

**Bank's Reply of Queries Received in response to our RFP for Appointment of External Auditor for Migration Audit of Finacle 7 of eOBC and eUNI to Finacle 10x of PNB**

Sr.No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Response
1	8	SCOPE OF WORK	NA	What's the total size of the data going to be migrated?	Please be guided as per RFP Document
2	29	ELIGIBILITY CRITERIA OF THE BIDDER	The bidder should have carried Data Migration assurance in at least 2 scheduled commercial banks in India with minimum 2000 branches out of which at least in 1, migration activity should be carries out from Finacle Version 7 to Finacle Ver. 10.x	Can Bank minimize the number of branches criteria as it has narrow down the list?	Please refer to Corrigendum issued for the captioned RFP
3	29	ELIGIBILITY CRITERIA OF THE BIDDER	The bidder should have carried Data Migration assurance in at least 2 scheduled commercial banks in India with minimum 2000 branches out of which at least in 1, migration activity should be carries out from Finacle Version 7 to Finacle Ver. 10.x	Can Bank provide relaxation in Finacle criteria and allow to submit other platform migration credentials?	Please refer to Corrigendum issued for the captioned RFP
4	7	Important Instruction for Submission of Bid . Point No. 9	Integrity Pact (Annexure – XVII)	Annexure – XVII is not present in RFP. Also Integrity Pact is covered under ANNEXURE-XIV. Kindly confirm/correct the same	Please refer to Corrigendum issued for the captioned RFP
5	9	3. Scope of Work	Audit shall be carried out in two stages i.e. Pre-Migration Phase & Post Migration Phase	Kindly provide clarification on how the phase would be carried out. Also, both the banks (eOBC and eUNI) would be migrated together and big bank and we are expected to carry out two rounds of data migration verification pre migration and one round post migration of data (Mentioned in page 11) for	Migration activity will be executed in phases/ tranches. And Pre and Post migration Audit is to be conducted before and after each tranche/ phase

				Finacle and in-scope alternate delivery channels.	
6	9	3. Scope of Work (Point 2)	<p>2. Alternate Delivery Channel Migration: This section describes the basic scope for Data Migration Audit of Internet Banking, Mobile Banking and SMS Alerts data for the customers migrated from eOBC &amp; eUNI to PNB</p> <p>This section describes the basic scope for Data Migration Audit of Internet Banking, Mobile Banking and SMS Alerts data for the customers migrated from eOBC &amp; eUNI to PNB</p>	Please elaborate the scope for alternate delivery channel migration in terms of tables/data fields/data points/modules etc. Also please confirm, it would be phase wise migration for eOBC and eUNI or both will be migrated in one go.	Please be guided as per RFP Document
7	10	3. Scope of Work	<p>As part of Pre-Migration Audit Auditor shall have to Audit approx. 96 branches at each of 24 Zonal Offices (ZO) (List of Zonal Offices is available at Bank's website <a href="http://www.pnbindia.in">www.pnbindia.in</a>) to identify the gap in the data correction process being followed by the branches in the existing version of the Finacle. Out of these 4, 2 branches should be of eOBC and 2 of eUNI". The branches should be selected in such a manner that each type of branch/ Office (viz. Service Branch, Retail branch, Back office etc.) must be included. Sample branches to be audited to be selected beforehand.</p> <p>The Auditor shall go through the physical documents for verifying the data available in the system, adequate sample size be selected by the Auditor to derive any view on the issue. Audit schedule, Reporting Format etc. shall be finalized based on discussion with the successful bidder.</p>	<p>As we understand, this is the data migration audit and no physical branch verification is expected. Auditor should be expected to extract the data for the selected branches from the system and perform the reconciliation. Also, confirm whether the branches to be audited will be provided by Bank. There would not be any physical branch visit as part the audit</p>	Please refer to Corrigendum issued for the captioned RFP

8	11	3. Scope of Work	The Auditor will be providing the assurance that 100% data for 1000 critical fields have been identified and same have been migrated to respective data fields in parent bank Finacle system by performing and validating migration controls, verification of Data Migrations.	Please confirm whether the critical fields will be provide by Bank.	Please refer to Corrigendum issued for the captioned RFP
9	30	Annexure - III . Point No. 11	Bidder should assign a dedicated team of at least 3 members having minimum experience of 3 years in similar assignments, with adequate knowledge/exposure for executing such projects in addition to the Project Manager.	<p>We want the following statement to be added in the contract:</p> <p>Please confirm the provision of remote work (work from home) in case there are any circumstances that reasonably restricts travel or physical presence of our personnel at your office / location. Also, confirm that our personnel need to work at Mumbai or Delhi location.</p>	No such provision would be provided
10	9	3. Scope of Work . Point No. 1	The bidder is expected to audit the data migration carried out by Migration Team and provide confirmation regarding the accuracy, integrity, and completeness of the data migrated from Source Systems to the Target System.	We publish the migration Audit Report as an outcome of audit activity which provide confirmation on the accuracy, integrity and completeness of data. Please confirm that is okay.	Please be guided as per RFP Document
11	10	3. Scope of Work . Point No.2	The Auditor will give Presentation on detailed Project Plan (approach), Project Management Methodologies & Deployment Methodologies with milestones and time frames for completion of different activity.	Kindly confirm the date and time for presenting the approach and the plan	It will be shared with the successful bidder
12	12	3. Scope of Work . Point No.2	<p>Daily observations with recommendations in excel sheet during all the phases (i.e. Pre &amp; Post Migration)</p> <p>Monthly Audit Report on the Audit Findings along with auditor's recommendation and their compliance status during all the phases (i.e. Pre &amp; Post Migration)</p> <p>Audit Report on "Compliances of Data Correction Guidelines at Branch Level"</p>	We provide Audit Report for Pre-Migration Data Review and Post-Migration Data Review and provide compliance report post verifications. We will give observation trackers (List of all observations) as and when the migration review performed; however, this wont be daily or monthly. This would be as per the	Please be guided as per RFP Document

				agreed audit plan between bank and us. Please confirm.	
13	5	General Tender Details	Last date and time for Online bid submission (both Technical & Commercial) (Hash submission) -- 07/11/2020 up to 1600 Hrs	As there is a little time available post pre-bid clarification and there are various area including risk, contract, POA and financial instruments can be only obtained post pre-bid clarifications. We seek at least 2 week's extension on bid submission for us to gather all the approvals and documents.	Please be guided as per RFP Document
14	19	25.Reverse Auction	Bank will hold Reverse Auction in the event of two or more bidders are commercially eligible.	Kindly provide detailed information on how reverse auction would be carried out. Please confirm, that it would be mandatory to have reverse auction	Please be guided as per RFP Document
15	41,42	Annexure – XIII and Annexure – XIV	Annexure – XIII -> PERFORMA FOR THE BANK GUARANTEE FOR EARNEST MONEY DEPOSIT Annexure – XIV ->PERFORMA FOR INTEGRITY PACT	Kindly confirm that these annexures are required to be filled only after selection of the vendor. Would it need to be part of current technical bid submission ?	Please be guided as per RFP Document
16	29	Annexure - III . Point No.3	Provide CA Certificate with valid UDIN as per Annexure- IX and Audited Financial statements (Balance sheet & Profit & Loss statement) for the last three (3) Financial years. The CA certificate provided in this regard should be without any riders or qualification	We shall provide you the P & L or Balance sheet for the year 2017-18, 2018-19; however, the audit for year 2019-20 is still on-going so we would request you to consider the CA certificate for the same.	Please refer to Corrigendum issued for the captioned RFP
17	39	Annexure - XI	Undertaking from the Bidder	Kindly clarify where and in which case do we use annexure 11	Please be guided as per RFP Document

18	26	1. Limitation of liability (Clause 20 Page 26)	Vendor's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for a) IP Infringement indemnity	We seek deletion of the lines "IP Infringement indemnity".	Please be guided as per RFP Document
19	23	under clause 6 page 23.	2. Liquidated Damages: We note reference to liquidated damages, however, no amount as LD has been specified in the RFP.	Please confirm whether LD is provided as penalty under clause 6 page 23. Also, please consider that Bidder shall not be liable for Liquidated Damages/Penalty if the default/delay/error/variation is not solely attributable to the bidder	Please be guided as per RFP Document
20	29	ELIGIBILITY CRITERIA OF THE BIDDER	2. Bidder should be an ISO certified Company in terms of Quality of Service & Auditing	We have done similar Data Migration Audit in various Public sector banks and no bank has asked for the same, hence we would request you to remove this clause as it is not more relevant with the activities in scope or suggest us the equivalent certification like ISO 27000 or so. Bidding entity is not ISO 9001 certified.	Please refer to Corrigendum issued for the captioned RFP
21	30	ELIGIBILITY CRITERIA OF THE BIDDER	5 Bidder should have their on –roll CA/CISA/CISSP certified auditors who have worked on similar assignments as per scope of this RFP for deployment in Bank's Migration Audit Project with their assigned role	1. Kindly confirm if experience of Data migration audit without CA/CISA/CISSP can be considered as this is a purely technical tool based data migration audit. Please confirm that those resource can be deployed who has prior data migration audit experience.  2. Kindly confirm whether CV would suffice as supporting evidence ?	Please be guided as per RFP Document
22	Page 8	SCOPE OF WORK- Section 3.2		What is the database platform from where the Source and Target data will be compared for DMA?	The details will be shared with successful bidder

				Hope bank will provide the ODBC connectivity?	
23	Page 8	SCOPE OF WORK- Section 3.1		Is there any need of eyeball verification of Data? Need clarification	Yes, It may be required
24	Page 8	SCOPE OF WORK - Section 3.2		The Data Migration Audit will be performed at database level. In case, bank wants to do at Functional level, please clarify.	Data Migration Audit is to be performed at database level.
25	Page 8	SCOPE OF WORK - Section 3.2		The gap analysis may require to be repeated until all errors identified are closed. We need to quantify the number of rounds of error correction. We need to quantify the number of round of error correction. Anything above those rounds should be on chargeable basis.	As per RFP: The gap analysis may required to be repeated until all errors identified are closed.
26	Page 8	SCOPE OF WORK - Section 3.2		Hope bank team will arrange to provide fields mapping, product mapping/scheme code and GL mapping during Migration Audit.	The details will be shared with successful bidder

27	Page 8	SCOPE OF WORK - Section 3.2		Hope all the data available in electronic format and in readable format? (Electronic format means no hardcopy, scanned copy of the data, Manual Registers, Readable format means not in the encrypted and/or compressed format). In case the data is not readable in its native format, then bank or SI will provide the data dumps in readable format (Delimited Text files, or CSV format)?	The data is available in electronic format and in english language
28	Page 8	SCOPE OF WORK - Section 3.2		Is Manual migration a part of migration audit? If yes, please highlight the business modules to be migrated manually, and also confirm the source format of the data (Excel, data mapping sheet etc.)	There is no manual intervention required
29	Page 8	SCOPE OF WORK - Section 3.2		Certificate of compliance - No certificate will be provided. Only final audit reports will be submitted.	Please be guided as per RFP Page no 12
30	Page 9	<b>SCOPE OF WORK - Section 3.2</b> SVS (Signature Verifications System Module)		SVS ( <b>Signature Verifications System Module</b> ) - Please explain what are the expectations from this module. Account wise checks will be done where in signatures counts will be	Please be guided as per RFP Document

				checked and verification can be given. But there won't be verification of details of signatures.	
31	Page 11	SCOPE OF WORK - Section 3.2 <b>Alternate Delivery Channel Migration:</b>		Hope Data Migration Audit will be performed 100% data on identified 1000 critical fields? Can bank will provide critical fields list. Need more clarification.	Please refer to Corrigendum issued for the captioned RFP
32	Page 11	SCOPE OF WORK - Section 3.2 Integrity of Data Completeness Confidentiality of data under conversion Consistency of data Continuity		During data migration process, data get transformed, modified and processed through ETL and other tools. Giving assurance on migrated data should suffice deliverables.	Please be guided by the RFP document
33	Page 11	<b>SCOPE OF WORK - Section 3.2</b> Checking the correctness of data flow between different integrated interfaces i.e. ATM Switch, Financial Inclusion (FI) Kiosk, Internet Banking Services (IBS), Mobile Banking Services (MBS), Enterprise wide Data Warehouse (EDW) etc.		Will perform Migration Audit for Enterprise wide data warehouse (EDW)? If yes please explain the type of Audit. Need more clarification	Please be guided by the RFP Document- Checking the correctness of data flow between different integrated interfaces is to be done.



34	Page 11	SCOPE OF WORK - Section 3.2		Performance audit of Application/Server. Need more clarification	Please refer to Corrigendum issued for the captioned RFP
35	Page 14	BID EARNEST MONEY Point No 10		Is there any waiver for MSMe Bidder in Bid Amount?	Please be guided as per RFP Document
36	Page 23	Payment - Section 6		We request bank to kindly consider separate price towards tool cost and provide for advance payment towards the same.	Please be guided as per RFP Document