adhere to the RFP
165	37	SECTION-III CONDITIONS OF CONTRACT Clause: 37	a. Within 15 days of issue of Purchase Order, the Successful Bidder shall furnish to the Bank the Performance Security equivalent to 3% of the contract value in the form of a Bank Guarantee, valid for 71 months with further one-month claim period, in the format enclosed (Annexure-IV).	We request bank to consider , " Within 45 days of issue of Purchase Order, the Successful Bidder shall furnish to the Bank the Performance Security equivalent to 3% of the contract value in the form of a Bank Guarantee, valid for 71 months with further one-month claim period, in the format enclosed (Annexure-IV)."	Please adhere to the RFP
166	37	SECTION-III CONDITIONS OF CONTRACT Clause: 37	a. Within 15 days of issue of Purchase Order, the Successful Bidder shall furnish to the Bank the Performance Security equivalent to 3% of the contract value in the form of a Bank Guarantee, valid for 71 months with further one-month claim period, in the format enclosed (Annexure-IV). b. The performance security submitted by the supplier shall be invoked by the Bank as compensation for any loss resulting from the Supplier's failure in completing their obligations under the Contract.	We request bank to consider below modifications in the mentioned clause; a. Within 45 days of issue of Purchase Order, the Successful Bidder shall furnish to the Bank the Performance Security equivalent to 3% of the contract value in the form of a Bank Guarantee, valid for 66 months with further one-month claim period, in the format enclosed (Annexure-IV). b. The performance security submitted by the supplier shall be invoked by the Bank as compensation for direct loss resulting from the Supplier's failure in	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
				completing their obligations under the Contract	
167	37	SECTION-III CONDITIONS OF CONTRACT Clause: 39	No Exclusion clause for indirect and consequential damages etc..	Bidder proposes to include below additions to this clause. *Even if a party has been advised of the possibility or amount of such losses or damages in advance, in no event shall either party be liable for, nor will the measure of damages include (a) any consequential, incidental, indirect, special or exemplary, punitive damage, loss or expenses (b) business interruption, loss of revenue, loss of goodwill, lost business, lost profits, or lost savings or diminished business value.*	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
168	37	SECTION-III CONDITIONS OF CONTRACT Clause: 39	Supplier 's aggregate liability under the contract shall be limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor that gave rise to claim, under this tender.	Bidder proposes below modifications to this clause. Supplier 's aggregate liability *(whether in contract, indemnity, tort, negligence, strict liability in tort, by statute or otherwise)* under the contract shall be limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor that gave rise to claim, under this tender.	Please adhere to the RFP
169	37	SECTION-III CONDITIONS OF CONTRACT Clause: 39	Supplier 's aggregate liability under the contract shall be limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor that gave rise to claim, under this tender. 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' gross negligence. If a third party asserts a claim against bank that a vendor product acquired under the	We request bank to consider below modifications in the mentioned clause; Supplier 's aggregate liability under the contract shall be limited to a maximum of the 10% of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor that gave rise to claim, under this tender. Neither Party shall be liable for any indirect, special, incidental, exemplary or punitive damages (including, without limitation, loss of revenue, profits, business) under this agreement.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
			agreement infringes a patent or copy right, vendor should defend bank against that claim and pay amounts finally awarded by a court against bank or included in a settlement approved by vendor.	This limit shall not apply to third party claims for a. IP Infringement indemnity b. Bodily injury (including Death) caused by vendor/s' gross negligence. If a third party asserts a claim against bank that a vendor product acquired under the agreement infringes a patent or copy right, vendor should defend bank against that claim and pay amounts finally awarded by a court against bank or included in a settlement approved by vendor.	
170	38	SECTION-III CONDITIONS OF CONTRACT Clause: 40	40) Indemnity Clause If at the time of the supplying, installing the equipment in terms of the present contract/order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by any third party, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the supplier shall indemnify the Bank and keep it indemnified on that behalf.	Clause 39 (a) and (b) already covers this. Please keep only one clause for IP infringement indemnity for 3rd party claims.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
171	38	SECTION-III CONDITIONS OF CONTRACT Clause: 40	Indemnity Clause	Request you to bring the indemnity within the liability cap. Please consider to add: "*In accordance with standard industry practice, the bidder's aggregate liability under this RFP and in connection with the services shall be for direct damages and shall, in all circumstances and events, be limited to one time the fees paid to the bidder*"	Please adhere to the RFP
172	38	SECTION-III CONDITIONS OF CONTRACT Clause: 41	The Bank and/or its officers, employees disown all liabilities or claims arising out of any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of Bank and/or any of its officers, employees.	We request bank to remove the mentioned clause	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
173	39	SECTION-III CONDITIONS OF CONTRACT Clause: 42	42) Patent Rights The Supplier shall indemnify the Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof.	Clause 39 (a) and (b) already covers this. Please keep only one clause for IP infringement indemnity for 3rd party claims.	Please adhere to the RFP
174	39	SECTION-III CONDITIONS OF CONTRACT Clause: 42	The Supplier shall indemnify the Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof.	We request bank to remove the mentioned clause as same is covered under indemnity clause	Please adhere to the RFP
175	39	SECTION-III CONDITIONS OF CONTRACT Clause: 44	44) Intellectual Property Rights (IPR)	There is no specific provision for duty to mitigate hence bidder would like to propose below addition to this clause. *Each Party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other Party pursuant to the Agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such damages or amounts*	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
176	39	SECTION-III CONDITIONS OF CONTRACT Clause: 44	44) Intellectual Property Rights (IPR)	There is no specific provision for the protection of Bidder's Background IP and Foreground IP, hence Bidder proposes below additional provision to the RFP; *(a) All pre-existing "Intellectual Property Rights" or "IP" (means all materials, copyrights, patents, trademarks, know-how, methodologies, processes, techniques, tools, forms, templates, software, inventions, discoveries, service marks, design rights, trade secrets (whether registered or unregistered) and all other similar intellectual proprietary rights) shall belong to the Party or third party that owned such rights. All modifications, enhancements and derivative works on pre-existing "Intellectual Property Rights" shall belong to the Party or third party that owned such pre-existing Intellectual Property Rights. (Hereinafter referred to as "Pre-Existing IP") (b) All IP developed, or created, or customized by Bidder, its affiliates and subcontractors, in connection with the Agreement, including deliverables developed for the Purchaser and/or jointly with Purchaser shall be owned by Bidder except for "Pre-Existing IP" of other Party or a third party. Bidder*	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
				grants to Purchaser a limited, non-exclusive, non-transferable, worldwide, royalty free license to use such IPs solely for Purchaser's internal business purposes during the term of the contract. *(c) Any third-party IP(s) or product(s) will be provided in accordance with respective third party's terms and conditions.''*	
177	39	SECTION-III CONDITIONS OF CONTRACT Clause: 44	While the successful bidder/OEM shall retain the intellectual property rights for the application software, it is required that successful bidder shall grant the perpetual license to the bank for the bank's exclusive use without limitation on the number of users. The successful bidder shall place the source code of customizations done for the bank (and the procedures necessary to build the source code into executable form) for the application software, in escrow with a reputable agency (a bank or established software escrow firm in India) acceptable to the Bank during the contract period. In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and	We request bank to consider following modifications; While the successful bidder/OEM shall retain the intellectual property rights for the application software, it is required that successful bidder shall grant the license to the bank for the bank's exclusive use without limitation on the number of users. The successful bidder shall place the source code of customizations done for the bank (and the procedures necessary to build the source code into executable form) for the application software, in escrow with a reputable agency (a bank or established software escrow firm in India) acceptable to the Bank during the contract period. In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights,	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
			expense: [a] procure for Bank the right to continue to use such deliverables; [b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or [c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse bank for any amounts paid to bidder for such deliverables, along with the replacement costs incurred by Bank for procuring an equivalent equipment in addition to the penalties levied by Bank. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, the bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the bank to use the proposed product.	bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; [b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or [c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse bank for any amounts paid to bidder for such deliverables, However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Bank warrants to C-EDGE that the software, materials, and other assistance ('Bank materials') supplied by Bank to C-EDGE for the purpose of execution of the terms of the agreement are either Bank owned properties or are properties obtained by Bank under proper intellectual property licenses. Bank further warrants that the said software, material and other information, to be provided by Bank shall not infringe the intellectual property rights, proprietary rights or any other property rights of any party. If the Bank materials supplied by Bank are found to infringe	

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
				the intellectual property rights of any party, then Bank shall hold harmless and indemnified C-EDGE, against all claims and actions associated with such infringement, including without limitation the attorney fees spent by C-EDGE in defending such actions and claims, and any compensation that may be paid by C-EDGE to settle such claim either in satisfaction of a court decree or otherwise. This clause shall survive the termination of this agreement.	
178	40	SECTION-III CONDITIONS OF CONTRACT Clause: 45	45) Acceptance of Purchase Order Acceptance of purchase order should be submitted within 5 days of purchase order along-with authorization letter. If for any reason L1 bidder backs out after issuance of purchase order or the purchase order issued to the L1 bidder does not get executed in part / full, Bank shall invoke performance bank guarantee and blacklist the bidder for a period of one year.	Bidder proposes below modification to this clause; 45) Acceptance of Purchase Order Acceptance of purchase order should be submitted within ~~5~~ *7 working* days of purchase order along-with authorization letter. If for any reason L1 bidder backs out after issuance of purchase order or the purchase order issued to the L1 bidder does not get executed in part / full, Bank shall invoke performance bank guarantee *~~and blacklist the bidder for a period of one year.~~*	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
179	40	SECTION-III CONDITIONS OF CONTRACT Clause: 46	Within thirty (30) days of Purchase Order, the successful bidder shall sign the contract form (Annexure-III), Non-Disclosure Agreement (Annexure-VIII) and Service Level Agreement use and return it to the Bank. Pre-Contract Integrity Pact executed between the Bank and successful bidder(s) is deemed to be a part of the contract.	We request bank to consider, "Within 45 days of Purchase Order, the successful bidder shall sign the contract form (Annexure-III), Non-Disclosure Agreement (Annexure-VIII) and Service Level Agreement use and return it to the Bank. Pre-Contract Integrity Pact executed between the Bank and successful bidder(s) is deemed to be a part of the contract."	Please adhere to the RFP
180	40	SECTION-III CONDITIONS OF CONTRACT Clause: 46	Successful bidder has to submit the proof of source code audit (Annexure-XIII) also within 30 days from the date of purchase order.	We request bank to consider, "Successful bidder has to submit the proof of source code audit (Annexure-XIII) also within 45 days from the date of purchase order."	Please adhere to the RFP
181	41	SECTION-III CONDITIONS OF CONTRACT Clause: 47.c	Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.	Please consider rewording the clause as: "*Arbitration proceedings shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.*"	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
182	41	SECTION-III CONDITIONS OF CONTRACT Clause: 49	The Successful bidder has to submit attendance, salary, appointment letters etc. of all the outsourced employees for any type of services engaged either through contractors or directly. If engaged through contractors, list of all the contractors engaged for any/all services and whether the said contractors are covered independently under the EPF & MP Act 1952 is to be submitted. The agreement of contracts with the contractors, the PF code number of the contractors, if covered, the attendance of the contract employees, the remitted PF challan with the Electronic Challan cum Return (ECR) should be submitted.	We request bank to remove the mentioned clause.	Please adhere to the RFP
183	41	SECTION-III CONDITIONS OF CONTRACT Clause: 50	In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Supplier shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services.	We request bank to consider, "In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Supplier shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services at the mutually agreed commercials based on the efforts involved."	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
184	42	SECTION-III CONDITIONS OF CONTRACT Clause: 51	51) Termination for Convenience	Bidder request 90 days' written notice period in case of Termination for Convenience. No termination right for 1st year and Customer shall pay for services rendered till the date of termination including any termination cost.	Please adhere to the RFP
185	42	SECTION-III CONDITIONS OF CONTRACT Clause: 51	Bank, by 30days' written notice sent to the Successful bidder, may terminate the Contract, in whole or in part, at any time for its convenience.	Recommending bank to give 90 (ninety) day's written notice in case of termination for convenience.	Please adhere to the RFP
186	42	SECTION-III CONDITIONS OF CONTRACT Clause: 51	The Goods that are complete and ready for shipment within thirty (30) days after the Supplier's receipt of notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect: a. to have any portion completed and delivered at the Contract terms and prices; and / or b. to cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Supplier.	We request bank to remove the mentioned clause.	Please adhere to the RFP
187	42	SECTION-III CONDITIONS OF CONTRACT Clause: 51, 52	Termination for Convenience & Termination for Default	Request the Bank to incorporate also a clause for the termination by SI/OEM if they can no longer provide the Services in accordance with applicable law or professional obligations.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
188	42	SECTION-III CONDITIONS OF CONTRACT Clause: 52	The Bank, without prejudice to any other remedy for breach of contract, by 30 days' written notice of default sent to the Supplier, may terminate this Contract in whole or in part: a. if the successful bidder fails to deliver any or all of the Goods and Services within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser; b. if the successful bidder fails to perform any other obligation(s) under the Contract. c. If the successful bidder, in the judgement of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract. d. In case of successful Bidders revoking or cancelling their Bid or varying any of the terms in regard thereof without the consent of the Bank in writing.	We request bank to consider below modifications; Either Party without prejudice to any other remedy for breach of contract, by 30 days' written notice of default sent to the other party , may terminate this Contract in whole or in part: a. if the successful bidder fails to deliver any or all of the Goods and Services within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser; b. if other party fails to perform any other obligation(s) under the Contract. c. If the other party, in the judgement of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract. d. In case of successful Bidders revoking or cancelling their Bid or varying any of the terms in regard thereof without the consent of the Bank in writing.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
189	43	SECTION-III CONDITIONS OF CONTRACT Clause: 53	Force Majeure	Request to add below statement at the end of the clause: However, Service Provider shall be entitled to receive payments for all services actually rendered up to the date of the termination of this Agreement.	Please adhere to the RFP
190	43	SECTION-III CONDITIONS OF CONTRACT Clause: 53	The Successful bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond reasonable control of the Successful bidder and not involving the Successful bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes. Delay by sub suppliers of vendor to Vendor will not be considered as cause of force Majeure. If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right	We request bank consider below modifications; The Successful bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond reasonable control of the either party and not involving the Successful bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes. Delay by sub suppliers of vendor to Vendor will not be considered as cause of force Majeure. If the impossibility of complete or partial performance of an obligation lasts for more than 60 days, either	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
			to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received or complete transition / handover to the in-coming Vendor / Service Provider	party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received or complete transition / handover to the in-coming Vendor / Service Provider.	
191	43	SECTION-III CONDITIONS OF CONTRACT Clause: 54	Confidentiality	Request that the Bank consider a defined period of 3 years for the Confidentiality requirements post the Expiry or Termination of the Agreement rather a perpetual requirement	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

| 192 | 43 | SECTION-III CONDITIONS OF CONTRACT Clause: 54 | General | We request bank to consider addition of following; "Confidential Information" means any information, technical data, or know-how (including, but not limited to, information relating to research, products, software, services, development, inventions, processes, engineering, marketing, techniques, customers, pricing, internal procedures, business and marketing plans or strategies, finances, employees and business opportunities) disclosed by the Disclosing Party to Recipient either directly or indirectly in any form whatsoever including, but not limited to, in writing, in machine readable or other tangible form, orally or visually (subsequently reduced to writing) (i) that has been marked as confidential; (ii) whose confidential nature has been made known by Disclosing Party, orally or in writing, to Recipient; or (iii) that due to its character and nature, a reasonable person under like circumstances would treat as confidential. Exclusions. Confidential Information does not include information, which: (i) is in Recipient's possession at the time of disclosure; (ii) before or after it has been disclosed to Recipient, becomes part of the public knowledge or literature, not as a result of any action or inaction of Recipient; (iii) is approved for release by written | Please adhere to the RFP |

CO: Risk Management Department   **Date: 01/10/2021**

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

authorization of the Disclosing Party; (iv) is disclosed to Recipient by a third party not in violation of any obligation of confidentiality; or (v) is independently developed by Recipient without reference to Confidential Information of the Disclosing Party.

Non-Disclosure. Recipient agrees not to disclose the Confidential Information to any third parties or to any of its employees except those employees who have a need to know the Confidential Information for accomplishing the stated Purpose described herein and where such employees shall be made aware that the information is confidential and shall be under a written contractual restriction on nondisclosure and proper treatment of Confidential Information that is no less restrictive than the terms of this Agreement. Notwithstanding the foregoing, Recipient may disclose the Disclosing Party's Confidential Information to the extent required by a valid order by a court or other governmental body or by pursuant to an applicable law or regulation; provided, however, that Recipient will use all reasonable efforts to notify Disclosing Party of the obligation to make such disclosure in advance of the disclosure so that Disclosing Party will have a reasonable opportunity to object to such

CO: Risk Management Department   **Date: 01/10/2021**

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

disclosure. Recipient agrees that it shall treat the Confidential Information with the same degree of care as it accords to its own confidential information of a similar nature; provided that in no event shall Recipient exercise less than reasonable care to protect the Confidential Information. Recipient agrees to advise the Disclosing Party in writing of any misappropriation or misuse by any person of such Confidential Information of which Recipient may become aware. Return of Materials. Any materials or documents of Disclosing Party which are furnished to Recipient, and all copies thereof, at the earlier of Disclosing Party's request for return of the materials, or the termination of the business relationship between the Disclosing Party and Recipient, at the Disclosing Party's option, will either be: (i) promptly returned to the Disclosing Party; or (ii) destroyed by Recipient (with Recipient providing written certification of such destruction).

No License. The Confidential Information shall remain the sole property of the Disclosing Party. No license is granted to Recipient under any patents, copyrights, mask work rights or other proprietary rights by the disclosure of any information

CO: Risk Management Department   **Date: 01/10/2021**

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

hereunder, nor is any warranty made as to such information.

Remedies. Recipient understands and agrees that the Disclosing Party is providing the Confidential Information to Recipient in reliance upon this Agreement, and Recipient will be fully responsible to the Disclosing Party for any damages or harm caused to the Disclosing Party by a breach of this Agreement by Recipient or any of its officers, directors, employees or consultants. Recipient acknowledges and agrees that a breach of any of its promises or agreements contained herein will result in irreparable injury to the Disclosing Party for which there will be no adequate remedy at law, and the Disclosing Party shall be entitled to apply for equitable relief, including injunction and specific performance, in the event of any breach or threatened breach or intended breach of this Agreement by Recipient. Such remedies, however, shall not be deemed to be the exclusive remedies for any breach of the Agreement but shall be in addition to all other remedies available at law or in equity.-

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
193	44	SECTION-III CONDITIONS OF CONTRACT Clause: 55	In connection with the work or contravenes the provisions of other Terms, if the successful bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the successful bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the successful bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the successful bidder.	We request bank to remove the mentioned clause	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
194	44	SECTION-III CONDITIONS OF CONTRACT Clause: 56	If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the obligations of the Service Provider under this RFP. In such case, decision of the new entity will be binding on the successful bidder.	We request bank to consider below modifications; If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the obligations of the Service Provider under this RFP. In such case, decision of the new entity will be binding on the successful bidder. The terms and conditions of the contract may be decided mutually by the New entity and the Bidder	Please adhere to the RFP
195	44	SECTION-III CONDITIONS OF CONTRACT Clause: 57	The Purchaser or its representative(s) shall have the right to visit and /or inspect any of the Bidder's premises to ensure that data provided by the Bank is not misused. The Purchaser shall notify the Supplier in writing, in a timely manner, of the identity of any representatives retained for these purposes. Any charges payable to the Purchaser's representative designated for inspection shall be borne by the Purchaser. Should any inspected or tested Goods/software fail to conform to the Specifications, the Purchaser may reject the Goods/software, and the	We request bank to consider below modifications in the mentioned point; The Purchaser or its representative(s) shall have the right to visit and /or inspect any of the Bidder's premises to ensure that data provided by the Bank is not misused. The Purchaser shall notify the Supplier in writing at least 10 days prior, of the identity of any representatives retained for these purposes. Any charges payable to the Purchaser's representative designated for inspection shall solely be borne by the Purchaser. The Purchaser's right to inspect, test and, where necessary, reject the Goods or software after the delivery	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
			Supplier shall make alterations necessary to meet specification requirements at no additional cost to the Purchaser. The Purchaser's right to inspect, test and, where necessary, reject the Goods or software after the delivery shall in no way be limited or waived by reason of the software having previously been inspected, tested and passed by the Purchaser	shall in no way be limited or waived by reason of the software having previously been inspected, tested and passed by the Purchaser. Provided the purchaser or its authorized representative, or auditors shall adhere to the Bidder's security policy and the shall not breach the confidentiality.	
196	44	SECTION-III CONDITIONS OF CONTRACT Clause: 58	Use of Contract Documents and Information	Please consider to add: "*However, the information/documents would be share for performing quality performance review processes provided such parties shall be bound with appropriate obligations of confidentiality which are not less onerous than as provided herein. This Agreement shall not prohibit disclosure of Confidential Information to Service Provider's professional indemnity insurers and advisors in which event they shall do so in confidence only and shall be bound with appropriate obligations of confidentiality which are not less onerous than as provided herein.*"	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
197	45	SECTION-III CONDITIONS OF CONTRACT Clause: 61	Successful bidder/Service Provider shall be the principal employer of the employees, agents, contractors, subcontractors etc., engaged by the successful bidder/Service Provider and shall be vicariously liable for all the acts, deeds, matters or things, of such persons whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the Bank shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc., by the successful bidder/Service Provider, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents, contractors, subcontractors etc., of the successful bidder/Service Provider shall be paid by the successful bidder/Service Provider alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the successful bidder's/Service Provider's employees, agents, contractors, subcontractors etc. The Successful Bidder/Service Provider shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability,	We request bank to consider below modifications; Successful bidder/Service Provider shall be the principal employer of the employees, agents, contractors, subcontractors etc., engaged by the successful bidder/Service Provider and shall be vicariously liable for all the acts, deeds, matters or things, of such persons whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the Bank shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc., by the successful bidder/Service Provider, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents, contractors, subcontractors etc., of the successful bidder/Service Provider shall be paid by the successful bidder/Service Provider alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the successful bidder's/Service Provider's employees, agents, contractors, subcontractors etc.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
			claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of Successful Bidder/Service Provider's employees, agents, contractors, subcontractors etc.		
198	46	SECTION-III CONDITIONS OF CONTRACT Clause: 61	61) Other Terms and Conditions (9th bullet point) The bidder shall also indemnify Bank against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the goods, software(s), hardware(s) or any part thereof in India and abroad	Clause 39 (a) and (b) already covers this. Please keep only one clause for IP infringement indemnity for 3rd party claims.	Please adhere to the RFP
199	46	SECTION-III CONDITIONS OF CONTRACT Clause: 61	61) Other Terms and Conditions (second bullet point-last paragraph) …..........................The Successful Bidder/Service Provider shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of Successful Bidder/Service Provider's employees, agents, contractors, subcontractors etc.	Clause 20 on page 33 already covers this. Please keep only one clause for such claims.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
200	47	SECTION-III CONDITIONS OF CONTRACT Clause: 61	Other Terms and Conditions - Bidders to quote for entire ALM & FTP software solution from single OEM	Apart from ALM and FTP solutions, the Cost Allocation solution is also in scope. We request the bank to modify the TnC as: "*Bidders to quote for entire ALM, FTP, and Cost Allocation software solution from single OEM*" Kindly review and confirm.	FTP and Cost allocation/Profitability management are to be implemented
201	48	SECTION-IV INSTRUCTIONS TO BIDDERS FOR E-TENDERING	General	We request bank to provide at least 7 days advance notice for reverse auction along with the base price in order to manage the required resources well in advance from the bidders side.	Please adhere to the RFP
202	52	SECTION-V Part I Functional and Technical Requirements	SI Implementation experience / Support capabilities (max 50 marks)	We are long term SI for 3 out top 5 PSU banks in India for these solutions. Overall we have done 20+ successful implementations in India and abroad. Many of these are referenceable. However, the weightage or implementing these solutions by the SI is merely 4%. This should be increased substantially so that bank is able to select the most competent bidder with India specific experience in implementing solution in similar sized Bank.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
203	52	SECTION-V Part I Functional and Technical Requirements	Technical Evaluation Table	For technical evaluation of SI/OEM, the Bank should consider giving separate marks for LCR/NSFR and Cost Allocations software tool implementation just like ALM and FTP line items. LCR/NSFR is a separate module and cost allocation is also a separate module in addition to ALM and FTP. In current approach for evaluation, Bank is at risk of giving full marks to vendor who may not have implemented LCR/NSFR and cost allocations. Please consider to make evaluation cover all parameters.	Please adhere to the RFP
204	52	SECTION-V Part I Functional and Technical Requirements	Technical Evaluation Table	For technical evaluation of SI/OEM, the Bank should consider implementation experience in other scheduled commercial banks of similar size and nature only so that bank is able to select the most competent bidder (with India specific experience in implementing solution in similar complex environment). The eligible banks can be determined by specifying minimum number of branches or number of customer accounts. In current approach, vendor who has implemented solution in a very small bank and hence not experienced in handling similar complexity like products, merger etc. will also get full marks thereby leading to un-optimal choice. Please reconsider and confirm.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
205	52	SECTION-V Part I Functional and Technical Requirements	The Bank will evaluate the technical bids received in response to the RFP as below: ALM &FTP Solution (2127 marks), OEM capabilities (200 marks) and SI capabilities (50 marks) will be evaluated as per the Technical Evaluation.	We request bank to consider, " The Bank will evaluate the technical bids received in response to the RFP as below: ALM &FTP Solution (2127 marks), OEM/SI capabilities (250 marks) will be evaluated as per the Technical Evaluation."	Please adhere to the RFP
206	52	SECTION-V Part I Functional and Technical Requirements Clause: 2.1	Number of consecutive years the OEM has implemented ALM solution	Please clarify if it means no. of years since any one OEM implementation is live	Please adhere to the RFP
207	52	SECTION-V Part I Functional and Technical Requirements Clause: 2.3, 2.4, 2.5, 2.6	Points for Clients Abroad and Client in India	Please clarify on the scoring. If bidder has 4 clients in India, will this get a score of 10 points? If a bidder has a mix of Indian and abroad clients, please clarify how scoring will be done.	If the OEM has 4 clients in India, then the bidder shall get 20 points. In case OEM has a mix of Indian and Foreign clients, then the bidder shall be awarded the maximum of scores of India and Abroad under the mentioned clauses
208	52	SECTION-V Part I Functional and Technical Requirements Clause: 2.7,2.8	No. of consultants in India	OEMs typically have limited consultants. It will be difficult to have 26 consultants in India on each of ALM, FTP. We suggest to keep max. no. as 5. Anyways, implementation to be done by SI	Number of Implementation experts, subject matter experts may be also considered along with consultants

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
209	53	SECTION-V Part I Functional and Technical Requirements	Visit to reference site (If waived, all bidders would get 40 marks)	Reference visit scoring should be as per the functionality delivered. It should be in the ratio of implemented module out of total modules (as requested in the RFP). Kindly confirm.	The visit scoring will be dependent upon the parameters like, customer satisfaction , ETL time from source systems, report generation, quality of reports, consistency of reports, etc.
210	53	SECTION-V PART I Functional and Technical Requirements Clause: 3.1	3.1. Number of consecutive years the SI has supplied the proposed ALM Solution.	We request the Bank to please consider sub-contracted through the OEM as well as Global Implementation credentials for this evaluation	Please adhere to the RFP
211	53	SECTION-V PART I Functional and Technical Requirements Clause: 3.1	Number of consecutive years the SI has supplied the proposed ALM Solution. Number of consecutive years the SI has supplied the proposed FTP Solution. Above 3 years – 20 Marks 3 years – 10 Marks	Request the bank to change the number of years to 1.5/2 years & above for 20 marks	Please adhere to the RFP
212	53	SECTION-V Part I Functional and Technical Requirements Clause: 3.1	SI Implementation Experience/ Support Capabilities	If OEM is bidder, please clarify on calculation of these SI points.	OEM will be scored on both fronts

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
213	53	SECTION-V Part I Functional and Technical Requirements Clause: 3.2	3.2. Number of consecutive years the SI has supplied the proposed FTP Solution.	We request the Bank to please consider sub-contracted through the OEM as well as Global Implementation credentials for this evaluation	Please adhere to the RFP
214	54	SECTION-V Part I Functional and Technical Requirements	Summary of Solution Functional requirements	Please clarify that 80% score is needed on total of functional requirement score, not on individual component as given in table	Please adhere to the RFP. 80 % of Mandatory Segment is required along with 80% of Total
215	55	SECTION-V Part I Functional and Technical Requirements	The bidder has to score a minimum of 80% overall marks and a minimum of 80% under Mandatory Section in order to qualify for Reverse Auction, i.e., Minimum Overall score to be obtained: 1698 and the Minimum Score to be obtained under mandatory section: 1605 with the condition that 100% of all requirements are to be developed before 'Go Live'.	We request bank to consider, "The bidder has to score a minimum of 70% overall marks and a minimum of 70% under Mandatory Section in order to qualify for Reverse Auction, i.e., Minimum Overall score to be obtained: 1488 and the Minimum Score to be obtained under mandatory section: 1580 with the condition that 100% of all requirements are to be developed before 'Go Live'.	Please adhere to the RFP
216	56	SECTION-V Part I Functional Specifications Clause: 1.1	Is the Bank expecting the ALM application to interface with the existing applications of the Bank? Or as mentioned in the RFP, a data dump from all systems will be made available.	DATA DUMP or INTERFACE	Interfacing through DB links or batch operations.
217	56	SECTION-V Part I Functional Specifications Clause: 1.1	The system should fetch all necessary data from data dump of all the source systems from where all data will be made available	We assume that the Bank will provide an ETL tool, which is required for the implementation in addition to Oracle DB as mentioned in the RFP. Kindly confirm..	Bank will only provide Oracle DB. Please adhere to the RFP.

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
218	56	SECTION-V Part I Functional Specifications Clause: 2.1.6	PAN No.	Please clarify on requirement of capturing PAN number. We have the capability, but this data may not be needed and may have some security implications	Yes, it is required. The system will be at the Banks premises and the data shall be masked
219	57	SECTION-V Part I Functional Specifications Clause: 2.1.29	Sanctioned limits for advances	ALM system has capability to define these kind of limits in the system. Is it mandatory to consume these from 3rd party system?	Account /customer level limit to be captured from various source systems of the bank
220	57	SECTION-V Part I Functional Specifications Clause: 2.3.3	Bank's card rates for all tenors -	Please specify the need for Card rate information in the ALM application.	For analysing Interest rate sensitivity
221	57	SECTION-V Part I Functional Specifications Clause: 3.2	System should be capable of allowing user to simulate new business, by defining volume projections, instrument characteristics, price rate models and maturity schedules.	How the maturity profile will be created for the simulated new business? By creating dummy deals or by defining maturity for different segment?	Will be shared with successful bidder during BRD /SRS
222	57	SECTION-V Part I Functional Specifications Clause: 3.2	System should be capable of allowing user to simulate new business, by defining volume projections, instrument characteristics, price rate models and maturity schedules.	Please clarify on the 'price rate models' needed for this requirement.	Will be shared with successful bidder during BRD /SRS
223	59	SECTION-V Part I Functional Specifications Clause: 3.7.6	Negative repayment -	Requesting the Bank to provide an example for this cash flow type.	Will be shared with successful bidder during BRD /SRS

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
224	59	SECTION-V Part I Functional Specifications Clause: 3.7.9	User defined behavioural pattern -	Requesting the Bank to provide some examples for this.	Shifting of loan repayment dates. Moratorium of unforeseen events as decided by regulators/GOI/etc.
225	59	SECTION-V Part I Functional Specifications Clause: 3.8.1	provisions for different benchmark curves	For the same floating rate product?	Yes, with feasibility to switch to any benchmark defined by RBI for the floating rate products.
226	60	SECTION-V Part I Functional Specifications Clause: 4.2	The system should support classification of assets and liabilities into precise time buckets and generation of the liquidity profile on a branch-wise and region/zone wise basis	Generally, ALM is done at Overall Bank Level at Head Office. Please clarify on requirement of ALM at branch level. Specific set of analysis required at branch level may be clarified as well as the frequency with which this is required - Daily fortnightly or monthly. This has implications on storage requirements and hardware costs. RBI has not mandated any regulatory requirements at branch level	It is expected that the system will derive the various bucket from account level data. Hence this should not have any additional impact on storage
227	60	SECTION-V Part I Functional Specifications Clause: 4.6.1	Original Contractual Maturity	Generally, liquidity risk measurements are by residual maturity. Can you clarify requirement of liquidity by Contractual maturity and frequency of usage? This has implications on storage requirements and hence hardware costs	Both residual and contractual maturity of deposits are required for various analysis including behavioural pattern and cost of deposits

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
228	61	SECTION-V Part I Functional Specifications Clause: 4.15.3	Statement of structural liquidity - Overseas operations country wise (in each currency as well as converted into home currency)	Please specify how many overseas operations are part of Indian Bank. This is required to provide a quote including ALM for these overseas operations as well as consolidations	Three overseas operations are part of the Bank.
229	61	SECTION-V Part I Functional Specifications Clause: 4.15.3	Statement of structural liquidity - Overseas operations country wise (in each currency as well as converted into home currency)	We assume all regulatory reports are as per RBI requirement and no specific reporting requirement to respective oversees entity central bank. Please confirm	All reports are required as per RBI prescribed formats only
230	61	SECTION-V Part I Functional Specifications Clause: 4.15.7	The system should be capable of generating the structural liquidity profiles for the Bank and its subsidiaries separately as per the RBI format	Please specify how many subsidiaries are part of Indian Bank	There are two subsidiaries of Indian Bank
231	63	SECTION-V Part I Functional Specifications Clause: 6.8.21	Commitment Ratio -	Please mention the data elements required for the calculation of this ratio.	LC/BG outstanding to Total Assets
232	68	SECTION-V Part I Functional Specifications Clause: 10.7.1	Business Unit or Zone or Branch Level	Generally, ALM is done at Overall Bank Level at Head Office. Please clarify on requirement of ALM at branch level.	It is expected that the system will derive the various bucket from account level data. Hence this should not have any additional impact on storage

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
233	69	SECTION-V Part I Functional Specifications Clause: 10.11	The system should be capable of generating the dynamic liquidity profile for different zones/ overseas branch separately	Generally, ALM is done at Overall Bank Level at Head Office. Please clarify on requirement of ALM at branch level.	It is expected that the system will derive the various bucket from account level data. Hence this should not have any additional impact on storage
234	70	SECTION-V Part I Functional Specifications Clause: 13.2	The system should support classification of assets and liabilities into precise time buckets and generation of the interest rate sensitivity profile on a branch-wise and region/zone wise basis	Generally, ALM is done at Overall Bank Level at Head Office. Please clarify which analysis is required at branch level, region and zone level? And at what frequency? This has a cost implication on storage space	It is expected that the system will derive the various bucket from account level data. Hence this should not have any additional impact on storage
235	73	SECTION-V Part I Functional Specifications Clause: 15.4	The system should perform branch wise / GL wise /item-wise automatic reconciliation of the balance sheet with the aggregated Assets and Liabilities as per liquidity/Interest rate risk profiles	Generally, ALM is done at Overall Bank Level at Head Office. Please clarify on requirement of ALM at branch level.	It is expected that the system will derive the various bucket from account level data. Hence this should not have any additional impact on storage
236	76	SECTION-V Part I Functional Specifications Clause: 19.2.11	The system should allow the user to determine stressed liquidity ratios such as the Liquidity Coverage Ratio (LCR) and the Net Stable Funding Ratio(NSFR)	Since the Bank is expecting LCR and NSFR in the functional requirements, Bank needs to consider LCR and NSFR software tools for implementation along with ALM and FTP, as this is a generally accepted market practice in India. Please confirm.	ALM includes LCR/NSFR
237	78	SECTION-V Part I Functional Specifications Clause: 19.24	The system should support intraday liquidity and collateral management reporting	Request to remove the clause or make this an optional item	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
238	80	SECTION-V Part I Functional Specifications Clause: 20.5	The system should support intraday collateral management in line with RBI/ Basel III requirements.	Assume we are implementing LRM and use case to be validated	LRM is part of ALM and it is to be implemented.
239	80	SECTION-V Part I Functional Specifications Clause: 20.6	The system should support intraday liquidity management in line with RBI/ Basel III requirements.	Assume we are implementing LRM and use case to be validated	LRM is part of ALM and it is to be implemented.
240	80	SECTION-V Part I Functional Specifications Clause: 21.14	The system should be capable of calculating the liquidity coverage ratio and alert the user and pre-defined authorities in event of breach of regulatory/ internal limit	Request to remove the clause or make this an optional item	Please adhere to the RFP
241	80	SECTION-V PART I Functional Specifications Clause: 21.31	Facilitate automated update of high value inflows and outflows to support intraday liquidity management:	Request to remove the clause or make this an optional item	Please adhere to the RFP
242	82	SECTION-V Part I Functional Specifications Clause: 21.31	Intraday Liquidity Management	How is this currently being managed at the Bank? How will the Bank provide the data for the management of Intraday Liquidity?	Will be shared with successful bidder during BRD /SRS
243	84	SECTION-V Part I Functional Specifications	Branch level / region / zone level / business unit level /overall bank level	Generally, ALM is done at Overall Bank Level at Head Office. Please clarify on requirement of ALM at branch level.	It is expected that the system will derive the various bucket from account level data. Hence this should not have

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
		Clause: 24.1.3			any additional impact on storage
244	87	SECTION-V Part I Functional Specifications Clause: 28	Funds Transfer Pricing	Following are some of the functionalities asked by majority of the Bank's in India and are usually covered in the FTP policy. Would the bank keen to have this as part of the proposed product?	Please refer RFP specification 28.1 regarding Banks' requirement to provide flexibility to choose from multiple FTP methodologies.
245	87	SECTION-V Part I Functional Specifications Clause: 28		* any other adjustments - such as liquidity premium, new product incentive etc. applied depending on the bank's FTP policy	Please refer functional specifications -28.8
246	87	SECTION-V Part I Functional Specifications Clause: 28		* break funding charges (applicable to term liabilities) - to calculate economic loss if the term liability is withdrawn prematurely	Please refer functional specifications -29.19
247	87	SECTION-V Part I Functional Specifications Clause: 28		* incentives - to calculate incentive applied to a product based on bank policy	Please refer functional specifications -29.18
248	87	SECTION-V Part I Functional Specifications Clause: 28		* prepayment option cost (applicable mostly to term loans) - to be calculated based on likelihood of the option being exercised using simulation techniques such as Monte Carlo	Please refer functional specifications -29.19

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
249	87	SECTION-V Part I Functional Specifications Clause: 28		• Average Life	The Solution should be capable of supporting different FTP Methodologies including Cash Flow and Non Cash Flow Methodologies. Please refer functional specifications - 28.1 & 28.3
250	87	SECTION-V Part I Functional Specifications Clause: 28		• Caterpillar	The Solution should be capable of supporting different FTP Methodologies including Cash Flow and Non Cash Flow Methodologies. Please refer functional specifications - 28.1 & 28.3
251	87	SECTION-V Part I Functional Specifications Clause: 28		• Duration	The Solution should be capable of supporting different FTP Methodologies including Cash Flow and Non Cash Flow Methodologies. Please refer functional specifications - 28.1 & 28.3
252	87	SECTION-V Part I Functional Specifications Clause: 28		• Moving averages	The Solution should be capable of supporting different FTP Methodologies including Cash Flow and Non Cash Flow Methodologies. Please refer functional specifications - 28.1 & 28.3
253	87	SECTION-V Part I Functional Specifications Clause: 28		• Redemption Curve	The Solution should be capable of supporting different FTP Methodologies including Cash Flow and Non Cash Flow Methodologies.

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
					Please refer functional specifications - 28.1 & 28.3
254	87	SECTION-V Part I Functional Specifications Clause: 28		• Spread from IRC	The Solution should be capable of supporting different FTP Methodologies including Cash Flow and Non Cash Flow Methodologies. Please refer functional specifications - 28.1 & 28.3
255	87	SECTION-V Part I Functional Specifications Clause: 28		• Spread from Note Rate	The Solution should be capable of supporting different FTP Methodologies including Cash Flow and Non Cash Flow Methodologies. Please refer functional specifications - 28.1 & 28.3
256	87	SECTION-V Part I Functional Specifications Clause: 28		• Straight Term	The Solution should be capable of supporting different FTP Methodologies including Cash Flow and Non Cash Flow Methodologies. Please refer functional specifications - 28.1 & 28.3
257	87	SECTION-V Part I Functional Specifications Clause: 28		• Tractor	The Solution should be capable of supporting different FTP Methodologies including Cash Flow and Non Cash Flow Methodologies. Please refer functional specifications - 28.1 & 28.3

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
258	87	SECTION-V Part I Functional Specifications Clause: 28		• Weighted Average Perpetual	The Solution should be capable of supporting different FTP Methodologies including Cash Flow and Non Cash Flow Methodologies. Please refer functional specifications - 28.1 & 28.3
259	87	SECTION-V Part I Functional Specifications Clause: 28		• Weighted Term	The Solution should be capable of supporting different FTP Methodologies including Cash Flow and Non Cash Flow Methodologies. Please refer functional specifications - 28.1 & 28.3
260	87	SECTION-V Part I Functional Specifications Clause: 28		• Zero Discount	The Solution should be capable of supporting different FTP Methodologies including Cash Flow and Non Cash Flow Methodologies. Please refer functional specifications - 28.1 & 28.3
261	87	SECTION-V Part I Functional Specifications Clause: 28		Ability to formulate any formula to add on or deducting any spread as user defined to generate base curve completely & automatically on daily basis.	Please refer functional specifications - 28.2,28.3 & 28.4

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
262	87	SECTION-V Part I Functional Specifications Clause: 28		Ability to handle Hierarchy in many dimensions: GL/Segment/Rate Type/ Product/ Customer Type/Business Type/Re-price/Tenor/Special/ Promotion/NPL, etc.	Please refer functional specifications -28.5. Report generation in various dimensions are referred in 30.1 to 30.18
263	87	SECTION-V Part I Functional Specifications Clause: 28		Ability to set up special spread marked-up or marked down to handle behaviour adjustment easily and can be applied with any segment or product or rate type (Fixed rate or Floating Rate) or GL as per user's requirement.	Please refer functional specifications - 28.8 & 29.18
264	87	SECTION-V Part I Functional Specifications Clause: 28		Ability to support FTP Methodologies / cash flow based methods	The Solution should be capable of supporting different FTP Methodologies including Cash Flow and Non Cash Flow Methodologies. Please refer functional specifications - 28.1 & 28.3
265	87	SECTION-V Part I Functional Specifications Clause: 28		Ability to support FTP Methodologies / Non cash flow based methods	The Solution should be capable of supporting different FTP Methodologies including Cash Flow and Non Cash Flow Methodologies. Please refer functional specifications - 28.1 & 28.3
266	87	SECTION-V Part I Functional Specifications Clause: 28		Should also calculate and report separately following adjustments at account level over and above cost of funds. Such as:	Please refer functional specifications -29.19

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
267	87	SECTION-V Part I Functional Specifications Clause: 28		Should calculate cost of fund / transfer price rate at the account level	Please refer functional specifications - 28.3
268	87	SECTION-V Part I Functional Specifications Clause: 28.1	To Provide flexibility to choose from multiple FTP methodologies (Cost of funds/ Net Funding/ Pooled Funding/Matched Maturity)	Please clarify if FTP is needed for both banking book and treasury book or only banking book	FTP is applicable for both Treasury and banking book. Please refer RFP Page 23-Point 11-sub-point h(i)
269	87	SECTION-V PART I Functional Specifications Clause: 29	Summary of Solution Functional requirements. Cost Allocations	There is mention of the Cost Allocation requirement. For this, Bank need to consider CA software tool for implementation, as is the generally accepted market practice in India. Please confirm.	FTP and Cost allocation/Profitability management are to be implemented
270	87	SECTION-V Part I Functional Specifications Clause: 29		· Allocate fixed amount	Please refer functional specifications -29.3
271	87	SECTION-V Part I Functional Specifications Clause: 29		· Customized drivers	Please refer functional specifications -29.3
272	87	SECTION-V Part I Functional Specifications Clause: 29		· Equally allocated	Please refer functional specifications -29.3

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
273	87	SECTION-V Part I Functional Specifications Clause: 29		· Fixed amount per head count	Please refer functional specifications -29.3
274	87	SECTION-V Part I Functional Specifications Clause: 29		· Fixed amount per loan outstanding balance	Please refer functional specifications -29.3
275	87	SECTION-V Part I Functional Specifications Clause: 29		· Fixed percentage	Please refer functional specifications -29.3
276	87	SECTION-V Part I Functional Specifications Clause: 29		· Multiple cost allocation concepts, i.e. Pre-water fall, Bottom up, Activity Based Costing, etc.	Please refer functional specifications -29.3
277	87	SECTION-V Part I Functional Specifications Clause: 29		· Special business tax based on actual income both interest income and non-interest income.	Please refer functional specifications -29.3
278	87	SECTION-V Part I Functional Specifications Clause: 29		· Specific Formula	Please refer functional specifications -29.3

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clau se No.	Details Provided in RFP	Query	Bank Response
279	87	SECTION-V Part I Functional Specifications Clause: 29		· Unit cost assigned/calculated value given	Please refer functional specifications -29.3
280	87	SECTION-V Part I Functional Specifications Clause: 29		· Variable cost based on actual transaction calculated	Please refer functional specifications -29.3
281	87	SECTION-V Part I Functional Specifications Clause: 29		· Variable percentage	Please refer functional specifications -29.3
282	87	SECTION-V Part I Functional Specifications Clause: 29		· Varied amount as percentage given/calculated formula	Please refer functional specifications -29.3
283	87	SECTION-V Part I Functional Specifications Clause: 29		Ability to add parameters required for new costing rule such as detailed product.	Please refer functional specifications - 29.5
284	87	SECTION-V Part I Functional Specifications Clause: 29		Ability to allocate based on drivers assigned, at least:-	Please refer functional specifications -29.3

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
285	87	SECTION-V Part I Functional Specifications Clause: 29		Ability to allocate down to transaction level for both loan and deposits based on fee-based income.	Please refer functional specifications -29.3
286	87	SECTION-V Part I Functional Specifications Clause: 29		Ability to apply option related for cost allocation model by product, channel and contract.	Please refer functional specifications - 29.5
287	87	SECTION-V Part I Functional Specifications Clause: 29		Ability to apply various cost allocation assumption like put unit cost, cost allocation formula.	Please refer functional specifications - 29.5
288	87	SECTION-V Part I Functional Specifications Clause: 29		Ability to assign cost allocation drivers as user required in allocation model. The cost allocation engine should be able to support cost allocation in multi-layer and dimensions, i.e. set-up by GL/ Sub-GL/branch/currency/cost center/product/ channel/segment/project and others.	Please refer functional specifications -29.12
289	87	SECTION-V Part I Functional Specifications Clause: 29		Ability to custom cost allocation model (simulation scenarios) for new option embedded.	Please refer functional specifications - 29.5

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
290	87	SECTION-V Part I Functional Specifications Clause: 29		Ability to support cost allocation model predefined when being reorganized or cost center changed automatically.	Please refer functional specifications - 29.5
291	87	SECTION-V Part I Functional Specifications Clause: 29		Comprehensive Cost Allocation Model Capabilities	Please refer functional specifications - 29.5
292	88	SECTION-V Part I Functional Specifications Clause: 29	Cost Allocation	Following are some of the functionalities asked by majority of the Bank's in India and are usually covered in the Indirect Cost allocation policy. Would the bank keen to have this as part of the proposed product?	Based on FTP policy and BRD, the suitable methodologies will be adopted.
293	88	SECTION-V Part I Functional Specifications Clause: 29.9	Should support allocation of capital	Request you to provide an example on how the bank wants to use this functionality. Kindly explain in detail.	As the assets are charged with FTP rate for funding the assets, the cost of capital is charged to the account after adjusting FTP charge
294	92	SECTION-V Part I Functional Specifications - Footnote	All the daily reports are to be delivered by 10:00 AM on the succeeding day.	There is no scoring or criticality defined for this line item. Can you please clarify that this is mandatory and the scoring for the same?	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
295	93	SECTION-V Part I Additional Solution Technical Requirements Clause: 1.1	Ability to integrate to support real time and batch operation	ALM functionality does not require a real time integration. This is generally done after trial balance or general ledger for a day is processed. Can you please confirm requirement of real time integration? If integration is that ALM reports are available on line once processed ?	The interfacing with Middle ware if any may be considered as real-time integration.
296	93	SECTION-V Part I Additional Solution Technical Requirements Clause: 1.1	Ability to integrate to support real time and batch operation	FTP is monthly. ALM is day end. Please clarify if real time interface is needed	The interfacing with Middle ware if any may be considered as real-time integration.
297	93	SECTION-V Part I Additional Solution Technical Requirements Clause: 3	General IT related Requirements	Global Banking Industry and newer Regulation are demanding to have a robust predefined common data model shared across business applications so that it can be in line with the compliance requirements like Data Lineage, Transparency and Data Storage. Would the bank be interest to call this as a mandatory requirement to have a shared and integrated data model for all the applications in scope? Kindly confirm.	Please be guided by RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
298	93	SECTION-V Part I Additional Solution Technical Requirements Clause: 3	General IT related Requirements	We understand that there is a heavy data commonality among the business applications in scope. The proposed solution should reuse this data and avoid data duplication and creating data marts. Would the Bank be keen to mandate the requirement where the applications are integrated and the data movement between the applications are pre stitched?	Data duplication shall be avoided for ALM & FTP solutions.
299	93	SECTION-V Part I Additional Solution Technical Requirements Clause: 3.6	Data migration from existing data sources (viz. In-house Applications) Solution should be the sole responsibility of the new bidder. However, Bank shall co-ordinate for providing the required data from the existing systems. No manual data entry of master and transaction records should be done by the users.	Please elaborate scope of data migration from ALM FTP perspective	Most ALM and FTP related work are MS Excel based which requires to be converted to tables and maintained in a database in the proposed ALM-FTP solution.
300	105	Annexure-VI	Manufacturers' Authorization Form	Usually, OEM would provide MAF in their own format. Therefore, this Annexure is not required. Kindly confirm.	Please adhere to the RFP. (Annexure -VI)

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
301	112	Annexure-VIII	12. Indemnity clause "The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultants."	Bidder proposes below modification to this clause. 12. Indemnity clause "The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultants." *Liability of receiving party for this indemnification shall be limited to contract value.*	Please adhere to the RFP
302	112	Annexure-VIII	Return of confidential information	Please consider to add: "*However, Service Provider shall be allowed to retain sufficient documentation required as per applicable law and/or to evidence, justify and support the work performed by it. The documentation retained will continue to be subject to confidentiality obligations set out in this Agreement*."	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
303	117	Annexure-XI	Proforma Of Installation Certificate For Issue By The Bank After Completion Of Implementation Each Phase Of Project	Please clarify if this certificate will be given by Indian Bank for this project or if reference bank needs to give this certificate to be submitted as bid component. In case of latter, other client will not give such a certificate; please delete this requirement	Please adhere to the RFP
304	117	Annexure-XII	ANNEXURE-XII Certificate of Local Content as per Make in India Guidelines	Kindly clarify this clause for the software application that is provided as part of the RFP requirement. Does it mean that any customization made for the RFP requirement will be classified as local content addition?	All guidelines mentioned under Make in India section declared by Govt. of India will be adhered to.
305	118	Annexure-XIII	Declaration of Source Code Audit	Kindly clarify whether the source code audit declaration has to be given by OEM or the SI	OEM may provide source code audit certificate for the base product. SI/ bidder to provide additional cert for the customisations carried out.
306	118	Annexure-XIII	Declaration of Source Code Audit	Since the Source Code is owned by the OEM and cannot be modified by the SI, the Annexure should be signed by the OEM. Please confirm.	OEM may provide source code audit certificate for the base product. SI/ bidder to provide additional cert for the customisations carried out.
307	119	CHECKLIST-13	OEM must have a mechanism for lodging & tracking of complaints	OEM has a ticket based robust online portal for lodging & tracking of complaints, so they may not provide such declaration separately. Kindly consider removing this clause.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
308	119	Checklist-4	The yearly turnover of the bidder should be more than Rs.75 crores during each of last three financial years. (2018-19, 2019-20 and 2020-21.)	1. Request to exempt MSME vendors to show Rs.75 Crores turnover. Attached the MSME Government notification for Public Procurement Policy for Micro and Small Enterprises Order 2012 and other circulars relating to MSME units for exemption of prior experience and turnover criteria. (Refer Order no – F.20/2/2014-PPD(Pt) of Ministry of Finance, Department of Expenditure, Procurement policy Division dated 25-07-2016). Attached the GOI order for reference.) 2. Request the bank to change the minimum turnover to Rs.29 crores & above for the last 3 Financial Years for MSME bidders. (or) Average annual turnover should be more than Rs. 60 Crores for the last 3 financial years 3. Kindly clarify whether Wholly owned subsidiaries of the parent company can be included for showing the required turnover	Micro and Small enterprises can bid. The evaluation will be done in accordance with the prescribed guidelines of Govt of India related to MSMEs and start-ups.

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
309	119	Checklist-5	Bidder should have satisfactorily implemented proposed ALM & FTP Solution and its support services in at least one scheduled commercial bank in India. Copy of Purchase orders issued by Commercial Scheduled Bank in India should be submitted along with Technical Bid. Further, the bidder should submit a letter issued by the scheduled commercial bank stating the services are found satisfactory. The letter should be obtained after the date of issue of the RFP.	1. Request the bank to consider the proposed ALM & FTP solution which have been satisfactorily implemented/ under implementation with a satisfactory letter mentioning the progress of implementation in at least one scheduled commercial bank in India (or) Request to modify as follows: Bidder/OEM should have satisfactorily implemented/ Under Implementation of the proposed ALM & FTP Solution and its support services in at least one scheduled commercial bank in India. Copy of Purchase orders issued by Commercial Scheduled Bank in India should be submitted along with Technical Bid.	Please adhere to the RFP
310	119	CHECKLIST-5	Bidder should have satisfactorily implemented proposed ALM & FTP Solution and its support services in at least one scheduled commercial bank in India. Copy of Purchase orders issued by Commercial Scheduled Bank in India should be submitted along with Technical Bid. Further, the bidder should submit a letter issued by the scheduled commercial bank stating the services are found satisfactory. The letter should be obtained after the date of issue of the RFP.	As per our experience with other PSU Banks, they issue letters immediately after the module Go-live. Banks do not provide fresh letters as it involves a lot of administrative work. We can arrange for site visit (if required). Please consider to rephrase this to "Further, the bidder should submit a letter issued by the scheduled commercial bank stating that Vendor has implanted the solution and is live"	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
311	119	CHECKLIST-9	Bidder should produce letter from OEM confirming back to back support and availability.	We are a long term SI for 3 out of top 5 PSU banks in India for these solutions. Overall we have done 20+ successful implementations in India and abroad. Many of these are referenceable. OEM will provide MAF, quoting that the Bidder is an authorized partner of the OEM. But, OEM will not enter into any contract with SI for a commitment on back to back support and availability. Kindly consider removing this clause.	Please adhere to the RFP
312	20-21	SECTION-III CONDITIONS OF CONTRACT Clause: 03	The Bank and the successful bidder shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code for the ALM & FTP Solution software supplied by the successful bidder to the Bank in order to protect its interests in an eventual situation. The Bank and the successful bidder shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, inter-alia, the events of the release of the source code and the obligations of the escrow agent. 50% of the Costs for the Escrow will be borne by the successful bidder and the rest 50% will be borne by the bank.	We request bank to remove the mentioned clause.	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
313	60, 68, 69, 70	SECTION-V Part I Functional Specifications Clause: 4.6.5, 10.5.4.,11.1.4.,13.6.3	Custom expression	Please clarify the custom expression using examples.	Points other than those mentioned in other sub points(except custom expressions) of respective main points. E.g. for point no. 4.6 - any other user defined expression not falling within splints 4.6.1 to 4.6.4
314		General		1. Please provide clarifications on the existing ALM / FTP system and the status for the same at Indian Bank 2. Does the Bank have an existing SAS Application suite license and would be interested in utilizing for the ALM/FTP system requirement?	1. Excel based. 2. NO
315		General		Allow business users to define their own reports, dashboards, alerts, metrics, and immediately share and collaborate on it with the entire community of users	Please refer functional specifications - 31.1 and sub-heads
316		General		Apart from regulatory and management reporting requirements around ALM, FTP, Liquidity risk, Net Interest Income and Net Income, the bank expects that the solution consist of pre-integrated and pre-built ready-to-use business intelligence dashboards	Please refer functional specifications - 31.1.8

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
317		General		Can we expect that extraction and required transformation of data as per vendor's requirement will be supported by the Bank and SI will conduct loading onto the target ALM/ FTP system? We will share the necessary transformation logic.	The vendor has to do the ETL; Source data mapping will be done by source system vendors; Bank will support/ coordinate.
318		General		Choice of Hardware (Intel / IBM Power)	H/w delivery is not in scope. However, the hardware sizing to be provided by the bidder considering various factors on the performance as per RFP
319		General		Currently, is the ALM reporting being done at the HO (Head office) level only? Also, what are the major currencies in which the reporting is done?	ALM reporting is done at HO Level currently. Reporting is done in currencies as stipulated by the regulator
320		General		From a reporting perspective, the bank would expect flexibility to view the outputs from multiple dimensions in the form of values, percentages, ratios, graphical formats etc. Support aggregations, trending, variance, Top N, by various dimensions including product, business unit, currency, branch, time, calculated on each of the above sample KPIs.	Please refer functional specifications -30.1 to 30.18

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
321		General		How many offshore branches does the Bank currently have for which ALM reporting is required?	Singapore - 1 Sri Lanka - 2 Gift City - 1
322		General		Is bank ok with Virtualisation using OVM or LPAR (Depending on hardware choice)	Virtualisation technologies can be utilised
323		General		Location – Considering the COVID situation, can we propose implementation from remote location such as Bangalore/ Mumbai? Question is applicable both for implementation & production support.	Please adhere to the RFP
324		General		May request the Bank to reconsider the scoring criteria to 80-20 rather than 70-30? This requirement is critical for our decision making to bid	Please adhere to the RFP
325		General		Request Bank to grant extension of 2 weeks for bid submission to 22nd October	Please adhere to the RFP

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
326		General		Request bank to provide an extension of 10 week for submitting the final bid documents from the date of submission mentioned in the RFP document.	Please adhere to the RFP
327		General		Scope of FTP and Cost application module is limited to India entity or includes overseas entities as well?	Scope of FTP is limited to India entity only.
328		General		Should provide ability to seamlessly drill down from summary level to detail levels. For example, the bank may want to analyse why a branch is not profitable. There should be a provision to drill through to customer / account level detail to do causal analysis	Please refer functional specifications -30.1 to 30.18 with comments regarding requirement of drill down to account feature
329		General		The system should provide flexibility to construct multiple reporting hierarchies for various dimensions like branch (by geography, by line of business), customer segment (occupation, location etc.)	Please refer functional specifications -30.1 to 30.18 with comments regarding requirement of drill down to account feature
330		General		To ensure a more comprehensive usage of FTP output, may we recommend that the Bank includes Profitability computation as part of the requirements. This will ensure that Bank is able to provide a better MIS output to their senior management that includes Division/ department/ branch/ customer level profitability. Only FTP module may not be helpful to the Bank. Happy to share further details.	FTP and Cost allocation/Profitability management are to be implemented

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF ASSET LIABILITY MANAGEMENT AND FUND TRANSFER PRICING SOLUTION (Ref: CO/RMD/244/2021-22 Date: 13/09/2021)

Sr. No	Pg no	Section/Clause No.	Details Provided in RFP	Query	Bank Response
331		General		Transaction Volumes	2 crores per day (approx.)
332		General		What is the existing ALM/FTP/LCR/NSFR computation engine in Bank?	Most ALM and FTP related work are MS Excel based which requires to be converted to tables and maintained in a database in the proposed ALM-FTP solution.