Pre Bid queries response for RFP Reference for NTB/IT/RECON/2022/09/013, Solution for Management & Processing of Reconciliation of digital channels transactions, Dispute Management & Customer complaint Redressal published on 05.09.2022					
Sr. No.	Page No./Section No.	Clause No.	Reference/Subject	Clarification Sought	Response By Bank
1	23	5	Bidder should have minimum annual turnover (from Indian operation) of Rs 5 crores each during the last three financial years that is 2019-2020, 2020-21 and 2021-22 as per audited financial statements.	Please give relaxation on the mentioned Clause from 5 crores to 2 crores each during the last three financial years	The clause will remain same as per RFP
2	24	8	Bidder should have below mentioned certificate which is valid as on the date of RFP submission ISO 9001:2015 ISO 27001	Please give relaxation on the mentioned Criteria	The clause will remain same as per RFP
3	24	9	Bidder must have implemented the proposed solution for Management & Processing of Reconciliation of digital channels transactions, Dispute Management & Customer Complaint Redressal solution in at least One Scheduled Commercial Banks/RRBs/ Public Sector Bank/ Private Bank in India.	Please consider it for any Bank in India	The clause will remain same as per RFP

4	38	5.4	Chargeback Management & Complaint resolution for all the activities of channels (ATM, POS, ECOM, IMPS and UPI) within Turn-Around-Time (TAT) directed by RBI, NPCI etc and other such entities. (The chargeback management will be in accordance with the timelines specified by the regulatory authorities (RBI & NPCI) and other stake-holders from time to time.)	Complaint resolution and chargeback management will be handled by enquiring the data uploaded by various channels or there is a separate requirement for the same	Complaint resolution and chargeback management will be a part of the solution.
5	40	5.5	Seamless integration of the reconciliation solution of the vendor with the Finacle 10.X CBS system.	The solution needs to pull the data files from Finacle or files will be provided to the reconcialition solution or place in a specific location like SFTP	The data from Finacle needs to be extracted through Straight Through Process (STP). Files of NPCI will be placed over SFTP server.
6	40	5.6	Creation of Interface/Reports for auto-debiting/crediting cardholders account through up loadable data files	Reversal/Dr reports to be generated by the solution or reversals/Dr to be done in Finacle by the solution through uploadable data files	Reversals/Dr to be done in Finacle by the solution through uploadable data files. The solution will also generate the related reports for furnishing the details of transactions / records for the compliance and monitoring.
7	41	5.6	Fees Management - Interchange Fee as well as other charges for debit to cardholder's accounts. (The files may be both in online format and up loadable format.)	Based on files uploaded, the fee/other charges needs to be debited by posting Accounting entries to Finacle?	Yes.

8	41	5.6	Charge back Management and facilitating reply to card holder's queries on pending cases, placing periodical reports on claims settled as per formats defined by the Bank.	Chargeback management module needs to be incorporated in the solution? If Yes, please elaborate	Yes. The charge back management is required as per NPCI timelines for monitoring and reconciliation purposes.
9	24/ 4.31	8	Bidder should have below mentioned certificate which is valid as on the date of RFP submission · ISO 9001:2015 · ISO 27001	Please confirm if Bank can change this clause as : Bidder should have any one of the below mentioned certificate which is valid as on the date of RFP submission · ISO 9001:2015 · ISO 27001	The clause will remain same as per RFP
10	24/ 4.31	9	Bidder must have implemented the proposed solution for Management & Processing of Reconciliation of digital channels transactions, Dispute Management & Customer Complaint Redressal solution in at least One Scheduled Commercial Banks/RRBs/ Public Sector Bank/ Private Bank in India.	Please confirm if Bank can change this clause as : Bidder must have implemented the proposed solution for Management & Processing of Reconciliation of digital channels transactions, Dispute Management & Customer Complaint Redressal solution in at least One Scheduled Commercial Banks/RRBs/ Public Sector Bank/ Private Bank/Co-Operative Bank in India.	The clause will remain same as per RFP

11	B. BIDDER's/OEM's Capability & Experience Point 1.	26	BIDDER/OEM experience in implementation of proposed solution offered with respect to solution for Management & Processing of Reconciliation of digital channels transactions, Dispute Management & Customer Complaint Redressal in PSU/Commercial Bank/RRB/ Govt. Organization/Private Bank/ in India to be calculated as below: · Each Organization implementation will carry 2 marks	Please confirm if Bank can change this clause as : BIDDER/OEM experience in implementation of proposed solution offered with respect to solution for Management & Processing of Reconciliation of digital channels transactions, Dispute Management & Customer Complaint Redressal in PSU/Commercial Bank/RRB/ Govt. Organization/Private Bank/Any Bank/Co-Operative Banksin India to be calculated as below: · Each Organization implementation will carry 2 marks	The clause will remain same as per RFP
12	B. BIDDER's/OEM's Capability & ExperiencePoint 2.	26/27	The BIDDER/OEM shall have an annual turnover of at least 5 Crores for the last three (3) financial years (i.e., 2019-20,2020-21 and 2021-22) should be · Turnover between 5 Cr to 15 Cr INR – 3 Marks· Turnover between 15 Crto 25 Cr INR – 4 Marks· Turnover greater than 25Cr INR – 5 Marks	Please confirm if Bank can change this clause as :The BIDDER/OEM shall have an annual turnover of at least 5 Crores for the last three (3) financial years (i.e., 2019-20,2020-21 and 2021-22) should be · Turnover upto 10 Cr – 3 Marks· Turnover greater than 10Cr INR – 5 Marks	The clause will remain same as per RFP

13	B. BIDDER's/OEM's Capability & Experience Point 3.	27	BIDDER/OEM should have at least 5 years of experience in providing proposed solution for Management & Processing of Reconciliation of digital channels transactions, Dispute Management & Customer Complaint Redressal in PSU/Commercial Bank/ Govt. Organization. · More than 7 years – 10 Marks · Between 5 to 7 years -7 Marks · Less than 5 years – 5 Marks	Please confirm if Bank can change this clause as : BIDDER/OEM should have at least 5 years of experience in providing proposed solution for Management & Processing of Reconciliation of digital channels transactions, Dispute Management & Customer Complaint Redressal in PSU/Commercial Bank/ Govt. Organization/ Any Bank/ Co-Oprative Bank. · Between 5 to 6 years -10 Marks · Less than 5 years – 5 Marks	The clause will remain same as per RFP
14	B. BIDDER's/OEM's Capability & Experience Point 4.	27	CMMI Level CMMI Level 3 - 3 Marks CMMI Level 4 - 4 Marks CMMI Level 5 - 5 Marks	Kindly confirm if we can remove this clause as ISO 27001 is already included	The clause will remain same as per RFP
15	2.1. Document Control Sheet	7	Last date of submission of RFP response (Closing date) And address for submission of Bid - 1600 Hrs. on 26/09/2022 at The Nainital Bank Limited Regional Office 4th Floor, UPRNN Building C-20 / 1A / 7, Sector 62, Noida	We would like to seek your approval to extend the submission date by at least 2 weeks	The clause will remain same as per RFP

| 16 | 4.3 Submission of Bids | 12 | The bidder shall deposit the Bid envelope in person in the tender box kept for this purpose at The Nainital Bank Ltd., Regional Office, 4th Floor, UPRNN Building, C-20 / 1A / 7, Sector 62, Noida, Uttar Pradesh - 201309 on or before 1600 Hrs on 26/09/2022 (Bid Submission Date) | We request Bank to kindly approve mail submission of the bid reponse. Please confirm | This clause may be read as :The Bidder shall deposit the Bid envelope in person in the tender box or send the Bid Envelope through Courier / Registered Post / Speed Post at The Nainital Bank Ltd. , Regional Office, 4th Floor, UPRRN Building, C-20 / 1A / 7, Sector 62, Noida, Uttar Pradesh - 201309 on or before 1600 Hrs on 26/09/2022 (Bid Submission Date). The receipt of Courier / Registered Post / Speed Post for tracking purpose should be sent on email id of RFP Coordinator mentioned in Document Control Sheet. However, if the said Bid Envelope sent through Courier / Registered Post / Speed Post is lost in transit or is not delivered by 1600 Hrs on 26/09/2022 in such circumstances the Bank shall not be liable, whatsoever, due such misplacement or non-delivery of said bid envelope. Further, the Bidder, whose bid envelope is misplaced in transit or is undelivered by 1600 Hrs on 26/09/2022 cannot resubmit his bid on the pretext of misplacement or non-delivery of the Bid envelope.Mode of submission of bid wherever mentioned in the document should be in conjunction with this clause to avoid any ambiguity. |
| 17 | 5.4. Broad Outlines of Scope of Work | 38 | Attending to queries, communications and complaints from customers, branches and other offices of the Bank. (Direct customer complaints are logged through Bank's customer care toll free number) | Our understanding here for this point is that such data captured by Bank from Toll free number will be exposed to us | Yes. |

| 18 | 5.9 Facility management | 42 | The bidder has to provide onsite (Haldwani, Uttarakhand) resources for facility management services from the period commencing from date of execution of Purchase order by both parties till three months from the date of Go-Live (preparation/foundation period) for integration, implementation, support, sustenance phases etc. The Bidder should ensure that the personnel provided to the bank should design and implement the solution according to the highest standards during the implementation phases. In case the above resources need to be replaced, the Bidder will use all reasonable endeavours to replace such individual(s) promptly by other sufficiently skilled, qualified, and experienced person(s) at no extra cost to the Bank.

Considering the extensive nature of the assignment and the envisaged relationship with the Bidder, any service, which forms a part of facilities management that is not explicitly mentioned in this RFP as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional costs to the Bank. The Bidder has to envisage all | Since on-site resources need to be deployed for three months, we request bank to take care of additional fees along with lodging charges | The clause will remain same as per RFP. No charges for the onsite resource will be borne by the Bank. |
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			necessary services to be provided and ensure the same is delivered to the Bank. The Bank Page | 43 THE NAINITAL BANK LTD. RFP Ref.No. NTB/IT/RECON/2022/09/013 will not accept any plea of the Bidder at a later date for omission of critical services on the pretext that the same was not explicitly mentioned in the RFP		

| 19 | Page No.8 | Mode of Submission of Bid | The bidder shall deposit the Bid envelope in person in the tender box kept for this purpose at the above address on or before 16:00 hrs, on bid submission date mentioned herein this RFP document. | Can we send/submit the bid documents through courier/online portal/email | This clause may be read as :The Bidder shall deposit the Bid envelope in person in the tender box or send the Bid Envelope through Courier / Registered Post / Speed Post at The Nainital Bank Ltd. , Regional Office, 4th Floor, UPRRN Building, C-20 / 1A / 7, Sector 62, Noida, Uttar Pradesh - 201309 on or before 1600 Hrs on 26/09/2022 (Bid Submission Date). The receipt of Courier / Registered Post / Speed Post for tracking purpose should be sent on email id of RFP Coordinator mentioned in Document Control Sheet. However, if the said Bid Envelope sent through Courier / Registered Post / Speed Post is lost in transit or is not delivered by 1600 Hrs on 26/09/2022 in such circumstances the Bank shall not be liable, whatsoever, due such misplacement or non-delivery of said bid envelope. Further, the Bidder, whose bid envelope is misplaced in transit or is undelivered by 1600 Hrs on 26/09/2022 cannot resubmit his bid on the pretext of misplacement or non-delivery of the Bid envelope.Mode of submission of bid wherever mentioned in the document should be in conjunction with this clause to avoid any ambiguity. |

20	Page No.24	Eligibility Criteria Point:8	Bidder should have below mentioned certificate which is valid as on the date of RFP submission ISO 9001:2015 ISO 27001	Our application is on-prem solution and gonna implemented in the bank premises and we don't keep/maitain any bank/transaction related data. ISO 27001 certification for Information secuirty for the company. PA DSS is the certification for Application Data Security. We request to eliminate ISO 27001 and add PA DSS 3.2 certification.	The clause will remain same as per RFP
21	Page No.41	5.6 Accounting & Reporting	Fees Management - Interchange Fee as well as other charges for debit to cardholder's accounts. (The files may be both in online format and up loadable format.).	Is that bank wants to make any change/add/input/see the fee in the online app also to upload the data. (Please breif the online format and uploadable format, we find difficulty to understand the term)	The bank wants to keep the record of the fees for reporting purpose(online format) while uploading format will be used for posting of entries in Finacle.
22	24 /4.31	8	Bidder should have below mentioned certificate which is valid as on the date of RFP submission* ISO 9001:2015* ISO 27001	We follow all necessary Industry Standards, PCI-DSS guidelnes. If the application is PA-DSS certified can this requirement be waived?Please consider PCI-DSS in lieu of ISO. We request bank to amned the clause. Trust the bank will consider our request favourably.	The clause will remain same as per RFP

23	24 /4.31	9	Bidder must have implemented the proposed solution for Management & Processing of Reconciliation of digital channels transactions, Dispute Management & Customer Complaint Redressal solution in at least One Scheduled Commercial Banks/RRBs/ Public Sector Bank/ Private Bank in India.	We have implemented the Applicaion in a Public Sector Bank in Sri Lanka, in addition to many Scheduled Cooperative Banks in India which have volumes in excess of 100,000 per day. We request bank to amned the clause. Trust the bank will consider our request favourably.	The clause will remain same as per RFP
24	27/4.32	4	CMMI Level	In the Clause 4.31 Page No.24 Bank has asked for ISO 9001:2015, ISO 27001. Please consider PCI-DSS in lieu of ISO/CMMI level. We request bank to amend the clause. Trust the bank will consider our request favourably.	The clause will remain same as per RFP
25	37/Section III	5	For instances where source systems don't exist but the data is required for reconciliation, gaps must be identified and brought into proposed solution through front end screens / excel uploads. However, such gap input through screens / excel uploads are required to be logged with Maker & Checker user id.	We assume that, for unreconciled data the user will have to do force-match to make the record reconciled, such option is available. Clarification required for this requirement.	The Gaps in the system have to be identified and data to be captured for such gaps through front end screen / excel upload, having a maker / checker concept.

26	36-37/Section III	5	The proposed solution is required to cater the reconciliation of existing channels like ATM (Issuer Only), POS, ECOM, IMPS, UPI (Issuer Only) and should be scalable so as to support Finacle 10.x (or higher version) CBS solution used by Bank. It must be capable to integrateother Bank's Projects in the future as Bank may go for Up-gradation and integration of other delivery channels and applications like AePS, BBPS, NACH, RTGS, NEFT etc. at a later date.	The requirements like AePS, BBPS, NACH, RTGS, NEFT etc. at a later date.Will the bank consider this future requirement as a Change request or customization at an additional cost. Please clarify.	This will be discussed with the successful bidder
27	38/Section III	5.4	Providing regulatory reports as per present and future requirement of the bank without any extra cost. The reports generation must support view/ download in multiple formats like PDF, Excel, Word, Text, etc.	This is an open ended requirement. Please specify the nature of regulatory reports required by the system.	The reports required by bank's Internal Team / Higher Management is required. The list and format of such reports will be shared with the successful bidder.
28	38/Section III	5.4	Attending to queries, communications and complaints from customers, branches and other offices of the Bank. (Direct customer complaints are logged through Bank's customer care toll free number)	We assume that, the bank is handling all the backoffice requirements. Hence vendor' resource is not needed. Please clarify the requirement.	The Bank's Team addresses / attends the queries / complaints raised by the customer. The vendor's team is required for assisting the status of such complaints.

29	42/5.9. Facility Management	5.9	The bidder has to provide onsite (Haldwani, Uttarakhand) resources for facility management services from the period commencing from date of execution of Purchase order by both parties till three months from the date of Go-Live (preparation/foundation period) for integration, implementation, support, sustenance phases etc. The Bidder should ensure that the personnel provided to the bank should design and implement the solution according to the highest standards during the implementation phases.	Is bank going to pay for resource personnel, in case requirement extended beyond 3 months. Please clarify	If the requirement extends beyond 3 months the Bank will intimate the successful bidder for such extension, well in time and the rates quoted in Commercial Bid Format for **cost of resources table (L1,L2,L3,Any Other)** Will be considered.
30	44 / 5.13	5.13	Time, being an essential feature of the contract, the selected bidder is expected to successfully implement the solution proposed within 2 weeks from the date of acceptance of Purchase Order.	Bank is also aware that this is an extensive system and needs integration to various file formats and have dependency from Switch and CBS vendors. Before moving to production, the solution needs to be thoroughly tested. Hence we request bank to extend it to 4-6 weeks for vanila implementation.	The clause will remain same as per RFP

31	11/4 - Section II	4.1.	The proposed solution is required to cater the reconciliation of existing channels like ATM (Issuer Only), POS, ECOM, IMPS, UPI (Issuer Only) and should be scalable so as to support Finacle 10.x (or higher version) CBS solution used by Bank. It must be capable to integrate other Bank's Projects in the future as Bank may go for Up-gradation and integration of other delivery channels and applications like AePS, BBPS, NACH, RTGS, NEFT etc. at a later date.	The Vendor to be compliant to all the current regulations issued by NPCI, RBI and other competent government authorities. The future compliance and product enhancement functionalities proposed by the bank or the regulator and the commercials for the same will be discussed with the selected bidder and mutually agreeable terms.	Yes
32	19/4 - Section II	4.16	The successful bidder will be required to submit Security deposit in the form of Bank Guarantee, favouring The Nainital Bank Ltd. equal to the 10% of purchase order value. Validity: Valid for the 60 months. The BG will be released after 60 months and/or extended period or execution of all pending Purchase Orders, whichever is later.	This will unnecessarily block the funds and increase financial cost of the bidder, which again will be integrated in the financial modeling, hence request bank to lowering the security deposit to 3-5% on the TCO amount, and annual renewal of BG till the end of term.	The clause will remain same as per RFP
33	27/4 - Section II	4.32.B	CMMI Level	Request bank to introduce slabs for volume handling.	The clause will remain same as per RFP
34	41/5 - Section III	5.7	Sizing of Hardware and Software	Request bank to share a common hardware configuration for standardisation of system.	The Hardware Sizing needs to be proposed by the bidder for smooth functioning of the proposed solution
35			General Request	Please share the declarations and letters in word format.	The required declarations and letters are available in RFP in pdf format.

36	Page No. 13	4.6. Micro and Small Enterprise (MSE)	As per recommendations of GOI, Bank has decided to waive off EMD and tender cost (application money) for Micro and Small Enterprise MSE.	Our organisation is registered as a "**Medium**" entity under the **MSME Act**. Request bid issuing authority to grant exemption for payment of Application Money and EMD under MSME Act of the Govt. of India. and also as per GFR 2017 guidelines - Rule no.161, it is been mention that Tender fees & EMD should be exempted to be paid by the MSMEs	The clause will remain same as per RFP.
37	Page No. 22	4.31. Evaluation of Eligibility Criteria		Considering the Security aspects of the Reconciliation, we request bank to add the following Eligibility Criteria. So that the solutions will be fully complied with security. **EC to be added as follow** "The proposed Recon solution should be PA-DSS certified"	The clause will remain same as per RFP.
38	Page No. 27	B. BIDDER's/ OEM's Capability & Experience	Point 4. CMMI Level	For organisation quality, bank has asked for ISO certification. But for Solution level Quality we request Bank to add PCI DSS / PA-DSS Certificate and accordingly provide the scoring. Request to ammend the	The clause will remain same as per RFP.

				clause as follows: **PA-DSS Certificate - 5 marks**	
39	Page No. 32	4.37. Notification of Award	The notification of award will constitute the formation of the Agreement/Contract, requiring the successful Bidder to furnish Bank Guarantee, favouring The Nainital Bank Ltd. of 10% of the Work/Purchase Order Value for ensuring contract performance	As per Government of India guidelines – Ministry of Finance Rule no.F.9/4/2020-PPD, it is been decided to reduce the Performance Security from 10% to 3%. We request bank to amended the security deposit equal to 3% of order value	The clause will remain same as per RFP

40	Page No. 11	Scope of RFP in brief is mentioned below	The objective of this RFP envisages a solution for Management & Processing of Reconciliation of digital channels transactions, Dispute Management & Customer Complaint Redressal, which includes procurement & Supply, Installation, Implementation, Integration, Maintenance of the software as well as resource deployment and other components required, along with parameterization, historical data management, verifying data quality, migrating data, user acceptance testing, documentation, training, knowledge transfer and support (hereinafter referred to as "solution").	As per the brief scope, it is mentioned that the Resource deployment is to be done. Where as in detailed scope of work, the same is not mentioned. Please confirm if Bidder has to Deploy Resources for doing the day to day Reconciliation of bank. If yes then there is no provision for the same in Commercial format.	The onsite resource is required from the date of acceptance of Purchase order till 3 months of Go-Live Date. The day to day reconciliation will be done by the Bank's team using the proposed solution and the onsite resource will guide /help the Bank's team for the same and in case any issues are observed timely resolution of the same needs to be provided.
41	Page No. 41	5.7. Sizing of Hardware and Software	The Bidder has to submit the hardware specification document covering exhaustive list of all hardware items, software items (like OS, DB etc.) with their configurations to the Bank for implementing the proposed solution in accordance with the requirements of the proposed solution.	We assume that the bidder will be only providing the Sizing for Hardware and Software like OS, DB, Middleware etc. We assume that the required Hardware, OS, DB etc. will be provided by Bank. Please confirm.	Yes

42	Page No. 42	5.9. Facility Management	The bidder has to provide onsite (Haldwani, Uttarakhand) resources for facility management services from the period commencing from date of execution of Purchase order by both parties till three months from the date of Go-Live (preparation/foundation period) for integration, implementation, support, sustenance phases etc.	We understand that bidder has to provide Onsite FMS from the date of execution of PO and till three months from Go Live date. There is no provision for FMS Charges in the commercial format. Request to provide separate line item for FMS Or can we consider the cost of FMS in Implementation Cost.	Yes
43	Page No. 65	7.2. Manufacturer Authorization Format	7.2. Manufacturer Authorization Format	Since we are the OEM of the proposed solution, in that case do we need to submit the MAF.	Yes. Please furnish the MAF as per annexure No. 7.2
44			General	Will bank provide VPN Connectivity to bidders at the time of Implementation.	Yes.
45			General	Please share the total number of ATMS	Bank does not have their own ATM
46			General	We understand that the Vendor scope is to Supply, Implement and Support the Reconciliation solution. The daily reconciliation operation work will be done by Bank. Please confirm.	Yes
47	17	4.14. Bidder Qualification	The authorization shall be indicated by written power-of-attorney accompanying the bid.	Request Bank to accept Board Resolution in case authorised person is signing the bid document	The clause will remain same as per RFP

48	19	4.16. Security Deposit	The successful bidder will be required to submit Security deposit in the form of Bank Guarantee, favouring The Nainital Bank Ltd. equal to the 10% of purchase order value.	Request Bank to amend this as clause as " The successful bidder will be required to submit Security deposit in the form of Bank Guarantee, favouring The Nainital Bank Ltd. equal to the 3% of purchase order value." It is suggested as Government of India norms.	The clause will remain same as per RFP
49	23	Eligibility Criteria/ point No.5	Bidder should have minimum annual turnover (from Indian operation) of Rs 5 crores each during the last three financial years that is 2019-2020, 2020-21 and 2021-22 as per audited financial statements.	Request the Bank to accept Provisional Financial statements for the FY 2021-22 signed by CFO of the company as the audit is not yet completed	The clause will remain same as per RFP
50	23	Eligibility Criteria/ point No.6	Must be net profit making entity (from Indian operations only) for each year in the last three financial years that is financial years - 2019-20, 2020-21 and 2021-22.	Request the Bank to accept Provisional Financial statements for the FY 2021-22 signed by CFO of the company as the audit is not yet completed. CA certificate providing the details of net profit for last Financial Years 2018-19, 2019-20, 2020-21 also to be considered.	The clause will remain same as per RFP

51	32	4.38. Award of Contract	Within 15 days of receipt of the Proforma of Contract, the successful Bidder shall sign and date the Contract and return it to the Bank along with the Bank Guarantee, favouring The Nainital Bank Ltd. of 10% of the Work/Purchase Order Value for contract performance as security deposit.	Request Bank to amend this as clause as " The successful bidder will be required to submit Security deposit in the form of Bank Guarantee, favouring The Nainital Bank Ltd. equal to the 3% of purchase order value." It is suggested as Government of India norms.	The clause will remain same as per RFP
52	41	5.7. Sizing of Hardware and Software	The Bank reserves the right to procure the same from the bidder or from open market.	Request the Bank to provide all the required hardware and software licences like DB, OS, etc. to run the solution. Also kindly confirm whether the Bank is having ULA (Unlimited License Agreement) with Orcale and if yes will same will be provided for this solution.	The Bidder needs to provide the list of Hardware and Software required to smoothly run the application. The Bank will procure the same accordingly.
53	72	7.9.	Commercial Bid Format	Request the Bank to add a line item separately in the commercial bid format for quoting Migration cost	The format for Commercial Bid remains the same
54	28	4.32 C/ Technical presentation	The following criteria must be adhered to by all bidders, in connection with the POC, Product Walkthrough, along with Presentation of the proposed solution during the bid selection process.	PoC should not be required. Requesting Bank to confirm.	The bidder needs to provide a walkthrough / demo of the proposed application.

55	37	5 / Secton III	The bidder is expected to integrate various data sources as per the requirement, and develop all the RBI reports and other identified Reports.	To the best of our understanding, reconciliation has nothing to do with RBI. Specific report development for RBI falls under CIMS scope. Requesting Bank to confirm.	The reports required by the Bank's Internal Team / Higher Management/regulator for planning, projection and regulatory compliance. The list and format of such reports will be shared with the successful bidder.
56	37	5.1 / ETL (Extract, Transform and Load)	The ETL tools proposed should pull the data from the various source systems, clean, align, standardize, transform and load based on the Business rules and requirements as specified by the Bank and mapped to the data model customized for the Bank. It must support mixed workloads, multiple loads and should complete the entire ETL exercise and Reports Generation within the time window and at frequency prescribed by Bank. The expected data source to name a few will be Finacle 10.X and any future version of Finacle, NPCI Files, Switch vendor data etc. The bidder should undertake daily extraction, transformation and subsequent loading in the proposed solution Database from all Data Sources during the contract period. The reports generation must support view/ download in multiple formats like PDF, Excel, Word, Text, etc.	Not applicable? Requesting bank to confirm. This is part of RBI CIMS requirement.	The clause will remain same as per RFP. The ETL tools must extract the data from Finacle / other source system through STP.

57	37	5.2 / Data Quality	Tools for identifying the data quality issues and resolving the data quality problems are to be provided to have a clean and consistent data in proposed solution.	Not applicable? Requesting bank to confirm. This is part of RBI CIMS requirement.	The clause will remain same as per RFP. This is not linked to RBI CIMS
58	37	5.3 / Data Transformation	The data from the various source systems like Finacle 10.X and any future version of Finacle, NPCI Files, Switch vendor data etc. will be extracted, transformed and loaded into the proposed solution Database in an automatic process without any manual intervention.	Not applicable? Requesting bank to confirm. This is part of RBI CIMS requirement.	The clause will remain same as per RFP. This is not linked to RBI CIMS
59	38	5.4 / Broad Outlines of Scope of Work (4th bullet point)	Full text of this clause	Not applicable? Requesting bank to confirm. This is part of RBI CIMS requirement.	The clause will remain same as per RFP. This is not linked to RBI CIMS
60	38	5.4 / Broad Outlines of Scope of Work (6th bullet point)	The bidder should have a well-defined data migration strategy for maintaining all the old data and outstanding entries of different channel transaction (ATM, ECOM, POS, IMPS and UPI), customer complaints and office accounts as on date of GO-Live.	Data migrations is dependent on current vendor / Bank. Strategy can only be drafted when specifics are known, in consultation with Bank. GIGO principles will apply.	This will be discussed with the successful bidder

61	39	5.4 / Broad Outlines of Scope of Work (10th bullet point)	The Bidder must assure that the maximum turnaround time for reconciliation of any transaction shall be as per NPCI & RBI and make arrangements for reconciliation of the transactions within the given time frame without any exception. In case of above timeline fails it shall be treated as breach of contract and bidder is liable for penalty imposed the by the RBI & NPCI.	In such cases, penalties should be attributed to the bidder / vendor IF the vendor is responsible for a miss.	The clause will remain same as per RFP
62	39	5.4 / Broad Outlines of Scope of Work (11th bullet point)	The bidder to ensure no unwarranted, illegal, and fraudulent misuse of data shared by the Bank and Bidder to categorically indemnify the Bank against any losses that the Bank may suffer on account of any such fraudulent and illegal act by the Company or its employees.	Various technical controls can be established / deployed so as to mitigate any fraudulent attempts. This will depend on Bank's willingness to accept those recommendations. The bidder solely cannot be held liable for any losses, if the Bank does not agree to such industry best practices. Requesting Bank to confirm.	The clause will remain same as per RFP
63	41	5.6 / Accounting & Reports	Successful Bidder will ensure taking of and maintenance of the Back-up of data as well as system as per Bank's back up policy. The Successful Bidder will manage backup on end to end basis as per backup policy of the bank.	The Bank to advice if the Bank will provide tape systems & tapes for backup OR the bidder will need to provide them.	The Bank will provide the tape systems / tapes.

64	41	5.7 / Sizing of Hardware and Software	The sizing should be done keeping in mind the fact that the application will be used by the Bank for a period of -5- year (extendable further for 5 years at Bank's discretion).	…extendable further for 5 years or 2 years as mentioned elsewhere in the RFP document?	This clause may be read as : The sizing should be done keeping in mind the fact that the application will be used by the Bank for a period of -5- year (extendable further for 2 years at Bank's discretion).
65	43	5.10 / Training	Full text of this clause	Applicable?	The clause will remain same as per RFP
66	43	5.12 / Web Portal	Full text of this clause	Not applicable? Requesting bank to confirm. This is part of RBI CIMS requirement.	The clause will remain same as per RFP. This is not linked to RBI CIMS
67	44	5.13 / General Aspects in Scope e)	The selected bidder should provide one year of comprehensive warranty for proposed solution including associated services. The warranty of the solution will start from Go-Live Date of the solution. After the completion of One year of warranty, the bidder will maintain the software for 4 years (plus extended period, if any) as a part of ATS. The comprehensive charges for 5 years including one year of Warranty period and 4 years of ATS Period would form part of TCO (Total Cost of Ownership).	this should not be applicable because in our opinion licence model will not be commercially feasible for Bank considering your transaction volume is very low.	The clause will remain same as per RFP

68	44	5.13 / General Aspects in Scope f)	The successful bidder should take care of all aspects of installation on existing or new setup, De-Installation, Configuration, Re-configuration, enhancements, updates, version upgrades, problem analysis, on – site, as well as off - site support to ensure smooth operations during and post implementation on perpetual basis.	Any de-installation, re-configuration, etc. if not attributed to the bidder should be paid by Bank	The clause will remain same as per RFP
69	44	5.13 / General Aspects in Scope i)	Time, being an essential feature of the contract, the selected bidder is expected to successfully implement the solution proposed within 2 weeks from the date of acceptance of Purchase Order.	Implementation of various channels for recon will mean configuration at the Bank's end too. Timelines pertaining to Bank's deliverables should not be considered within these 2 weeks.	The clause will remain same as per RFP
70	50	5.19 / 1.5 Technical and Functional Specifications	The proposed solution has to support secured communication, transaction processing, uploading/downloading of transactions/through online mode, generation of printed acknowledgement for success and failed transactions, generation of Audit trial for all financial and non-financial transactions	Generation and / or printing of acknowledgement may not be required. Bank to confirm.	The clause will remain same as per RFP
71	72	7.9 / Commercial Bid Format	Personnel Designation L1 / L2 / L3	What does the Bank mean by L1 / L2 / L3 here? Kindly elaborate.	The designation of the functional / technical resource of the bidder. In case it is not L1 / L2 / L3, please specify all the designation explicitly.

| 72 | 60 | 6.7. Payment Schedule | The payment schedule for various items as quoted in Section V: Financial Bid Format will be as below:One Time Application Software/license cost of solution for Management & Processing of Reconciliation of digital channels transactions, Dispute Management & Customer Complaint Redressal solution, Third-Party Application Cost (if any), Implementation Cost & Integration Cost as quoted by bidder | Request Bank to consider the OPEX model of operation for reasons as under: - 1) Quantifiable monthly billing based on Transaction count. 2) Regulatory Changes will be on a case to case basis and on commercials based on Bank approval. 3) Ease of adopting regular updates to Application as and when needed. 4) Operations resources can be on-boarded as part of the OPEX model with cost of maintenance on the successful bidder. 5) Hardware maintenance cost can be spread over the period of the of the contract, irrespective of the ownership. CAPEX disadvantages: 1) One Time Cost requires Bank Management Approval as the amount in question is Huge. 2) No proper basis for arriving at CAPEX amount. 3) Increase or decrease of transactions over the Term of Agreement, does not get factored in the CAPEX Value. 4) Annual Maintenance Cost (AMC) becomes payable | The clause will remain same as per RFP |

				even if no changes in the application are required. 5) Operations Resource support will become a separate agreement, that will not be part of the CAPEX value. 6) Hardware ownership and maintenance becomes the Bank responsibility due to its huge cost. Hence we suggest bank may OPEX model.	

73	38	5.4 Broad Outline of scope of work	Providing regulatory reports as per present and future requirement of the bank without any extra cost. The reports generation must support view/ download in multiple formats like PDF, Excel, Word, Text, etc.	this is and open ended statement. No Bank asks for regulatory reporting as part of Recon solution. No CIMS and/or reporting should be part of this RFP. Same applicable to all other clauses with similar references in this RFP	The clause will remain same as per RFP. This is not linked to RBI CIMS
74	39	5.4 Broad Outline of scope of work	Regulatory Reports (as per bank's format) must meet both specified and need based present and or future requirements of the Bank.	this is and open ended statement. No Bank asks for regulatory reporting as part of Recon solution. No CIMS and/or reporting should be part of this RFP. Same applicable to all other clauses with similar references in this RFP	The clause will remain same as per RFP. This is not linked to RBI CIMS
75	42	5.9. Facility Management	Considering the extensive nature of the assignment and the envisaged relationship with the Bidder, any service, which forms a part of facilities management that is not explicitly mentioned in this RFP as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional costs to the Bank.	Any changes or enhancements that come after the signing of the SRS document would have to be estimated.	The clause will remain same as per RFP

76	40	5.5. RECONCILIATION	The Bidder will manage all digital channels (ATM, POS, ECOM, IMPS and UPI) multi-way (2-way,3-way & 4-way) reconciliation work with the proposed software. The proposed solution should be efficient enough to handle current and future volumes of transactions which reconciliation process within time bound schedule as per established rules and mandates of various interchange networks with which the bank has arrangements, with tracking capabilities of each event for each transaction to avoid duplication of the same activity at any level up to the closure of the transaction.	Need to understand the applications used and the software that were used for the application.	At present the reconciliation is done manually by the Bank's Team
77	40	5.5. RECONCILIATION	Support Bank in replacing/upgrading any software like OS, DB etc. that goes end of life/end of support to ensure that the proposed application functions as required · Support Bank team to ensure maintenance activities that are carried out as and when required. · Assist Bank team in ensuring compliance to various guidelines issued by RBI, other regulatory bodies, government etc.	What are the kind of support and assistance expected by the bank during these activities of reconciliation ?	The bank needs support and assistance for any patch management activity , software upgradation & maintenance activity to keep the application up and smooth functioning.

78	43	5.10. Training	Comprehensive training covering all aspects of proposed solution including all Functional and Technical aspects to be provided to all the identified Bank's staff. The tentative number of persons to be trained will be a maximum of 20 and they may be split into batches for training for the whole period of TCO as per Bank's requirement. This will include technical training, super user training, Log analysis & Monitoring and training materials (both soft copy and hard copy). The same should also be incorporated in the training manual/document. The training for the first batch should be completed before go-live date and for the remaining batches Bank will decide the schedule after confirming with the bidder. The bidder should provide the same without any extra cost.	a) Can training be done online ?B) Will training be an ongoing process ?C) Should there be a regular upgrade of the training manual or new changes can be added as Annexure ?D) It is mentioned that only 20 people need to be trained . Can all be trained in one batch ?	a) First Batch training will be onsite i.e. at haldwani location. b) Is there any update/upgradation/ functionality change in the solution, the training for the same will be provided to Bank. c) New changes may be added as annexure. d) Trainees batch size will be discussed with the successful bidder.
79	44	5.13. General Aspects in Scope	i. Time, being an essential feature of the contract, the selected bidder is expected to successfully implement the solution proposed within 2 weeks from the date of acceptance of Purchase Order.	2 Weeks is very less for implementation and go live. Need 4 weeks.	The clause will remain same as per RFP
80	52	5.19. Technical and Functional Specifications	Bidder shall comply with the Banks internal audit (including IS Audit) requirement as well as third party external auditors for conducting periodical audit.	Need the details of internal audit , so as to comply with it.	The clause will remain same as per RFP

81		General	General	Need the Deployment Architecture	Bank will share with the successful bidder
82		General	General	What are the No of Concurrent Users	Bank will share with the successful bidder
83		General	General	What are the Max Transaction per Day	This is specified in point no. 5.7
84		General	General	Max Size of Write /Transaction year	This is specified in point no. 5.7
85		General	General	Any Document Upload Permitted	Yes
86		General	General	Max Size of File in MB	No restriction
87		General	General	Max Files per User	No restriction
88		General	General	Database Backup Policy	Bank will share with the successful bidder
89		General	General	Database Retention Policy	Bank will share with the successful bidder
90		General	General	DC - DR Policy	Bank will share with the successful bidder
91		General	General	RPO -- Recovery Point of Object	Bank will share with the successful bidder
92		General	General	RTO -- Recovery Time of Object	Bank will share with the successful bidder
93		General	General	Data Archival Policy	Bank will share with the successful bidder
94	23	4.31/Eligibility Criteria	Bidder should have minimum annual turnover (from Indian operation) of Rs 5 crores each during the last three financial years that is 2019-2020, 2020-21 and 2021-22 as per audited financial statements.	Request for a relaxation in turnover criterai as we are registered under MSME	The clause will remain same as per RFP

95	26/B	BIDDER's/OEM's Capability & Experience	CMMI Level CMMI Level 3 - 3 Marks CMMI Level 4 - 4 Marks CMMI Level 5 - 5 Marks	We are not on CMMI Level 3,4 and 5. Request for relaxation	The clause will remain same as per RFP
96	51	1	**Technical Specifications**		
97		1.8	The solution should be capable of generating various regulatory reports as per bank requirement as and when required (Bank will share the format of such reports).	Customized report formats to be shared by the bank	Bank will share with the successful bidder
98		1.9	The solution should comply bank's information security policy and the observations of periodical security audit observations should be complied with. Comprehensive audit trail and logs should be available.	Solution as per common security policy. Bank to share specific information policy in case it follows a custom security framework	Bank will share with the successful bidder
99		1.1	The solution should meet the overall guidelines & / or standards issued by RBI & NPCI etc. for implementation of Reconciliation & dispute management and should continue to comply with any new initiatives/amendments/changes made to these standards by the above referred authorities.	Dispute Management workflow to be shared by bank. Will be implemented after bank shares the specifics of the dispute management workflow	Bank will share with the successful bidder
100		1.12	Seamless Integration - The application software should be installed in DC & DR Setup. During Bank's DR Drill period, the application should wor in DR	Bank will need specific licenses for server replication for implementation of the seamless DR switchover. Bank to procure/arrange replication licensing -	Please specify the details of all such licenses in Hardware and Software Requirement.

				hardware + software + tools as the case may be	
101		2	**Functional Specifications**		
102		2.1	Perform Reconciliation within the stipulated timelines as defined by RBI & NPCI for all digital channels (ATM, POS, ECOM, IMPS and UPI).	Bank to provide file formats of different channels as per it's own setup. Once the same are received, we will implement the same	Bank will share with the successful bidder
103		2.2	Dispute Management & Customer complaint redressal for all the activities of channels (ATM, POS, ECOM, IMPS and UPI) within Turn-Around-Time (TAT) directed by RBI,NPCI etc.	Bank to share the specific workflow	Bank will share with the successful bidder
104		2.3	Reconciliation of all settlement accounts ,transactional accounts, suspense accounts and sundry of channels (ATM, POS, ECOM, IMPS and UPI)	Transaction file format for various channels and accounting needs to be shared by the bank	Bank will share with the successful bidder
105		2.4	The proposed solution to present Reconciliation Reports in consonance with day's transactions, amount interchange fee, remittance sent, balance in respective Settlement account all other Accounts maintained for reconciliation purposes etc.	Report format to be shared by the bank	Bank will share with the successful bidder

106		2.5	Report maintenance for daily, monthly, quarterly and annually compliance and audit purpose for the bank.	Bank to share the report frequency and storage policy	Bank will share with the successful bidder
107		2.9	Automated Process should be available in the application through which drill down or drill through can be done on reports.	Bank to provide detailed requirement in this regard to proceed further	The web portal for accessing the reports must have the functionality to generate the reports on different parameters.
108		2.11	Bidder shall comply with the Banks internal audit (including IS Audit) requirement as well as third party external auditors for conducting periodical audit.	Bank to provide it's internal Audit policy	Bank will share with the successful bidder
109		2.14	The solution shall support optimization mechanism, server replication to handle large volume of transactions under high load.	Bank to procure/arrange replication licensing - hardware + software + tools as the case may be	Please specify the details of all such licenses in Hardware and Software Requirement.
110		2.15	The web-based Admin module shall provide facility to take complete and incremental backups and shall be able to integrate with third party backup solutions.	Backup tools licenses to be procured/arranged by the Bank	Please specify the details of all such licenses in Hardware and Software Requirement.

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