

RFP Ref No: NTB/OPERATIONS/AML/2021/04/006 for Supply, Installation, Customization, Training & Support of Anti Money Laundering (AML) & Combating The Financing of Terrorism (CFT) solution.

Sr. No	Page No. / Section No.	Clause No.	Reference / Subject	Clarification Sought	Response by Bank
1	20/eligibility criteria	5	The bidder should have a minimum turnover of INR 10 crores per annum for the past 3 financial years (2017-18, 2018-19 and 2019-20). The bidder should also have positive net worth during the last 3 financial years.	Request you to kindly exempt MSE units from Turnover clause OR reduce the same to Rs. 2.5 crores which is also high as per CVC norms OR Allow System Integrators with Rs. 10 crore Turnovers to bid our products with our experience.	The clause remains same as per the RFP.
2	20/eligibility criteria	6	The bidder should have minimum experience of -5- years of implementing the proposed AML & CFT solution in any Public Sector Bank / Govt. Organization / Commercial Bank in India	Please allow Bidder or OEM to have this experience	The clause remains same as per the RFP.
3	20/eligibility criteria	7	The proposed application should be running for at least -2- years in any -2- organizations (Public Sector Banks/ Govt. Organization / Commercial Banks) in India.	a. Please allow Bidder or OEM to have this experience. b. Please allow Banks of all kinds to be allowed like State Cooperative Bank / DCCB's / UCB's c. Kindly reduce the time period to 1 year and you may increase number of Banks to more than 2	The clause remains same as per the RFP.

4	20/eligibility criteria	8	The bidder company should be CMMI Level 3 or above	CMMi is relevant for project companies and not product companies thus kindly exempt the same for OEM's. Please allow Bidder or OEM to have this experience	The clause remains same as per the RFP.
5	23/BIDDER's/OEM's Capability & Experience	2	BIDDER/OEM experience in implementation of proposed AML Solution in PSU/Commercial Bank/ Govt. Organization in India	a. Please allow Bidder or OEM to have this experience. b. Please allow Banks of all kinds to be allowed like State Cooperative Bank / DCCB's / UCB's	The clause remains same as per the RFP.
6	45/Section V: Scope of work	6	The proposed solution to be integrated with the Core Banking Solution (Finacle 10.X) of the Bank and other third-party solutions, which are to be source of input data, and this integration should facilitate STP and should be managed through secured ports to avoid any leakage of data and exposure of any possible vulnerability.	Bank will provide understanding to bidder and also bank will provide data in bidder format. It is responsibility of bank to get us the data in our formats.	Bank will have discussion with successful bidder and Infosys team for facilitating the data in the required format

7	46/Section V: Scope of work	6	<p>Bidder has to take up the complete installation, integration and customization of the proposed AML solution with the CBS system (Finacle 10.X) and other applications without disturbing the day-to-day operations of the bank. Bidder should accomplish the job in co-ordination with existing CBS system & other applications OEMs. The proposed AML solution shall meet the scope of work and also the functional and technical scope of work requirements as mentioned in the RFP</p>	<p>Bank will provide understanding to bidder and also bank will provide data in bidder format.</p> <p>It is responsibility of bank to get us the data in our formats.</p>	<p>Bank will have discussion with successful bidder and Infosys team for facilitating the data in the required format</p>
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8	46/Section V: Scope of work	6	<p>The proposed AML solution should provide a list manager to manage various black-lists provided by regulatory authorities such as lists provided by FRC and OFAC - SDN lists issued time to time by the law enforcement agencies, PEP lists, UNSCR lists, High risk countries list etc. It should also be possible to add new lists as and when they are introduced in future at no additional cost to the Bank. The lists should be updated straight through process (SFTP/API) as far as possible, as and when notifications are received from regulators. Users should also be able to create/maintain internal watch lists to monitor certain customers as and when required.</p>	<p>Bank will provide such as lists to bidder.</p>	<p>Either Bank or vendor has to update automatically major list and latest list</p>
9	49/Section V: Scope of work	6	<p>Bidder will migrate the data from the existing AML solution running in bank to the new system.</p>	<p>Bank will provide data in bidder format</p> <p>It is responsibility of bank to get us the data in our formats.</p>	<p>Bank will facilitate data as per requirement for migration. But it will be bidders responsibility to migrate data in new system from the available data in legacy system</p>

10	51/Section V: Scope of work		MIS Reports generation: Bidder should provide Daily/Monthly/Quarterly/Yearly/adhoc reports, Exception reports, Detailed/summary level reports, etc. in the specified formats as required by the Bank	Bank will provide format to bidder format	Discussion of Format will for reports will be discussed with successful bidder.
11	pg.no.20/ Evaluation of Eligibility Criteria	3.31 Eligibility criteria Point 6	The bidder should have minimum experience of -5- years of implementing the proposed AML & CFT solution in any Public Sector Bank / Govt. Organization / Commercial Bank in India	We have done our first installation in 2009 with scheduled commercial Bank. However in 2015 it was merged with another bank, hence our solution was discontinued in 2015. We would like to seek clarity if this implementation experience of over 6 years can be shown with experience certifications from Client	Documentary evidence with relevant copies of satisfactory completion certificate or Purchase Order including names of clients with Phone and Fax numbers, E-Mail IDs etc.
12	pg.no.20/ Evaluation of Eligibility Criteria	6	The bidder should have minimum experience of -5- years of implementing the proposed AML & CFT solution in any Public Sector Bank / Govt. Organization / Commercial Bank in India	Request Bank to Modify the clause as : The bidder should have minimum experience of -4- years of implementing the proposed AML & CFT solution in any Public Sector Bank / Govt. Organization / Commercial Bank in India	The clause remains same as per the RFP.

13	32	3.43.3 Commercial Rejection Criteria	Bullet Point3: Total price quoted by the Bidder does not clarify regarding all statutory taxes and levies applicable.	In Section VI : Financial Bid Format Page No 65, the total price asked without GST/Other Taxes and there is no option given to show applicable taxes in the Financial Bid Format. While under this Clause the bidder is asked to show all applicable taxes otherwise there is rejection of Commercial bid. Please give clarity on the same. If the bidder require to show all applicable taxes in commercial Bid then please share revise Commercial Bid Format.	Point should be considered struck off
14	41	5.4. Undertaking of Information Security	We hereby undertake that the proposed hardware / software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done)	To the best of our understanding the supply scope is only AML software and associated services. We request that the text be modified to " We hereby undertake that the proposed software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done) "	Point to be read as We hereby undertake that the proposed software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done)

15	45	6.1 Detailed Scope of Work:	The bidder should act as a System Integrator for providing AML solution and all the required additional/total hardware, middleware, application software, third party utilities and their licenses be provisioned in the bid itself.	Our understanding is the bank will procure the hardware as suggested by the AML vendor. In this context we expect the services for the installation and maintenance of hardware to be provided by the hardware vendor. The AML vendor will be responsible only for ensuring that the specified configuration is accurate. Is our understanding correct?	In this context we expect the services for the installation and maintenance of hardware to be provided by the hardware vendor. The solution provider will be responsible only for ensuring that the specified configuration is accurate.
16	46	6.1 Detailed Scope of Work:	Bidder has to provide onsite support for hardware/ software/ third party tools at no additional cost to the bank during the warranty/ AMC/ ATS period	Since the bank is procuring the hardware independently we assume that the bidder is NOT RESPONSIBLE for providing hardware services. Can this clause be modified?	Point to be read as Bidder has to provide onsite support for software/ third party tools at no additional cost to the bank during the warranty/ AMC/ ATS period
17	48 Detailed Scope of Work:	6.1	The solution should address the challenges in statutory report submission by automating the process from data extraction to submission to FIU before cut-off date	Will the Bank provide the necessary credentials for accessing the FinNet tool to the system hosting the AML/CFT system?	Yes
18	51	6.1 Detailed Scope of Work:	Tuning and configuration of Hardware, software and database	Since the bank is procuring the hardware independently we assume that the bidder is NOT RESPONSIBLE for providing hardware services. Can this clause be modified?	Bidder is required to assist bank in fine tuning the Hardware / software for smooth functioning of the software solution

19	62 Detailed Scope of Work:	145 -149	Credits greater than principal for Loan accounts, ...Unusual interest rates on loans and fixed deposits	Does the data necessary for detecting these patterns come from Core Banking System or form a different system? If so, What LLM system does the Bank use?	Data comes from Core Banking Solution
20	62 Detailed Scope of Work:	145 -149	General	As per the RBI Circular on Digital Payment Security dated 18 Feb 2021, banks need to deploy a Fraud Risk Management Solution for Operational Risk Management. We recommend the Bank to extend the Scope of Work to Enterprise Fraud and Risk Management (EFRMS) along with AML. This will help the bank manage the holistic risk. Moreover, procuring an integrated solution will lead to reduction in overall cost and comply with RBI requirement.	The clause remains same as per the RFP.
21	13 Envelope 3- Commercial 1 Bid envelope	Commercial Bid envelope	Commercial Bid Letter	We recommend the Bank to consider Reverse Auction Process for Commercial Bid. It will help the Bank discover the best price for the given set of technical features. We also recommend the Bank to look at a weighted average method to arrive at the best bid using Technical: Commercial Scoring in 80:20 ratio. This method will allow the Bank to get the best product at the competitive price.	The clause remains same as per the RFP.

22	6 Application Money EMD	6	General	<p>We request the Bank to accept the application money and EMD through online payment. If this is acceptable then kindly provide us the:</p> <p>Account Number, Bank Name, IFSC, Name on the account, so that we can transfer it digitally to Nainital Bank.</p>	The clause remains same as per the RFP.
23	9	3.3	<p>One paper copy and one electronic copy (Power Point or Microsoft Word and Excel contained in storage media) of all documents submitted under Technical Bid</p>	<p>Kindly allow electronic copy of all documents to be submitted under Technical bid in "PDF format".</p> <p>We can share 6.3 Software Functionality section response in excel format.</p>	<p>This clause may be read as :</p> <p>The Bidder shall send the Bid Envelope through Courier / Registered Post / Speed Post at The Nainital Bank Ltd. , 33, Second Floor, Punchkuian Road Above Lahore Furniture Mart New Delhi - 110001 on or before 15.05.2021 (Revised Bid Submission Date) .</p> <p>The date on dispatch of Courier / Registered Post / Speed Post receipt should be on or before revised last date of bid submission. 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.</p> <p>However, if the said Bid Envelope sent through Courier / Registered Post / Speed Post is lost in transit or is not delivered within 7 days from revised last date of bid submission in such circumstances the Bank shall not be liable, whatsoever, due such misplacement or non-delivery of said bid envelope.</p>

					Further, the Bidder, whose bid envelope is misplaced in transit or is undelivered within 7 days from revised last date of bid submission cannot resubmit his bid on the pretext of misplacement or non-delivery of the Bid envelope.
24	12	3.11	Compliance List of Documents	Please provide more clarity on the compliance list of document.	Compliance List includes all the annexure in RFP as well as mandatory supporting documents.
25	15	3.15	The EMD must be submitted, in form of DD/PO or Bank Guarantee valid for a period of -6- months from the last date of bid submission, of any Scheduled Commercial Bank favouring The Nainital Bank Ltd.	There is no specific format for BG, bidder can submit as per their own format. Please confirm.	To be submitted in Standard format.
26	20	3.31	The bidder should be original equipment manufacturer of proposed AML & CFT Solution Manufacturer's Authorization Format as per pt. 5.2 of this document	Manufacturer's Authorization is required for AML and CFT solution only. Please confirm.	Yes
27	34	4.1	Bidder should setup one centralized L2 Support at Bank Site till the completion of warranty period as mentioned above. The Bank has a right to interview and reject resources deployed by the Bidder.	During warranty period, Bank needs L2 support and as per MAF support shall be 24X7 support. Please confirm. What level of support is required during AMC period. Also, confirm whether 24X7 support is required during AMC.	Bidder shall provide the on-site/off-site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite/offsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite/offsite comprehensive ATS support for 4 years . In case any issue is not being

					resolved through off-site support then the bidder will ensure deputing support team onsite to resolve the issue . The cost of such onsite support will be borne by the Bidder .
28	35	4.3	Paymet Schedule	Bidder can propose own payment terms. Please confirm.	The clause remains same as per the RFP.
29	45	6.1	Scope of Work	Do bidder has to quote RDBMS License or Bank will Provide	Bank will provide
30	45	6.1	Scope of Work	Do bidder need to quote for the required Hardware or only the sizing needs to provided	Bidder need to provide the Hardware Specifications. However the Bank reserves the right to procure the same from Bidder or Open market. Please be guided by point 6.4 of RFP.
31	45	6.1	Scope of Work	If bidder required to propose Hardware and TPP, is it required to submit MAF for the same? If yes, then please share MAF format as format mentioned in 5.2 section requires 24X7 support.	No
32	45	6.1	Bidder has to submit the exhaustive list of all hardware items (servers, storage, tape library etc.), software licenses and third-party tools with their configurations and detailed solution architecture in the technical bid.	Is bidder expected to share detailed configuration of every component proposed as a part of Hardware and SW TPP?	Yes
33	46	6.1	Bidder has to provision for required hardware/ software/ third party tools to support archiving requirements of the bank for the entire contract period.	Request the bank to specify the details of the requirement	Point to be read as Bidder has to provision for required software/ third party tools to support archiving requirements of the bank for the entire contract period.

34	47	6.1	The solution should support advanced search techniques to search data provided by enforcement agencies.	Request the bank to specify the details of the requirement	Software should be capable to inject the data provided by enforcement agencies and allow search on the injected.
35	47	6.1	The AML solution should allow for benchmarks to be fixed based on the general behavior of entities (Customers, Products etc.). The default benchmarks should be definable in the system and the user should be able to edit an existing benchmark	Request the bank to specify the details of the requirement	Default Benchmarks – The AML system should allow for benchmarks to be fixed based on the general behavior of entities (Customers, Products, and Instruments etc.). The Default Benchmarks should be definable in the AML system for all customers based on the Customer Category (Individual, Corporate, Institution, NRI, etc.) and the Amount range in which they are operating. The user should be able to create, and even edit an existing benchmark.
36	49	6.1	Bidder will migrate the data from the existing AML solution running in bank to the new system	Which is the existing AML solution? Which is the existing current database? What information needs to be migrated? Please specify	existing solution - 3i AML lock application. Current database - MS SQL all existing data needs to be migrated.
37	49	6.1	Bidder will ensure escrow arrangement for application	Required charges will be in scope of Bank. Please confirm.	Please read the clause as : Bidder will ensure escrow arrangement for proposed solution and fees shall be Bourne by the bidder.
38	52	6.1	Bidder has to take up the complete installation, integration and customization of the proposed AML solution with the existing CBS system (Finacle 10.X) and other applications without disturbing the day to day operations of the bank. Bidder should accomplish the job in co-ordination with existing CBS system & other applications	Please specify the other applications	other application consist of current cbs Fincraft, Upcoming CBS Finale, and Current AML Application 3i AMLock. Migration to be done without disturbance to CBS Operations and Services.

			OEMs. The proposed AML solution shall meet the scope of work and also the functional and technical scope of work requirements as mentioned in the RFP.		
39	54	Section 6.3 / 14	Ability to create reports and export them to MS Word, MS Excel, Email or PDF or universal standard formats. The system should also be able to accept imports of data from other formats.	Please specify the other applications and provide detailed requirement of this point	All Formats: (i) MS Excel, MS Word (ii) PDF (iii) CSV File (iv) XML file, etc.
40	55	Section 6.3 / 16	For users to export standard pre-packaged and user defined reports to various file formats and software such as, but not limited to; (i) MS Excel, MS Word (ii) PDF (iii) CSV File (iv) XML file (v) 3rd Party BI Software Packages	Please specify 3rd Party BI Software Packages	Point to be read as For users to export standard pre-packaged and user defined reports to various file formats and software such as, but not limited to; (i) MS Excel, MS Word (ii) PDF (iii) CSV File (iv) XML file
41	57	Section 6.3 / Point 50	Describe how the AML software provides the ability to create accurate, verifiable, compact customer baseline profiles from historical data as well as from initial data obtained at the inception when account is opened	How many year of historical data does the bank want to integrate in the AML system	10 yrs
42	57	Section 6.3 / Point 64	Offer diverse investigation practices into the solution's workflow	Request the bank to provide more detailed requirement	The software should provide best industry practices /solution which will help bank to strengthen the AML process

43	58	Section 6.3 / Point 66	The system should address and be compliant with the recommendations laid down by FATF, FATCA and any other international body as may be required	Does the Bank require FATCA/CRS system. If yes, please specify detailed requirements	Compliance of FATCA / CRS
44	59	Section 6.3 / Point 78-79	Bank should be able to create watch lists of customers & non-customers. Batch upload of customized lists should be possible. Changes to this watch list should also be tracked, with complete audit trail.	Will the bank provide a list of non-customer. If yes, how will bank provide this data. Please specify the details	List will be provided by bank from the different enforcement agencies. The format shared by such agencies is universal for all the banks.
45	61	Section 6.3/Point 110	The system should have the feature to prioritize alerts	Request the bank to provide the logic for prioritization of alerts	Yes
46	64	6.4	Hardware Specification	Hardware to be quoted with how many years warranty and AMC	5 yrs
47	64	6.4	Hardware Specification	Networking component like switches and cables would be provided by Bank	yes
48	64	6.4	Hardware Specification	Do Vendor has to quote RACK or same would be provided by Bank	will be provided by the bank
49	65	7	Financial Bid Format	Is not provided for Hardware and database license	Bidder is required to provide the infra requirement and bank will provide the same
50	9	3.3	Submission of Bids	Due to current pandemic of Covid 19, and as per govt. guidelines all private organizations are asked to work from home, due to which the hard copy submission looks	This clause may be read as : The Bidder shall send the Bid Envelope through Courier / Registered Post / Speed Post at The Nainital Bank Ltd. , 33, Second Floor, Punchkuian Road Above Lahore Furniture Mart New Delhi - 110001 on or

				<p>difficult. Hence request bank to consider the bid/ proposal submission through online, with commercial as password protected file.</p>	<p>before 15.05.2021 (Revised Bid Submission Date) . The date on dispatch of Courier / Registered Post / Speed Post receipt should be on or before revised last date of bid submission. 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 within 7 days from revised last date of bid submission 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 within 7 days from revised last date of bid submission cannot resubmit his bid on the pretext of misplacement or non-delivery of the Bid envelope.</p>
51	10	3.6	Micro and Small Enterprise (MSE)	<p>We request Bank to waive off the tender fess and EMD requirement for MSME (Micro, Small & Medium Enterprises) certified bidders.</p>	<p>Please be guided by Point 3.6 of RFP</p>
52	15	3.15	EMD	<p>We request Bank to waive off the EMD requirement for MSME (Micro, Small & Medium Enterprises) certified bidders.</p>	<p>Please be guided by Point 3.6 of RFP</p>
53	20	3.31.3	<p>Evaluation of Eligibility Criteria- The bidder should have ISO 27001, 9001 certifications</p>	<p>We have completed the ISO 27001 audit successfully, but the certificate is yet to be received. The email for successful completion of ISO 27001 from the certifying agency can be submitted as proof of completing the audit. Please consider this for</p>	<p>The clause remains same as per the RFP.</p>

				our eligibility and we ensure that we will submit the ISO 27001 certificate by end of May 2021. Request Bank to alter the clause as mentioned below: The bidder should have ISO 27001 or 9001 certifications	
54	20	3.31.3	Evaluation of Eligibility Criteria- The bidder should have ISO 27001, 9001 certifications	Request Bank to alter the clause as mentioned below: The bidder should have ISO 27001 or 9001 certifications	The clause remains same as per the RFP.
55	20	3.31.5	Evaluation of Eligibility Criteria- The bidder should have a minimum turnover of INR 10 crores per annum for the past 3 financial years (2017-18, 2018-19 and 2019-20). The bidder should also have positive net worth during the last 3 financial years.	Request Bank to change the minimum annual turnover of 50 Crores, so that financially stable companies can bid for this.	The clause remains same as per the RFP.
56	20	3.31.8	The bidder company should be CMMI Level 3 or above	Due to the CMMI level clause the competition between the solution providers will be reduced or limited and Bidders like us who have the complete end to end solution will not be able to participate in this tender. We request bank to remove this clause from the eligibility criteria and from the scoring matrix as well.	The clause remains same as per the RFP.

57	23	3.32.B.04	CMMI Level CMMI Level 3 - 3 Marks CMMI Level 4 - 4 Marks CMMI Level 5 - 5 Marks	As we have sought relaxation for CMMI certification, we request that Bank consider the scoring on the basis of ISO Certification as under: ISO 9001 or 27001 - 3 marks ISO 9001 and 27001 - 5 marks	The clause remains same as per the RFP.
58	Page no. 57/Section V	6.3 Software Functionality>Requirements> Sr no.63 "Ability to offer Advanced Visualization tools between customers and accounts as well as other customers"	Customer Profiling & Transaction monitoring	Need more elaboration on this as what is expected from this tool to perform?	Refer to scope of Work for elaborate understanding of the points

59	Page no. 62/Section V	6.3 Software Functionality>Requirements> Sr no.140 "Common beneficiary for incoming payments"	Suspicious Transaction Scenarios	Please confirm, If beneficiary is account holder of the Bank.	Refer to scope of Work for elaborate understanding of the points
60	Page no. 62/Section V	6.3 Software Functionality>Requirements> Sr no.141 "Cash deposits to numerous accounts under same base number"	Suspicious Transaction Scenarios	What is base number?	Refer to scope of Work for elaborate understanding of the points
61	Page no. 62/Section V	6.3 Software Functionality>Requirements> Sr no.142 "High cash transaction s ratio in corporate accounts"	Suspicious Transaction Scenarios	Is ratio is in term of volume or value of the transaction?	Refer to scope of Work for elaborate understanding of the points

62	Page no. 19/Section 3.31	Eligibility Criteion Point No 6	The bidder should have minimum experience of -5- years of implementing the proposed AML & CFT solution in any Public Sector Bank / Govt. Organization / Commercial Bank in India	Please consider this clause as "the proposed solution should be implemented in last 3 years and in active support with the client in india or globally.	The clause remains same as per the RFP.
63	Page no. 19/Section 3.31	Eligibility Criteion Point No 7	The proposed application should be running for at least -2- years in any -2- organizations (Public Sector Banks/ Govt. Organization / Commercial Banks) in India.	Please revise the clause as "The proposed application should be running for at least -2- years in any -2- organizations (Public Sector Banks/ Govt. Organization / Commercial Banks) in India or globally".	The clause remains same as per the RFP.
64	Page No 23/Section B	Scoring Matrix/Bidd er's OEM Capability & Experience/ Point No 1	BIDDER/OEM experience in implementation of proposed AML Solution in PSU/Commercial Bank/ Govt. Organization in India	Please consider this clause as "BIDDER/OEM experience in implementation of proposed AML Solution in PSU/Commercial Bank/ Govt. Organization in India or globally.	The clause remains same as per the RFP.
65	Page No 9/Section 3.3	Submission of Bids	1) The bidder shall deposit the envelope in person in the tender box kept for this purpose at The Nainital Bank Ltd., 33, Second Floor, Punchkuian Road Above Lahore Furniture Mart New Delhi - 110001 on or before 16:00 hrs 2)Submissions must be supplied to Bank at The Nainital Bank Ltd. IT Department, Head	Bank has asked to submit the document at 2 different address. Please confirm, do we submit the envelop 1 at address 1 and envelop 2 at address? Usually, in all the RFP document, We submit the documents in a master envelop.	This clause may be read as : The Bidder shall send the Bid Envelope through Courier / Registered Post / Speed Post at The Nainital Bank Ltd. , 33, Second Floor, Punchkuian Road Above Lahore Furniture Mart New Delhi - 110001 on or before 15.05.2021 (Revised Bid Submission Date) . The date on dispatch of Courier / Registered Post / Speed Post receipt should be on or before revised last date of bid submission. 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

			Office, Seven Oaks Building, Mallital Nainital – 263001		Courier / Registered Post / Speed Post is lost in transit or is not delivered within 7 days from revised last date of bid submission 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 within 7 days from revised last date of bid submission cannot resubmit his bid on the pretext of misplacement or non-delivery of the Bid envelope.
66	Page 34	Warranty	a) The warranty of 12 Months shall start from the date of UAT Sign-Off b)The warranty period would start after live implementation* (*Live implementation means that after user acceptance and audit clearance the complete System is ported on the production environment (Go Live)	There are two different points mentioned related to Warranty. Please confirm which clause is applicable.	Point a) The warranty of 12 Months shall start from the date of UAT Sign-Off be considered as struck off
67	20/3.31	6	The bidder should have minimum experience of -5- years of implementing the proposed AML & CFT solution in any Public Sector Bank / Govt. Organization / Commercial Bank in India	Guidelines provided by the RBI about the norms and formats for AML are same for all banks, so we request you to consider the vendor's experience of AML Reporting in any type of bank. We have Done AML Projects of financial institutions which includes Urban co-operative banks. We are having 100+ banking customers and more than 140 Branches banks where AML/FIU in RBI formats /RBI Reporting for ALM/RBI OSS	Point be read as The bidder should have minimum experience of -5- years of implementing the proposed AML & CFT solution in any Public Sector Bank / Govt. Organization / Commercial Bank/ Co-operative Banks in India

				Reporting/GST reports in GST formats are regularly reported .We have several coop. banks where there functionalities are implemented, so we would like to participate in this tender.	
68	20/3.31	7	The proposed application should be running for at least -2- years in any -2- organizations (Public Sector Banks/ Govt. Organization / Commercial Banks) in India.	Guidelines provided by the RBI about the norms and formats for AML are same for all banks, so we request you to consider the vendor's experience of AML Reporting in any type of bank. We have Done AML Projects of financial institutions which includes Urban co-operative banks. We are having 100+ banking customers and more than 140 Branches banks where AML/FIU in RBI formats /RBI Reporting for ALM/RBI OSS Reporting/GST reports in GST formats are regularly reported .We have several coop. banks where there functionalities are implemented, so we would like to participate in this tender.	Point to be read as The proposed application should be running for at least -2- years in any -2- organizations (Public Sector Banks/ Govt. Organization / Commercial Banks/Co-operative Bank) in India.

69	9/3.3	submission	<p>The bidder shall deposit the envelope in person in the tender box kept for this purpose at The Nainital Bank Ltd., 33, Second Floor, Punchkuian Road Above Lahore Furniture Mart New Delhi - 110001 on or before 16:00 hrs, on bid submission date mentioned herein this RFP document.</p>	<p>Kindly allow courier/post mode/E Tender online submission in current pandemic lockdown restriction on movement.</p>	<p>This clause may be read as : The Bidder shall send the Bid Envelope through Courier / Registered Post / Speed Post at The Nainital Bank Ltd. , 33, Second Floor, Punchkuian Road Above Lahore Furniture Mart New Delhi - 110001 on or before 15.05.2021 (Revised Bid Submission Date) . The date on dispatch of Courier / Registered Post / Speed Post receipt should be on or before revised last date of bid submission. 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 within 7 days from revised last date of bid submission 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 within 7 days from revised last date of bid submission, cannot resubmit his bid on the pretext of misplacement or non-delivery of the Bid envelope,.</p>
70	14/3.14	POA	<p>The authorization shall be indicated by written power-of-attorney accompanying the bid.</p> <p>The power of attorney and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the bid.</p>	<p>Request you to allow the Board resolution for authorised signatory.</p>	<p>This para to be read as : The authorization shall be indicated by written power-of-attorney or latest Board Resolution in case of company authorizing the Principal Officer / Authorized representative accompanying the bid. The power of attorney and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the bid.</p>

71	8	3.1	<p>Scope of RFP in brief is mentioned below: The objective of this RFP envisages an end-to-end comprehensive solution for AML & CFT which includes procurement of perpetual license & supply of software, installation, design, sizing, training, customization, configuration, implementation, maintenance and support of the software 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”)</p>	<p>Request bank to kindly clarify on the point of onsite support required in and after warranty period of 12 months for the contract period. In the number of shifts required and no. Of resources required per shift for the following activities;</p> <ol style="list-style-type: none"> 1. Application Support 2. Facility management (Infra Support) 3. DataBase Management 	<p>Bidder shall provide the on-site/off-site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite/offsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite/offsite comprehensive ATS support for 4 years . In case any issue is not being resolved through off-site support then the bidder will ensure deputing support team onsite to resolve the issue . The cost of such onsite support will be borne by the Bidder .</p>
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72	8	3.1	<p>The broad scope of work for the AML & CFT solution is given in the 'Scope of work' section wherein the selected bidder has to provide the necessary system to enable implementation of Anti Money Laundering & CFT Solution, including all additional middleware as required by the offered solution, application software and all related components, complete interface with the Finacle 10.X CBS solution and other applications implementation and ongoing support services. This is an end to end project and all the items required for making the application operational should be</p>	<p>Request bank to kindly clarify on the no of systems to be integrated with the proposed solution. Bidder to expose the standard API for the integration and same needs to consumed by the banks systems or solutions from which proposed solution needs to be integrated.</p>	15 TO 30 USERS Approx
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73	8	3.1	<p>The broad scope of work for the AML & CFT solution is given in the 'Scope of work' section wherein the selected bidder has to provide the necessary system to enable implementation of Anti Money Laundering & CFT Solution, including all additional middleware as required by the offered solution, application software and all related components, complete interface with the Finacle 10.X CBS solution and other applications implementation and ongoing support services. This is an end to end project and all the items required for making the application operational should be</p>	<p>Request bank to provide the clarity on the current technology stack , DB being used & the data size to be migrated if any to arrive at migration efforts involved if any.</p>	80 to 100 Gb Approx
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74	11 & 12	3.8. Clarification on RFP Document	<p>Note: Inputs/suggestions/queries submitted by bidders as part of the pre-bid queries and otherwise will be given due consideration by the Bank, however THE NAINITAL BANK LTD. is not mandated to accept any submission made by the bidder and nor the Page-12 THE NAINITAL BANK LTD. RFP Ref. No.- NTB/ACCOUNTS/GST/2021/04/009 bidder will be given any written response to their submissions. If an input is considered valid by the bank the same will be accepted and incorporated as part of the corrigendum and shall be published on Bank's website.</p>	<p>Requesting bank to provide the clarification to the pre-bid queries raised by the bidder in writing in order to be on records and for hand reference whenever required in future during the contract period.</p>	<p>The Pre Bid response have been uploaded on Bank's website.</p>
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75	65	FormatSection VI : Financial Bid Format	General	We request bank to ammend the commercial format and include following; Onsite Application Support cost for 1st year and subsequent years of AMC Facility Management infra Support cost for 1st year and subsequent years of AMC Hardware & Infra cost for 1st years and subsequent years of AMC Escrow arrangement for 5 years Training Cost- Bank to provide training infrastrcuture Per Manday Cost.	Bidder shall provide the on-site/off-site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite/offsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite/offsite comprehensive ATS support for 4 years . In case any issue is not being resolved through off-site support then the bidder will ensure deputing support team onsite to resolve the issue . The cost of such onsite support will be borne by the Bidder .
76	17	3.21. Consortium	Consortium is not allowed.	Request bank to remove the mentioned clause.	The clause remains same as per the RFP.
77	20	3.31. Evaluation of Eligibility Criteria Point. 4	The bidder should be original equipment manufacturer of proposed AML & CFT Solution	Request bank to kindly consider,"The bidder should be original equipment manufacturer or authorised partner of OEM of proposed AML & CFT Solution."	The clause remains same as per the RFP.
78	20	3.31. Evaluation of Eligibility Criteria Point. 6	The bidder should have minimum experiece of -5- years of implementing the proposed AML & CFT solution in any Public Sector Bank / Govt. Organization / Commercial Bank in India	Request bank to kindly consider," The bidder/OEM should have minimum experiece of -5- years of implementing the proposed AML & CFT solution in any Public Sector Bank / Govt. Organization / Commercial Bank in India/RRB/SCB/DCCB`s./BFSI."	Point to be read as The bidder should have minimum experience of -5- years of implementing the proposed AML & CFT solution in any Public Sector Bank / Govt. Organization / Commercial Bank/ Co-operative Bank in India

79	20	3.31. Evaluation of Eligibility Criteria Point. 7	The proposed application should be running for at least -2- years in any -2- organizations (Public Sector Banks/ Govt. Organization / Commercial Banks) in India.	Request bank to consider, " The proposed application should be running for at least -2- years in any -2- organizations (Public Sector Banks/ Govt. Organization / Commercial Banks/RRB`s/DCCB/SCB/BFSI) in India."	Point to be read as The proposed application should be running for at least -2- years in any -2- organizations (Public Sector Banks/ Govt. Organization / Commercial Banks/Co-operative Bank) in India.
80	23	B. BIDDER's/OEM's Capability & Experience	BIDDER/OEM should have at least 5 years of experience in providing AML solution and service in PSU/Commercial Bank/ Govt. Organization. · More than 10 years – 10 Marks · >= 7 and <=10 years -7 Marks · Less than 7 years – 5 Marks	Request bank to kindly consider the experience of RRB`s , SCB & DCCB`s also of the considerable size. We request bank to consider, " BIDDER/OEM should have at least 5 years of experience in providing AML solution and service in PSU/Commercial Bank/ Govt. Organization/RRB`s/SCB/DCCB`s/BFSI. · More than 10 years – 10 Marks · >= 7 and <=10 years -7 Marks · Less than 7 years – 5 Marks	Point to be read as BIDDER/OEM should have at least 5 years of experience in providing AML solution and service in PSU/Commercial Bank/ Co-operative Bank/Govt. Organization. · More than 10 years – 10 Marks · >= 7 and <=10 years -7 Marks · Less than 7 years – 5 Marks
81	28	3.38. 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 consider, " Within 30 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."	The clause remains same as per the RFP.

82	28	3.38. Award of Contract	Keeping in view the project commitment, The Nainital Bank Ltd. reserves the right to ask the vendor to add new features/ process or modify the existing solution to take care the service delivery for matching the project requirements as and when required.	in case of any efforts are involved for any additional work same would be taken up with the bank as change request and at the mutually agreed commercials based on manday efforts.	The clause remains same as per the RFP.
83	29	3.38. Award of Contract	THE NAINITAL BANK LTD. may, at any time, terminate the contract by giving written notice of -30- days to the vendor without any compensation, if the vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to THE NAINITAL BANK LTD. If at any point during the contract, if the vendor fails to, deliver as per the tender terms and conditions or any other reason amounting to disruption in service, the Termination and Exit Management clause to be incorporated in contract, will be invoked.	Request bank to kindly consider, " THE NAINITAL BANK LTD. may, at any time, terminate the contract by giving written notice of -60- days to the vendor without any compensation, if the vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to THE NAINITAL BANK LTD. If at any point during the contract, if the vendor fails to, deliver as per the tender terms and conditions or any other reason amounting to disruption in service, the Termination and Exit Management clause to be incorporated in contract, will be invoked."	The clause remains same as per the RFP.

84	29	3.39. Placing of Purchase Orders	Objection, if any, to the Purchase Order must be reported to the Bank by the vendor within five (5) working days counted from the date of receipt of Purchase Order for modifications, otherwise it is assumed that the vendor has accepted the Purchase Order in totality.	Request bank to kindly consider, " Objection, if any, to the Purchase Order must be reported to the Bank by the vendor within Seven (7) working days counted from the date of receipt of Purchase Order for modifications, otherwise it is assumed that the vendor has accepted the Purchase Order in totality."	The clause remains same as per the RFP.
85	30	3.40. Bank Guarantee for Contract Performance	Failure of the successful Bidder to comply with the requirement mentioned in document shall constitute sufficient ground for the annulment of the award and forfeiture of the EMD. In case of exigency, if the Bank gets the work done from elsewhere, the difference in the cost of getting the work done will be borne by the successful Bidder.	Request bank to remove the mentioned clause.	The clause remains same as per the RFP.

86	33	4. Section III – General Conditions of Contract	<p>Arbitration: The Bank and the Bidder shall make every effort to resolve amicably, by direct negotiation between the respective Designated Officials of the bank and the Bidder, any disagreement or dispute arising between them under or in connection with the RFP and or contract thereafter.</p> <p>If the designated official of the Bank and the Bidder are unable to resolve the dispute within - 30- days from the commencement of such informal negotiations, they shall immediately escalate the dispute to their Senior Authorized Personal.</p>	<p>Request bank to consider, "Arbitration: The Bank and the Bidder shall make every effort to resolve amicably, by direct negotiation between the respective Designated Officials of the bank and the Bidder, any disagreement or dispute arising between them under or in connection with the RFP and or contract thereafter.</p> <p>If the designated official of the Bank and the Bidder are unable to resolve the dispute within -60- days from the commencement of such informal negotiations, they shall immediately escalate the dispute to their Senior Authorized Personal."</p>	The clause remains same as per the RFP.
87	34	4.1. Term and Extension of the Contract	<p>The term of this Contract will commence from the date of signing of contract/agreement and will be valid for a period of five years from the date of Go-Live of GST Solution. The contract is extendable further for two years solely at option of the Bank.</p>	<p>Request bank to consider two year extension at the mutually agreed rates for AMC Onsite support and other activities considering the inflation and other price factors.</p>	The clause remains same as per the RFP.

88	34 & 35	4.1. Term and Extension of the Contract Warranty	b) Bidder / Vendor should provide software patches / upgrades towards complying with all the statutory and any other requirements from the Bank as specified from time to time during the Contract period, free of cost. The warranty period would start after live implementation* (*Live implementation means that after user acceptance and audit clearance the complete System is ported on the production environment (Go Live) and after issuance of Acceptance Certificate by the Bank).	Request bank to consider paying for any major efforts involved by any regulatory and statutory changes involving efforts more than 15 days per year any efforts over and above would be charged as per manday rate based on efforts involved.	The clause remains same as per the RFP.
89	34	4.1. Term and Extension of the Contract Warranty	c) Bidder should setup one centralized L2 Support at Bank Site till the completion of warranty period as mentioned above. The Bank has a right to interview and reject resources deployed by the Bidder.	Request bank to kindly clarify on the point of onsite support required in and after warranty period of 12 months for the contract period. In the number of shifts required and no. Of resources required per shift. We would also request bank to provide provision for remote support L3 support in case its is required during the contract period	Point should be read as Bidder shall provide the on-site/off-site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite/offsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite/offsite comprehensive ATS support for 4 years . In case any issue is not being resolved through off-site support then the bidder will ensure deputing support team onsite to resolve the issue . The cost of such onsite support will be borne by the Bidder .

90	35	4.1. Term and Extension of the Contract Warranty	c) Bidder should setup one centralized L2 Support at Bank Site till the completion of warranty period as mentioned above. The Bank has a right to interview and reject resources deployed by the Bidder.	Request bank to kindly clarify on the point of onsite support required in and after warranty period of 12 months for the contract period. In the number of shifts required and no. Of resources required per shift for the following activities; 1. Application Support 2. Facility management (Infra Support) 3. DataBase Management	Point should be read as Bidder shall provide the on-site/off-site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite/offsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite/offsite comprehensive ATS support for 4 years . In case any issue is not being resolved through off-site support then the bidder will ensure deputing support team onsite to resolve the issue . The cost of such onsite support will be borne by the Bidder .
91	37	4.4. Service Level Agreement & Targets	Selected vendor is obliged to provide additional infrastructure free of cost at any stage of the TCO period, if it was found that requirement & standards intended by the Bank in RFP is not being fulfilled.	Request bank to remove the mentioned clause.	Point to be considered struck off
92	45	6.1 Detailed Scope of Work	· The proposed solution to be integrated with the Core Banking Solution (Finacle 10.X) of the Bank and other third-party solutions, which are to be source of input data, and this integration should facilitate STP and should be managed through secured ports to avoid any leakage of data and exposure of any possible vulnerability.	Request bank to kindly clarify on the no of systems to be integrated with the proposed solution. Bidder to expose the standard API for the integration and same needs to consumed by the banks systems or solutions from which proposed solution needs to be integrated.	The expected data source to name a few will be Finacle 10.x, and any future version of Finacle, etc.

93	45	6.1 Detailed Scope of Work	· The bidder should act as a System Integrator for providing AML solution and all the required additional/total hardware, middleware, application software, third party utilities and their licenses be provisioned in the bid itself.	We request bank to provide the hardware infrastructure as per the sizing provided by bank as bank may have rate contract with the OEM for infra components and support for the same which would in turn will be cost saving and win-win situation for both the parties	Infrastructure will be provided by the bank however the vendor is required to maintain the software
94	45 & 46	6.1 Detailed Scope of Work	Bidder has to submit the exhaustive list of all hardware items (servers, storage, tape library etc.), software licenses and third-party tools with their configurations and detailed solution architecture in the technical bid. The proposed hardware should have either horizontal scalability or vertical scalability in accordance with the requirements of Web / App / DB layers.	We request bank to provide the hardware infrastructure as per the sizing provided by bank as bank may have rate contract with the OEM for infra components and support for the same which would in turn will be cost saving and win-win situation for both the parties	Infrastructure will be provided by the bank however the vendor is required to maintain the software

95	46	6.1 Detailed Scope of Work	· Bidder has to provide onsite support for hardware/ software/ third party tools at no additional cost to the bank during the warranty/ AMC/ ATS period	Request bank to kindly clarify on the point of onsite support required in and after warranty period of 12 months for the contract period. In the number of shifts required and no. Of resources required per shift for the following activities; 1. Application Support 2. Facility management (Infra Support) 3. DataBase Management	Point should be read as Bidder shall provide the on-site/off-site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite/offsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite/offsite comprehensive ATS support for 4 years . In case any issue is not being resolved through off-site support then the bidder will ensure deputing support team onsite to resolve the issue . The cost of such onsite support will be borne by the Bidder .
96	46	6.1 Detailed Scope of Work	· Bidder should perform onsite maintenance of hardware, software with database and all the related products with customization, change management, addition of new reports as desired by Bank/ regulatory authorities, performance tuning of the application, necessary and adequate patches and upgrades, utilities, tools etc. after successful GO-LIVE of the AML solution.	Request bank to kindly clarify on the point of onsite support required in and after warranty period of 12 months for the contract period. In the number of shifts required and no. Of resources required per shift for the following activities; 1. Application Support 2. Facility management (Infra Support) 3. DataBase Management	Point should be read as Bidder shall provide the on-site/off-site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite/offsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite/offsite comprehensive ATS support for 4 years . In case any issue is not being resolved through off-site support then the bidder will ensure deputing support team onsite to resolve the issue . The cost of such onsite support will be borne by the Bidder .
97	50	6.1 Detailed Scope of Work	The solution should be able to keep such data in the server and should be able to retrieve in the case of audit/inspection by the State/ Central authorities	Request bank to provide the data retention period on servers in order to arrive the needed hardware sizing and bank to also provide storage for the same.	10 yrs

98	49	6.1 Detailed Scope of Work	· Bidder will migrate the data from the existing AML solution running in bank to the new system.	Request bank to provide technology stack for the existing solution and the size of the data to be migrated if any	80 Gb to 100 GB Approx
99	49	6.1 Detailed Scope of Work	· Bidder will ensure escrow arrangement for application	Request bank to provide the line item in the commercial format for the escrow arrangement cost	Please read the clause as : Bidder will ensure escrow arrangement for proposed solution and fees shall be Borne by the bidder.
100	49	6.1 Detailed Scope of Work	Bidder will provide Source code audit certificate	Request bank to clarify that bank would required certifacte from external certin certified audtior.	Point should be read as Bidder will provide Source code Audit certificate from Csite Empanned Vendor
101	52	6.1 Detailed Scope of Work	Carry out various housekeeping works and explain the same to users.	Request bank to provide more clarity on the mentioned point	Point should be considered as struck off
102	52	6.2 Timeline For live	Bank is expecting to Go-Live with the proposed AML solution within 16 weeks from the date of issuing Letter of Intent/ purchase order to the selected vendor.	Request bank to consider, " Bank is expecting to Go-Live with the proposed AML solution within 24 weeks from the date of issuing Letter of Intent/ purchase order to the selected vendor."	The clause remains same as per the RFP.

103	54	6.1 Detailed Scope of Work	· Assist/support the Bank to install the same, if Bank desires during period of warranty/ATS at no cost to the Bank. As per the Bank's Business Continuity Policy / Disaster Recovery Policy, bidder should design and update BCP/DRP document on periodic internals for the proposed solution.	Request bank to consider, " Assist/support the Bank to install the same, if Bank desires during period of warranty/ATS at the mutuallyagreed commercial based on the effort. As per the Bank's Business Continuity Policy / Disaster Recovery Policy, bidder should design and update BCP/DRP document on periodic internals for the proposed solution."	The clause remains same as per the RFP.
104	20	3.31	bidder should be original equipment manufacturer of proposed AML & CFT Solution	Typically OEMs engage with system integrators to bid for software application implementation. We request to please allow SIs to also bid who will own complete solution delivery. Sec 6.1 mentions 'bidder should act as a System Integrator for providing AML solution '	The clause remains same as per the RFP.
105	20	3.31	bidder should have a minimum turnover of INR 10 crores per annum	With a view to having bids from bidders of sound financials, we suggest to please increase turnover to 50 cr	The clause remains same as per the RFP.
106	20	3.31	bidder company should be CMMI Level 3 or above	With a view to having bids from bidders of sound credentials, we suggest to please change it as CMMI level 5	The clause remains same as per the RFP.

107	45	6.1	proposed AML & CFT Solution should be supplied, installed, implemented, and maintained at Bank's Premises i.e. DC, DR and AML Cell. The scope of the solution should cover all the branches, offices, and Head Office of our Bank	AML solution is typically implemented at DC, DR. Application is accessed by AML cell in HO. Data of all branches get ingested to AML solution. Please clarify if access is needed at branch/other offices	Access for AML application module pertaining to Subjective alerts will be needed at Branch level
108	45	6.1	proposed solution to be integrated with the Core Banking Solution (Finacle 10.X) of the Bank and other third-party solutions, which are to be source of input data, and this integration should facilitate STP	Please clarify that no real time data ingestion is needed. Batch data files from CBS is to be ingested without manual intervention	No real time data ingestion is needed. Batch data files from CBS is to be ingested without manual intervention through STP process
109	45	6.1	proposed solution should support the following Database – MS SQL and Oracle	Please clarify if bank has preference for any database or if bank has Oracle EULA	Bank has no specific preference
110	49	6.1	Bidder will ensure secure code review post major/critical changes to the application/software	OEMs do not allow source code review as code is their IP. Please delete this clause	The clause remains same as per the RFP.
111	49	6.1	Bidder will ensure escrow arrangement for application	Many OEMs do not agree to escrow engagement. We suggest to please delete this clause. Bank may get into escrow engagement with OEMs post contracting	The clause remains same as per the RFP.
112	Page 32 / Section III - General	4.1 Term & Extension of the Contract	c) Bidder should setup one centralized L2 Support at Bank Site till the completion of	We would like to inform the Bank that a dedicated onsite L2 resource at the Bank site would	Point should be read as Bidder shall provide the on-site/off-site comprehensive maintenance (Warranty, ATS and AMC) during the

	Conditions of Contract	- Warranty	warranty period as mentioned above. The Bank has a right to interview and reject resources deployed by the Bidder.	incur additional cost which the Bank has to bear from their end	entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite/offsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite/offsite comprehensive ATS support for 4 years . In case any issue is not being resolved through off-site support then the bidder will ensure deputing support team onsite to resolve the issue . The cost of such onsite support will be borne by the Bidder .
113	Page 45 / Section V - Scope of Work	6.1 Detailed Scope of Work	New Version with full customization should be provided in case of existing Software is declared as End of Support / End of Sale not able to comply the Regulatory guidelines during the contract period at no additional cost to the Bank	We would like to inform the Bank that any new customizations or Upgrade of the AML solution (excluding Regulatory Updates) will have commercial element attached to it and the amount/charge will be fixed through mutual consent at the time of request.	The clause remains same as per the RFP.
114	Page 53 / Section V - Scope of Work	6.3 Software Functionality	Requirements Heading: Dashboards, Analytics & Reporting	Kindly elaborate on the requirements pertinent to Analytics in the potential AML/CFT Solution	Universal Dashboard and features as per look and view and all important items to be at home page.
115	20/3.31	3	The bidder should have ISO 27001, 9001 certification.	Quantum Data Engines is a Software company so an ISO certification might not entirely be applicable. Can we request a relaxation for this clause?	The clause remains same as per the RFP.

116	20/3.31	5	The bidder should have a minimum turnover of INR 10 crores per annum for the past 3 financial years (2017-18, 2018-19 and 2019-20).	Is there a possibility for the relaxation of the turnover from INR 10 crores to INR 5 crores while considering the years 2018-19,2019-20 and 2020-21?	The clause remains same as per the RFP.
117	20/3.31	8	The bidder company should be CMMI Level 3 or above	Can we request the waiver of CMMI Level 3 requirement?	The clause remains same as per the RFP.
118	45/6.1		The bidder should act as a System Integrator for providing AML solution and all the required additional/total hardware, middleware, application software, third party utilities and their licenses be provisioned in the bid itself	Can it be confirmed if it is mandatory for the Bidder to provide required additional/total Hardware, Middleware, third party utilities and their licenses? Can we request a relaxation for this clause?	The clause remains same as per the RFP.
119	46/ 6.1		Bidder should perform onsite maintenance of hardware, software with database and all the related products with customization, change management, addition of new reports as desired by Bank/ regulatory authorities, performance tuning of the application, necessary and adequate patches and upgrades, utilities, tools etc. after successful GO-LIVE of the AML solution.	Is it necessary for the bidder to perform maintenance of Hardware and Database? Is there a possibility for the relaxation of this clause?	With Software maintenance of Database to be considered

120	46/6.11		Bidder has to provision for required hardware/ software/ third party tools to support archiving requirements of the bank for the entire contract period.	Is it mandatory for the bidder to provision the required Hardware and third party tools? Since we are a Software company is there a possibility for the relaxation of this clause?	The clause remains same as per the RFP.
121	17/3.21		Consortium is not allowed.	Is there a possibility to partner for meeting the Hardware and associated Software requirements since we are a software company? Can we request a relaxation for this clause?	The clause remains same as per the RFP.
122	20/3.31	4	The bidder should be original equipment manufacturer of proposed AML & CFT Solution	Can the partner be the bidder, different from the OEM, for the purpose of providing Hardware and associated Software?	The clause remains same as per the RFP.
123	20/3.31	6	The bidder should have minimum experience of -5- years of implementing the proposed AML & CFT solution in any Public Sector Bank / Govt. Organization / Commercial Bank in India	Is it sufficient that the OEM has 5 years of experience implementing AML solution, instead of the Bidder? Quantum Data Engines, the OEM, has implemented AML solutions at 15+ Banks, including two of the four largest Private Banks in India. Our SI Partner does not have 5 years experience in AML implementation. Can we request that this clause allows either Bidder or OEM with 5 years experience?	The clause remains same as per the RFP.

124				Since the RFP is provided in a scanned pdf format, we are not able to import or copy any content from the RFP pdf. Hence, requesting bank to provide the RFP in word format.	Not Accepted
125	20	3.31. Evaluation of Eligibility Criteria	The bidder company should be CMMI Level 3 or above	Requesting bank to kindly remove this clause as many AML solution vendors who are MSMEs many not have CMMI Level 3 or above.	The clause remains same as per the RFP.
126	23	3.32. Evaluation of Technical Bids B. BIDDER' s/OEM' s Capability & Experience Sl. No. 01	01. BIDDER/ OEM experience in implementation of proposed AML Solution in PSU/ Commercial Bank/Govt. Organization in India to be calculated as below: • Each Organization implementation will carry 2 marks	Requesting bank to kindly consider implementation experience outside India also and change the clause as follows "BIDDER/ OEM experience in implementation of proposed AML Solution in PSU/ Commercial Bank/Govt. Organization in India or abroad to be calculated as below: • Each Organization implementation will carry 2 marks"	The clause remains same as per the RFP.

127	23	3.32. Evaluation of Technical Bids B. BIDDER' s/OEM' s Capability & Experience Sl. No. 02	02. The BIDDER/ OEM shall have an annual turnover of at least 10 Crores each for the last three (3) financial years (i.e., 2017-18,2018-19 and 2019-20) should be • Turnover between 10 Cr to 50 Cr INR-3 Marks • Turnover above 50 Cr INR - 5 Marks	Requesting bank to kindly change this clause as follows 02. The BIDDER/ OEM shall have an annual turnover of at least 10 Crores each for the last three (3) financial years (i.e., 2017-18,2018-19 and 2019-20) should be • Turnover between 10 Cr to 15 Cr INR-3 Marks • Turnover above 15 Cr INR - 5 Marks	The clause remains same as per the RFP.
128	23	3.32. Evaluation of Technical Bids B. BIDDER' s/OEM' s Capability & Experience Sl. No. 03	03. BIDDER/ OEM should have at least 5 years of experience in providing AML solution and service in PSU/ Commercial Bank/ Govt. Organization. • More than 10 years - 10 Marks • >= 7 and <=10 years - 7 Marks • Less than 7 years - 5 Marks	Requesting bank to kindly change this clause as follows 03. BIDDER/ OEM should have at least 5 years of experience in providing AML solution and service in PSU/ Commercial Bank/ Govt. Organization. • More than 5 years - 10 Marks • >= 3 and <=5 years - 7 Marks • Less than 3 years - 5 Marks	The clause remains same as per the RFP.
129	23	3.32. Evaluation of Technical Bids B. BIDDER' s/OEM' s Capability & Experience Sl. No. 04	04 CMMI Level CMMI Level 3 - 3 Marks CMMI Level 4 - 4 Marks CMMI Level 5 - 5 Marks	Requesting bank to kindly consider ISO 27001 and 9001 certifications also for this clause and change this clause to 04 CMMI Level or ISO CMMI Level 3 - 3 Marks CMMI Level 4 - 4 Marks CMMI Level 5 - 5 Marks ISO 27001 only - 3 Marks ISO 9001 only - 3 Marks Both ISO 27001 and 9001 - 5 Marks	The clause remains same as per the RFP.

130	45	6. Section V: Scope of Work 6.1 Detailed Scope of Work:	<ul style="list-style-type: none"> The proposed AML & CFT Solution should be supplied, installed, implemented, and maintained at Bank's Premises i.e. DC, DR and AML Cell. 	Our understanding is that the proposed solution will be deployed in bank's DC & DR. AML Cell is where the bank's AML central investigation team operates and investigate the AML & CFT alerts generated by the proposed solution via an web based case management module.	Yes, Correct.
131	45	6. Section V: Scope of Work 6.1 Detailed Scope of Work:	<ul style="list-style-type: none"> The proposed solution to be integrated with the Core Banking Solution (Finacle 10.X) of the Bank and other third-party solutions, 	Requesting bank to provide the list of source systems other than Finacle 10.x that has to be integrated with the proposed solution.	The other application include 3i Infotech and Fincraft CBS
132	45	6. Section V: Scope of Work 6.1 Detailed Scope of Work:	<ul style="list-style-type: none"> The proposed solution should support the following Database - MS SQL and Oracle. 	Does the bank have EULA agreements with MS SQL & Oracle and provide the required number of database licenses inline with the recommended sizing? Kindly clarify.	As of now, Bank does not have EULA Agreements.
133	35	4.3. Payment Schedule	<ul style="list-style-type: none"> One Time Application Software/license cost and third-party application cost (if any) 20 % on first installation of proposed solution on Bank's infrastructure 	Is bank going to provide the necessary infrastructure (i.e. Server, Storage, Database, OS, Back-up, Switches etc.) for installation of the proposed solution? Kindly clarify.	Yes bank will provide necessary infra.

134	46	6. Section V: Scope of Work 6.1 Detailed Scope of Work:	Bidder has to provide onsite support for hardware/software/ third party tools at no additional cost to the bank during the warranty/ AMC/ ATS period	Is bank looking for a dedicated onsite resources during warrant and ATS? If Yes, kindly provide the following details Number of Shifts per Day for L1 (timing per shift): Number of L1 resources per shift: Number of Shifts per Day for L2 (timing per shift): Number of L2 resources per shift: Number of Shifts per Day for L3 (timing per shift): Number of L3 resources per shift:	As per requirement and discussion further with the successful bidder.
135	46	6. Section V: Scope of Work 6.1 Detailed Scope of Work:	• The proposed AML solution should provide a list manager to manage various black-lists provided by regulatory authorities such as lists provided by FRC and OFAC - SDN lists issued time to time by the law enforcement agencies, PEP lists, UNSCR lists, High risk countries list etc.	Has the bank subscribed to any paid watch lists? If yes, provide the list names.	No. The Bank does not have any subscription as on date.
136	46	6. Section V: Scope of Work 6.1 Detailed Scope of Work:	• The proposed AML solution should provide a list manager to manage various black-lists provided by regulatory authorities such as lists provided by FRC and OFAC - SDN lists issued time to time by the law enforcement agencies, PEP lists, UNSCR lists, High risk countries list etc.	Details on the existing watchlist (Internal and Third-party lists) available at the Bank/FI: 1. Number of watch lists 2. Names of Watch Lists 3. Number of Entities in each list	All Unscr Sanction list are only available right now with bank which can be accessed by vising their website.

137	47	6. Section V: Scope of Work 6.1 Detailed Scope of Work:	<ul style="list-style-type: none"> • There should be support for list scanning of account / customer database against watch lists - incremental screening should be there if there are any updates to the watch list data or customer data. All new customers should be checked against blacklists, watch lists data. 	Is bank looking for Real-time screening of new on boarded customer?	Yes
138	46	6. Section V: Scope of Work 6.1 Detailed Scope of Work:	<ul style="list-style-type: none"> • Bidder has to take up the complete installation, integration and customization of the proposed AML solution with the CBS system (Finacle 10.X) and other applications without disturbing the day-to-day operations of the bank. 	Is bank looking for Real-Time transaction processing?	Yes
139	46	6. Section V: Scope of Work 6.1 Detailed Scope of Work:	<ul style="list-style-type: none"> • Bidder has to take up the complete installation, integration and customization of the proposed AML solution with the CBS system (Finacle 10.X) and other applications without disturbing the day-to-day operations of the bank. 	In case of batch transaction processing, kindly provide the expected batch window for end of day transaction processing? i.e. In how many hours we will have to process the transactions and generate alerts.	As per requirement and discussion further with the successful bidder.
140	47	6. Section V: Scope of Work 6.1 Detailed Scope of Work:	<ul style="list-style-type: none"> • The proposed solution should categorize accounts into risk categories - High, Medium, and Low- as per the risk rating mechanism in tune with the AML policy. It should support risk profiling of customers based on 	How frequently Customer Risk Categorization (CRC) is to be run for the entire customer base.	As per requirement and discussion further with the successful bidder.

		<p>occupation, STR filed, KYC compliance, transaction patterns, turnover etc. The solution should also calculate the threshold limits basing on customer's profile. There should be an automated periodical review mechanism to update the risk categorization and threshold limits for the customer data. In addition, it should be always possible to override the system calculated risk values, having an option to manually set the risk.</p>		
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141	47	<p>6. Section V: Scope of Work</p> <p>6.1 Detailed Scope of Work:</p>	<ul style="list-style-type: none"> • The proposed solution should categorize accounts into risk categories - High, Medium, and Low- as per the risk rating mechanism in tune with the AML policy. It should support risk profiling of customers based on occupation, STR filed, KYC compliance, transaction patterns, turnover etc. The solution should also calculate the threshold limits basing on customer's profile. There should be an automated periodical review mechanism to update the risk categorization and threshold limits for the customer data. In addition, it should be always possible to override the system calculated risk values, having an option to manually set the risk. 	<p>We also need to know the frequency for CRC re-check for High, Medium and Low-risk customers</p>	<p>As per requirement and discussion further with the successful bidder.</p>
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142	47	<p>6. Section V: Scope of Work</p> <p>6.1 Detailed Scope of Work:</p>	<ul style="list-style-type: none"> The proposed solution should categorize accounts into risk categories - High, Medium, and Low- as per the risk rating mechanism in tune with the AML policy. It should support risk profiling of customers based on occupation, STR filed, KYC compliance, transaction patterns, turnover etc. The solution should also calculate the threshold limits basing on customer's profile. There should be an automated periodical review mechanism to update the risk categorization and threshold limits for the customer data. In addition, it should be always possible to override the system calculated risk values, having an option to manually set the risk. 	<p>In how many chunks we run the CRC. E.g. if the Bank / Financial Institution (FI) has 1 million customers, in a day the bank/FI may want us to run CRC for 100,000 customers chunks</p>	<p>As per requirement and discussion further with the successful bidder.</p>
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143	47	<p>6. Section V: Scope of Work</p> <p>6.1 Detailed Scope of Work:</p>	<ul style="list-style-type: none"> The proposed solution should categorize accounts into risk categories - High, Medium, and Low- as per the risk rating mechanism in tune with the AML policy. It should support risk profiling of customers based on occupation, STR filed, KYC compliance, transaction patterns, turnover etc. The solution should also calculate the threshold limits basing on customer's profile. There should be an automated periodical review mechanism to update the risk categorization and threshold limits for the customer data. In addition, it should be always possible to override the system calculated risk values, having an option to manually set the risk. 	<p>Expected Batch window to run CRC in terms of a number of days. i.e. based on the example given above it will take 15 days to complete CRC on the entire customer base.</p>	<p>As per requirement and discussion further with the successful bidder.</p>
144	47	<p>6. Section V: Scope of Work</p> <p>6.1 Detailed Scope of Work:</p>	<ul style="list-style-type: none"> The solution should support advanced search techniques to search data provided by enforcement agencies. 	<p>Requesting bank to elaborate more on this requirement.</p> <ul style="list-style-type: none"> - What type of data is received from enforcement agencies? - Format of data is received from enforcement agencies? 	<p>lists provided by FRC and OFAC -SDN lists issued time to time by the law enforcement agencies, PEP lists, UNSCR lists, High risk countries list etc. All formats like, word, Excel, PDF, XML, etc</p>

145	47	6. Section V: Scope of Work 6.1 Detailed Scope of Work:	<ul style="list-style-type: none"> • Users should be able to view transactional details of all alerts fired with respect to the certain customer. 	Requesting bank to provide the expected number of users who will be accessing the system from the centralizes AML Cell for alert investigation?	15 TO 30 USERS
146	49	6. Section V: Scope of Work 6.1 Detailed Scope of Work:	<ul style="list-style-type: none"> • Bidder will migrate the data from the existing AML solution running in bank to the new system. 	Requesting bank to provide the data size that has to be migrated from the existing AML solution to the proposed AML solution?	80 Gb to 100 GB Approx
147	49	6. Section V: Scope of Work 6.1 Detailed Scope of Work:	<ul style="list-style-type: none"> • Bidder will ensure escrow arrangement for application 	We will sign escrow with a bank identified escrow agent, and requesting bank to bear the cost of escrow agreement. Please confirm.	Point to be read as Bidder will ensure escrow arrangement for application and the cost of escrow arrangement will also be borne by the bidder
148	52	6. Section V: Scope of Work 6.2 Timeline For Go-Live	Bank is expecting to Go-Live with the proposed AML solution within 16 weeks from the date of issuing Letter of Intent/ purchaseorder to the selected vendor.	Requesting bank to kindly extend the timeline to 24 weeks for go-live	The clause remains same as per the RFP.

149	60	6. Section V: Scope of Work 6.3 Software Functionality	Link Analysis 100. The AML system should provide a Link Tracer that defines and tracks a multitude of relationships between customers. The Link. Tracer should enable the compliance officer to analyze the complexity of a relationship and associations	It is our understanding that the proposed solution should trace only transactions between customers? Kindly confirm.	Customers and its associated accounts
150	64	6.4 Hardware Specifications		It is our understanding that the bank going to provide the necessary infrastructure (i.e. Server, Storage, Database, OS, Back-up, Switches etc.) for installation of the proposed solution. It is the responsibility of the bidder to provide the appropriate sizing of hardware inline with the transaction volumes provided in the RFP? Kindly confirm.	Yes. Please be guided by point 6.4 of the RFP.
151	64	6.4 Hardware Specifications		Is HA required at both DC?	Yes, is is required. Please be guided by point 6.4 of the RFP.
152	64	6.4 Hardware Specifications		Is HA required at both DR?	Yes, is is required . Please be guided by point 6.4 of the RFP.

153	64	6.4 Hardware Specificatio ns		What is the maximum HW utilization % expected?	As per proposed Solution of the vendor, however hardware utilization should be minimum for better performance. Please be guided by point 6.4 of the RFP.
154	64	6.4 Hardware Specificatio ns		Total Number of Customers	Refer to Annexure - I of corrigendum for details
155	64	6.4 Hardware Specificatio ns		Total Number of Accounts	Refer to Annexure - I of corrigendum for details
156	64	6.4 Hardware Specificatio ns		Total Number of Branches	Refer to Annexure - I of corrigendum for details
157	64	6.4 Hardware Specificatio ns		Core Banking System (CBS) (for current year)	
158				Core Banking System Name	FinCraft by Nelito
159				Total Number of Customers	Refer to Annexure - I of corrigendum for details
160				Total Number of Accounts	Refer to Annexure - I of corrigendum for details
161				Total Number of Branches	Refer to Annexure - I of corrigendum for details

162				Total Number of core banking transactions in a day, month and year	Refer to Annexure - I of corrigendum for details.
163				Hourly max Transactions (Max Transactions. observed in an hour)	Refer to Annexure - I of corrigendum for details
164				Expected YoY Transaction growth %	Refer to Annexure - I of corrigendum for details
165				TPS that core banking system is sized for	Refer to Annexure - I of corrigendum for details
166				average TPS for core banking transactions	Refer to Annexure - I of corrigendum for details
167				Peak tps for core banking transactions	Refer to Annexure - I of corrigendum for details.
168				Peak Concurrent user logins	Refer to Annexure - I of corrigendum for details.
169				Average Concurrent user logins	Refer to Annexure - I of corrigendum for details.
170	64	6.4 Hardware Specifications		System X (for current year)	
171				System X Name and Vendor	Finnacle X by Infosys
172				Total number of Account in System X	Refer to Annexure - I of corrigendum for details
173				Total transactions volume per day, month and year	Refer to Annexure - I of corrigendum for details
174				Average TPS of all transactions in System X	Refer to Annexure - I of corrigendum for details
175				Peak TPS of all transactions in System X	Refer to Annexure - I of corrigendum for details

176				Hourly max Transactions (Max Transactions. observed in an hour)	Refer to Annexure - I of corrigendum for details
177				Expected YoY Transaction growth %	Refer to Annexure - I of corrigendum for details
178	20	Point No.4	Eligibility Criteria Point No.4The bidder should be original equipment manufacturer of proposed AML & CFT Solution	We request to modify the clause as The bidder/OEM/Consortium partner should be original equipment manufacturer of proposed AML & CFT Solution	The clause remains same as per the RFP.
179	20	Point No.6	The bidder should have minimum experience of -5- years of implementing the proposed AML & CFT solution in any Public Sector Bank / Govt. Organization / Commercial Bank in India	Request to modify the clause as The bidder/OEM should have minimum experience of -5- years of implementing the proposed AML & CFT solution in any Public Sector Bank / Govt. Organization / Commercial Bank/State Co-operative Bank/District Central Co-operative Bank/Urban Co-op Bank in India	Point be read as The bidder should have minimum experience of -5- years of implementing the proposed AML & CFT solution in any Public Sector Bank / Govt. Organization / Commercial Bank/ Co-operative Banks in India
180	20	Point No.7	The proposed application should be running for at least -2- years in any -2- organizations (Public Sector Banks/ Govt. Organization / Commercial Bank in India	We request to modify the clause as The proposed application should be running for at least -2- years in any -2- organizations (Public Sector Banks/ Govt. Organization / Commercial Bank /State Co-op Bank/District Central Co-operative Banks/Urban Co-op Banks in India)	Point to be read as The proposed application should be running for at least -2- years in any -2- organizations (Public Sector Banks/ Govt. Organization / Commercial Banks/Co-operative Bank) in India.

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