

ADDENDUM

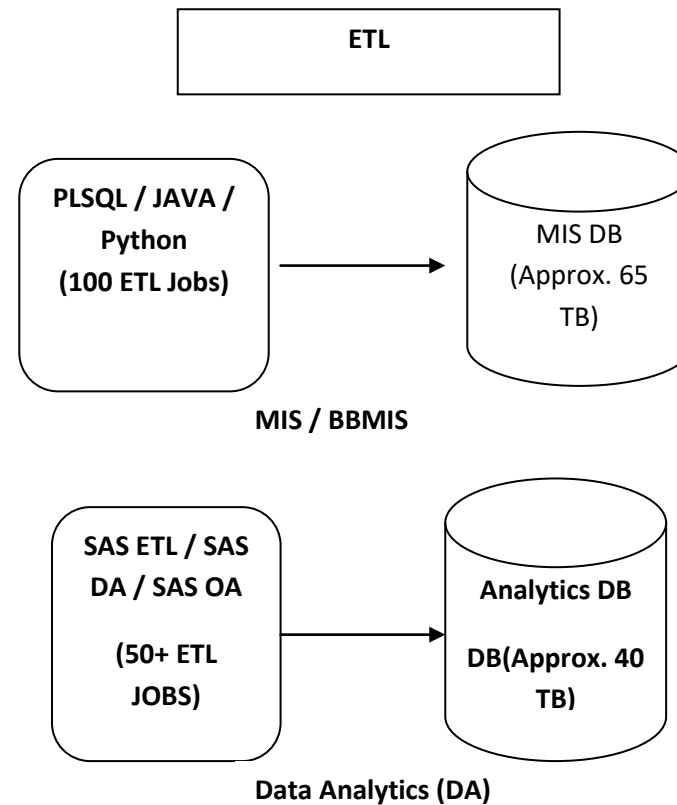
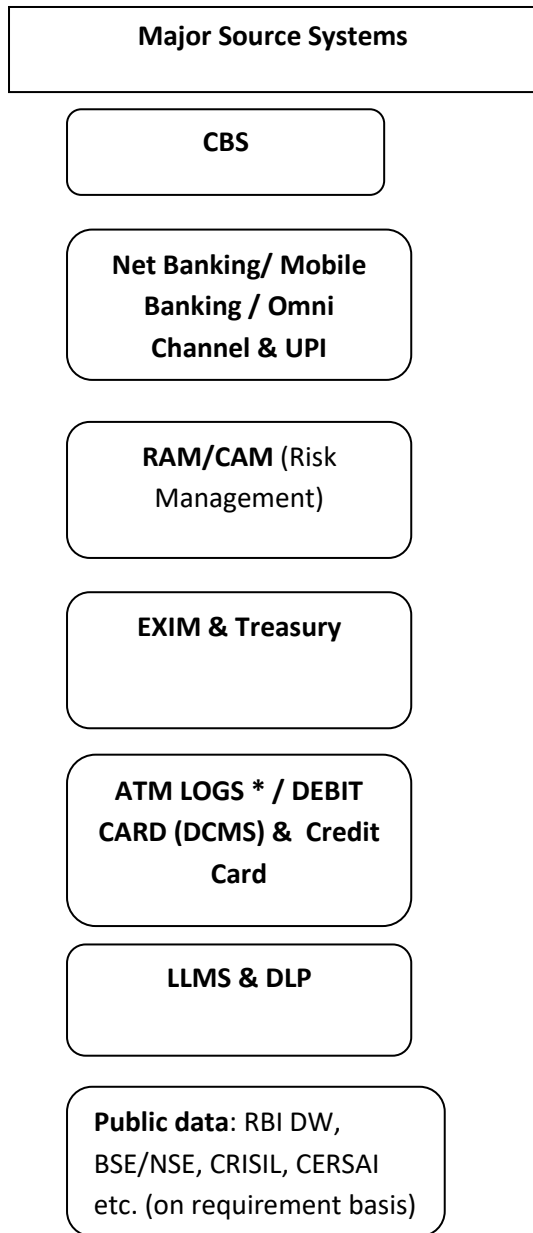
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Corporate Departments

Following is the list of department Successful bidder may need to interact with during the course of project. Please note aforementioned list is not exhaustive and addition or removal of departments may be made as per banks requirement.

1. Retail Assets
2. Mid Corporate Credit
3. MSME
4. Rural Banking
5. Digital Banking - ATM, e- channels, Payment Business, Debit Card, POS, UPI, BHIM, BBPS etc.
6. Risk Management
7. KYC/AML/ RTI/CSC
8. Govt. Relationship
9. Information Systems Security/CISO
10. TMO/ Change Management and Digital Adoption - Mobile Banking, Net Banking, Digital Lending
11. Fraud Risk Management
12. Planning, Budgeting & Business Intelligence
13. Financial Inclusion
14. Trade and Forex
15. Information Technology & Partnership
16. Board Secretariat
17. Wealth Management
18. Corporate & Institutional Credit
19. Human Resources Management
20. Inspection & Audit
21. Treasury
22. Supply Chain Management
23. International Banking
24. Finance (including GL Accounts, Statutory Audit, Expenditure Control)
25. Investor Relations
26. Govt. Transactions/ Record Digitisation
27. Credit Monitoring
28. Recovery & Legal
29. Compliance
30. Estate & Security
31. Corporate Communication/ Marketing/ Branding

MIS/ ACoE Architecture **

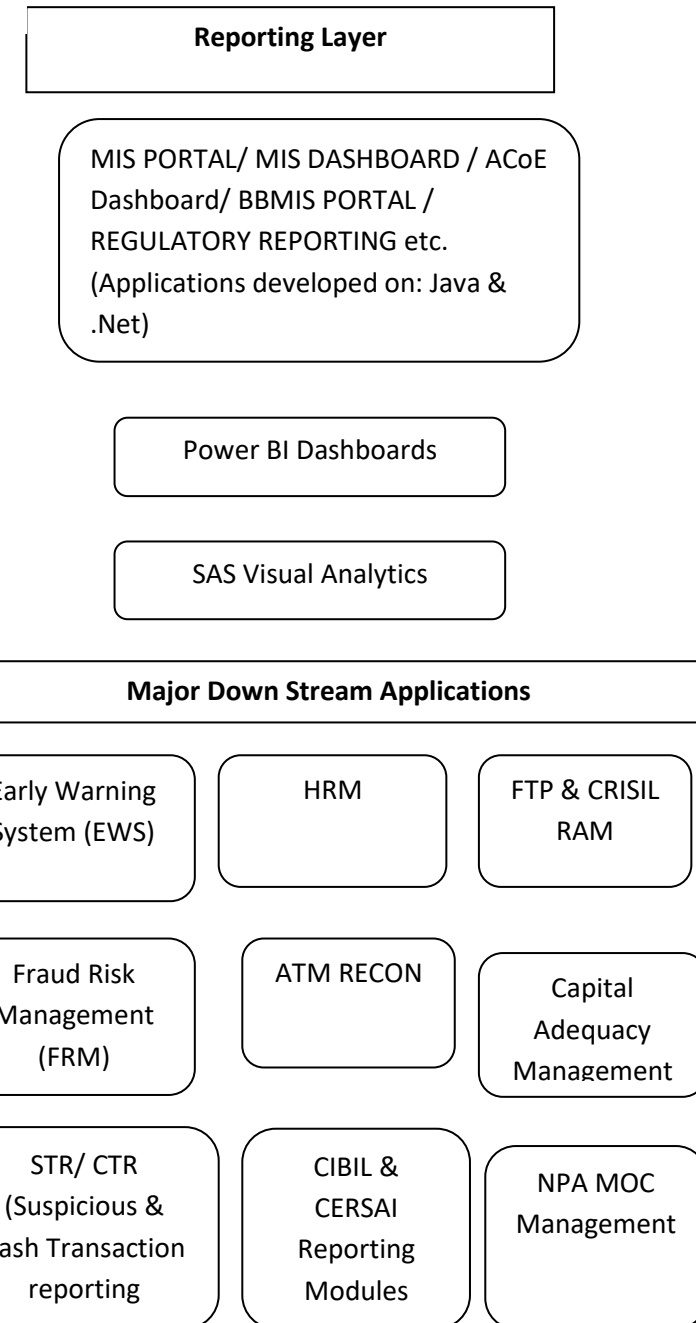


NB: Approx 300 GB Data is extracted individually on daily basis at MIS & DA each. DB growing @ Y-o-Y rate of 20%.

Reports & Analytic Model Complexity

	Low / Medium	Complex	Total
Analytic Models*	30	10	40
Reports	3000	500	3500
ADF / CIMS	100	50	150

* Predictive: 5 Prescriptive : 1



*Semi Structured. All remaining application databases operate on oracle 19c

**furnished information is indicative and is liable to change

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Amendments

Sl. No.	RFP Page No.	RFP clause	Existing specification			Revised specification		
1	28	Technical Evaluation Criteria 8.2 Clause 2	Consultancy or implementation of projects completed/ongoing for Data Analytics to institutions as per point no. 8 of eligibility criteria, during last 5 years from the date of RFP	8 or more out of 9 use cases have been executed by the bidder	20	Consultancy or implementation of projects completed/ongoing for Data Analytics to at least one Public Sector bank in India or Private Sector Bank in India or Global Bank or Global Payment company, during last 5 years from the date of RFP	8 or more out of 10 use cases have been executed by the bidder	20
			A copy of engagement letter/work order/letter of award for each assignment is to be furnished by the bidder. The use cases that qualify for evaluation and marking are: 1. Fraud analysis 2. Credit analytics 3. Payment analytics 4. Operations analytics 5. Customer analytics 6. Marketing analytics 7. Cross sell / upsell 8. Unstructured data analytics 9. Real time data analytics	Less than 8 and more than 5 out of 9 use cases have been executed by the bidder	15	A copy of engagement letter/work order/letter of award for each assignment is to be furnished by the bidder. The use cases that qualify for evaluation and marking are: 1. Fraud analysis 2. Credit analytics 3. Payment analytics 4. Operations analytics 5. Customer analytics 6. Marketing analytics 7. Cross sell / upsell	Less than 8 and more than 5 out of 10 use cases have been executed by the bidder	15

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			<p>Please note same module/ use case implemented in multiple banks shall be treated as one.</p> <p>Letter of satisfactory implementation from the client. OR Copy of Purchase order covering the specified use cases. OR Completion certificate with documentary proof of use cases executed.</p>	<p>Minimum of 4 out of the 9 used cases have been executed by the bidder</p> <p>Less than 4 use cases</p>	<p>10</p> <p>0</p>	<p>8. Unstructured data analytics 9. Real time data analytics 10. Generative AI.</p> <p>Please note same module/ use case implemented in multiple banks shall be treated as one.</p> <p>Letter of satisfactory implementation from the client. OR Copy of Purchase order covering the specified use cases. OR Completion certificate with documentary proof of use cases executed.</p>	<p>Minimum of 4 out of the 10 used cases have been executed by the bidder</p> <p>Less than 4 use cases</p>	<p>10</p> <p>0</p>
2	34	<p>SECTION – III CONDITIONS OF CONTRACT</p> <p>Scope of Work</p> <p>Phase 2 : Data Strategy and way forward</p> <p>Clause 2</p>	<p>Perform a market scan and identify use case and analytical reporting requirements adopted by some of the top 8 domestic (4 public sector and 4 private banks) and 5 global banks. The market scan should also consider the deployment models adopted by the Banks (on-prem, cloud, hybrid etc.)</p>	<p>Perform a market scan and identify use case and analytical reporting requirements adopted by some of the top domestic and global banks having a total business of 4 lakh core or above as per bidders' experience and publicly available data. The market scan should also consider the deployment models adopted by the Banks (on-prem, cloud, hybrid etc.)</p>				

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3	26	8.1 Eligibility Criteria Clause 9	<p>Advanced Analytics Experience:</p> <p>The bidder in last three financial years should have provided</p> <p>a. consultancy</p> <p>OR</p> <p>b. implementation of solutions</p> <p>towards descriptive, predictive/ prescriptive and statistical analytics to institutions as specified in eligibility point number 8 above.</p> <p>To qualify for evaluation and marking, a bidder has to produce proof of having given consultation or having implemented, minimum 4 of the use cases specified below:</p> <ol style="list-style-type: none"> 1. Fraud analytics 2. Credit analytics 3. Payment analytics 4. Operations analytics 5. Customer analytics 6. Marketing analytics 7. Cross sell / upsell 8. Unstructured data analytics 9. Real time data analytics 	<p>Advanced Analytics Experience:</p> <p>The bidder in last three financial years should have provided</p> <p>a. consultancy</p> <p>OR</p> <p>b. implementation of solutions</p> <p>towards descriptive, predictive/ prescriptive and statistical analytics to institutions as specified in eligibility point number 8 above.</p> <p>To qualify for evaluation and marking, a bidder has to produce proof of having given consultation or having implemented, minimum 4 of the use cases specified below:</p> <ol style="list-style-type: none"> 1. Fraud analytics 2. Credit analytics 3. Payment analytics 4. Operations analytics 5. Customer analytics 6. Marketing analytics 7. Cross sell / upsell 8. Unstructured data analytics 9. Real time data analytics 10. Generative AI.
4	35	Section – III Conditions Of Contract Phase 2 : Data	<p>Define the list of various analytical models to be built including the existing models that are to be refined – the models are to be defined across revenue enhancement, cost optimization and risk management.</p>	<p>Define the list of various analytical models to be built including the existing models that are to be refined – the models are to be defined across revenue enhancement, cost optimization and risk management detailing Model Objectives, Data Sources, Data Preparation, Results and</p>

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		Strategy And Way Forward Bullet Point 7		Interpretation, Business Implications etc.
5	21	<u>SECTION – I</u> Clause 7	Bid Security (Earnest Money Deposit)	<p>Clause should be read with the following additional information:</p> <p>The EMD in shape of BG should be forwarded to Indian Bank Harbour Branch (IDIB000H003)</p> <p>Address: Indian Bank Harbour Branch - Ground Floor 66, Rajaji Salai, CHENNAI 600 001.</p>
6	56	SECTION – III Clause 43.6	<p>Conflict of Interest</p> <p>The Bidder shall disclose to the Bank in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or the Bidder's team) in the course of performing the services / appointment as soon as practical after it becomes aware of that conflict.</p>	<p>Conflict of Interest</p> <p>i) The Bidder shall disclose to the Bank in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or the Bidder's team) in the course of performing the services / appointment as soon as practical after it becomes aware of that conflict.</p> <p>ii) As scope of this RFP is to conduct gap study and prepare strategy document and does not involve finalisation of specifications related to any particular product/vendor, The winning bidder may participate in future RFPs, if Any, related to Data Lake implementation.</p>

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7	RFP Submission Date	<p>Last Date for receipt of bids</p> <p>Date and time of opening Technical bids</p>	<p>12/12/2023 15:00</p> <p>12/12/2023 15:30</p>	<p>Last Date for receipt of bids : 21/12/2023 15:00 hrs</p> <p>Date and time of opening Technical bids : 21/12/2023 15:30 hrs</p>
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Clarifications

Analytics Centre of Excellence,
 2nd Floor, Indian Bank Head Office
 66 - Rajaji Salai, Chennai- 600001
Date: 06/12/2023

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	Refrence document type	Page No	Para No.	Description	Query details	Response
1 Referred as Q1 henceforth within this document	Gem and Indian Bank RFP	Generic	Generic	Clarity on the document to be referred for SLA and T&C	GeM document where the General T&C's are mentioned along with the SLA Vs the RFP document. Both the documents have similar clauses with different legal languages and intend.	Please note, as per Gem SPECIAL TERMS AND CONDITIONS FOR HIRING OF CONSULTANTS – MILESTONE/DELIVERABLE BASED. ATC shall supersede Service-specific STC which shall supersede GTC, whenever there are any conflicting provisions. Where ATC refer to "RFP Terms".
2	Indian Bank RFP	24	Clause no.2	Eligibility criteria	We would request the Bank to relax this term to include any Large enterprise	Adhere to tender terms
3	Indian Bank RFP	24	Clause no.8	Eligibility criteria	We would request the Bank to relax the term to include any large enterprise without the limit on the turnover	Adhere to tender terms

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4	Indian Bank RFP	24	Clause no.9	Eligibility criteria	We would request the Bank to relax the term to include any large enterprise	Adhere to tender terms
5	Indian Bank RFP	40	Point no.8	Sub contracting	We would request the bank to relax to allow specialised functional consultants who may be a strategic contract employee to ensure that the best available skill from market is utilised for the same.	Adhere to tender terms
6	Indian Bank RFP	38	Point No.5	Service Level Agreement (SLA)	Please do confirm if the SLA shared as part of the GeM document is applicable or not.	Refer response to Query 1 (Q1).
7	Indian Bank RFP	40	Point No.12	Penalty / Liquidated Damages (LD)	Bidder requests that LDs should be mutually discussed between the parties. We would also request that termination for default be subject to a material breach. Given that the services are in the nature of consulting services, we would need to understand the circumstances where LDs become applicable.	Adhere to tender terms
8	Indian Bank RFP	42	Point No.14	Performance Security 10% TCV	Please clarify how this clause will work along with the caution money deposit related clause in the GeM T&Cs.	Refer Q1

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9	Indian Bank RFP	42	Point No. 15	Limitation of liability	<p>1. Bidder requests that the limitations of liability be limited to the aggregate of 50% of fees paid under the contract by the buyer to the seller.</p> <p>2. Bidder requests that Clause 18 (ii) be amended to In the event of any gross negligence or willful misconduct on part of either party resulting in bodily injury or harm or damage to tangible property.</p>	Adhere to tender terms
10	Indian Bank RFP	42	Point no. 16	Indemnity	The Bidder is not providing any hardware or software so the meaning and intent of the clause is not clear.	Clause serves to comprehensively address all facets of the consultant's responsibilities, encompassing professional errors, intellectual property matters, and confidentiality obligations.
11	Indian Bank RFP	43	Point no.18	Patent infringement	The Bidder is not providing any patented software so the meaning and intent of the clause is not clear.	Adhere to tender terms
12	Indian Bank RFP	43	Point No.20	Intellectual Property Rights (IPR)	Please clarify how this clause will be applicable as the scope of service doesn't involve the provision of any software or license. The Bidder submits that Third parties may provide their own warranties to Client for Non-Kyndryl products. the Bidder has no responsibility for claims based on Non-Kyndryl products.	Adhere to tender terms

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					<p>The Bank will own the copyright in works of authorship that the Bidder develops for the Bank as described in this RFP (Project Materials). Project Materials exclude Existing Works. Existing Works are works of authorship of Kyndryl, but not created, under the RFP, and includes any modifications or enhancements of such works made during the performance of the services. Some Existing Works may be subject to a separate license agreement (Existing Licensed Works).</p> <p>The Bidder grants the Bank an irrevocable (subject to Bank's payment obligations), non-exclusive, worldwide license to use, execute, reproduce, display, perform and prepare derivatives of Existing Works that are not Existing Licensed Works. The Bidder retains an irrevocable, non-exclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, sublicense, distribute, and prepare derivative works of Project Materials.</p>	
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13	Indian Bank RFP	45	Point No. 23	Settlement of Disputes	Bidder seeks the deletion of the sentence "In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the presiding Arbitrator, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, India which shall be final and binding on the parties." We would request that the arbitrators are appointed by each party or agree to institutional arbitration to ensure objective and impartial dispute resolution.	Adhere to tender terms
14	Indian Bank RFP	47	Point No.26	Termination for Convenience	Please clarify how termination for convenience will work for a short term project of this nature. We would require suitable notice along with the payment of terminations fees and other charges.	As per RFP Terms.
15	Indian Bank RFP	47	Point No.27	Termination for Default	We would request that the termination for default be for material breach of the Agreement by Seller as otherwise any breach under the terms of the agreement would trigger this right. The Bank may terminate the contract only in the event the bidder is unable to cure a material breach within the notice period of 90 days provided under a written notice	As per RFP Terms.

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16	Indian Bank RFP	48	Point No. 28	Force Majeure	Bidder submits that it would seek alternate ways of providing service if the same has been agreed in a business continuity plan and secondly, Bidder would request that fees be paid during the force majeure situation.	Adhere to tender terms
17	Indian Bank RFP	49	Point No. 30	Negligence	Bidder submits that there should be only one termination for clause for the engagement. Given the nature of services provided, could we please request that negligence shouldn't by itself lead to termination event unless its material and resulting material breach of the contract. request deletion.	Adhere to tender terms
18	Indian Bank RFP		Point No. 32	Inspections & Tests	Given the nature of services, please clarify how this clause will be applicable. For clarity there are no goods which will be provided. The Services will be provided from the Bank's premises.	Adhere to tender terms.
19	Indian Bank RFP		Point no. 38	Taxes and Duties	Bidder shall not bear any GST applicable to the Services.	Tax Stipulations will be followed as per standards.
20	Indian Bank RFP	57	Point No. 43.9	Substitution of Team Members	Bidder would request that it has the ability to substitute the resources and would also that we may have contract employees who provide services. Again any termination here in should for material breach of the terms of the agreement.	Adhere to tender terms

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21	Indian Bank RFP	55	Point No. 43.3 (iv)	employees	Please note that we may have contract employees as well.	As per RFP Stipulations.
22	Indian Bank RFP	56	Point no. 43.7	Solicitation of employees	The Bidder submits that the Bank shall not have the right hire or solicit to hire an employee of the Bidder for employment during the term of the agreement and 1 year thereafter.	Bank cannot deny the opportunity of employment under general recruitment advertisement issued by Bank/IBPS to those who are otherwise eligible.
23	Annexure V - NDA	72	Point no. 12	Indemnity	The bidder submits that its shall be liable for the misappropriation of confidential information but can not indemnify the Bank for any breach of confidentiality.	Adhere to tender terms
24	GeM-GT&C	3	3. Roles and responsibilities of the Seller/Buyer	The Seller shall be solely responsible for the Goods / Services including, without limitation, the applicable guarantee / warranty, shelf-life, quantity, quality and the title and for giving the correct and accurate details of the offer their Goods and / or /Services indicating product specifications, quantity which can be supplied over the specified time period, etc. as per catalogue or catalogue	2. Please note that pricing for services will be mutually agreed and discounts or not need to be agreed between the parties. Further this clause reads like a most favoured customer clause and as a company servicing many clients across the globe and in India, this commitment is impossible to keep as each deal comes with its specific requirements and costing. We would request you to kindly delete this requirement as you would have the opportunity to review the price and agree to it specifically under this RFP.	Refer Q1

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				<p>based template prescribed in GeM. Seller would ensure that the Goods or /Services offered are latest, new and complete in all respects. Where Seller is selling any Goods which needs spare parts, Seller should ensure and make available such spare parts for a minimum period of three years from the date of expiry of warrantee period (unless otherwise specified). The individual Sellers shall ensure that the products offered in e-Bidding and/or ordered shall remain available on GeM during the bid / contract validity period.</p> <p>xi. Sellers shall offer minimum discount of 10% on the Maximum Retail Price (MRP) mandatorily (unless otherwise specified for offering their products on GeM). Sellers are free to offer higher discounts. The Seller must offer its best possible lowest price on GeM and undertake that it would not sell or offer to sell the same product outside GeM in comparable quantity on similar terms and</p>		
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				conditions at a price lower than Offer Price on GeM. In case any such infringement by Seller is noticed, the Seller shall be liable to be removed / debarred from the GeM.		
25	GeM-GT&C	10	Enabling provisions	k) The Buyer/GeM will not be held responsible for consequential damages such as no internet connection, no power supply, system problems, loss of electronic information, power interruption etc.	Bidder agrees with the provision but requests that Bidder is not held liable for any non performance or damages arising due to the same reasons.	Refer Q1. Terms and conditions will be as per RFP.
26	GeM-GT&C	24	8. Tax and Duties	Offer Prices on GeM shall be on all inclusive basis i.e. including all taxes, duties, local levies / transportation / loading-unloading charges etc. In the case of Bid / RA, complete break-up of the quoted price in the required price bid format shall furnished by the Bidder, before award of contract	2. Please note that taxes will be exclusive of indirect taxes in the nature of GST.	As Per Standard Tax Norms.

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27	GeM-GT&C		Delivery Period	Seller shall indicate the quantity which can be supplied over the specified time period(s). The Seller would offer these details, which would constitute the part of the awarded Contract(s) in the GeM and would make a binding Contract between the Seller & the Buyer. Any modification thereto shall be mutually agreed and incorporated in the Contract. This Delivery Period/Time shall be deemed to be essence of the Contract and delivery must be completed not later than such date(s).	Bidder requests the deletion of the principle of time is of essence as unlike the delivery of goods or products this will be a service contract with on going services. There are termination rights and service levels build to ensure continuity of services and bringing this principle within the ambit of the contract makes it onerous	Refer Q1
28	GeM-GT&C		Extension of delivery period and liquidated damages	Liquidated Damages: If the Seller/Service Provider fails to deliver any or all of the Goods/Services within the original/re-fixed delivery period(s) specified in the contract, the Buyer will be entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 0.5% of the contract value of delayed quantity per week or part of the week of	Bidder would like to discuss this clause with you. We are not sure how this is applicable to services in scope and needs further discussion. Also please note that the clause has no upper cap and seems disproportionate as a penalty.	Refer Q1. Terms and conditions will be as per RFP.

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				delayed period as pre-estimated damages not exceeding 10% of the contract value of delayed quantity without any controversy/dispute of any sort whatsoever.		
29	GeM-GT&C	31	16.2Ar bitrati on	The award of the arbitrator shall be final and binding on the Parties to the Contract. The arbitration shall be governed by the Arbitration and Conciliation Act, 1996, as amended from time to time. The seat of arbitration shall be at the place where the principal place of business of the Buyer department / organization is located.	Bidder requests that the seat of Arbitration be predetermined and be located in either Delhi, Bombay or Bangalore .	Refer Q1

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30	GeM-GT&C		Limitation of Liability: In any event, neither party shall be liable for any special, incidental, punitive, exemplary or consequential damages arising out of or in connection with the Contract entered between the parties. The aggregate liability of either party, whether under the contract, in tort or otherwise, shall not exceed the total contract value, provided that this limitation shall not apply to: (i) Any obligation or claim arising out of or in connection with any third party claim of IPR infringement, (ii) In the event of any gross negligence or willful misconduct on part of either party, as finally judicially determined by a court of competent jurisdiction.	1. Bidder requests that the limitations of liability be limited to the aggregate of 50% of fees paid under the contract by the buyer to the seller. 2. Bidder requests that Clause 18 (ii) be amended to In the event of any gross negligence or willful misconduct on part of either party resulting in bodily injury or harm or damage to tangible property.	Refer Q1
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31	GeM-GT&C	33	Termination for default	<p>If the seller does not perform its obligations within the Delivery Period / Date mentioned in the Contract, the same would constitute the breach of the Contract and the Buyer shall have the right to Cancel or Withdraw the Contract for the unsupplied portion after the expiry of the original, extended or re-fixed delivery date or period stipulated in the Contract. Such cancellation of contract on account of non - performance by the Seller would entitle the Buyer to forfeit the performance security besides other actions such as downgrading the Seller's rating or debarment from the GeM for specified period as decided by GeM on merits.</p>	<p>We would request that the termination for default be for material breach of the Agreement by Seller as otherwise any breach under the terms of the agreement would trigger this right. The Bank may terminate the contract only in the event the bidder is unable to cure a material breach within the notice period of 90 days provided under a written notice</p>	Refer Q1
32	GeM-GT&C	38	23.2 Indemnification	<p>The Seller shall at all time indemnify Buyer against all suits and claims which may be made in respect of the goods/services for infringement of any right protected by patent, registration of designs or trade mark. Provided always that in the event of any claim and suit in respect of alleged breach of patent, registered</p>	<p>We would request that indemnification obligation be limited to third party claims only. We further seek clarity with respect to the term Website as the same is not within the scope of services. Finally, we would not be able to indemnify for each of the breaches committed under the RFP as indemnification ought to be for specific obligations. to this extent we can propose the following language: The Bidder seeks to clarify that if a third party asserts a claim against the Bank that services acquired under the</p>	As per RFP Terms.

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				<p>designs or trade-mark being made against the Buyer, the Buyer shall notify the Seller/Service Provider of the same who shall at its own expense either settle any such dispute or conduct and litigation that may arise there from. Buyers and Sellers agree to indemnify, defend and hold harmless GeM, its officials, Managed Service Provider (herein after individually and collectively referred to as "indemnified parties") from and against any and all losses, liabilities, claims, suits, proceedings, penalties, interests, damages, demands, costs and expenses (including legal and other statutory fees and disbursements in connection therewith and interest chargeable thereon) asserted against or incurred by the indemnified parties that arise out of, result from, or in connection with Breach of the contract(s); or 23.2.1 Any claims made by any third party due to, or arising out 23.2.2 of, or in connection with,</p>	<p>RFP/Agreement infringes a patent or copyright, the Bidder will defend the Bank against that claim and pay amounts finally awarded by a court against the Bank or included in a settlement approved by the Bidder. To obtain the Bidder's defense against and payment of infringement claims, Bank must promptly: i) notify the Bidder in writing of the claim; ii) supply information requested by the Bidder; and iii) allow the Bidder to control, and reasonably cooperates in, the defense and settlement, including mitigation efforts. Bidder's defense and payment obligations for infringement claims extend to claims of infringement based on open source code that Bidder selects and embeds in a standard Service.</p> <p>The Bidder has no responsibility for claims based on Non-Kyndryl Products, items not provided by the Bidder, or any violation of law or third party rights caused by data, software and information that the Bank or its authorized users provide, authorizes access to, or inputs to services, or any Bank materials, designs, or specifications.</p>	
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				<p>use of the Website; or Any claim made by any third party regarding content/ 23.2.3 information or materials provided by Seller cause any damage to a third party; or arising out of, or in connection with, use of the Website. Violation of any intellectual property rights or any other 23.2.4 ights. Once GeM notifies the Buyer/ Seller of such claims, they shall defend and indemnify GeM for the same. Further, in no case they shall compromise or settle any claim or admit any liability on the part of GeM without the express or prior written consent of GeM which can be withheld or denied or modified by GeM in its sole discretion or as per the Applicable Laws.</p>		
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33	GeM-GT&C		27. Caution Money Deposit	<p>27: Caution Money Deposit: (i) All sellers on GeM are required to deposit a one-time amount as under ascaution money: 1. Seller Turnover less than 1 Crore: INR 5,000/-2. Seller Turn over > 1 Crore but < 10 Crore: INR 10,000/-3. Seller Turn over > 10 Crore: INR 25,000/- (ii) The above caution money shall remain at the disposal of GeM SPV. This can be forfeited in part or in full (as per approval of CEO (GeM)) infollowing circumstances: (a) Failure of the seller in executing any GeM contract or if the Seller fails or neglects to observe or perform any of his obligations under the contract (applicable only in respect of contracts that didnot have provision of Performance Security). (b) Withdraws any bid submitted on GeM within the period of validity of the bid. (c) Fails to furnish requisite performance security as per GeM e-bid/ RA conditions.</p>	Please clarify how this clause will work along with PBG in the conditions of contract.	Refer Q1. Terms and conditions will be as per RFP.
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34			Service Level Agreement	NIL	NIL	NA
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35	GeM-GT&C		4.2 Service Provider Obligations	<p>ix. The Service Provider shall at all times ensure that the services being provided under this Contract/ Agreement are performed strictly in accordance with all applicable laws, orders, bye-laws, regulations, rules, standards, recommended practices, etc, and no liability in this regard will be attached to the Buyer.</p> <p>x. The Service Provider shall be fully responsible for the acts of their representatives/consultants/ team members and shall fully indemnify the Buyer for any kind of losses or damages caused by its team members/ consultants. The Buyer shall not be responsible for any claim from any consultant/team member employed by the Service Provider. The Service Provider shall wholly and fully be responsible for any such claims.</p>	<p>1. Clause ix: Bidder requests that compliance to laws here be limited to laws applicable to it in its capacity of a Service Provider.</p> <p>2. Clause x: As stated above, we would not be able to agree to general indemnities. If the an act or omission results in obligations stated in our proposal to Clause 23.2, then we shall be of course, obligated to indemnify.</p>	Refer Q1. Terms and conditions will be as per RFP.
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36	GeM-GT&C		7. Deductions	<p>7. Deduction and Termination # Service level agreement Deductions</p> <p>1. Delay in commencement of work</p> <p>Every week of delay from the schedule date of commencement of work will attract a penalty of 0.1% of total contract value</p> <p>2. Delay in submission of deliverables(milestones) as per agreed timelines</p> <p>0.1% of the total contract value for delay of each week</p> <p>3. In case of repeated breach of SLAs beyond 3 instances in the entire contractual period</p> <p>Termination of contract at discretion of Buyer</p>	Delivery and pricing to confirm.	As per RFP Terms.
37	Indian Bank	Page 2 – Sec 1, 2 nd bullet	N/A	Perform a business and.....and the use cases and expectations.	Approximately, how many departments need to be met and how many stakeholders need to be involved in discussions? This would help us size the efforts involved	Refer Addendum

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38	Indian Bank	Page 2 – Sec 1, 3 rd bullet	N/A	Interact with all the business and other stakeholders within bank.....		Refer Addendum
39	Indian Bank	Page 2 – Sec 1, 3 rd bullet	N/A	Sub-bullets on Bullet 3	Approximately, how many source systems are there? Can you provide us some volumetrics on the number and type of reports and their the complexity levels?	Refer Addendum
40	Indian Bank	Page 2 – Sec 1, 5 th bullet	N/A	Analyse the current data flow and procedures followed for data extraction, transformation and loading.	How many ETLs are in the data pipeline and what are the complexity levels? Can you provide us the information on current data platform and architecture?	Refer Addendum
41	Indian Bank	Page 3 – Sec 1, 11 th bullet	N/A	Review the existing analytics models and benchmark the same to industry leading practices and provide industry best practices	Can you provide us some volumetrics on the number and type of analytics models?	Refer Addendum
42	Indian Bank	Page 3 – Sec 1 – Key Deliver	N/A	Incorporate suggestions and recommendations.	Is it the same as bullet 1? What is the meaning of incorporate? Incorporate as a part of Phase 1 reports?	As part of Gap Assessment Document.

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		ables – 3 rd bullet				
43	Indian Bank	Page 3 – Sec 2 – 2 nd bullet	N/A	Perform a market scan and identify use case and analytical reporting requirements adopted by some of the top 8 domestic (4 public sector and 4 private banks) and 5 global banks.....	Owing to client confidentiality involved, we cannot provide client specific information. However, we can provide general use cases for analytical modeling. Is Indian Bank acceptable to this?	Refer Amendment
44	Indian Bank	Page 4 – Sec 2 – 6 th bullet	N/A	Define the business case and business benefits (quantitative and qualitative) for each use case identified for implementation.	What kind business case is needed? Is it qualitative or financial business case or both?	Both, based on department requirements.

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45	Indian Bank	Page 4 – Sec 2 – 7 th bullet	N/A	Define the list of various analytical models to be built including the existing models that are to be refined – the models are to be defined across revenue enhancement, cost optimization and risk management.	<p>What level of detailing is needed in documenting the models? It is just identifying and defining the models or actual model detailing with documentation that includes things such as Model Objectives, Data Sources, Data Preparation, Feature Selection, Modeling Techniques, Algorithm Details, Validation Techniques, Results and Interpretation, Performance Metrics, Assumptions and Limitations, Business Implications, Future Enhancements etc,?</p> <p>How many models (e.g Maximum 20 models) should be taken for consideration for effort estimation?</p>	Refer Addendum
46	Indian Bank	Page 4 – Sec 2 – 8 th bullet	N/A	To design and define phase-wise implementation plan assigning measurable deliverables with Return on Investment (ROI) across the following.....	<p>If it is financial (ROI) , high efforts are needed to collect financial/business data, computation and validation and also the finance team from the bank. We recommend Indian Bank to consider this to be a separate project or Scope should be limited to providing non quantifiable business benefits</p>	Adhere to tender terms
47	Indian Bank	Page 4 – Sec 2 – 12 th bullet	N/A	Work back with the application service providers for determining the feasibility of the integration, data extraction, transformation and loading.	<p>This appears very open-ended. Can you provide us the list of application service providers?</p> <p>Can we assume that Indian Bank would lead these discussions and we will only support?</p> <p>Who owns the commitments on integration feasibility?</p>	Identifying service providers, additional source systems are internal part of the project. The ACoE department will offer necessary guidance and

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						support to facilitate coordination with business departments and streamline the overall process
48	Indian Bank	Page 5 – Sec 2 – Key Deliverables – 3 rd bullet	N/A	Incorporate suggestions and recommendations.	Is it the same as bullet 1? What is the meaning of incorporate? Incorporate as a part of Phase 2 reports?	As part of Data Strategy Document

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Sr.No.	RFP Section	Clause	Queries/Suggestion	Response
1	Eligibility Criteria	<p>Bidders' Experience: The bidder should have experience of</p> <p>a. Providing Data Analytics solution OR b. Implementation / Project Management / Providing consultancy for implementation of EDW or EDL. TO</p> <p>i. At least one Public Sector bank in India or Private Sector Bank in India or Global Bank or Global Payment company having total business size of Rs. 1,00,000/- crore or above as on last fiscal. Note: Only completed / On-going projects would be considered for evaluation.</p>	Request you to please add provision to include Small Finance Banks and reduce the business size to 50000 crore or more	No change. Refer Amendments for modifications in evaluation criteria.
2	Eligibility Criteria	<p>The Bidders should be in line of business involving:</p> <p>a. Providing Data Analytics solution OR b. Implementation / Project Management / Providing consultancy for implementation of EDW or EDL</p>	Request you to consider Insurance companies as well.	Adhere to Tender Terms

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		since FY 2017-18, to minimum one Public Sector bank in India or Private Sector Bank in India or Global Bank or Global Payment companies.		
3	Tech Evaluation Criteria	<p>Consultancy or implementation of projects completed/ongoing for Data Analytics to institutions as per point no. 8 of eligibility criteria, during last 5 years from the date of RFP A copy of engagement letter/work order/letter of award for each assignment is to be furnished by the bidder. The use cases that qualify for evaluation and marking are:</p> <ol style="list-style-type: none"> 1. Fraud analysis 2. Credit analytics 3. Payment analytics 4. Operations analytics 5. Customer analytics 6. Marketing analytics 7. Cross sell / upsell 8. Unstructured data analytics 9. Real time data analytics <p>Please note same module/ use case implemented in multiple banks shall be treated as one. Letter of satisfactory implementation from the client. OR</p>	Considering the recent trends related to GenAI, request you to please consider implementation of GenAI related usecases	Please refer Amendment.

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		Copy of Purchase order covering the specified use cases. OR Completion certificate with documentary proof of use cases executed.		
4	Scope of Work, page 3 pt 2	"Perform a market scan and identify use case and analytical reporting requirements adopted by some of the top 8 domestic (4 public sector and 4 private banks) and 5 global banks. The market scan should also consider the deployment models adopted by the Banks (on-prem, cloud, hybrid etc.)"	Market Scan activity will be done based on publicly available data?	Please refer Amendment.
5	Scope of Work, page 4 pt 12	"Work back with the application service providers for determining the feasibility of the integration, data extraction, transformation and loading."	Assumption here is that Bank will assign dedicated SPOC from Bank's existing team to coordinate with vendors / 3rd Party. Please confirm the same.	The ACoE department will offer necessary guidance and support to facilitate coordination with business departments and streamline the overall process.
6	Scope of Work, page 2, Phase 1 : Gap Assessment Study pt 2	Perform a business and IT alignment exercise for each business department, middle, senior and executive management to understand the use cases and expectations.	Please share no. of business & IT departments which will be included in the gap assessment study	Please refer Addendum

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7	Scope of Work, page 2, Phase 1 : Gap Assessment Study pt 8	Study the existing Management Information System Solution, architecture and ETL processes and define the requirements and imperatives of the new age data platform.	What is the Bank's current tech stack across Data Management landscape. Eg, ETL tool, Data Storage, Data Visualization, Analytical Sandbox, etc.	Please refer Addendum
8	Scope of Work, page 3, Phase 1: Gap Assessment Study pt 10	Ref"Review the current organisation structure, roles and responsibilities and manpower deployed for data analytics and reporting."	Please elaborate the scope for the organizational review .Request you to share some example. Does it correspond to change management?	A report on the current organization structure, roles and responsibilities, and manpower deployed for data analytics and MIS and gap assessment. A report on the best practices and benchmarks for data analytics and reporting in the industry and the relevant domains, along with the gap analysis and recommendations.
9	Scope of Work, page 3, Phase 1: Gap Assessment Study pt 11	Reg" 11.Review the existing analytics models and benchmark the same to industry leading practices and provide industry best practices	Please share how many such models exist	40 Analytic models exists. Details will be shared with successful bidder.
10	RFP Participation	-	This RFP is only to conduct the gap analysis and data strategy. Thus, we believe that selected bidder can also participate in the implementation (SI RFP) also since there is NO conflict in	Refer Amendment. The winning bidder shall not be restricted from appearing in the Technical Implementation Phase.



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			defining the scope of work, integrations, project timelines, solution specifications, PMO and evaluation of OEM/ RFP etc. Please clarify.	
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Sr No	RFP Document	RFP Page No	Para No.	Description		Indian Bank Response
1	GeM-Bidding-Data-Strategy-Consultant.pdf	5	#1 Generic	The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract	Kindly explain what qualifies contract quantity	Shall not be considered in context of this RFP.
2		4	#2 Hiring of Consultants	Deployment of Consultants - Onsite	Please specify the locations for deployment of our Consultants	Indian Bank Head office & Indian Bank Corporate office as required.
3		69	ANNEXURE-V	Non-Disclosure Agreement	Can the existing NDA signed with the Bank be leveraged for this RFP?	Separate NDA should be engaged.

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4	Qualification Criteria.pdf	3	#8 Bidders' Experience	#8: Bidders' Experience: At least one Public Sector bank in India or Private Sector Bank in India or Global Bank or Global Payment company having total business size of Rs. 1,00,000/- crore or above as on last fiscal.	Is the amount of 1,00,000/- Crore is overall Asset based value of the concerned party?	Total Business (Asset and liability) for banks & Total Amount of transactions carried out during the Year for payment company. Refer Amendment for revised qualification crieteria.
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5		3	#2 DOCUMENTS TO BE SUBMITTED	<p>DOCUMENTS TO BE SUBMITTEDa.</p> <p>Successful Completion Certificates or satisfactory relevant credential letters. ORb. Purchase Order/ Contract copy from the Bank / valid email communication from the client preferably from vertical head concerned</p>	<p>Details in evidences like PO, EL, SoW are generally in a format providing a summarized view of the work done which may not be suffice for effective evaluation. In such circumstances, can we request our Clients to publish the required details in an email on a need to basis during the evaluation phase. Will self-attestation work as a the last resort along with the respective PO? Also, sharing the exact operational details will be difficult due to confidentiality as the work undertaken is proprietary to the Client. Will it work if we could arrange few reference calls with concerned parties to explain the implementation details to the bank during the evaluation phase on need to basis?</p>	<p>Required documentary proof needs to be submitted, either on client letter head or e-mail communication as clarified in RFP</p>
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6	Scope of Work.pdf	2	#1 Purpose	Includes addressing challenges, interacting with various functional departments, and proposing solutions	It will help to know which all functional departments, bank is planning to engage during the assessment phase to understand the scope/requirements	Refer Addendum.
7					Has the bank embarked already on the Cloud journey so far?	Yes we have an established private cloud infra on premises.
8					What are the current challenges of the existing system?	Need to be identified and incorporated as part of project report as per scope of work.
9					During the assessment, will the bank be sharing the latest updated documents detailing the existing landscape including security setup, integrations, data flows, reports etc prior to start of the activity?	Bank will provide data landscape, source system integrations & existing security setup pertaining to MIS & Analytics to successful bidder.
10					Is it possible to share the current technical stack inorder to bring in our specific experts?	Refer Addendum.
11		3	#2 Key Deliverables		As we understand, the ask is to perform an assessment of the existing landscape and identify the gaps. Ideally, the gap analysis is effectively carried	The successful bidder should thoroughly assess the current Management Information System

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					<p>out post having a good understanding of the target state architecture. Is there a expectation that Deloitte Team will need to firm up the target state architecture as well during the assessment phase? If yes, will require active participation from both business & IT to get a clear view of the use cases that the bank is planning to implement and arrive at the technical stack, integration patterns, data architecture & ELT data flows accordingly. Also, the given timeframe of 30 days will not be suffice to carry out such an exhaustive exercise unless Bank shares thier understanding of the overall target architecture (conceptual) prior to the initiation of the assessment phase or extend the timelines so that Deloitte can assist the bank to arrive at a future state platform.</p>	<p>architecture, ETL processes, and Analytic models. They are required to engage in high-level discussions with stake holder departments on products and solutions used by banks in India or abroad and by payment companies for business enhancements, AI/ML-based solutions, and AI automation, as detailed in the Scope of Work. However, the recommendation towards target state must remain platform agnostic and vendor agnostic. Additionally, the vendor's responsibilities extends beyond what's explicitly mentioned here and will be as per the shared Scope of Work outlined in the Request for Proposal (RFP).</p>
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12					Will there be any onboarding of the vendor team on the existing platform? Will the vendor get access to the environments to evaluate/diagnose or run tools for capturing metadata to get a better view of the complexities & dependencies? Will the bank be publishing their preferred list of Tools or Services to be used in the target state prior to kick start of the assessment phase?	The focus of this engagement is data strategy preparation, analysis of existing Systems and target state recommendation, report should be platform & vendor agnostic.
13		3	#2. Phase 2 : Data Strategy and way forward	2. Perform a market scan and identify use case and analytical reporting requirements adopted by some of the top 8 domestic (4 public sector and 4 private banks) and 5 global banks.	Does the bank already have any pre-identified/preference list of areas that they want to emulate in terms of the use cases? Is there a vision statement that the bank has defined and currently pursuing?	To be carried out by successful bidder
14					Does the bank have any Cloud Service Provider preference?	No.

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15		4	#15	Define the ACoE and MIS organization and operating model and advantages disadvantages of the same.	Does this activity involves comparing ACoE & MIS setup and analyzing the current operation model? Are we supposed to prepare an Org chart to define the optimal hierarchy? Can the bank provide more details to help us get more clarity on this expectation?	Engagement is limited to benchmarking of existing systems. (Comparison should be made as per industrial standards and not between Analytics & MIS since both serve different purpose). Yes, Successful bidder shall propose optimal organizational chart as per SOW including benefits & justification.
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16		4	#8	<p>Phase 2: Data Strategy and Way Forward</p> <p>To design and define phase-wise implementation plan assigning measurable deliverables with Return on Investment (ROI) across the following:</p> <ul style="list-style-type: none"> o Different analytical models/ use cases o AI based automation related benefits. o Qualitative benefits from data availability across the Bank (upto branches) o Advantages of data self-service and consistency of data o Elaborate of advantages of auto report preparation 	<p>Would like to understand the kind of ROI which is expected through these initiatives? Many aspects are usually based on best practices/recommendations prevalent in the industry and is not quantifiable.</p>	<p>The central objective is to collaboratively explore and derive tangible Return on Investment (ROI) from the proposed initiatives. While aligning with industry best practices, we anticipate measurable outcomes, including enhanced cross-selling, upselling through analytical models, NBOs etc, and improved operational efficiency with AI-based automation.</p>
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17		4	#9 Advanced Analytics Experience:	<p>#9 Advanced Analytics Experience:To qualify for evaluation and marking, a bidder has to produce proof of having given consultation or having implemented, minimum 4 of the use cases specified below: 1. Fraud analytics2. Credit analytics3. Payment analytics4. Operations analytics5. Customer analytics6. Marketing analytics7. Cross sell / upsell8. Unstructured data analytics9. Real time data analytics</p>	<p>In the scenario of two different use cases addressed through a single client requirement, can we go ahead and still count them as distinct use cases or should we treat them as 1 only: For ex - Payment Analytics can be a part of the Credit Analytics as well. Similarly Unstructure Data Analytics can be a part of Customer Analytics at times.</p>	<p>Distinct use cases in specified areas need to be submitted to fulfill RFP clause.</p>
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18	Payment Terms.pdf	2	Payment Terms	Project kick-off, Module I sign-off and Module II sign-off	What are the payment terms from the date of invoice post sign-off (30/ 45 days)?	Upon sign off bank will take steps to clear payment as early as possible.
19	Request for Proposal (RFP)	2	Human Resource Requirements	Team Profile / Experience to be submitted	Is it fine if only the proposed project leadership team's (Eng. Partner, Domain Expert and Project Manager) details are shared for RFP response?	As Per RFP Terms.

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Sl. No	Query	Response
1	Please consider point number 8 (Bidders Experience) in the Prequalification Criteria document, which outlines the requirement for bidders to have experience in delivering Data and Analytics solutions to at least one bank. It is important to note that while Nu10 as an organization fulfils all eligibility criteria, we haven't directly delivered Data and Analytics solutions to a bank in India or outside India. Nevertheless, we have a proficient in-house team with extensive expertise in the banking domain, consistently delivering world-class data and analytics solutions. Would this factor disqualify Nu10 from participating in this RFP?	Adhere to tender terms.
2	In relation to point number 9 (Bidders Experience) outlined in the Prequalification Criteria document, Nu10, as an organization, possesses a team with a demonstrated history of successfully delivering diverse Business Analytics solutions, as stipulated in the specified criterion. It's noteworthy, however, that this experience does not extend to engagements with national and private banks. The question arises: does this absence of specific experience disqualify Nu10 from participating in this Request for Proposal (RFP)?	Adhere to tender terms.