

Clarifications to the Pre-Bid Queries Ref GeM Bid No. GEM/2023/B/3089639 dated 06/02/2023 -  
 Procurement of Managed Software Testing Services and Setting up of Testing Center of  
 Excellence

**PRE – BID QUERY RESPONSE**

S.No	Description	Query Raised	Bank Response
1	Applications to be covered under Testing	There are 32 applications in scope for TCoE. Request for the OEMs for each of the application and the current version in use in the bank	OEM for the major applications mentioned in the Scope is TCS. Complete details will be shared with the successful bidder.
2	Best in class technology & processes	Does the bank have any existing testing tools like Test Management Tool, Defects Management Tool, Automation Tool, etc? If so, does the bank plan to continue with any of the existing tools or go with new tools proposed by the bidder	At present there is no tool available with the Bank. The required tools shall be proposed by the bidder.
3	Best in class technology & processes	Can the bidder propose Open Source tools for testing activities wherever applicable	Bidder can propose Open Source tools if necessary enterprise support is taken from the OEM for the entire contract period. It is the responsibility of the bidder to ensure that standard software is offered for getting CISO clearance.
4	Efficient Automation and Digitization	Automation for Regression testing is required for which all applications	All the application mentioned in the RFP
5	High Level Scope of the engagement (i) Initially, the service provider to provide exhaustive test cases (which will be taken as baseline to begin with) of the identified applications taken up for testing	In the initial phase, By what time does the bank want the bidder to provide exhaustive test cases for the applications.	3 months time
6	High level scope of the engagement (o) The service provider should follow documentation standard on the test cases.	does the bank maintain the repository of test plans, test scenarios, test cases, expected results, comparison of the results, sensitivity/likely impact, scripts, test reports	No

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

1 | Page



		and test results of all the applications till date.	
7	High level scope of the engagement (t) The service provider should provide onsite training to the bank staff/third party vendor for conducting UAT	Would like to understand if UAT execution is not in scope of the bidder ?	UAT execution should be performed by the bidder.
8	Applications to be covered under Testing Point 14. Various other in-house developed web portals, standalone applications, mobile applications, tab applications, API/Web Services etc.	Request the bank to furnish the list of applications to be considered under this category	At present there are around 154 in-house portals and 3 mobile applications. The complete list will be shared with the successful bidder.
9	Experience Requirements of the Resources	Is it mandatory for all the resources to have the mentioned qualifications or a person with relevant experience / any other graduation can be considered	All the resources shall meet the qualifications as per the RFP.
10	Resource Requirements	The successful bidder has to initially deploy approx 13 resources. Within how many weeks the resources need to be onboarded?	Resources to be on-boarded within 2 weeks from the date of Purchase Order. (Please refer point no.34 under Section III of the RFP)
11	TCoE to standardize and provide best in class software capabilities for entire test life cycle management including test management, test execution, logging, testing automation, system performance, reporting and monitoring etc. There is a need to minimize cost of quality through right set of frameworks, tools and technology platforms	Does Bank have any existing ROI Matrix that need to be optimized during vendor solution or vendor need to formulate it?	At present there is not such matrix available with Bank.

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**Clarifications**

**Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023**

**Indian Bank**

**2 | Page**

12	TCoE to standardize and provide best in class software capabilities for entire test life cycle management including test management, test execution, logging, testing automation, system performance, reporting and monitoring etc. There is a need to minimize cost of quality through right set of frameworks, tools and technology platforms.	1. Is there any tool preference ? 2. Is there any preference on using licensing of open source tool?	Bidder can propose Open Source tools if necessary enterprise support is taken from the OEM for the entire contract period. It is the responsibility of the bidder to ensure that standard software is offered for getting CISO clearance.
13	TCoE to standardize and provide best in class software capabilities for entire test life cycle management including test management, test execution, logging, testing automation, system performance, reporting and monitoring etc. There is a need to minimize cost of quality through right set of frameworks, tools and technology platforms	What are current tools used by bank for following activities?  Test cases repository management Defect Management Test Automation Integration of Test automation with CI/CD pipeline API Test automation Performance Testing RCA monitoring during performance testing Security Testing Compatibility Testing Accessibility Testing ATM & Switch simulators	No such tools are used by the Bank.
14	Providing the latest technology required for creating the testing environment.	Does it mean that testing tools and processes? NOT testing servers (UAT, Automation UAT, Performance, STAGING, PREPROD etc.)	Yes
15	The service provider has to bring the required software testing tools & automation tools to undertake the testing for the scenario/ scope mentioned in the SoW. However, required permissions need to be taken before deploying /	What is bank's policy for licensed Vs Open source tools?	Bidder can propose Open Source tools if necessary enterprise support is taken from the OEM for the entire contract period. It is the responsibility of the bidder to ensure that standard software is offered for getting CISO clearance.

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

3 | Page



	using any tools in the Bank's environment, from the Bank, in writing.		
16	The service provider should be proficient in all types of testing and should have experts in their team to deal with various testing methodologies like Agile testing and Dev-Ops testing in addition to the traditional Waterfall method. This team should have a mixed skill set to cater the need of TCoE with latest testing skills.	<p>What is bank's current adoption ratio in terms of projects for each model? Water fall Agile Dev-Ops</p> <p>What will be projected ratio during course of next three years for each model? Water fall Agile Dev-Ops</p>	At present legacy applications are on Waterfall Model. However the Bank is in the process of moving to Dev-Ops and Agile model.
17	The service provider should provide required facility management resources to the Bank for setting up and operate TCoE during the contract period.	Need more clarity on 'facility management resources'. Apart from mentioned technical resources in RFP, are there other resources expected. If yes, please specify the count of resources & JD.	Necessary resources for installation and maintenance of the tools has to be supplied by the bidder. Please adhere to RFP on the resource count.
18	Selected vendor should manage the DC & DR setup relating to TCoE and keep both locations vulnerability free. All observations relating to TCoE from Audit, compliance and security should be remediated by the service provider in a time bound manner.	<p>What is bank's policy towards inherent vulnerabilities in Open source tools? Since test environment is not exposed to outside world, these vulnerabilities remains low impact vulnerabilities.</p> <p>Will bank be ready to live with those vulnerabilities? Will bank require 0 vulnerabilities before use of open source for testing?</p>	<p>Bidder can propose Open Source tools if necessary enterprise support is taken from the OEM for the entire contract period. It is the responsibility of the bidder to ensure that standard software is offered for getting CISO clearance.</p> <p>Bank is not ready to live with vulnerabilities. Bank will require 0 vulnerabilities before use of open source tools for testing.</p>
19	(a) Testing Roadmap and refining the existing testing strategy	Can bank share detail about application's stages- Like underdevelopment, Under maintenance, under Migration, Major Changes etc.?	The details will be shared with the successful bidder.
20	Static Testing	Is security testing part of scope?	No

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

4 | Page



21	Pre-prod / Production Testing	Does bank want testing team to run test on production environment? Can bank highlight scenarios for which production environment will be exposed to testing team?	Yes. Performance/ Load testing before go- live of the newly developed applications may be required.
22	Advice the bank on adoption of best practices in agile methodologies, DevOps and lean principles to deliver high quality solutions in a faster way	We assume these advices are expected for testing practices and not for entire development life cycle Is security testing part of scope?	These advices are expected for testing practices and not for entire development life cycle. Security testing is not part of scope.
23	Accessibility Testing	Against which standard and which level the accessibility testing is expected?	WCAG 2.1
24	Perform Mobile UI Testing for any mobile operating system.	Will the Bank provide Mobiles for testing as part of hardware required during TCoE setup?	All necessary devices/ simulators shall be supplied by the bidder.
25	Applications To be Covered Under Testing:	For performance testing of Video KYC and ATM Switch, special set of different tools which are comparatively more expensive, will be needed. We request bank to consider the license cost for this separately on need-basis; so that the cost is excluded in current commercials to be submitted, Kindly advice.	All necessary devices/ simulators shall be supplied by the bidder.
26	The application with all the associated components as in the illustrative list of services to be covered under the scope of the Testing Services are mentioned as under	What is the status of the listed application in scope?	The details will be shared with the successful bidder.
27	The application with all the associated components as in the illustrative list of services to be covered under the scope of the Testing Services are mentioned as under	How many are already in Production?	The details will be shared with the successful bidder.





28	The application with all the associated components as in the illustrative list of services to be covered under the scope of the Testing Services are mentioned as under	How many of the applications are in UAT/Staging/Development phases?	The details will be shared with the successful bidder.
29	Bank may require testing services for automation of existing test cases and for applications that are not mentioned in the Scope of Work	How many test cases are existing as of now?	The details will be shared with the successful bidder.
30	Provide Automation Functional Testing Tool and Automation Performance Testing Tool with applicable licenses during the contract period (SaaS).	Which automation tool is in use?	At present there is no tool available with the Bank.
31	The application with all the associated components as in the illustrative list of services to be covered under the scope of the Testing Services are mentioned as under	How many modules of the CBS, Mobile banking, Internet banking	All the modules
32	The application with all the associated components as in the illustrative list of services to be covered under the scope of the Testing Services are mentioned as under	Which applications had already undergone the performance benchmarking?	NIL
33	Provide Automation Functional Testing Tool and Automation Performance Testing Tool with applicable licenses during the contract period (SaaS).	"Provide Automation Functional Testing Tool and Automation Performance Testing Tool with applicable licenses during the contract period (SaaS)" à Is there a bank's mandate for a SaaS based Licensed tool? Is Bank open for open source tool?	Bidder can propose Open Source tools if necessary enterprise support is taken from the OEM for the entire contract period. It is the responsibility of the bidder to ensure that standard software is offered for getting CISO clearance.



34	Ensure compatibility of the new/upgraded application with all possible hardware and software that the legacy application supports. Also, new compatibility should be tested for new hardware, software platform as well.	How many Locales are applicable as part of the localization testing? How many applications would need the localization testing? What are the type of the applications (Web, Mobile, API, Desktop ...)	As per GOI guidelines, all major applications have bi-lingual interface. Also there are some applications which are multi-lingual.
35	Arrange access to work area, access to Indian Bank network, Application Development Team, Support team, infrastructure facilities such as telephone or printer (if needed) etc.	Who will provide the mobile devices for testing? As bank has confirmed that the required infrastructure will be provided by Bank does that include the devices and laptops as well.	All necessary devices/ simulators shall be supplied by the bidder.
36		Can the resources be deployed remotely?	Throughout the lifecycle of the project, resources shall be available onsite (Chennai or Mumbai as decided by the Bank) on all days. However major deployment of resources will be in Chennai. (Please refer point no.6 under Section III of the RFP)
37	Functional Testing- Static Testing	"Static Testing" à Please elaborate.	Technique of finding the defects without code execution. Static Testing to be carried out in applications wherever required (subject to the availability of source code)
38	Senior Automation / Performance Test Engineer	Why does Bank assumes that Performance and Automation Testing Resources would be similar? Because both are of different skillset	Since the Performance Test Engineer may not be completely engaged, we prefer Automation Testing Resource with Performance Testing expertise.
39	Non-Functional Testing:	Kindly confirm whether the Non-Functional Testing is required for all the 32 applications mentioned or for specific applications? If it is required for specific applications, please provide	Yes

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

7 | Page



		the names of applications.	
40	Non-Functional Testing:	What is the number of expected concurrent user for each application? Also please let us know what will be the increase (in %) in concurrent users per application per year?	The details will be shared with the successful bidder.
41	Non-Functional Testing:	Does the vendor expected to do Performance Engineering(RCA) also during the benchmarking of application. Please confirm.	No. However vendor may provide leads on the possible bottlenecks.
42	Non-Functional Testing:	There will be involvement of 3rd party systems like CBS, Internet Banking, Mobile banking. Can vendor suggest the Service Virtualization of those 3rd party systems? If yes, Bank to provide stubbs from development team or development Vendor ?	The details will be discussed with the successful bidder during the TCoE setup.
43	Non-Functional Testing:	Are all applications hosted on-prem or cloud? If on cloud, can vendor deploy Cloud-based load injectors for load testing purpose? We request bank to provide these injectors ?	On - prem
44	Non-Functional Testing:	Can Vendor suggest open source tools for Performance testing?	Bidder can propose Open Source tools if necessary enterprise support is taken from the OEM for the entire contract period. It is the responsibility of the bidder to ensure that standard software is offered for getting CISO clearance.
45	Non-Functional Testing:	If any licensing tool needed for certain application compatibility then Bank to arrange for performance testing as requirement of that specific application to be know only that time. Kindly confirm.	Testing Tools with required licenses for the period of engagement for usage in Indian Bank premises to be supplied by the Service Provider. (Please refer point no. (g) of High Level Scope under Section III of the RFP)

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

8 | Page





46	Non-Functional Testing:	Vendors need to be provided the access from offshore to Applications and Systems via VPN/VDI access ?	Throughout the lifecycle of the project, resources shall be available onsite (Chennai or Mumbai as decided by the Bank) on all days. However major deployment of resources will be in Chennai. (Please refer point no.6 under Section III of the RFP)
47	Non-Functional Testing:	What engagement model is expected by Bank for performance testing; we request bank to consider flexibility of all listed models below agreed for specific application as needed. 1. Onsite 2. Complete Off Shore 3. Hybrid	Throughout the lifecycle of the project, resources shall be available onsite (Chennai or Mumbai as decided by the Bank) on all days. However major deployment of resources will be in Chennai. (Please refer point no.6 under Section III of the RFP)
48	Non-Functional Testing:	Kindly mention Arrangements for performance testing environment and its scale compared to the Production Environment. (e.g. 1/2 of Prod or 2/3 of Prod or if 1:1 is feasible?)	The details will be shared with the successful bidder.
49		Bank will provide the load injector servers as needed to simulate the performance test rounds. The count of actual server specification machines may vary depending on concurrency to be tested. Final count can be arrived post confirming on user concurrency & expected throughput of selected application.	Testing Tools with required licenses for the period of engagement for usage in Indian Bank premises to be supplied by the Service Provider. (Please refer point no. (g) of High Level Scope under Section III of the RFP)
50		For given X apps or any other apps which needs performance testing; then selected bidder needs to propose scope, effort (Flexi team), plan for required concurrency for bank's approval to start the delivery. Kindly confirm	Yes
51		we request to amend this	Please adhere to RFP

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

9 | Page



		clause as below TCoE Lead / Project Manager - Overall 7+ years of experience as lead or manager in 3+ years in testing with delivery responsibilities	
52	Placement of new resources has to be made 15 days before the date of the discharge of the resource leaving the Organization.	we request to amend this clause as "Placement of new resources has to be made 15 - 30 days before the date of the discharge of the resource leaving the Organization"	Please adhere to RFP
53	Provide Automation Functional Testing Tool and Automation Performance Testing Tool with applicable licenses during the contract period (SaaS)	Cost for the tool for that contract period will be submitted to bank for specific applications and agreed cost will be paid by the bank to bidder	Testing Tools with required licenses for the period of engagement for usage in Indian Bank premises to be supplied by the Service Provider. (Please refer point no. (g) of High Level Scope under Section III of the RFP)
54	Bids should remain valid for the period of 180 days after the last date for submission of bid prescribed by the Bank. A bid valid for a shorter period shall be rejected by the Bank as non-responsive. Bank may seek extension of bid validity period, if required.	Please consider the bid validity to 90 days.	Please adhere to RFP
55	Scope of work	Pls confirm which regulatory requirements is referred here and what type of logs, reports or cases will be demanded and at what frequency	The regulators referred are RBI, CERT-IN and IT Act. Test Artifacts to be provided as and when required.
56	Scope of work	Pls share your IT and IS policy for our reference	The details will be shared with the successful bidder.
57	Scope of work	Pls share the checklist which would require assistance for security , ISO 27001 audits etc	The details will be shared with the successful bidder.
58	Applications to be covered under Testing	Performance Testing: which down & up stream components needs to be considered for performance testing	The details will be shared with the successful bidder.
59	Applications to be covered under Testing	Performance Testing: SLA - User load, Expected Response	Simulate 75000 concurrent users performing 250

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

10 | Page



		time & Transaction per hour (TPH) for the identified performance testing scenarios	different types transactions at the rate of 2500 transactions per second (Please refer penalty clause of point no.5 under Section III of the RFP)
60	Applications to be covered under Testing	Performance Testing: Application architecture (App server, Web server, DB server) details	The details will be shared with the successful bidder.
61	Applications to be covered under Testing	Performance Testing: Applications platform or Technology developed with (eg. Java, Dotnet etc)	The details will be shared with the successful bidder.
62	Applications to be covered under Testing	Performance Testing: Applications database (eg. Oracle, SQL server etc)	The details will be shared with the successful bidder.
63	Applications to be covered under Testing	Applications server running system (eg. Tomcat, IIS etc)	The details will be shared with the successful bidder.
64	Applications to be covered under Testing	Performance Testing: Applications protocol (eg. HTTP, FTP, RMI, SAP etc)	The details will be shared with the successful bidder.
65	Applications to be covered under Testing	Performance Testing: Applications deployment (Inhouse or on Cloud)	Inhouse
66	Applications to be covered under Testing	Performance Testing: Applications Accessibility (VPN or Public IP)	The details will be shared with the successful bidder.
67	Applications to be covered under Testing	Performance Testing: Any backup servers also needs to be performance tested	The details will be shared with the successful bidder.
68	Applications to be covered under Testing	Performance Testing: Any Load balancing techniques for the Application server	The details will be shared with the successful bidder.
69	Applications to be covered under Testing	Performance Testing: Any existing Performance scripts available? Can we use open source tools for execution & monitoring	Bidder can propose Open Source tools if necessary enterprise support is taken from the OEM for the entire contract period. It is the responsibility of the bidder to ensure that standard software is offered for getting CISO clearance.
70	Applications to be covered under Testing	Can we use open source tools to automate Mobile/API/Web Applications?	Bidder can propose Open Source tools if necessary enterprise support is taken from the OEM for the entire contract period. It is the responsibility of the bidder

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

11 | Page



			to ensure that standard software is offered for getting CISO clearance.
71	Applications to be covered under Testing	Will bank provide the test data for testing Mobile/API/Web application?	No.
72	Applications to be covered under Testing	Are there any specific requirements for compatibility testing with different versions of operating systems and devices?	All Desktop and Mobile Devices.
73	Applications to be covered under Testing	Are there any specific accessibility requirements for the mobile application (e.g. support for screen readers)?	The details will be shared with the successful bidder.
74	Applications to be covered under Testing	Are there any specific design requirements for the mobile application (e.g. color scheme, branding)?	Irrelevant to the RFP.
75	Applications to be covered under Testing	What platforms and devices are expected to support the mobile application (e.g. iOS, Android, tablet, phone)?	Irrelevant to the RFP.
76	Applications to be covered under Testing	Are there any specific geographic or language requirements for the Web/Mobile application?	Irrelevant to the RFP.
77	Applications to be covered under Testing	What is the expected method for distribution and installation of the mobile application (e.g. app store, enterprise distribution)?	Irrelevant to the RFP.
78	Applications to be covered under Testing	Are there any specific regulatory requirements or certifications required for the mobile application?	Irrelevant to the RFP.
79	Applications to be covered under Testing	What tools and technologies are currently being used for manual testing and how does automation testing fit into this process?	At present there is no tool available with the Bank.
80	Applications to be covered under Testing	What is the expected frequency of automation testing runs (daily, weekly, monthly)?	Daily



81	Applications to be covered under Testing	What is the expected coverage of automation testing (e.g. percentage of tests automated)?	100%
82	Applications to be covered under Testing	Is there an existing automation testing framework that needs to be used?	No
83	Applications to be covered under Testing	What is the expected behavior of the API when it reaches its maximum capacity?	Irrelevant to the RFP.
84	Applications to be covered under Testing	Will the API have to be tested for internationalization and localization support?	Yes
85	Applications to be covered under Testing	What is the expected response time for the API calls?	Irrelevant to the RFP.
86	Applications to be covered under Testing	Is there a limit on the number of API calls that can be made per minute/hour/day?	The details will be shared with the successful bidder.
87	Applications to be covered under Testing	Is there an existing documentation or test cases for the API that you can refer to?	No
88	Applications to be covered under Testing	Is there a separate environment available for testing the API/Web/Mobile?	Yes
89	Applications to be covered under Testing	Is there any existing documentation or test cases that you can refer to?	No
90	Applications to be covered under Testing	Is there a need for disaster recovery testing and if so, what is the expected level of involvement from the testing team?	DR Testing is not required.
91	Applications to be covered under Testing	Are there any specific requirements for testing the application in offline mode?	It is specific to applications. This will be discussed with the successful bidder during the TCoE setup.
92	Applications to be covered under Testing	Are there any specific requirements for testing with different types of network configurations or connectivity levels?	Yes
93	Section - 1, It has overseas branches in Colombo, Singapore including a foreign currency banking unit at Colombo and Jaffna and an offshore banking	Is the scope for TCoE only for Indian Bank for its branches in India or for its foreign branches and subsidiaries too	The scope covers all the solutions that the Bank is maintaining in India, including those for overseas operations.

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

13| Page





	unit in Gift city.		
94	Evaluation Criteria - The total of technical and commercial scores of each bidder will become basis of final ranking of bidders.	Would like to know if the H1 bidder after techno commercial evaluation would be considered the successful bidder or there would be Reverse Auction process after finalising the top 3-4 bidders after the evaluation process.	There will be no reverse auction. (Please refer point no.9 under Section II of the RFP)
95	The Bank is interested in identifying vendor for providing the Managed Software Testing services and setting up of Testing Centre of Excellence (TCoE).	Assume the location to be Chennai.	Throughout the lifecycle of the project, resources shall be available onsite (Chennai or Mumbai as decided by the Bank) on all days. However major deployment of resources will be in Chennai. (Please refer point no.6 under Section III of the RFP)
96	Software Quality CoE is expected to cater to various testing requirements in the existing and many other upcoming digital banking initiatives of the Bank. TCoE should also be able to seamlessly cater to the requirements for both agile and traditional solution/ implementation approaches.	What is Current TAT for end-to-end testing of application?	The details will be shared with the successful bidder.
97	TCoE to achieve Quality at Speed by ensuring that quality is built in right from the earliest phase of the SDLC with a need to focus on preventing the defects in the application, rather than merely detecting the defects. Target of TCoE should be to achieve approximately 100% accuracy of	What is Average Defects leakage ratio per year in UAT & Production?	The details will be shared with the successful bidder.

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

14 | Page



	identifying any software bugs prior to production deployment over a period of time and nearly 99% accuracy prior to User Acceptance Testing by business users.		
98	Automation & Performance Testing Tool Costing (on subscription model)	Will bank provide other tools which would be required based on testing types to be performed? Static Testing Multi Browser Testing Multi Device (and Form Factor) testing Accessibility Testing ATM & ATM Switch simulators Service Virtualization	Testing Tools with required licenses for the period of engagement for usage in Indian Bank premises to be supplied by the Service Provider. (Please refer point no. (g) of High Level Scope under Section III of the RFP)
99	Bidder should have experience of minimum 5 years as on the date of RFP in providing Testing/Quality Assurance Services	Most of our projects entails Testing & QA. Can we utilize the PO's of projects that have development, testing, deployment & maintenance against this criteria?	The projects with similar scope as per RFP can be considered if independent testing services has been provided. Testing services provided as part of development and maintenance of solutions will not be considered.
100	Bidder should have experience of providing Testing / Quality Assurance Services for at least three Scheduled Commercial Bank in India having a total business of more than 1 lakh crores rupees (or) minimum 1000 branches as on 31.03.2022	We have worked with Banks on BI/DA, ADF-MIS, CIMS, ADEPT projects which involved development & testing? Will this suffice the qualification need against this clause? Also can we make this requirement for 2 Banks instead of 3?	The projects with similar scope as per RFP can be considered if independent testing services has been provided. Testing services provided as part of development and maintenance of solutions will not be considered.



101	The Bidder should have at least 200 technical resources (In India) on its roles across areas such as Technical Architecture, Engineering/ Development/ Testers, Design Engineers, Business Analyst (in Banking Domain etc.) – (excluding the resources in support and Maintenance Activities) as on the date of RFP.	Requesting to change the number to 125 resources.	Please adhere to RFP
102	The Bidder must have an average turnover of minimum Rs.20 crores during last 03 (three) financial year(s) i.e. FY 2021-22, FY 2020-21 and FY 2019-20.	Considering size of project and financial viability needed to support it, we request to change the average turnover from minimum Rs.20 crores to 50 crores during last 03 (three) financial year(s) i.e. FY 2021-22, FY 2020-21 and FY 2019-20.	Please adhere to RFP
103	Bidder should have experience of minimum 5 years as on the date of RFP in providing Testing/Quality Assurance Services	Whether this reference has to be currently live and operational for last 5 years as on RFP date? we request to consider only the ongoing experience. Past experience especially in private banks may not be continued due to service limitations, non disclosure or some other issues.	Please adhere to RFP
104	Technical/Functional Specifications (4) Testing Tools proposed to be used. If the Bidder is the OEM of the testing tools used, the marks are 5 while for a testing tool available in the market it is 10.	Bidder has its own testing tool which has been deployed to many banks both in India and in many other countries. It is available in the market as well. Would like the bank to clarify if we can propose our own testing tool which is available in the market.	Bidder can propose their own testing tools provided the expertise and training for the proposed tools are readily available in the market.



105	<p>Bidder Experience in Providing Testing/ Quality Assurance Services</p> <p>Evaluation Criteria Score</p> <p>5 - 7 Years 1 7 - 12 Years 3 &gt; 12 Years 5</p>	<p>In the evaluation criteria for the same, the scores differ for the number of years of experience. There have been instances of companies doing more projects and business in a shorter span than companies with longer existence. Request you to consider the number of projects done rather than the number of years of experience</p>	Please adhere to RFP
106	<p>Evaluation Criteria - The bidder to submit certificate from the bank to the effect that the Testing/Quality Assurance Services provided are satisfactory.</p>	<p>Can alternate proofs be given to show the proof of completion of work like PO, SOW duly signed and also the payments received for the projects done.</p>	Please adhere to RFP
107		<p>Request to add below criteria:</p> <p>Total number of ISTQB-certified technical resources (in India)</p> <p>&gt;750 resources - 10 marks 250 - 750 resources - 5 marks 250 resources - 3 marks</p>	Please adhere to RFP
108		<p>Bidder's Experience (Max. Marks – 80)</p> <p>We kindly request to remove "having a total business of more than 1 lakh crores rupees" as all small banks also meeting this criteria which is not either near or equivalent to Indian bank size.</p>	Please adhere to RFP



109		Bidder's/OEM Experience: we kindly request to ISO validation & Experience of bidders as well under technical evaluation Bidder has valid accreditation as below • ISO 9001: 2015 certification for the last 2 completed years – 5Marks • ISO 9001: 2015 certification for the last one completed year – 2 Marks • ISO/IEC 17025:2017 certificate for the last 2 completed years -5 Marks • ISO/IEC 17025:2017 certificate for the last one completed year -2 Marks • ISO 27001 certificate for the last 2 completed years -5 Marks • ISO 27001 certificate for the last one completed year -2 Marks	Please adhere to RFP
110	9.2 Technical Evaluation Criteria of Bidder's Experience	Bidder's/OEM Experience: - Can we have revision on number of implementations? To get a full score of 75 we need 15 implementations	Please adhere to RFP
111	Service Level Agreement (SLA) - Classification of severity of defects and penalties thereof	As Bank is responsible for UAT, can there be a matrix for penalties with respect to support post UAT to the vendor.	Vendor is responsible for UAT. Please adhere to RFP
112	Service Level Agreement (SLA) - Penalty clause for delay in providing testing services	Penalty for delay in providing various testing services - Is it being attributed solely to the testing service provider? Need more clarity on this'	All penalties are applicable only for the delay solely attributable to the bidder
113	For Defects leaked to Production/For Defects identified in UAT after TCoE confirmation	How can the vendor be penalized if the use case/Test case/Outcomes have been approved and signed off by Bank TCoE? There could be may points of failures and doesn't necessarily make vendor accountable for everything.	Vendor is responsible for UAT. Please adhere to RFP

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

18| Page





114	Critical In case of defect leakage to production, the penalty will be Rs.50,000/- (Rupees Fifty Thousand only) per critical defect. Retesting to be completed at no additional cost to the bank within 4 working hours after the functionality is made available for testing. In case of defect identified in UAT, the penalty will be Rs.25,000/- (Rupees Twenty Five Thousand only) per critical defect.	we request to amend this clause as " In case of defect leakage to production, the penalty will be <b>Rs.10,000/-</b> (Rupees Fifty Thousand only) per critical defect. Retesting to be completed at no additional cost to the bank within 4 working hours after the functionality is made available for testing. In case of defect identified in UAT, the penalty will be <b>Rs.5,000/-</b> (Rupees Twenty Five Thousand only) per critical defect.	Please adhere to RFP
115	Major In case of defect leakage to production, the penalty will be Rs.20,000/- (Rupees Twenty Thousand only) per major defect. Retesting to be completed at no additional cost to the bank within 1 working day after the functionality is made available for testing. In case of defect identified in UAT, the penalty will be Rs. 10,000/- (Rupees Ten Thousand only) per major defect.	we request to amend this clause as " Major In case of defect leakage to production, the penalty will be Rs.5,000/- (Rupees Twenty Thousand only) per major defect. Retesting to be completed at no additional cost to the bank within 1 working day after the functionality is made available for testing. In case of defect identified in UAT, the penalty will be Rs. 2500/- (Rupees Ten Thousand only) per major defect.	Please adhere to RFP
116	Minor In case of defect leakage to production, the penalty will be Rs.10,000/- (Rupees Twenty Thousand only) per major defect. Retesting to be completed at no additional cost to the	Minor In case of defect leakage to production, the penalty will be Rs.2500/- (Rupees Twenty Thousand only) per major defect. Retesting to be completed at no additional cost to the bank within 1 working day after the functionality is made available for testing.	Please adhere to RFP

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

19| Page



	bank within 1 working day after the functionality is made available for testing. In case of defect identified in UAT, the penalty will be Rs. 5,000/- (Rupees Ten Thousand only) per major defect.	In case of defect identified in UAT, the penalty will be Rs. 1000/- (Rupees Ten Thousand only) per major defect.	
117		We kindly request to keep the overall Penalty including LD & sLA during contract period will be to a maximum of 5% of the total cost of the project excluding tool cost.	Please adhere to RFP
118	In case of functional testing not completed within the estimated/approved timeline, the penalty will be Rs.10,000/- (Rupees Ten Thousand only) per major enhancement per day of delay.	This clause is very difficult to quantify and identify the root cause is because of testing partner chosen in this RFP. (Reasons stated: Quality of Code is poor from application vendor, Code drop by application vendor without sanity check, Defect fix code drop without impact analysis might open new defect or reopen the existing defect, Application availability/ Downtime, Environment uptime by application vendor etc..)Hence we recommend either remove this clause or amend as penalty will be applicable only for the period where dispute is mutually agreed after analysis.	All penalties are applicable only for the delay solely attributable to the bidder
119	Functional Testing	All the test cases pertaining to the Major Enhancement moved to Production should be added to the Automation Regression Suite within 10 working days. In case of non – compliance, the penalty will be Rs.10,000/- (Rupees Ten Thousand only) per enhancement per day of delay. this is applicable only if there is delay from bidder and all	All penalties are applicable only for the delay solely attributable to the bidder

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

20| Page



		dependent information are given on time	
120	Automation Testing of minor enhancements	All the test cases pertaining to the Minor Enhancement moved to Production should be added to the Automation Regression Suite within 5 working days. In case of non – compliance, the penalty will be Rs.5,000/- (Rupees Five Thousand only) per enhancement per day of delay.this is applicable only if there is delay from bidder and all dependent information are given on time	All penalties are applicable only for the delay solely attributable to the bidder
121	Automation Testing of major enhancements	All the test cases pertaining to the Major Enhancement moved to Production should be added to the Automation Regression Suite within 10 working days. In case of non – compliance, the penalty will be Rs.10,000/- (Rupees Ten Thousand only) per enhancement per day of delay. .this is applicable only if there is delay from bidder and all dependent information are given on time	All penalties are applicable only for the delay solely attributable to the bidder
122	Automation Regression Execution Time	Automation Regression Suite should be able to execute 300 Simple Test Cases or 150 Medium complex Test Cases or 100 Complex Test Cases per hour failure of which would attract a penalty of Rs.10,000/- (Rupees Ten Thousand only) per occurrence. Test cases classification · Simple Test Case – involves less than 5 screens · Medium Test Case – involves 5 - 10 screens	All penalties are applicable only for the delay solely attributable to the bidder

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

21| Page



		· Complex Test Case – involves more than 10 screens this is applicable only if there is delay from bidder and all dependent information are given on time	
123	Performance Testing Execution Time	Performance Testing Suite should be able to simulate 75000 concurrent users performing 250 different types transactions at the rate of 2500 transactions per second, failure of which would attract a penalty of Rs.10,000/- (Rupees Ten Thousand only) per occurrence. this is applicable only if there is delay from bidder and all dependent information are given on time	All penalties are applicable only for the delay solely attributable to the bidder
124		<p>This clause shall be applicable in cases where the Bidder fails to perform or unable to fulfil its obligations for reasons solely attributable to the Bidder and not for the reasons outside the scope and control of the Bidder.</p> <p><u>We are proposing, Penalty to be as follows:</u></p> <p>Rs. 2500/- for per critical defect</p> <p>Rs. 1000/- for per major defect</p> <p>Rs. 500/- per minor defect</p> <p><u>We are proposing, penalty as follows for Testing services:</u></p> <p>Functional Testing: Rs.1000/- per major enhancement per day</p> <p>Automation Testing of Minor enhancements: Rs. 500/- per day</p> <p>Automation Testing of Minor enhancements: Rs. 1000/- per day</p> <p>Automation Regression Execution Time: Rs. 1000/- per occurrence</p> <p>Automation Testing Execution Time: Rs. 1000/- per</p>	Please adhere to RFP

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

22| Page



## CO: INFORMATION TECHNOLOGY DEPARTMENT

**Date: 18/02/2023**

		occurrence	
125	Human Resource Requirements	Will the TCoE team for the bank sit in only in Chennai and/or Mumbai only and not in any other location of the bank	Throughout the lifecycle of the project, resources shall be available onsite (Chennai or Mumbai as decided by the Bank) on all days. However major deployment of resources will be in Chennai. (Please refer point no.6 under Section III of the RFP)
126	Insurance	Since the cyber risk and cyber security monitoring is not in scope of the testing service provider - would need more clarity on the service provider to have cyber insurance policy.	Please adhere to RFP
127		What is the current technology infrastructure and IT processes in place in the system?	The details will be shared with the successful bidder.
128		All the TCoE team members deployed will be working from one location or different locations?	Throughout the lifecycle of the project, resources shall be available onsite (Chennai or Mumbai as decided by the Bank) on all days. However major deployment of resources will be in Chennai. (Please refer point no.6 under Section III of the RFP)
129		Any Indian Bank security and compliance guidelines for setting up TCoE?	The details will be shared with the successful bidder.
130		Is there an outline or a roadmap for Bank's TCoE?	The details will be shared with the successful bidder.
131		Is there a governance structure that will be shared with the shortlisted vendor?	Yes
132		Any current operational processes and procedures that the Bank can share for insight on As-Is state?	The details will be shared with the successful bidder.
133		Any testing suite Bank currently owns/subscribes to which can be used?	No
134		What major challenges Bank has in its current Testing life cycle?	The details will be shared with the successful bidder.

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

23| Page





135	Vendor selection	<p><b>Considering following factors, will bank create panel of competent vendors (who agree to work at L1 price determined by the current bidding process) instead of enlisting only one vendor?</b></p> <p>Factors for empanelment of more than one competent vendors</p> <ul style="list-style-type: none"> <li>- Bank needs large pool of resources. IT sector faced unprecedented shortage of skills in 2022. Multi vendor can mitigate risks under such scenarios</li> <li>- Reduced single vendor dependency</li> <li>- Healthy competitive environment where each vendor has to ensure continuous quality in order to grab maximum business</li> <li>- Reduced litigations on penalty clauses</li> <li>- Bank gets best competency from multiple sources</li> </ul>	Bank will continue with the current bidding process of selecting single vendor.
136		How many test cases are automatable?	The details will be shared with the successful bidder.
137	Bank may require testing services for automation of existing test cases and for applications that are not mentioned in the Scope of Work	Are there any existing automation scripts?	No
138		How often performance testing is undertaken?	At present there is no Performance Testing
139		Which is tool is in use at present for Performance testing?	At present there is no tool available with the Bank.
140		Is there a fixed scope of CBS, Mobile banking, Internet banking these three applications for performance testing?	There is no fixed scope. As and when modules are developed, it has to be incorporated for Performance testing



141		Which are the legacy applications / databases targeted for migrations? What is the stage of the application right now. Please highlight the product and version applicable for migration?	Any change in application during the contract period may require Migration Testing.
142		We request to include cost of Mobile device also in Bill of material for monthly rental basis for specific projects as needed	Testing Tools with required licenses for the period of engagement for usage in Indian Bank premises to be supplied by the Service Provider. (Please refer point no. (g) of High Level Scope under Section III of the RFP)
143	The above allocation is indicative in nature for the purpose of costing and actual resource deployment required permanently will be finalized based on the discussions with the successful bidder and the initial deployment will be approximately 13 resources. The resources such decided will be part of the TCoE throughout the entire contract period. Once the new projects like Customer Relationship Management (CRM), Digital Lending Platform (DLP), Omni channel, APIs through ESB (Middleware) Platform needs to be implemented, the Bank would require additional resources.	<p>Can we get 30-60 days lead time we will receive to onboard the initial 13 resources post getting the PO?</p> <p>Can we have a mix of FTE and direct company contractors onboarded on the project to manage the flexible onboarding and release as needed beyond 13 resources?</p> <p>Can we deploy resources remotely other than chennai location on need basis for specific request mutually agreed by bank?</p>	<p>Resources to be on-boarded within 2 weeks from the date of Purchase Order. (Please refer point no.34 under Section III of the RFP)</p> <p>No. (Please refer point no.8 under Section III of the RFP)</p> <p>Throughout the lifecycle of the project, resources shall be available onsite (Chennai or Mumbai as decided by the Bank) on all days. However major deployment of resources will be in Chennai. (Please refer point no.6 under Section III of the RFP)</p>
144	The scrutiny of the members before joining and thereafter on replacements / addition will be done by the Bank and the decision of	Can we have a agreed timeframe of 5 days for onboarding selected resources ?	Resources to be on-boarded within 2 weeks from the date of Purchase Order. (Please refer point no.34 under Section III of the RFP)

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

25| Page



	Bank to onboard the resource will be final and binding on the vendor.			
145	Section/ pages not found in tender documents		Please refer to the complete RFP under the section 'Buyer Added Bid Specific ATC' of the Bid Document.	
	SECTION-IV	INSTRUCTIONS TO BIDDERS FOR ONLINE TENDER THROUGH GeM PORTAL		76
		1.1. Submission of bid through GeM Portal		76
		1.2. Bid Related Information		76
		1.3 Offline Submission		77
		1.4 Other Instructions		77
146	Documents to be submitted physically by Bidders(Offline Mode) - Bid Security (EMD) for Rs.75,00,000/- (Rupees Seventy Five Lakhs only) to be submitted in the form of DD/ Fund transfer/ Bank Guarantee (issued by a nationalized/ scheduled commercial Bank (other than Indian Bank) in favour of "Indian Bank" payable at Chennai. BG should be valid for 225 days from the last date for submission of the Bid (or) Fund transfer to be made in the account as detailed at S.No. 8 above.	Please share Bank Guarantee format for EMD	Please refer the format available in GeM portal.	
147	Pre-Contract Integrity Pact (To be submitted on Non - Judicial Stamp Paper)	Please specify Non - Judicial Stamp Paper value	Rs.100/- stamp paper	

*[Signature]*



148	Non-Disclosure Agreement	NDA to be provided at preliminary stage? Reference details in NDA pertains to agreement	Within thirty (30) days of Purchase Order, the successful bidder shall sign the Non-Disclosure Agreement (Annexure-VI) and return it to the Bank. (Please refer point no.21 under Section III of the RFP)
149	Declaration For MSME Benefits	1) Are bidders Medium enterprise registered under MSME eligible for EMD exemption? 2) If EMD exemption is not applicable do we need to submit declaration ?	No (Please refer point no.6 under Section I of the RFP)
150	Certification Requirements (as per the scope of work) - Copy of the Valid Certificate(s) to be provided.	Please support with list of documents/ supporting required	Please refer "Experience requirements of the Resources" under Section III of the RFP
151	<b>Term</b> This agreement shall be effective from the date of the execution of this agreement and shall continue till expiration or termination of this agreement due to cessation of the business relationship between the parties. Upon expiration or termination as contemplated herein the Receiving party shall immediately cease any or all disclosures or uses of confidential information and at the request of the disclosing party, the receiving party shall promptly return or destroy all written, graphic or other tangible forms of the confidential information and all copies,	Obligations of the receiving party respecting disclosure and confidentiality shall contract to be binding for 3 Years post termination or expiration of the contract.	Please adhere to RFP

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

27| Page



	abstracts, extracts, samples, note or modules thereof. Notwithstanding the above, the obligations of the receiving party respecting disclosure and confidentiality shall continue to be binding and applicable without limit until such information enters the public domain.		
152	<b>Liquidated Damages on delay in Implementation:</b> For delay beyond the implementation schedule, the supplier shall be liable to forfeit 0.5% the invoice price of the solution/services will be charged for every week's delay in the performance of the services beyond the specified performance period of each service subject to maximum of 10% of cost of project for the delay solely not attributable to purchaser. Once the Liquidated Damages (LD) crosses 10% of the cost of the project, Bank reserves the right to terminate the contract.	For delay beyond the implementation schedule, the supplier shall be liable to forfeit 0.1% the invoice price of the solution/services will be charged for every week's delay in the performance of the services.	Please adhere to RFP





153	<p><b>Limitation of Liability</b></p> <p>Successful bidders' aggregate liability under the contract shall be at actual and 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.</p> <p>This limit shall not apply to third party claims for</p> <p>a. IP Infringement indemnity</p> <p>b. Bodily injury (including death) and damage to real property and tangible property caused by 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.</p>	<p>In no event, parties shall be liable for any indirect, special, consequential or incidental damages or loss of revenue or business profits, however caused, even if advised of the possibility of such damages. Maximum liability of Bidder to be capped for the amount received or Billed in last 6 months +</p>	<p>Please adhere to RFP</p>
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154	<p><b>Termination for Convenience</b> Bank, by 90 days' written notice sent to the Successful bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the bank's convenience, the extent to which the performance of the Successful bidder under the Contract is terminated, and the date upon which such termination becomes effective.</p> <p>The Goods that are complete and ready for shipment within thirty (90) 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:</p> <p>a. to have any portion completed and delivered at the Contract terms and prices; and / or</p> <p>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.</p>	<p>Either party shall have the rights for termination of contract upon written notice of 90 days. And In case of termination for convenience, Indian Bank shall pay the Bidder the amount of the Contract value for that respective year.</p>	<p>Please adhere to RFP</p>
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155	<b>Solicitation of Employees</b> The selected Bidder, during the term of the contract shall not without the express written consent of the Bank, directly or indirectly: a) recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering services in relation to the contract; or b) induce any person who shall have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank.	NON SOLICITATION clause should be mutual- During the term of this Agreement and for one (1) year thereafter, neither Party will nor will attempt, directly or indirectly recruit, cause to be recruited, solicit or induce any Resources of the other Party to terminate his or her relationship with such other Party without prior consent in writing.	Please adhere to RFP
156	<b>Force Majeure</b> 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	In case of Force Majeure situation arises if the Bidder is unable to fulfil its obligation then no penalty shall be levied.	Please adhere to RFP

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

31| Page



	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.		
157		We kindly request to provide billable 2 leaves as per labour policy to the employees.	Please refer "Resource Requirements" under Section III of the RFP
158		This statement is contradicting to Licenses BOM; as proposal can be of Open Source tools or OEM or COTS based tools. Assessment and compatibility of tool needed such as for automation testing, performance testing will be decided only during the project delivery as few applications may not support open source tools. This is very difficult to identify and quantify the right license during the L1 bid. Bank may end up taking open license only from bidder ; however face the above problem in reality( As RFP is open to propose for any paid, premium, enterprise or open). Alternative way to handle this similar other banks RFP where licenses are arranged by the bank on assessment of specific application during the project delivery; not at RFP bidding stage. We kindly request bank to take appropriate evaluation and considering the above request and amend as needed in RFP	Testing Tools with required licenses for the period of engagement for usage in Indian Bank premises to be supplied by the Service Provider. (Please refer point no. (g) of High Level Scope under Section III of the RFP)  Bidder can propose Open Source tools if necessary enterprise support is taken from the OEM for the entire contract period. It is the responsibility of the bidder to ensure that standard software is offered for getting CISO clearance.

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

32| Page



159		We request to amend this clause as "The Bidder should have at least 200 technical resources testers <b>certified in ISTQB</b> (In India) on its roles across areas such as Technical Architecture, Engineering/ Development/ Testers, Design Engineers, Business Analyst (in Banking Domain etc.) – (excluding the resources in support and Maintenance Activities) as on the date of RFP.	Please adhere to RFP
160		We request to keep the software cost of performance and automation tool separately. As the change in the requirement may vary as per the applications during the contract period,	Please adhere to RFP
161		We are proposing to relax this too and not charge any penalty for late deployment, it will be a double loss to service provider as one may be losing on billing and on top of it late deployment penalty will not make this lucrative.	Please adhere to RFP
162		Can we relax this at 95% with No penalty and we can have 0.5% penalty for quarterly recurring payment for every 1% reduction in uptime thereafter	Please adhere to RFP
163		Managing of UAT environment either by application Infrastructure provider or bank. Hence we requesting to remove this clause as this is nothing to do with TCOE bidder.	Please adhere to RFP
164		Master Test Data for Performance Testing is to be provided by bank. These would be replicated based on the desired load for the purpose of performance testing. Kindly confirm our	No. If required, necessary guidance will be provided.

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

33| Page





		understanding	
165		we kindly request to deploy the resources at mumbai location - Indian Bank office also for faster resource fulfillment in addition in Chennai location.	Throughout the lifecycle of the project, resources shall be available onsite (Chennai or Mumbai as decided by the Bank) on all days. However major deployment of resources will be in Chennai. (Please refer point no.6 under Section III of the RFP)
166		As current RFP allows some software components can be given as open source. Whether self-declaration letter from bidder with details of source company would be considered?	Bidder can propose Open Source tools if necessary enterprise support is taken from the OEM for the entire contract period. It is the responsibility of the bidder to ensure that standard software is offered for getting CISO clearance.
167		What is the objective of doing this Functional + Automation Testing, Is any major upgrade is planned or this is a formation of Testing CoE setup.?	This is for setting up of TCoE for the Bank.
168		If any major upgrade, green field implementation or migration is planned then Delivery of all these changes required for this project will be delivered in single release or incremental/ multiple releases?	N/A
169		Is Functional, Compatibility and Usability Testing is expected from QA vendor? Please specify expected types of testing in responses	Please refer Scope of Work under Section III of RFP.
170		Please specify list of OS that need to be covered as part of testing. E.g. Windows, MacOS, Android and iOS	Windows, Linux, AIX, Mac OS, iOS, Android and its variants.
171		Please specify list of mobile devices which need to be covered as part of testing along with OS version and screen size. E.g. One Plus 8 Pro(6.78 inches, OxygenOS 12)	As in industry from time to time.

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

34| Page



172		Does Bank has separate testing environment for SIT, UAT, Migration and Pre-Prod?	Yes
173		For Mobile Testing, does Bank have enough in-house devices or Bank will arrange devices for testing?	All necessary devices/ simulators shall be supplied by the bidder.
174		Does Bank uses any tool for test management and defect management testing like, JIRA, Redmine, Mantis, HP-ALM etc., If yes, please specify name of the tools used by Bank.	At present there is no tool available with the Bank.
175		Does Bank have separate test environments for all upstream downstream interfaces including 3rd party interfaces? If no then, for the non-available environment are there any stubs available for API's ?	The details will be shared with the successful bidder.
176		What architecture is being used in current environment? How many layers are maintained between Source and Target?	The details will be shared with the successful bidder.
177		Please list down the different types of Source data formats to be used to Load into Target system. Probable answers are listed in response, please update	Migration Testing is being referred here.
178		What is source and target database? (Like SQLServer, MySQL)	N/A
179		What is the migration strategy followed for the current engagement? - One time migration approach (Big Bang) - Migration in multiple phases (Iterative)	N/A
180		we request to remove ISTQB clauses for below resources Automation engineer/ Performance engineer as ISTQB is applicable for functional QA	Please adhere to RFP. As mentioned in the RFP, any industry standard certification will be considered.

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

35| Page



181		All undisputed invoices shall be payable within 30 days from its receipt. In case of any disputes in invoice, same shall be raised within 15 days from its receipt, failing which it shall be deemed to be accepted. Bidder reserves right to charge an interest of 1.5% per month in case customer fails to make payments within aforesaid due date.	Please adhere to RFP
182		Any Amendment in the RFP shall be intimated and approved by the Parties as Change Request	Any amendment in the RFP will be intimated
183		Are there any existing test cases that can be transferred and maintained for future testing?	No
184		Are there existing automation scripts? If Yes, what is the tool used? is there a possibility of reusing these scripts	No
185		We understand bank will provide switch simulators, test cards, POS, Fasttags for the purpose of testing	All necessary devices/ simulators shall be supplied by the bidder.
186	Experience of providing Testing / Quality Assurance Services for at <b>least 3 Scheduled Commercial Bank</b> in India having a total business of more than 1 lakh crores rupees (or) minimum 1000 branches	We have large Development projects with banks wherein Testing is part of the same scope so will that be considered as Testing experience, also we do have independent testing projects in the private sector but the scale is not as requested. Rest of the Technical criteria we are fulfilling the requirement so please confirm in Corrigendum the clause relaxation	Please adhere to RFP

Clarifications

Gem Bid Ref: GEM/2023/B/3089639 dated 06/02/2023

Indian Bank

36| Page



187	3 Client references and contact details - Client references and contact details (email / landline / mobile numbers) of the customers for whom the bidder has <b><u>executed similar project</u></b>	Kindly confirm the 3 client references for a Testing project or setting up TCOE for 3 clients	3 Client references where similar Testing project was executed by the bidder
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*[Handwritten Signature]*



