Response to Pre Bid Queries on RFP for Core Banking System Upgrade / Migration (Finacle 10.x Migration)

RFP No: IDBI / PCell / RFP / 2015-16 / 021 - Date: 20 October 2015

<table>
<tr><th>Sr. No</th><th>Page no.</th><th>RFP Clause no.</th><th>Existing clause Details</th><th>Clarification Sought</th><th>Bank's Response</th></tr>
<tr><td>1</td><td>7</td><td>Schedule of Activities and Events (7)</td><td>Date and Time of Opening of Technical Bids</td><td>Bidder request the Bank to give 4 weeks time post pre bid clarification for quality response submission</td><td>Refer Corrigendum III</td></tr>
<tr><td>2</td><td>9</td><td>Section1: Introduction
2.Overview
2.3</td><td>The Bank is also in the process to migrate and merge the existing Corporate Finance System with the Core Banking system (India Operations) along with Finacle 10.x migration as the new version of Finacle 10.x is having a module called Commercial Lending.</td><td>Bidder requests bank to provide detailed functional requirements expected from the Commercial Lending Module so as to assess product fitment, customization efforts etc.</td><td>Refer Corrigendum III
Annexure 9 - - Functionalities available in CFS (Custom Finacle7.x).</td></tr>
<tr><td>3</td><td>9</td><td>Section1: Introduction
2.Overview
2.5-a</td><td>Upgrade/migrate the Core Banking System of India and Dubai Operations from the current version of Finacle 7.0.25/7.4.10 respectively to Finacle 10.x.</td><td>Bidder requests bank to provide list of existing customizations on Finacle 7.x deployed with bank on top of the base Finacle 7.x product.</td><td>Approx no of customization are given in Annexure -2 , B1 and B2. High level break up for the same is furnished below.
Indicative Break up for Custom Menu options
<table>
<tr><td>Inquiry, Reports, Download options</td><td>940</td></tr>
<tr><td>Calling Interfaces</td><td>45</td></tr>
<tr><td>Upload, workflow and other process related menu options</td><td>525</td></tr>
<tr><td>Pre / Post load options</td><td>190</td></tr>
<tr><td>Total</td><td>1700</td></tr>
</table>
Indicative Break up for Custom Scripts
<table>
<tr><td>Scripts</td><td>3600</td></tr>
<tr><td>Mrt</td><td>1300</td></tr>
<tr><td>Sql</td><td>900</td></tr>
<tr><td>Com</td><td>1000</td></tr>
<tr><td>Exe</td><td>200</td></tr>
<tr><td>Total</td><td>10000</td></tr>
</table></td></tr>
</table>

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4	10	Section1: Introduction 2.Overview 2.5-d	Implementation of Oracle – Real Application Clusters (Oracle-RAC) solution in Finacle production Database at DC and DR to achieve better scalability and availability at Database layer.	Bidder requests bank to confirm if Oracle RAC exists for the current Finacle 7.x instances or this will be required to be implemented newly as part of the upgrade to Finacle 10.x	Oracle RAC is not implemented in the current version of Finacle 7.x. Bidder is expected to implement as part of the upgrade / Migration process to Finacle 10.x as per the RFP terms
5	10	Section1: Introduction 2.Overview 2.5-e	Provide business continuity by making available the necessary setup at 'Near DR' (here in after referred as 'NDR') and DR.	Bidder requests bank to confirm if NDR already exists or this will need to be implemented newly as part of Finacle 10.x upgrade.	NDR is already in place
6	10	Section1: Introduction 2.Overview 2.5-f	Provide necessary training to the Bank's team on the new version of Finacle (Finacle 10.x) along with the identified new add-on modules and also provide a training schedule and furnish training details as per the RFP requirements for training to the users of the bank as per Section – 5 (2.1.5: Functional and Technical Training and 2.7: End User Training).	Bidder requests bank to confirm if Training premises and facilities will be provided by bank for End user training.	Vendor has to provide necessary Infra for the End User Training. Refer corrigendum III.
7	10	Section1: Introduction 3.Eligibility Criteria / Preliminary Examination	Nil	Request to Bank is to kindly consider The Bidder criteria as Parent Company and its subsidiary to be eligible to participate in the RFP.	Refer Corrigendum III
8	10	Section1: Introduction 3.Eligibility Criteria / Preliminary Examination 3.3	Bidder should have minimum annual turnover of Rs.100 crores or above for the past three financial years 2012-13, 2013-14, 2014-15.	Request you to relax this clause as follows Bidder should have average annual turnover of Rs.75 crores or above for the past three financial years (2015-14, 2014-13, 2013-12)	No change in this RFP Clause

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9	11	Section1: Introduction 3.Eligibility Criteria / Preliminary Examination 3.6	Bidder should have successfully completed within last 10 years at least in two Banks end-to-end implementation of Finacle CBS (or) migration from legacy systems to Finacle CBS (or) version upgrade /migration of Finacle CBS from version (7.x to 10.x) (hereafter referred as "version migration") in banks in India with a minimum of 500 branches. At least one should be an end to end implementation of Finacle CBS. (Proof from the concerned bank in their letter head has to be submitted)	Request you to kindly amend the clause as follows: Bidder should have successfully completed within last 10 years at least in two Banks end-to-end implementation of Finacle CBS (or) migration from legacy systems to Finacle CBS (or) version upgrade /migration of Finacle CBS from version (7.x to 10.x) (hereafter referred as "version migration") in banks in India with a minimum of 500 branches.	No change in this RFP Clause.
10	11	Section1: Introduction 3.Eligibility Criteria / Preliminary Examination 3.7	Bidder should have successfully completed at least one implementation / migration of Oracle Real application clustering (RAC) in any Bank with database size of 1 TB or more.	Request you to kindly amend the clause as follows Bidder should have successfully completed at least one implementation / migration of Oracle Real application clustering (RAC) / SQL in any Bank with database size of 1 TB or more.	No change in this RFP Clause
11	11	Section1: Introduction 3.Eligibility Criteria / Preliminary Examination 3.10	The bidder can make consortium but cannot sub-contract the job to any other company or firm and the implementation for the Bank must be done by the employees of the consortium members only. Consortium agreement to be shared with the Bank clearly specifying the roles and responsibilities and services rendered. Prime bidder will be sole responsible for the entire project.	The bidder requests bank to allow sub contracting, however prime bidder will be responsible for the entire project	No change in this RFP Clause

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12	16	Section 3: Instruction to Bidders (ITB) 5.Bid Security (EMD)	The Bidder shall furnish, as part of its Bid, a Bid Security (EMD) amount of Rs.50,00,000/-(Rupees Fifty Lakhs only) in the form of Demand Draft / Bankers' Cheque/ Pay order drawn in favor of "IDBI Bank Limited" payable at Mumbai. Or With an equivalent amount of Bank Guarantee (BG) issued by a Scheduled commercial Bank (other than IDBI Bank) in lieu of DD towards EMD as per format given in Annexure 1 (Form –7(b)).The Bank Guarantee should be valid for a minimum period of 6 months from the date of opening of the Tender with a claim period of 3 months and renewal thereafter till the finalization of the successful vendor.	We wish to seek waiver of the Bid price submission and lower the BG amounts from 50 lacs to 25 lacs.	No change in this RFP Clause
13	21	Section 3: Instruction to Bidders (ITB) 19. Evaluation and comparison of Bids 1.6	The Bank may, in its absolute discretion, apply whatever criteria it deems appropriate in the selection of vendor, not limited to those selection criteria set out in this RFP document.	Request IDBI to freeze the selection criteria. Ambiguity in selection raises undue concerns.	No change in this RFP Clause
14	25	Section 3: Instruction to Bidders (ITB) 22. Notification of acceptance of Bid d) Performance Security	i) Within 7 days of the receipt of acceptance of Bid by the Bank, the successful Bidder shall furnish the Performance Bank Guarantee as per the format provided in Annexure-1 (Form-7). The Performance Bank Guarantee furnished by the Bidder shall be unconditional and irrevocable.	Bidder proposes that the PBG will be submitted within 15 days from the date of signing the contract as the process of PBG is initiated only after contract conclusion and signing.	Refer corrigendum III

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				Bidder requests to modify the clause to include that performance security can be invoked only for material breach after being given 30 days cure period, failing which Bank can invoke the Guarantee.	No change in this RFP Clause
			v) The Performance Bank Guarantee should be valid till 3 years from the project commencement date or one year from the date mentioned in the Acceptance Certificate whichever is later, with 90 (ninety) days claim period from the date of the expiry of the validity period.	1.Bidder requests to modify the clause to include that performance security can be invoked only for material breach after being given 30 days cure period, failing which Bank can invoke the Guarantee. 2.The contract term is 18 months and an additional three months of warranty support. The PBG will be valid only for the term of this contract. Bidder/vendor proposes that the PBG term be reduced from 3 years to 21 months.	1.No change in RFP 2.The total Project Period will be 3 years which includes 18 months of migration, 3 months warranty, 12 months of AMS and 3 months of cooling period.
15	29	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 4. Standard of Performance and Service Level Definition and Measurement a) Timeline and Penalty for delay in project implementation:	Penalty will be applicable for late delivery of the customized software where 0.5% of 'cost of the contract' will be deducted as penalty per week or part thereof for failure as indicated in the RFP with the maximum penalty of10% of 'cost of the contract'.	Request penalty for delay in project implementation to be capped at 5% of the value of affected deliverable.	No change in this RFP Clause related to Cap.
16	29	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 4. Standard of	The Finacle CBS system has to be up for at least 99.50%. The Finacle CBS is deemed to be up if the users are able to log into the system.	Please advise, uptime will be calculated based on working hours of the CBS and advise the relevant working business hours.	Uptime will be calculated based on 24/7 excluding the planned down time.

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		Performance and Service Level Definition and Measurement b) Penalty for downtime for Post implementation:	The uptime will be calculated on monthly basis and penalty will be charged as specified below	Please advise, whether the penalties mentioned in the table will be calculated on the monthly amount payable to vendor and deducted on the monthly payable amount of AMS and not entire contract value.	As per RFP terms, uptime will be calculated on monthly basis. And penalty will be calculated on the contract value of AMS and charged / deducted during the subsequent payment as per RFP payment terms.
			General	We request to have 1 month of penalty moratorium period after go-live of CBS.	No change in this RFP Clause
			Terms & Conditions of the RFP: 4. Standard of Performance and Service Level Definition and Measurement b) Penalty for downtime for Post implementation:	Request penalty for delay post implementation to be capped at 5% of the monthly invoice value.	No change in this RFP Clause
17	30, 34, 38, 89	Section 4 , Terms and Conditions of the RFP / Contract 6.Indimnity, 18. Statutory Requirements, 25 Representations and Warranties -(vii). Form 5. Deed of Indemnity	6) The Bidder / Vendor shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement including that on account of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad Annexure 1 (Form 5) - Deed of indemnity	There are several indemnity clauses in the RFP that creates inconsistency, therefore Bidder requests to modify the existing clauses to reflect the below: "The Indemnifying Party ("Bidder") shall defend (settle and/or pay damages awarded by the court) the Indemnified Party ("Bank") against any third party claims arising from the following: a. Claims for loss or damage to third party tangible property b. claim by any person in respect of bodily injury or death c. claims by any third party in respect of any IP infringement brought against or recovered from Indemnified Party by reasons of any act or omission of the Indemnifying Party, his agents or employees in the performance of the contractual obligation. The indemnification by Indemnifying Party shall be subject to Indemnified	No change in this RFP Clause

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				Party i) Notifying the Indemnifying Party promptly in writing of the claim in respect of which the indemnity applies in order to allow the Indemnifying Party the opportunity to investigate and defend the matter. ii) Agrees to cooperate in good faith with the Indemnifying Party at the request and expense of the Indemnifying Party; and iii) Giving the Indemnifying Party the right to defend and settle the claim, including any agreement relating to settlement; provided that settlement of claim shall not imposes any financial obligation on the Indemnified Party. iv)Duty to mitigate the loss In case of any Indemnity claim by third party related to bodily injury, death, tangible property, IPR Infringement the Indemnifying Party shall pay defense cost, settlement amount or court awarded damage. Both Indemnifying Party and Indemnified Party specifically agree that Indemnifying Party is not liable to the Indemnified Party for indemnification obligations under the agreements to the extent that the act or omission of the Indemnified Party or any of its agent or employee or subcontractor contributed to that breach which gave rise to a claim for indemnity. Indemnified Party also undertakes to take reasonable effort to mitigate the loss to Indemnifying Party as any	

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				reasonable person would do in similar circumstances.	
18	30	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 8. Delay in the Vendor's / Bidder's Performance (b)	Any delay by the Vendor / Bidder in the performance of its Contractual obligations, which the Bank shall in its sole discretion may adjudge, shall render the Vendor / Bidder liable to any or all the following sanctions: i. Forfeiture of its performance guarantee ii. Imposition of liquidated damages, and / or iii. Termination of the Contract for default	In the event of delay in the bidder's performance IDBI should first invoke the cure period provision proposed. If the delay remains uncured then Bank can invoke the above proposed LD in Cl. 4.4. Bidder requests for deletion of Cl 8 (b) (ii) & 8 (b) (iii) as the PBG can be invoked only for material breach remaining uncured even after 30 days cure period. Similarly, the termination of the contract shall be only for material breach after providing 30 days cure period.	No change in this RFP Clause
19	31	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 9. Payment Terms		We seek revision in the payment terms (for licenses and Implementation). Licenses - for the new modules upfront, Implementation: 40% advance, 30% against Training, BPD, 20% against 20% UAT sign off, 10% against Go Live.	No change in this RFP Clause

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				We would like to understand the mention of rollouts in the payment terms, as the migration is big bang approach /one time activity.	Rollout is 'Go Live' of the particular new licensed module / solution
				We wish to propose the Payment terms for the training to be capped with the schedule and not on a quarterly basis, We believe Bank would like to have a training conducted to all its employees before the Migration.	No change in this RFP Clause
				We wish to propose ATS payment terms to be in advance at the start of the ATS period	No change in this RFP Clause
20	31	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 9. Payment Terms A. Payment Schedule (A1 to A4and B1 & B3):	Software, Installation, Configuration, Customization, Implementation and Migration: i. 10% on completion of installation of new version and CSS ii. 20% on completion of DRG iii. 20% on completion of UAT-1 (Migration) iv. 20% on complete UAT-2 v. 20% on Post 'Go Live' vi. 10 % on completion of Warranty	Request payment terms to be changed to: 1). 15% on project initiation, detailed project plan submission and sign off 2).15% on completion of installation of new version and CSS 3). 20% on completion of DRG 4). 20% on completion of UAT-1 (Migration) 5). 20% on complete UAT-2 6). 10% on Post 'Go Live'.	No change in this RFP Clause
21	31	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 9. Payment Terms B. Payment Schedule (B2, B5,B9 and B10) :	Licensed Modules, Computer based training Module / Tool, Data Archival and purging solution and Application Performance Monitoring Tool i. 30% on delivery ii. 20% on completion of UAT iii. 40 % on complete rollout iv. 10 % on completion of Warranty	Request payment terms to be changed to: 1). 20% on project initiation, detailed project plan submission and sign off 2).30% on delivery 3).20% on completion of UAT 4).20% on completion of UAT-1 (Migration) 5). 10 % on complete rollout	No change in this RFP Clause

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22	32	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 10. Liquidated Damages	Liquidated damages	We understand that this clause is same as Section 4.a i.e. Penalty for delay in Project Implementation. Please clarify.	Penalty and liquidity damages are two different clauses. Refer corrigendum III.
				Request to review Liquidated damages and to be capped to lower percentages.	No change in this RFP Clause
				We wish to seek waiver on the penalty clauses. we will work with highest standards and best of practices and ability to honor the commitments with the Bank	No change in this RFP Clause
23	32	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 10. Liquidated Damages	Liquidated damages: (a) In the event of delay in performance of services, IDBI reserves the right to terminate the agreement at any time. d) IDBI / the Purchaser may without prejudice to its right to effect recovery by any other method, deduct the amount of liquidated damages from any money belonging to the Vendor in its hands (which includes IDBI's/ the Purchaser's right to claim such amount against Vendor's Bank Guarantee) or which may become due to the Vendor. Any such recovery or liquidated damages shall not in any way relieve the Vendor from any of its obligations to complete the works / service(s) or from any other obligations and liabilities under the Contract / Agreement.	If there is a delay in performance then the Vendor should be allowed to cure the breach/delay. IDBI should be allowed to terminate only if the delay/breach has not been cured/ addressed. Cure period should be thirty days from the date when the breach was notified to the Vendor/Bidder. LD should be imposed separately and not by withholding payments.	No change in this RFP Clause

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24	33	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 12. 'NO CLAIM' Certificate:	The Vendor shall not be entitled to make any claim, whatsoever, against IDBI, under or by virtue of or arising out of, the Contract / Agreement, nor shall IDBI entertain or consider any such claim, if made by the Vendor after he has signed a 'No Claim' Certificate in favor of IDBI in such forms as shall be required by IDBI after the works / Service(s) are finally accepted.	Vendor is not entitled to make any claim against IDBI by virtue of this Agreement. Vendor reserves its rights to make claims against IDBI for non-payment of fees, material breach of the terms of contract and to this extent shall not be able to sign the 'No claim' certificate.	No change in this RFP Clause
25	33	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 13. Survival:	a) Any provision of the Contract / Agreement which, either expressly or by implication, survive the termination or expiration of the Contract / Agreement, shall be complied with by the Parties including that of the provisions of indemnity, confidentiality, non-disclosure in the same manner as if the present Contract / Agreement is valid and in force and effect. b) The provisions of the clauses of the Contract / Agreement in relation to Documents, data, processes, property, Intellectual Property Rights, indemnity, publicity and confidentiality and ownership survive the expiry or termination of the Contract / Agreement and in relation to confidentiality, the obligations continue to apply unless IDBI / the Purchaser notifies the Vendor of its release from those obligations.	Bidder requests the Bank to make the survival of the indemnity provisions limited to only third party IPR infringement, specifically patent, trademark and industrial designs, claims.	No change in this RFP Clause

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26	34	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 19. IDBI Bank's / Purchaser's Right of Inspection and Periodic Audit:	IDBI / the Purchaser reserve the right to inspect and monitor / assess the progress of the Services at any time during the course of the Contract / Agreement. The Purchaser may demand and upon such demand being made, IDBI / the Purchaser shall be provided with any document, data, material or any other information, which it may require, to enable it to assess the progress of the Service(s). b) IDBI / the Purchaser shall also have the right to conduct, either itself or through another agency as it may deem fit, an audit to monitor the performance by the Vendor / Bidder of its obligations / functions in accordance with the standards committed to or required by IDBI / the Purchaser and the Vendor / Bidder undertakes to cooperate with and provide to IDBI / the Purchaser / any other agency appointed by the Purchaser, all documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit / assessment would need to be rectified by the Vendor / Bidder failing which IDBI / the Purchaser may, without prejudice to any other rights that it may have, issue a notice of default.	There is no prior notification process in order to invoke audit rights. IDBI should ideally provide Vendor prior notice of its audit. IDBI to clarify if prior notice will be provided and the time frame as well. Such audit shall be conducted in a manner that causes minimum business interruptions.	No change in this RFP Clause

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27	35	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 20.Insurance to be taken out by the bidder	Insurance coverage to be maintained by the Vendor	Bidder proposes that it shall take all such necessary insurances as required under applicable laws. No project specific insurances can be taken. However, the transit insurance shall cover only till the delivery of products to the customer's premises.	No change in this RFP Clause
28	35	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 21. Contract Prices a	The quoted prices shall be all exclusive of all applicable taxes, duties. There will be no price escalation during the contract period and any extension thereof.	The term of the agreement is 18 months plus 3 months of warranty support and the term may be extended on mutually agreed terms. The payments are made on a milestone basis Bidder requests that any extension of the agreement should allow for price escalation and to that extent this restriction should be removed from Section 21 a). Any change in the scope will be as per change management process and mutually agreed price.	No change in this RFP Clause
29	36	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 21. Contract Prices c	The prices stated, shall remain valid for the contract period. Bank may give orders for additions at the same price. Any reduction in prices due to the principal reducing the prices, reduction in duties, taxes etc., by the Government, shall be passed on to the Bank during the validity period.		No change in this RFP Clause
30	40	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 27. Termination a	IDBI / the Purchaser may, terminate the Contract / Agreement by giving the Vendor / Bidder a prior and written notice of 2 (Two) months indicating its intention to terminate the Contract / Agreement under the following circumstances:	The Vendor has no rights to terminate the contract. The termination rights should be mutual and identical for both parties. Bidder requests for deletion of S. 27 (a) - Terminations for convenience right.	No change in this RFP Clause
31	41	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 27. Termination c	Termination for Default: IDBI / the Purchaser, without prejudice to any other right or remedy for breach of Contract, by a written notice of default sent to the Vendor / Bidder, may terminate the Contract / Agreement in whole or in part.	Section 27 (c) : Bidder requests to modify the clause to include that any termination will happen only for material breach after being given 30 days cure period, failing which Bank can invoke the termination	No change in this RFP Clause

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32	41	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 27. Termination d	Termination for other than Default: IDBI Bank / the Purchaser, without prejudice to any other right or remedy and without assigning any reason, may at its sole discretion, serve upon the Vendor / Bidder a written notice of 30 (thirty) days, indicating its intention to terminate the Contract / Agreement and may terminate the Contract / Agreement in whole or in part	Bidder requests to delete the clause as this is termination for convenience	No change in this RFP Clause
33	42	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 28. Consequences of Termination (c)	Where the termination of the Contract / Agreement is prior to its stipulated term on account of a default on the part of the Vendor / Bidder or due to the fact that the survival of the Vendor / Bidder as an independent corporate entity is threatened/has ceased, IDBI/ the Purchaser shall pay the Vendor / Bidder for that part of the Service(s) which have been authorized by IDBI/ the Purchaser and satisfactorily performed by the Vendor / Bidder up to the date of termination, without prejudice to any other rights, IDBI / the Purchaser may retain such amounts from the payment due and payable by IDBI / the Purchaser to the Vendor / Bidder as may be required to offset any losses caused to IDBI / the Purchaser as a result of any act / omissions of the Vendor / Bidder. In case of any loss or damage due to default on the part of the Vendor / Bidder in performing any of its obligations with regard to executing the Service(s) under the Contract / Agreement [as laid down in the Service Level Requirements	Bidder requests to amend this clause to state that Bidder will be paid based on acceptance of services/deliverables per the acceptance criteria. Also, please delete set off and withholding requirements.	No change in this RFP Clause

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			Annexure-3,] the Vendor / Bidder shall compensate IDBI /the Purchaser for any such loss, damages or other costs, incurred by IDBI / the Purchaser. Additionally, the sub Vendor / Bidder / other members of its team shall continue to perform all its obligations and responsibilities under the Contract / Agreement in an identical manner as were being performed hitherto before in order to execute an effective transition and to maintain business continuity. All the permitted third parties shall continue to perform all / any functions as stipulated by IDBI / the Purchaser and as may be proper and necessary to execute the Service(s) under the Contract / Agreement in terms of the Vendor's / Bidder's bid and the Contract / Agreement.		

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34	42	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 28.Consequences of Termination (d)	Nothing herein shall restrict the right of IDBI / the Purchaser to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and / or remedies that may be available to IDBI / the Purchaser under law or otherwise.	Please delete this clause to reflect that IDBI should as a first option invoke the 30 days cure period. Invoking all the guarantees puts the Vendor in an inherently disadvantageous position since the actual loss may not be commensurate with the total value of all the guarantees and in fact the actual loss may be lesser than the total value of all the guarantees.	No change in this RFP Clause
35	42	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 28.Consequences of Termination (f)	In the event of termination of this Contract / Agreement for any reason whatsoever, IDBI Bank shall have the right to publicize such termination to caution the customers / public from dealing with the Vendor / Bidder	Section 28 (f) - Bidder requests for deletion of this clause.	No change in this RFP Clause
36	43	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 35. Time Limit for the Commencement of Work	Time limit for commencement of work shall be one (1) week from the date of issuance of purchase order.	Bidder requests to modify the clause to state that the commencement of work will be post contract signing as agreed in the SOW by the parties.	No change in this RFP Clause
37	45	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 39. Warranty a	The Bidder / Vendor will provide 3 Months warranty from the date of issuance of Acceptance Certificate (Go Live) accompanied with necessary onsite resources for the project implemented. Any defects / bugs noticed in the migrated/implemented applications shall be reworked and / or replaced by the Bidder / Vendor with defect-free components free-of-cost.	Any software patches/upgrades will be at additional cost to Bank.	No change in this RFP Clause

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38	45	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 39. Warranty f	The Bank shall notify the Vendor of any claims arising under this warranty. If the Vendor / Bidder, having been notified, fails to remedy the defect(s) within a timeframe specified in the Service Level Requirements in Annexure-3, the Bank shall proceed to take such remedial action as may be necessary, at the Vendor's / Bidder's risk and expense and without prejudice to any other rights which the Bank may have against the Vendor under the Contract or applicable laws or in equity.	Bidder requests that the risk purchase right under this clause will be invoked only after providing 30 days cure period to Bidder and will be capped at 10% of the affected deliverable.	No change in this RFP Clause
39	45	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 40. User Acceptance Test and Quality Check	The User Acceptance Tests, which shall involve testing of the entire set-up including the hardware, and its integration with application software and within the time limit prescribed by the Bank with live and test data shall be conducted by the Bank. The User Acceptance Test must be completed to the satisfaction of the Bank, within a time frame specified by the Bank.	There is no acceptance criteria defined in the clause and the Business/Operations is requested to define parameters of acceptance. The time frame for completion of acceptance testing is not specified.	Details of acceptance criteria and the time frame will be mutually agreed with the successful bidder.
40	46	SECTION 4: TERMS AND CONDITIONS OF THE RFP / CONTRACT 41. Migration	Time is the essence of this Contract / Agreement and entire project should be completed within 18 months from the date of issuance of Contract. A tentative schedule for project implementation has been provided under Section 5, Clause 9: Schedule, which can be used as reference / guidelines.	Any delay might constitute material breach and may result in termination of the contract. Further, there are remedies which are already mentioned in the agreement for any delay. Hence it is proposed that this clause be struck out/deleted.	No change in this RFP Clause

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41	47	Section 5: Scope of Work 1. Broad Scope a. Overview	The necessary hardware sizing recommendations for the proposed migration as well as new add-on modules being procured need to be provided by the Bidder. The Bank will decide whether to map the same with the existing hardware or if necessary procure the same, if need arises.	Request bank to provide following details: 1. Current Number of Finacle users 2. Peak Financial Transactions in a Day 3. Peak non financial transactions in a day 4. Peak TPS 5. Growth projection of TPS and Transactions in the period 18 months+3 months+12 months (33 months/3 years)	The Details will be provided to the Successful bidder.

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Sr. No	Page no.	RFP Clause no.	Existing clause Details	Clarification Sought	Bank's Response
42	47, 50, 54, 58	Section 5: Scope of Work 1 Broad Scope (a) Overview 2 Scope Details 2.2.4. Existing Interfaces of Finacle Core (India / Dubai Operations / CFS) 2.10 Application Performance Monitoring Tool 6. Deliverables: a) Finacle 10.x Upgrade / Migration	a) The necessary hardware sizing recommendations for the proposed migration as well as new add-on modules being procured need to be provided by the Bidder. The Bank will decide whether to map the same with the existing hardware or if necessary procure the same, if need arises. 2.2.4) The Bidder has to Supply, install, customize, implement, train, rollout and maintain the interfaces including supply of the necessary hardware infrastructure, tools necessary for the functioning of the interface. 2.10: Bidder is required to identify and deploy an automated application monitoring tool for CBS Application. In future, if the Bank desires to extend this facility to other application, then tool should be compatible to extend for other applications available in the banks environment. 6.a.1)Bank will arrange for the hardware / software / network based upon Infosys Server and Database capacity planning recommendations. All the necessary hardware, Software and network installations and Maintenance.	Bidder requests bank to confirm if bidder is to quote for Hardware required for the Data Archival solution or only provide Hardware sizing, and bank will provide hardware. Bidder requests bank to confirm whether bidder is to provide Hardware sizing only or propose Hardware required for Interfaces and SOA infrastructure.	The successful Bidder is expected to provide only the sizing recommendations.
43	47	Section 5: Scope of Work 1. Broad Scope	iv). Oracle RAC Implementation (DC, DR & NDR).	Oracle RAC solution is mandatory or bidder allowed to offer in Oracle in HA? (Active-Passive)	No change in this RFP Clause

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		b) Scope of the Service(s)	v). Providing application maintenance and support services for 12 months post Warranty period.	The term of contract is 33 months (18+3+12). Please confirm	The total Project Period will be 3 years which includes 18 months of migration, 3 months warranty, 12 months of AMS and 3 months of cooling period
			x) Bank will carry out Load/Performance/Stress testing of the upgraded/migrated version of Finacle /add-on applications to test the scalability of the applications as per the projected volumes. Bidder has to provide all required end to end support (including Application, OS, Database, middleware, etc.) to carry out the successful testing with the vendor identified by the Bank.	Bank to share the projected volumes and period of projections for all the three instances.	Required details will be shared to the successful bidder.
				Database for Load/Performance testing is to be made ready by the Bidder. We believe that all Hardware and DB/OS/Storage related services will be provided by bank. Please confirm.	Refer Section 5, 1 b x. For Hardware the bidder is expected to provide only the recommendation.
44	47	Section 5: Scope of Work 2. Scope – Details: 2.1. Finacle Version upgrade (Migration to new version 10.x) and data migration.	The Bank is currently having the following Finacle versions operating in a centralized mode from its Data Centre (DC) at Belapur, Navi Mumbai. Main Scope of this project would be to upgrade Finacle core banking (India & Dubai operations) to Finacle 10.x independently and to migrate and merge the Finacle CFS (Corporate Finance System) with its Finacle CBS (India operations).	DC is located at Belapur Navi Mumbai Request to please clarify where the DR site is located and if there is any current redundancy setup	DR is at Chennai and NDR is at Mumbai
45	47	Section 5: Scope of Work 2. Scope – Details:	Scope	We believe that all the licenses for Finacle upgrade from 7 to 10.x will be procured by Bank for all the modules that are provided by Infosys for the three instances in scope.	Bank is having licenses for the existing users for all the modules of Finacle 7.x . Bidder is expected to implement all the new licensed modules mentioned in RFP -Annexure 2A , Refer corrigendum III for change in Annexure 2

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				We believe that Hardware and all platform related software's (Operating system, RDBMS, Real application cluster, Middleware (WAS, Weblogicetc)) are being procured by Bank directly and vendor need not factor for it in their solution.	The successful Bidder is expected to provide necessary recommendation only
46	47/48	Section 5: Scope of Work 2. Scope – Details: 2.1. Finacle Version upgrade (Migration to new version 10.x) and data migration.	CBS (India and Dubai) and CBS (Corporate Finance) is running on AIX with Oracle	RFP mentions use of existing infrastructure ...Request to please confirm the inventory of the current hardware detailing hardware and DB configuration. This will help us to appropriately size the solution	Required details will be shared to the successful bidder.
47	48	Section 5: Scope of Work 2. Scope – Details: 2.1. Finacle Version upgrade (Migration to new version 10.x) and data migration. 2.1.1. Finacle Core (India Operations) to Finacle 10.x	Existing Finacle CBS 7.0.25 should be upgraded / migrated to Finacle 10.x (latest certified dot version) with Single Sign on, CIF and Signature verification System.	Separate Sizing/solution needs to be provided for India & Dubai operations Finacle instances. Please confirm.	Both are separate migration in different servers, It requires separate sizing.
48	48	Section 5: Scope of Work 2. Scope – Details: 2.1. Finacle Version upgrade (Migration to new version 10.x) and data migration. 2.1.2. Finacle Core (Dubai Operations) to Finacle 10.x	Existing Finacle CBS 7.4.10 should be upgraded to Finacle 10.x (latest certified dot version) with Single Sign on, CIF and Signature verification System.	Dubai operations CBS instance also hosted in India only. Please confirm.	All the servers are located in DC in India.

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Sr. No	Page no.	RFP Clause no.	Existing clause Details	Clarification Sought	Bank's Response
49	48	Section 5: Scope of Work 2. Scope – Details: 2.1. Finacle Version upgrade (Migration to new version 10.x) and data migration. 2.1.4. Hardware Sizing	The Selected Bidder shall provide the hardware sizing, duly certified / approved by the OEM Vendor of the Finacle CBS (Infosys), based on the projections provided by the Bank.	Bank needs to provide volume projections.	The Details will be provided to the Successful bidder.
50	49	Section 5: Scope of Work 2. Scope – Details: 2.1. Finacle Version upgrade (Migration to new version 10.x) and data migration. 2.1.5. Functional and Technical Training	iv. Other trainings can be provided at Bank's premises at Belapur, Navi Mumbai once the training server is installed and pilot migration is successfully over.	For the training to be delivered at your bank, please answer the following questions 1. How many training centers/rooms does your bank have 2. Are the training centers/rooms in different cities or in the same city? 3. What is the capacity of each of these training rooms? 4. Do you have a system at each desk in the room, connected to the Finacle server? 5. Is each training room equipped with an overhead projector and a white board?	Necessary infrastructure is available for the Core Team training in the Bank's Training center at Belapur , Navi Mumbai
			Sr. No. Training Type No. of days Batch Trainees 1 Core Team Training–Functional 4 Weeks 3 30 2 Core Team Training–Technical 2 Weeks 2 30 3 Executives awareness 2 days 2 30	We wish to know if bank is flexible over the number of training days mentioned here. Is it ok, if we propose the timelines? We would need further details to come to these numbers as requested in the clarifications further.	Refer Corrigendum III

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			i. Functional training for three batches with a maximum of 100 resources (in total) have to be given in Finacle10.x version which should include the new modules which would be procured by the bank through this RFP. ii. Technical training for two batches with a maximum of 66 resources have to be given in Finacle 10.x which should include the new modules which would be procured by the bank through this RFP.	Name the different modules for which you want the course/s to be designed. For example, it can be CASA/TD/CC&OD/Retail Loans/Corp Loans/Payments/Trade Finance etc…. Please list the processes that your end users perform under each module. Please state the number users that need be trained for each module.	Details will be shared to the successful bidder
			iii. One Functional and one Technical training should happen prior to the commencement of DRG phase at OEM's premises so that the core team of the bank can have familiarity of Finacle 10.x well before the commencement of the migration project.	We assume that there will be maximum of 100 resources for Functional and 66 for Technical	Refer Section 5 - 2.1.5 - I,ii
			Training	Training given in Table 2.1.5 and the subsections in 2.1.5, are these repetitive trainings or additional trainings? EAP does not appear in subsections, but pre-DRG training is mentioned. Trainings in Table to be provided by OEM, is training in subsection also to be provided by OEM?	Explanation is provided in the sub sections for the table given in 2.1.5
51	49	Section 5: Scope of Work 2. Scope – Details: 2.1. Finacle Version upgrade (Migration to new version 10.x) and data migration. 2.1.6. DR site and	a) Bidder / Vendor should carry out the deployment of the application / DB in DR and NDR as applicable.	Please provide the location details of DR & NDR	DR - Chennai NDR - Mumbai
				Please suggest the RPO/RTO expected?	Existing RPO/ RTO are to be Maintained, The details will be shared with the successful Bidder
				NDR is required to have only the storage replication and No CBS solution (CBS servers) required from NDR. Please confirm	NDR - Mumbai will have only the Storage Replication.

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		NDR setup support		DR solution can be standalone and NO High Availability (HA) required including Oracle RAC. Please confirm	Oracle RAC needs to be implemented in Both DC and DR.
52	49	Section 5: Scope of Work 2. Scope – Details: 2.2. Customization Retrofits and Interface Porting. 2.2.1. Existing customizations of Finacle Core (India Operations)	Retro fitting of all existing customization items of Finacle 7.0.25 (India Operations) as on the date of commencement of Requirement Gathering phase of the migration to the new Finacle 10.x (India Operations)	Bank need to share the list of existing customizations of Finacle India Operations as on date along with SRS/BRD and relevant documentations as on to understand the Current Customization Scope.	The Details will be provided to the success full bidder and bidder is expected to make necessary documentation. High Level classification are given in response to point no 3
53	49	Section 5: Scope of Work 2. Scope – Details: 2.2. Customization Retrofits and Interface Porting. 2.2.2. Existing customizations of Finacle Core (Dubai Operations)	Retro fitting of all existing customization items as on the date of commencement of Requirement Gathering phase of the migration to the new Finacle 10.x (Dubai Operations)	Bank need to share the list of existing customizations of Finacle Dubai Operations as on date along with SRS/BRD and relevant documentations as on to understand the Current Customization Scope.	The Details will be provided to the success full bidder and bidder is expected to make necessary documentation
54	49	Section 5: Scope of Work 2. Scope – Details: 2.2. Customization Retrofits and Interface Porting. 2.2.3. Existing customizations of Finacle CFS	Retro fitting of all existing customization items of Finacle CFS as on the date of commencement of Requirement Gathering phase of the migration to the new Finacle 10.x (India Operations) under CLA module	Bank need to share the list of existing customizations of Finacle CFS as on date along with SRS/BRD and relevant documentations as on to understand the Current Customization Scope.	The Details will be provided to the success full bidder and bidder is expected to make necessary documentation.

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55	49	Section 5: Scope of Work 2. Scope – Details: 2.2. Customization Retrofits and Interface Porting. 2.2.4. Existing Interfaces of Finacle Core (India / Dubai Operations / CFS)	The interfaces required for the Solution need to be sized, designed, developed, tested, installed, implemented and maintained by the Bidder, during the contract period, meeting fully the functional, technical, integration and interfacing requirements. The Solution should enable all currently specified interfaces as well as allow for introduction of new interfaces/channels as the case may be.	Bank need to share SRS/BRD and relevant documentations of existing interfaces mentioned in Annexure 8 to understand the Current interface Scope.	The Details will be shared to the successful bidder.
			Interfaces	Please confirm that Bank will take ownership for all Interfacing systems (other than CBS) and interface changes required at their end, including testing and porting to Production on other system's end.	Bidder is expected to take care of interfacing /integrating the Interfaces at CBS side . Bank will provide necessary liasoining with the third party vendor , if any.
56	51	Section 5: Scope of Work 2. Scope – Details: 2.3. Installation, Integration and Implementation of new modules / Add-on Applications. 2.3.2. Technical Modules	2.3.2.1. Single Sign on	a. We presume that Bank already have Single Sign On solution and bidder expected to only integrate it with application. Please confirm b. Please provide the details of Bank's existing Single Sign On solution	Finacle SSO is to be implemented by the bidder as per RFP section 5, sub section 2.3
57	52	Section 5: Scope of Work 2. Scope – Details: 2.5. Application		L2 resources deployment and its payments will be in advance to ensure quality resources and committed duration	No change in this RFP Clause

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		Maintenance, Support Services (AMS)	2.5.2 Application maintenance would include installation, re-installation, troubleshooting, performance tuning, performance monitoring, applications of patches, bug fixing, improvements in presentation and / or functionality and others within a duration mentioned in Service Level Agreement for the extended period.	During AMS installation, re-installation, performance tuning, performance monitoring, patch application is done by bank's team and bidder only supports during issues. Please let us know if this understanding is correct and the expectation from bidder is to support bank's team in case of issues during installation.	Refer Corrigendum III
			2.5.7. The support coverage would be limited to the Finacle 10.x suite of products (Finacle Core, CRM, SSO, SVS etc) including the interfaces and new licensed modules that would be implemented as part of the proposed Finacle 10.x migration / version upgrade and the customizations that have been done as part of this project	Is Bidder expected to provide the Infrastructure support for the proposed HW, OS, DB. Middleware Or Bank will take care of the same? Or Only AMS is in scope .Please confirm	Bidder is expected to provide only for AMS services for Finacle 10.x suit of products as well as new licensed modules as per the RFP terms
			2.5.8. Upon intimation of the issue from the IDBI help Desk Team, the AMS / L2 Support Team would analyze the issue.	We presume that Helpdesk services (Call logging/First call resolution) are out of scope for bidder and bank will take care of the same. Please confirm	Bidder is expected to provide L1 Support as per Section 5 (2.8) for 1 week from Go Live.
58	53	Section 5: Scope of Work 2. Scope – Details: 2.6. Computer Based Training (CBT)	2.6.4. The solution should be integrated with the learning management system of the Bank.	Bidder will develop the CBTs compatible to the learning management system of the Bank. We will however receive the required support from the bank LMS team to make the courses compatible and integrate it smoothly. All the learning management system administration related activities will be handled by bank.	Bidder is expected to provide support for integration of CBT with LMS

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			2.6.5. It should be possible operate the CBT in both offline mode (by distribution in CDs) and also in on-line mode through centralized deployment.	We assume the CBT offline versions will not have features of tracking user's progress or recording the user's score from evaluation test. Please confirm.	Tracking user's progress feature can be made available in online version
			2.6.6. The content should SCORM complaint.	Its mentioned that content should be SCORM compliant. We assume it to be SCORM 1.2 compliant specifically.	The content should be compliant to SCORM 1.2 or latest.
			2.6.7. The look and feel of CBT should be as per Bank's standards	Any IDBI branding specific details to be added in the courses will be provided by bank. For example, Logo, branding-guidelines and any specific images or graphics.	Necessary details will be shared to the Successful bidder
			2.6.8. CBT should have both audio and video interactive solutions.	The courses will have audio and video. For audio, we have an option of integrating the machine recorded audio (text-to-speech) or human recorded audio from professional talents. Please let us know your preference.	Human recorded audio from professional talents is expected.
				By videos we assume it to be more of the simulations and process demonstrations. Besides the Finacle simulations/ demonstrations, if there are any specific videos to be embedded in courses, bank will provide the same. Please validate our understanding.	Bidder is expected to do detailed requirement gathering at the time of commencement of the project as per the RFP terms
59	53	Section 5: Scope of Work 2. Scope – Details: 2.7. End User Training	2.7.1. Bidder should provide training to all the existing users (approximately 15000) on the implemented/migrated version of Finacle 10.x.	Where will the end users be trained? Will this be in bank premises?	Refer Corrigendum III.

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<table>
<tr><th>Sr. No</th><th>Page no.</th><th>RFP Clause no.</th><th>Existing clause Details</th><th>Clarification Sought</th><th>Bank's Response</th></tr>
<tr><td></td><td></td><td></td><td>2.7.2. The users can be categorized into three categories viz. Front Office Users, Back Office Users and Trade Finance Users.</td><td>Please list all the different roles in the bank that will need to perform tasks on Finacle.
Please list the Finacle processes that each of these roles perform.
Please state the number of users in each role that need to be trained.</td><td>Bidder has to conduct end user training customized to meet the requirements of Back office users, Corporate Banking Users, Trade Finance Users and Other Retails Banking Users. The Content of these training have to be finalized in consultation with the Bank's team during the Implementation. The High level breakup of various types of users is given in the table Further details will be shared to the successful bidder.
Break up for Users (approx)
<table>
<tr><td>Back Office Users</td><td>500</td></tr>
<tr><td>Corporate Users</td><td>900</td></tr>
<tr><td>Trade Finance User</td><td>700</td></tr>
<tr><td>Other Retail users</td><td>14200</td></tr>
<tr><td>Total</td><td>16300</td></tr>
</table></td></tr>
<tr><td></td><td></td><td></td><td>CBT</td><td>The courses will be developed in English. Please specify if there is a requirement to translate these courses into any other languages.</td><td>Bidder is expected to provide the module in English and Hindi</td></tr>
<tr><td></td><td></td><td></td><td>NA</td><td>Will the trainees be available for training for the full day?</td><td>Trainees will be available as per the banking hours during the decided training period</td></tr>
<tr><td></td><td></td><td></td><td>NA</td><td>Are the participants acquainted with the earlier versions of Finacle?</td><td>Users are already working in Finacle 7.x</td></tr>
<tr><td>60</td><td>54</td><td>Section 5: Scope of Work
2. Scope – Details:
2.8 Go Live Support to the Branches</td><td>2.8.1. Bidder should provide 'Go Live' support to all the Branches through Bank's regional centers (Approx. 60) PAN India for a week from the day of 'Go Live'.
2.8.2. Each Regional Centre should be provided with minimum of 3 support person.</td><td>Generally this support can be done from the data center itself and perhaps some critical/ High Volume/regional HQ branches etc.
What is Expectation from Bank on Go Live Support? This can be also handled by the bank users who have undergone end user training</td><td>No change in this RFP Clause</td></tr>
</table>

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61	54	Section 5: Scope of Work 2. Scope – Details: 2.9. Data Archival & Purging Solution	Currently, the bank has not deployed any archival solution.	When is the bank expected to implement the database archival solution	Before Go Live of Finacle 10.x
			The data has to be retained in the bank's production environment for period defied by bank policy and remaining data shall be archived.	a) What is the total size of the production database b)What is the size of the TBAADM schema in Production database	Necessary details will be shared to the Successful bidder
62	54	Section 5: Scope of Work 2. Scope – Details: 2.10. Application Performance Monitoring Tool:	Bidder is required to identify and deploy an automated application monitoring tool for CBS Application. In future, if the Bank desires to extend this facility to other application, then tool should be compatible to extend for other applications available in the banks environment. · Tool should have the facility to configure various parameters and set their threshold limit with tolerance · Tool should generate pro-active alerts whenever the performance of the application is lower / higher than the defined levels, peak load conditions. · Dash board for monitoring various performance parameters	Does Infosys (OEM) have to certify proposed APM solution?	Bidder is expected to provide APM solution certified by OEM vendor of CBS
				How many minimum installations should proposed APM solution have for Finacle 10 environment?	It should be implemented in DC and DR
				How many numbers of branches APM should support?	The APM solution should not depend upon number of branches as monitoring is needed at centralized location at DC/DR
				Should APM solution be able to monitor Finacle CBS transaction/menu SLA's which include their response times in application environments within the data center & at branch level?	Bidder is expected to provide the APM solution to monitor the performance of the end to end transactions, which includes all under lined components like Application ,servers, Os , DB etc.
				Should APM solution be able to track Finacle transaction/menu with user ID?	Bidder is expected to provide the APM solution to monitor the performance of the end to end transactions, which includes all under lined components like Application ,servers, Os , DB etc.
				Should APM have out-of-box capabilities to monitor Finacle services monitoring at various levels, such as Finacle Application server (C++ Services), Uniser, CDCI, etc..?	Bidder is expected to provide the APM solution to monitor the performance of the end to end transactions, which includes all under lined components like Application ,servers, Os , DB etc.

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				Should APM have support to monitor Finacle services performance or only availability is needed?	Monitoring of Finacle services includes performance as well as availability.
				Should APM solution be capable of validating SLAs both at transactions & infrastructure components like Servers, OS, Web Servers, Databases & Middleware Technologies?	Functionality is required.
				Should APM solution automatically set and adjust SLA thresholds dynamically for selected important KPIs of key infrastructure component - like Web Server, App Server, DB Server, etc. - KPIs based on application load using behavior learning techniques? The load could constitute a combination of real user transactions, Message Queues, Web Calls etc.	Functionality is required.
				Should APM solution provide pro-active SLA violation alerts (early warnings) much before peak threshold conditions are hit for Finacle transactions being validated?	Functionality is required.
				Should APM solution have feature to add environment/application specific custom KPI for monitoring?	Functionality is required.
				Should APM solution have option to configure alerts with multiple severities and frequency based on multiple threshold values of same KPI with a suppression time for alert notification?	Functionality is required.

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				Should APM solution have multilevel escalation matrix for alert notification in adherence to organization's policy of SLA?	Functionality is required.
				Should APM trigger forensic actions based on alert generated?	Functionality is not required.
				Should APM trigger remedial actions based on alert generated?	Functionality is not required.
				Should APM solution be capable to monitor itself and alert if any of the critical service is not working which can impact monitoring / Correlating SLA or alerting of any configured business applications?	Functionality is required.
				Bank will procure the additional licenses for the future application monitoring requirements, Please confirm	Bidder is expected to procure and provide license for the APM tool for Finacle and related applications.
				Please provide the details of bank's existing helpdesk & server, DB monitoring tools which bidder can leverage or bidder expected to provide the same? Please confirm	Necessary details will be shared to the successful bidder.
				Is bidder expected to manage the application monitoring tool as part of AMS or Bank existing bank team will take care of the same?	Bidder is expected to handle the monitoring during the contract period till the end of AMS period. Post AMS period , bidder will handover the same to Bank's team
63	54	General	Monitoring	Please confirm if we need to propose infrastructure monitoring tools? Are there already monitoring tools available with the bank on the existing infrastructure that can be leveraged	Bidder is expected to provide the APM solution to monitor the performance of the end to end transactions, which includes all under lined components like Application ,servers, Os , DB etc.

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64	55	Section 5: Scope of Work 3. System &Security Audit:	System &Security Audit:	Please confirm that all the security equipments, their configuration and changes are out of scope of this RFP, whether they are for Internet or Intranet. Only CBS application level security and database inherent security is in scope.	Bidder is expected to comply with the security / Audit requirements for CBS Application and it is migration process as per the RFP terms.
65	56 / 57	Section 5: Scope of Work 5. Other important points to be noted by the bidder:	5.8. Successful bidder will be solely responsible for any delay in integration with Bank's business applications. Port application in production environment.	Since integration with Bank's business applications also involve other vendors, a delay in providing the required data, etc. by these vendors can delay the integration. Thus the bidder should not be held solely responsible for other vendors delay. Kindly confirm.	Bidder is responsible for the delay in their part of work.
			5.17. The Bidder has to provide all customization source codes and Documentation to the bank. The relevant IPR related to customization will be with Bank.	This requirement needs the concurrence of OEM. Hence request the bank to directly get the confirmation of OEM (Infosys) instead of the bidder for the same.	This RPF is for customization and Migration to Finacle 10.x. The SI is responsible for the Handover of the IPR related to bank specific customization.
66	58	Section 5: Scope of Work 6. Deliverables: a) Finacle 10.x Upgrade / Migration	Should take care of providing the training to the Core Team as per the scope.	Kindly clarify who should take care of training to the Core Team. Is the Bidder supposed to give the training or the OEM.	Refer to RPF.
67	58	Section 5: Scope of Work 6. Deliverables: a) Finacle 10.x Upgrade / Migration 1 . Server and Database Capacity Planning	Bank will arrange for the hardware / software / network based upon Infosys Server and Database capacity planning recommendations. All the necessary hardware, Software and network installations and Maintenance	Bank will procure the required proposed HW and AMC/ATS is out of scope for bidder. Please confirm	Bidder is expected to provide only the sizing.
				Bank will provide all required Network & security devices like switch, router, firewall, IPS, Antivirus, VA/PT for the proposed environment and management of the same is out of scope for bidder. Please confirm.	Bank will provide as well as manage all required Network & security devices.

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				DC/NDR and DR LAN cabling is out of scope for bidder and Bank will take care of the same . Please confirm	DC,DR and NDR are in place with LAN cabling
				Network (WAN & Link) management is out of scope for bidder. Please confirm.	Network (WAN & Link) management is in place and will continue
68	58	Section 5: Scope of Work 6. Deliverables: a) Finacle 10.x Upgrade / Migration 2. Set up and Maintenance of various Environments	Production, Daily MIS, Monthly MIS and DR, Test server (End User familiarity), Environments will be maintained by Bank Team.	Is Infrastructure setup of different environments (T&D, UAT, Prod etc..) and maintenance out of scope for bidder & only Application setup & maintenance is in scope for bidder? Please confirm	Bidder is expected to provide Application setup, maintenance and support of listed servers / environments as per the RFP.
69	58	Section 5: Scope of Work 6. Deliverables: a) Finacle 10.x Upgrade / Migration 3. Training	3. Training	Please confirm that training infrastructure for onsite trainings will be provided by Bank.	Refer Page 49 section 5 , 2.1.5. (iii) and (iv).
70	63	Section 5: Scope of Work 6. Deliverables: c) System Configuration Management	ii. System Release All of the deliverables referred to below, shall be delivered to the Bank on commencement of the User Acceptance Testing (UAT) following the correction of any "Non Compliances". ü Software Executables customized Software Source Code system Requirements Specifications logical Data Base Design and Data Dictionary technical Design Document ü FINACLE 10.x Technical Manual ü FINACLE 10.x Administration Manual ü FINACLE 10.x User Manual	Please confirm that the bank will procure Finacle 10.x CBS licenses directly from OEM and Product related Artifacts like Software executables, Technical Manual, User Manual etc. will be procured by Bank directly where same has to be provided by OEM with Licenses.	Existing Finacle Core Licenses will be applicable for Finacle10.x . As part of migration / Upgrade ,it is the bidder's responsibility to get the executables , manuals , Documents, etc.. from the OEM as part of Finacle 10.x migration and as per the RPF clause

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			ü FINACLE 10.x Security Manual		
71	67	Section 6: Functionality and Architectural Details 2. Hardware Recommendations	h) The proposed system should be able to communicate with the fallback / backup / disaster systems in case the main central server fails.	Since the current setup is on AIX, could the bank please clarify if there a current cluster setup in place (PowerHA)? Whether its an Active-Active or Active-Passive setup	Cluster set up is in place (Power HA) with Active-Passive setup.
			i) The Vendor should advise details of the minimum configuration of various Hardware components like Servers, Storage, Scanners, etc and any other Software like Databases, Application servers and third party software required to make the FINACLE 10.x application functional and operational for the above specified volumes. The bidders should also specify the backup mechanisms supported by the solution along with the hardware and software required for the same.	Request to please clarify if any backup infrastructure exists and can be utilized or a new solution is to be proposed	Backup infrastructure is already there and the same can be used for New solutions.
				a. Bidder is expected to propose only the additional tape libraries and Bank will provide the required backup software and agents for the proposed servers. Please confirm b. Please provide the current backup software details.	Backup infrastructure is already there and the same can be used for New solutions.. Successful bidder will be provided with the necessary details.

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			j) If the Application is portable on multiple platforms like AIX / HP-UX / Sun Solaris Based servers then specify the minimum configuration for each of the platform.	is bidder also allowed to propose the X86 platform along with RISC/EPIC platforms mentioned?	This will be discussed with the successful bidder during the sizing recommendation.
			Hardware	We are assuming that all Hardware, including DAR, APM etc will be procured by Bank. Please confirm	The successful Bidder is expected to provide necessary recommendation only
			Hardware Sizing	Please share the business volumes, users, customers, transactions, no. of policies etc and the projected growth over a period of next 5 years?	Required details will be shared to the successful bidder.
72	71	Section 7: Technical Details Required From Bidder 26	An Undertaking from the OEM mentioning that if the bidder is not able to fulfill its obligation to complete the Finacle 10.x migration project, OEM will ensure the successful completion of the project as per the contract. Bidder has to submit the necessary undertaking as per the format.	Request removal of this clause as prime bidder takes responsibility of the implementation. OEM deliverables have been identified by the bank in the deliverables section.	No change in this RFP Clause
73	82	Form –1(b): Format for Evaluation of Eligibility Criteria 12	Whether the Bidder has been blacklisted by any Govt. organizations / PSU / PSB / PSE for breach of any law or violation of any regulatory prescriptions or breach of agreement?	Request to keep a time limit for this clause instead of being open ended. Thus this clause could read as "Whether the Bidder has been blacklisted by any Govt. organizations / PSU / PSB / PSE for breach of any law or violation of any regulatory prescriptions or breach of agreement in last 3 years?"	Refer Corrigendum III
74	103	Form – 9: Technical Bid Evaluation Criteria	Should have successfully implemented or under process of new implementation Finacle CBS for Banks in India within last 10 years. Proof of such work should be submitted along with the response.	Bidder requests to confirm that reference banks would be banks in India with a minimum of 500 branches	Refer corrigendum III

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			Should have done upgrade /migrate or under process of migration of Finacle CBS from one version to a higher version (Finacle 7.x to 10.x etc.) within last 10 years. Proof of such work should be submitted along with the response.	Please confirm if same clause is inclusive of the full eligibility clause as stated in Section 3.6, Page 10: " Bidder should have successfully completed within last 10 years at least in two Banks end-to-end implementation of Finacle CBS (or) migration from legacy systems to Finacle CBS (or) version upgrade /migration of Finacle CBS from version (7.x to 10.x) (hereafter referred as "version migration") in banks in India with a minimum of 500 branches." i.e. migration from legacy CBS systems and Finacle 7.x to Finacle 10.x carry same score.	Refer Corrigendum III
			No. of trained resources having Finacle 10.x certification from OEM with more than 3 years experience in Finacle implementation / customization	Please confirm that same is valid only for End user training as Core team training is to be provided by OEM in OEM Premises.	The Referred clause is for the resources of Finacle 10.x implementation / Customization activity.
75	108	Form 11 - Format for Project Team Profiles List	Name Of the Resource	Details of the resources with names at the stage is not feasible to share as the team members are involved in various projects and timelines to start the project at IDBI is not known. However we can share general profiles and experiences of the resources which will be deployed at the Bank	No change in this RFP Clause. Bidder is expected to provide the names of the identified resources for the project. However in change of resource at the time of commencement of the project , the same will be entertained if the replaced source is of the same caliber.
76	113	Annexure - 2: Commercial bid-Contents and Formats B. Cost of Customization porting , New modules , Support, Training, Additional	(Approx. 1700 Menu Options including Core Menu Customizations, which consists of around 10,000 (scripts/mrt/com/mri/sql)).	Can we assume this as the total customization efforts for India operations? Can the Bank share the man-months customization efforts done on the existing version.	Approx no of customization are given in Annexure -2 , B1 and B2. High level break up for the same is furnished below. Indicative Break up for Custom Menu options Inquiry, Reports, Download options: 940 Calling Interfaces: 45 Upload, workflow and other: 525

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		Customizations and Other services: 1			process related menu options Pre / Post load options 190 Total 1700 Indicative Break up for Custom Scripts Scripts 3600 Mrt 1300 Sql 900 Com 1000 Exe 200 Total 10000
77	113	Annexure - 2: Commercial bid-Contents and Formats B. Cost of Customization porting , New modules , Support, Training, Additional Customizations and Other services: 2	(Approx. 40 Menu Options including Core Menu Customizations, which consists of around 300 (scripts/mrt/com/mri/sql)).	Can we assume this as the total customization efforts for Dubai operations? Can the Bank share the man-months customization efforts done on the existing version.	This is the Approx count as on the RPF date. These customization are done over a period and hence man month period can't be provided.
78	115	Annexure- 2(a): Cost of New Modules	Cost of Migration / Up gradation	It is assumed that Finacle CBS (10.x) licenses already exist with the bank and Lic fees for same need not be quoted except for new modules as listed in Annexure 2(a). Please confirm	Licenses for Finacle Core are already there and any future requirement will be taken up with the OEM directly by the bank. Refer corrigendum III for Change in Annexure 2 and 2a.

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79	115, 16, 35	Annexure - 2: Commercial bid- Contents and Formats - Note, Section 3: Instruction to Bidders (ITB) - 3.8 and 21(a)	Note - a) The Total Cost quoted will be exclusive of applicable taxes viz. sales tax, VAT, Service tax, Octroi / Entry Tax / Local Body Tax (LBT) payable will be exclusive as applicable at actual, on submission of original receipt drawn in the name of "IDBI Bank Limited". All other taxes & levies have to be included total cost as mentioned above. 3.8) The price quoted must be exclusive of all taxes. The service tax, if applicable, will be paid on actual. Other applicable tax would be deducted at source, if any, as per prevailing rates. 21 a) The quoted prices shall be all exclusive of all applicable taxes, duties. There will be no price escalation during the contract period and any extension thereof.	Bidder requests the Bank to make the tax clauses consistent as per pricing template note with GST note i.e. The Total Cost quoted will be exclusive of applicable taxes viz. sales tax, VAT, Service tax, Octroi / Entry Tax / Local Body Tax (LBT) and change changes thereof, will be payable at actual. All other taxes & levies have to be included total cost as mentioned above. Please note receipt can be provided for Octroi and not for service tax, VAT etc. in the name of 'IDBI Limited' as those are paid against specific name.	No change in this RFP Clause
80	120	Annexure - 3: Service Level Expectations	SLA Matrix	Request to please specify the uptime requirements of the systems	Refer Page No 29 - Section 4 clause 4
			Severity and timeframe for response and resolutions	Are these SLA during implementation? Is there a separate SLA for implementation phase and support phase? How is an issue categorized as an L2 issue and when does the clock start ticking for the issue raised	Separate SLAs will be there for implementation phase and support phase

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81	122	Annexure - 4: Unconditional Acceptances of the Terms & Conditions of the RFP	Unconditional Acceptance of T&Cs of the RFP: Requires Bidder to unconditionally accept the terms and conditions of the RFP.	We request to modify this clause to include that the deviations proposed by the Bidder shall form integral part of Bidder's proposal. We also understand that upon down selection the terms and conditions of the governing contract will be mutually discussed and agreed between the parties.	No change in this RFP Clause
82	125	Annexure - 6: Application Maintenance Support services - Resource Requirement	9. One Senior Technical Expert for Infrastructure (OS/DB configuration, all Finacle services set-up / administration, WAS setup / administration etc.)	Understand that the RFP states requirement for one Senior Technical Expert for OS/DB/Finacle Services/WAS setup/configuration? We would like to highlight that it will not be possible for one resource to handle both Infrastructure and Application/WAS related configuration.	This is minimum expectation no . is given in RFP and bidder is required to provide optimum team over and above the minimum level specified.
			Infrastructure (OS/DB configuration, all Finacle services set-up / administration, WAS setup / administration etc.)	Hardware infrastructure activity (OS/DB configuration, WAS setup / administration) is generally done SI/Bank/Hardware vendor. What is the resource requirement from Infosys?	Necessary support as per the application requirement / new solutions requirement has to be provided by the bidder.
83	General	Network	Nil	While we can give recommendation on bandwidth required, bank will procure and provide the bandwidth for replication and connectivity of their branches?	The successful Bidder is expected to provide necessary recommendation only
84	General	Network	Nil	Please confirm if we need to propose the networking equipments like Firewall, Router, Ethernet Switches as part of the solution?	The successful Bidder is expected to provide necessary recommendation only
85	General	Incident logs and SR log	Nil	Bank to please share list of incidents and service requests for last one year for all the three instances.	Required details will be shared to the successful bidder.

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86	General	Customization and reports	Nil	Bank to please share list of customizations, reports and interfaces that are done on Finacle v7.	Approx no of customization are given in Annexure -2 , B1 and B2. Further details will be shared to the successful bidder.High level classification are given in response to sr no 75.
87	General	Travel	Nil	we are assuming that entire project will be carried out from Mumbai and no travel to Dubai or elsewhere will be required. The project team from Bidder and Bank, both will be working out of Mumbai office.	The bidder is expected to carry out the entire migration project from DC at Navi Mumbai except the 'Core Team Training ' (partly), 'End user training' and 'Go Live Support to Branches' as per RFP terms.
88	General	Onsite support	Nil	Please specify the scope of activities for the onsite support team for Infrastructure?	Details will be shared to the successful bidder
89	General	Limitation of Liability : not addressed in the terms and conditions of contract: Indirect damages are not excluded and direct damages are not capped. The HP standard LoL section needs to be incorporated in the contract.	Nil	Language proposed by Vendor/Bidder: To the extent allowed under Indian laws, the aggregate cumulative liability of either party under the contract, torts or any other legal theory for all claims, loss, damages, breach, etc shall in no event exceed the total value of the contract. Neither party shall be liable for any indirect, remote, consequential loss or damages including but not limited to loss of profit, loss of anticipated earning, loss of data, revenues, goodwill, or business value whether or not that party was aware or should have been aware of the possibility of such costs, expenses or damages.	Refer Corrigendum III

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90	General	Product Acceptance	Nil	All products (hardware and software) will be accepted on delivery. Bidder will provide notice to Customer when the Deliverables are ready for acceptance. Acceptance of Deliverables will occur upon the date Bidder demonstrates to Customer, by the successful completion of acceptance tests that the Deliverables substantially conform to the acceptance criteria as agreed between Customer and Bidder and mentioned in the SOWs attached. Acceptance will not be delayed for any reason (s) other than non-conformance with the requirements specified in the terms of Contract and SOW. The acceptance test results will be declared by Bank within a maximum of 7 (seven) days from the completion of acceptance tests. In case the 7 (seven) days period after completion of acceptance tests has elapsed without the acceptance test results being declared, then the system or the portion thereof, subject to acceptance testing would be deemed accepted. If Bank fails to give Bidder written notice of non-conformance within the 7 (seven) day period or, prior to expiry of the 7 (seven) day period, uses the system or any part thereof supplied by Bidder for productive use (other than testing purposes), it will be deemed accepted. In the event that any Deliverable fails to confirm to the agreed acceptance criteria, Bidder will have a reasonable time to remedy such	No change in this RFP Clause

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				non-conformance by either repair or replacement of the Deliverable, following Bidder's receipt of written notice from Customer specifying in reasonable detail the nature of such non-conformance. During the course of the project, the Bank will be procuring the products and avail of implementation services on those products. The acceptance criteria for products and services are mutually exclusive and the failure to execute the service as desired in no way dilutes the acceptance of the product that may have already been accepted.	

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91	General	IP Ownership	Nil	Bidder shall retain ownership of: a. all pre-existing Bidder Intellectual Property Rights ("IPR") and; b. all IPR in Materials and Reports etc. developed during the course of the agreement remain therefore capable of re-use and shall include any copyrightable or patentable elements of the Materials and Report that may be used future engagements.	The IPR for the Bank specific customizations shall rest with the Bank.
92	General	Product Separation	Nil	The acceptance criteria or procedures for Deliverables set forth in this Agreement and as particularly described in any SOW will only apply to the services provided herein. It will not apply to any product the Bidder may supply or has supplied to customer, regardless of whether such products can be used in connection with the services or Deliverables. Any refund/return or penalty rights as set forth hereon apply only to the services provided.	No change in this RFP Clause

Date: 23rd November 2015

Place : Mumbai.