

13.10.2016



Sub: Clarifications for Queries raised during Pre-Bid Meeting

Ref: RFP No. CO:Mktg/RFP/02/2016-17 dated 15.09.2016 – Implementation & Management of Bank's Loyalty Programme

Page No.	Clause No.	Point No.	Particulars from RFP	Remarks / Clarifications Sought	Indian Bank's Remarks
17	2.7.10	c.	Back-Up <ul style="list-style-type: none"> • Bidder should maintain Bank's data in secured dedicated servers and should have Disaster Recovery Site. • Bidder should submit Business Continuity Plan (BCP) to the Bank with timelines for recovery and renew availability of the services to customers. 	Is the bidder expected to set up a mirror database of the points posted against the respective bank customers at Bank's end. If yes, whether the cost of the same has to be built in the admin fee quoted in commercial bid.	The Bidder is to maintain a mirror database of the points posted against the respective bank customers at Bank's end. All costs are to be included in the quote as per the format in Commercial Bid.
63	Annexure-13	-	Commercial Bid-Bill of Material	Kindly clarify that while submitting the Rate (in Rs.) for Admin Fee per point, whether assumption has to be taken that only 1 point will be posted for every Rs.100 spent by the customer.	The Bidder may consider awarding of 1 point for every Rs.100 spent for the purpose of calculation of Admin Fee per point.