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Response to pre-bid queries of RFP for Supply, Implementation & Maintenance of Early Warning System (EWS) & Intelligent Transaction Monitoring System

Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Response /clarification
1.	10 of 87	3.0. Scope of Work	Development & implementation of EWS & Intelligent Transaction Monitoring System on real time/ near real time basis/others.	<p>Kindly specify the systems/LOBs/ transactions that requires monitoring on</p> <p>i. Real-time,</p> <p>ii. Near real time</p> <p>iii. Others</p> <p>What time lag for NEAR real-time data is bank planning to consider for alerts?</p> <p>Which real time CDC bank is proposing to use for capturing the real time data ?</p>	Please be guided by the RFP-Para 3, Scope of Work. It is clearly mentioned "within shortest span of time but not exceeding the mutually agreed timelines".
2.	10 of 87	3.0. Scope of Work Sub section 3.2.	3.2. The Bidder is required to supply & install all the required Application Software with licenses to commission the Solution. However, the Bidder must inform the hardware requirement with detailed specifications required for implementing the solution.	Only sizing details needs to be mentioned. Please confirm.	<p>Bidder should arrive at the sizing independently keeping growth roadmap in consideration and get the same validated from the Solution OEM. Please refer ANNEXURE - XIX , last line, :</p> <p>(Please note: this is merely for understanding the hardware sizing, which will be provided by the Bank)</p>

3.	10 of 87	3.0 Scope of Work Sub section 3.3	The solution should have the capability of supporting at least 10,000 users with 3000 concurrent users for the next seven years. Approx. 80% of the EWS user would be alerts viewers and the remaining 20% would be report generators.	<p>We believe these alert viewers require "view only" privileges and not full-phased licenses / log-in credentials. Kindly specify if the mentioned 80% users are sub-set of 10,000 user group. This clarity would help us to provision for adequate no's of licenses.</p> <p>Can you please let us know if there would be benchmark test done to ensure 3000 concurrency as part of the UAT ? In case, benchmark is not applicable, what would be the Acceptance criteria for measuring concurrency and performance.</p>	Please be guided by the RFP. It is clarified that Bank desires Enterprise wide license.
4.	11 of 87	3 Scope of work Sub point 3.8	3.8. The solution is required to integrated with Bank's CBS, EDW (all output sources), all payment Channels like (Internet Banking, Mobile Banking, UPI, IMPS etc.), Credit Risk Rating, EFRM, CLAPS, CLPMS, AML etc. and from global (domestic as well international) external sources like MCA, CERSAI, CRILIC, NSE/BSE NCLT, DRT, CICs, etc., without any extra cost to the Bank. In case, there is requirement of integration of the solution with any existing or new channel, within one year of complete implementation (i.e. one year from sign-off), the same is to be done by the bidder without any cost to the Bank. Beyond the period of one year from sign-off, Customization cost will be paid as per the Commercial bid (Customization cost Finalized after Reverse Auction).	<p>i. Please confirm that all data sources would be EDW/Single source or vendor need to go each respective source systems to collect the data?</p> <p>ii. Kindly provide a list of all the external systems to be configured. Also is any of these sources already there within the bank?</p> <p>iii. Please clarify if this is limited only the upgrades to the software licenses that is bought by the Bank under the scope of this RFP or any new configuration of external systems would be required?</p>	The clauses are self-explanatory.
5.	11 of 87	3.0 Scope of Work Subsection 3.10	The Solution should have capability to integrate with Fintech Companies/Data Aggregating Companies providing external data.	The scope is quite open-ended as the list of fintech & data aggregating companies is diversified in terms of core business of companies. Please elaborate if the EWS & ITMS solution is expected to have facility for data sharing nature be to and fro? What are the frequencies of such exchanges?	Please be guided by the RFP. it is clarified that the requirement of integration of the solution within one year of complete implementation (i.e. one year from sign-off), the same is to be done by the bidder without any cost to the Bank. Beyond the period of one year from

					sign-off, Customization cost will be paid as per the Commercial bid (Customization cost Finalized after Reverse Auction). Please be guided by the RFP.
6.	11 of 87	3.0 Scope of work Sub point 3.11	3.11 Bidder to ensure application-end should be fully compatible to integrate with any data source or data source agency in future without customization. Bank will only pay the integration cost & no customization cost at application-end will be paid by the Bank. In case any customization is required in EWS application and ITMS application, it has to be taken care by the bidder.	<p>i. To do so, Bank needs to provide a max # of such sources / agencies so that the same could be factored in the solution.</p> <p>ii. The point is in contradiction with point 3.8 where bank is accepting to pay customisation cost post 1 year of implementation due to new data integration if any.</p> <p>Please note in case of any new external data source integration post 1 year, vendor will assess the requirement & shall share the techno-commercial details of required modifications/ customisation to be done in the solution.</p>	Please be guided by the clause 3.12 of RFP.
7.	11 of 87	3.0 Scope of Work Subsection 3.15	Each signal from EWS solution shall be put on live server after UAT sign-off from bank officials. Post UAT, Vendor shall be liable and responsible up to 50% of ATS cost for the loss and consequences if any incurred by bank due to any underperformance, glitches and deficiencies in the solution.	Project Response: Bank should consider SLA of performance & the associated penalty as two different subject & part of post production SLA.	Clause remains unchanged.
8.	12 of 87	3.0 Scope of Work Subsection 3.18	Vendor is required to mandatory impart training of at least 5 days to 100 identified bank personnel, without any extra cost to the Bank, in Bank's premises, after implementation of the solution.	Please note that all training shall be conducted at the Bank's HO at Delhi Dwarka.	Banks premises refers to any of Banks site, including but not limited to Banks HO Dwarka- Delhi.
9.	13 of 87	3 Scope of work Sub point 3.22 (c) (3)	Compliance to bank's IS Security Policy 3. Physical security of the facilities.	Please note all the solution components shall be installed at the bank's premises under supervision of competent authority. In such scenario, physical security of the facility shall be bank's ownership. The same needs to be excluded from our scope of work.	Physical Security is not limited to protecting/ guarding the facilities. Certain Aspects of Physical Security will be Bank's Responsibility. However Bidder has to make

					Compliance to bank's IS Security Policy and RFP Terms.
10.	13 of 87	3.0 Scope of Work Subsection 3.20	Vendor is required to mandatory impart training of at least 5 days to 100 identified bank personnel, without any extra cost to the Bank, in Bank's premises, after implementation of the solution.	The SI would pass on the user manual as prepared and shared by the OEM.	Please be guided by the RFP.
11.	14 of 87	3.0 Scope of Work Subsection 3.22 (d) (i)	Should offer multi-currency support.	We understand that the bank internal sources are well equipped to convert any multi-currency transaction/ value into appropriate Indian Rupee value as per the applicable currency conversion rate. It is expected tha the same converted values to be shared with EWS & ITMS solution for tracking. PLease confirm if other wise.	Please be guided by the RFP.
12.	15 of 87	3.0 Scope of Work Subsection 3.23.1	Capability to collate, consolidate, transform, enrich, filter, analyze and store structured / semi-structure / un-structured information / data from all available channels i.e. from bank's internal solution like CBS, Credit Risk Rating, EFRM, CLAPS, CLPMS, AML etc. and from global (domestic as well international) external sources like MCA, CERSAI, CRILIC, NSE/BSE NCLT, DRT, CICs, etc.	Bank to please confirm whether there would be additional source extracts from all the systems (CBS etc) or we have to utilize existing single source like EDW which Bank already has. If not, would Bank provide all extracts, Data Quality business rules etc. Please confirm	Please be guided by the RFP.
13.	15 of 87	3.0 Scope of Work Subsection 3.23.7	Capabilities such as Artificial Intelligence, web crawling, Optical Character Recognition(OCR) etc. may be utilized for triggering the EWS.	Please provide us with the list of use cases using AI & ML for EWS & ITMS solution to be considered for solutioning. Bank is already having big data platform available with required features please confirm if the same needs to be used or a new one to be created for EWS & ITMS solutions.	Please be guided by the RFP.
14.	15 of 87	3.0 Scope of Work Subsection 3.23.12	Reports	Bank already has Enterprise Reporting solution from SAP which is used to produce reports in various formats including XBRL. Can you please confirm, if Bank requires NEW reporting solution or wants to use existing SAP solution for reports. If NEW solution is required, do we have any additional criteria like open-source or in Gartner MQ etc.	Please be guided by the RFP.
15.	16 & 17 of 87	List of sam ple EWS signals which are required to be captured under this	List of sample EWS signals which are required to be captured under this solution are as under:	We understood this is illustrative list & detailed list is provided under Annexure-XX & XXI. Solution scope would be based on the same.	Please be guided by the RFP.

		solution are as under:		Vendor is expected to complete the development & offer UAT latest by 3 months from the time of award of order. Considering this timeline it is expected that all the internal/external data sources are already identified by bank alongwith underlying business logic required to capture EWS.	
16.	31 of 87	Terms Conditions and 6. Delivery	Bidder shall be responsible for delivery, implementation & customization of the complete solution (application software) ordered at both DC & DR site within 8 weeks from the date of Purchase order. The date on which the complete system is installed will be taken as the date of installation. In case of part installation of the system, the date of last items installed will be taken as the date of installation.	The clause mentioned in RFP explicitly highlight the delivery of software solution only. Further development for EWS & UAT will be an additional delivery which is clarified under point no.8. Please clarify if this clause no.6 is applicable only for the software solution delivery or overall end to end project delivery.	Clause is Self-Explanatory
17.	51 of 87	Annexure-XII Functional & Technical specification of the offered solution Sub point. 2.4	2.4. The Solution should be able to know Money laundering, diversion/siphoning patterns and fraud patterns like structuring, circulation of fund etc. The system should have no limits to parameterise these patterns based on the banks experiences in money laundering and fraud	The said functionality is expected to be cover in a AML solution. We understood that bank is already having a full fledge AML (anti money laundering) solution in place & running successfully. It is also envisaged that the information from AML systems are to be integrated with EWS & ITMS solution. Bank to confirm if functionality available with existing AML solution to be considered or bidder is expected to consider AML solution feature as well for EWS & ITMS solutions.	Complete EWS & ITMS solution
18.	51 of 87	Annexure-XII Functional & Technical specification of the offered solution Sub point. 2. Transaction Monitoring	2.10. Identify multiple wire transfer transactions with common suspicious characteristics	The said functionality is expected to be cover in a AML solution. We understood that bank is already having a full fledge AML (anti money laundering) solution in place & running successfully. It is also envisaged that the information from AML systems are to be integrated with EWS & ITMS solution. In such scenarion we request this functionality should be excluded from the scope of EWS & ITMS solution.	Please be guided by the RFP.

19.	52 of 87	Annexure-XII Functional & Technical specification of the offered solution Sub point. 4. Benchmarking	4.1. The Solution should be capable of defining and tracking against Default Benchmark, Visual Benchmark and Specific Benchmark.	Please elaborate on the benchmark parameters which needs to be tracked.	Please be guided by the RFP.
20.	53 of 87	Annexure-XII Functional & Technical specification of the offered solution Sub point. 9. General Requirements	9.3. Should support processing on Real time, Online, Off-line, batch mode, etc. Should also support scheduling and defining of jobs	Can you please specify which sources within Bank would be providing REALTIME data and what would be time lag for NEAR real-time in terms of minutes.	Please be guided by the RFP.
21.	54 of 87	Annexure-XII Functional & Technical specification of the offered solution Sub point. 9. General Requirements	9.9. Should maintain a historical record of Customer, Account, Transaction, etc. Should be possible to retrieve information as of a particular date. History of Transaction as well as Alert Data to be kept for minimum of 10 Yrs.	<p>We understood that the bank is undergoing a EDW project. It is expected that the EDW shall be single source of truth for all the data requirement across amalgamated entity. History data for "XXX" years needs to be stored under EDW.</p> <p>It would be wise to store all transaction level historical information at EDW & only alert level historical information should be stored in EWS & ITMS solution. This will ensure easy data lineage across systems.</p> <p>PLEASE confirm if the transactional data history of 10 years to be stored in EWS & ITMS solution.</p>	Clause is self-explanatory. After onboarding , the approach may be considered based on best solution/option.
22.	54 of 87	Annexure-XII Functional & Technical specification of the offered solution Sub point. 9. General Requirements	9.12. Data Warehousing and Data Mining capabilities. Should be capable to achieve data for minimum of 10 Yrs.	<p>We understood that the bank is undergoing a EDW project. It is expected that the EDW shall be single source of truth for all the data requirement across amalgamated entity. History data for "XXX" years needs to be stored under EDW.</p> <p>It would be wise to store all transaction level historical information at EDW & only alert level historical information should be stored in EWS & ITMS solution. This will ensure easy data lineage across systems.</p>	Clause is self explanatory.

				Please confirm if the transactional data history of 10 years to be stored in EWS & ITMS solution.	
23.	54 of 87	Annexure-XII Technical Specification of offered solution. Reporting Module	40. Users should be able to generate report in PDF/XLS and XBRL format as per specifications. The system should support export and import of data from MS-Excel and Open Office Formats ad-hoc reports with an easy to use report writing Tool / Wizard.	We understood that the proposed EWS & ITMS solution should have capabilities to generate reports for user consumption. To generate the reports bank is expected to have all the necessary report format, required taxonomies at the start of the project. Please confirm.	Information and data will be shared with the successful bidder.
24.	55 of 87	Annexure-XII Technical Specification of offered solution. Data Integration Capabilities: Internal Data systems	3. Solution should have provision for the extraction/mining of unstructured data from the bank internal documents such as stock statement , Board note, stock audit report , statutory audit report annual report etc.	Please confirm if all the required documents are available digitally in readable format i.e. pdf, jpeg.	Please be guided by the scope of work mentioned in RFP.
25.	55 of 87	Annexure-XII Technical Specification of offered solution. Data Integration Capabilities: Internal Data systems	4. There should be customization of data entry screen in the solution for entering the relevant information from the branch users.	Bank to elaborate on this point. EWS & ITMS solution shall be having a alert management mechanism which can be given to branch. Please explain if any data entry gap screen is to be provided. If yes then please clarify the overall data flow architected expected under the same.	Please be guided by the RFP.
26.	55 of 87	Annexure-XII Technical Specification of offered solution. Data Integration Capabilities: Third Party Data Sources/Aggregators	6. The indicative data sources may include but not limited to:- Ø Market data & financial information including Quarterly result (listed companies) Ø Borrower's Bank account statement with other Banks Ø Ministry of corporate affairs Ø Information available on various news sites Ø Central-KYC and PAN Check Ø External rating agencies Ø Various defaulter lists and other banks SMA report Ø CIR agencies Ø Social media. Ø CFR/ CBI /ED/SFIO/Cyber Crime, EOW, Central Economic Intelligence Bureau (CEIB) Ø SIDBI, Udyami Mitra, ECGC, UdyogAadhaar, CGTMSE, Customs, DGFT,	Data requirement mentions unstructured data sources, can you please confirm if the Bank is going to use existing Big Data platform to store all these data or create NEW Data store. Also, do we have to give additional solution for Data Mining, AI, OCR etc (mentioned across the RFP) as Bank already has existing Big Data Analytics system capable of these functionalities Please confirm if all the datapoints are to be provided digitally & in usable format at the start of the project considering the overall delivery timelines expected by bank.	Please be guided by the RFP.

			IBA SEBI Ø RBI, Ø DRT, DRAT, NCLT, NCLAT, Insolvency and Bankruptcy Board of India (IBBI) Various courts. Ø GST, Income tax or other revenue authority Ø International Databases: These data points involve information from international regulators and bodies, some of the lists involved are: - OFAC List IMOLIN, US Sanction lists, UK Sanction lists. Ø Any other innovative data source which could be suggested by Vendor.		
27.	59 of 87	Annexure-XII Technical Specification of offered solution. Alert Generation & Scoring	34. Alerts must be configurable and may be displayed in Dashboard. Additionally various triggers/alerts should be combined /congregated together account wise and should be sent through mail or SMS automatically in a summary form on daily basis	The following is our understanding/ expectation regarding this requirement: - Bank will be sharing the updated multi-org chart and changes will be done in the system once in a quarter; - There will be max 15 criteria's to be configured and any update to this criteria will be done once in 6 months Please confirm.	Please be guided by the RFP.
28.	70 of 87	Annexure-XVII Software Bill of Material	Kindly include the Oracle licenses also required from the Bank. The oracle licenses will be provided by the Bank at per license rates as per clause 3.3 of scope of work of RFP.	Clause 3.3 is silent about Oracle licenses. Point not clear. Pls explain.	Please be guided by the RFP.
29.	N.A.	General	Generic Queries	Please confirm us the total number of reports which are expected to be delivered under EWS & ITMS solution. Please confirm if all the reports are to be canned reports.	Please be guided by the RFP.
30.	N.A.	General	Generic Queries	Pls share approx. volumetric / data size that would flow in to EWS system on a daily basis. Do share a delta, considering month-end and Qtr. end situations as well.	Please be guided by the RFP.
31.	N.A.	General	Generic Queries	Please confirm if average utilization to be fed into the EWS system or Bank will provide the daily balance and it expects average utilization to be computed by the EWS system? Kindly specify.	Please be guided by the RFP.

32.	N.A.	General	Generic Queries	Is the expectation to feed in transaction level data or the required field for the criteria's would be computed in the core banking system/ any other system and then fed into the EWS system. Please clarify.	Please be guided by the RFP.
33.	N.A.	General	Generic Queries	It is assumed that all asset classification, asset identification, delinquency flags, ratings are to be provided by CBS systems. Please confirm if otherwise.	Please be guided by the RFP.
34.	N.A.	General	Generic Queries	We assume that the holding level of debtors and monthly estimates will be provided as a direct attribute by the Bank. Please confirm.	Please be guided by the RFP.
35.	N.A.	General	Generic Queries	Please confirm if the required APIs are available with bank for collecting data from the external sources. Please share us the list of APIs that bank is expecting the aspired EWS system to integrate with?	Please be guided by the RFP.
36.	N.A.	General	Generic Queries	The data attributes for EWS is available at different frequencies i.e. daily/weekly/monthly/ qtrly/half-yearly and yearly, etc. What's the frequency at which the Bank expects the EWS system to run?	Please be guided by the RFP.
37.	N.A.	General	Generic Queries	Assuming that all data attributes required for configuring the EWS rules will be identified by the bank along with their source system identification. Kindly confirm.	Please be guided by the RFP.
38.	11	3. SCOPE OF WORK:	3.8 The solution is required to integrated with Bank's CBS, EDW (all output sources), all payment Channels like (Internet Banking, Mobile Banking, UPI, IMPS etc.), Credit Risk Rating, EFRM, CLAPS, CLPMS, AML etc. and from global (domestic as well international) external sources like MCA, CERSAI, CRILIC, NSE/BSE NCLT, DRT, CICs, etc., without any extra cost to the Bank. In case, there is requirement of integration of the solution with any existing or new channel, within one year of complete implementation (i.e. one year from sign-off), the same is to be done by the bidder without any cost to the Bank. Beyond the period of one year from sign-off, Customization	3.8 The solution is required to integrated with Bank's CBS, EDW (all output sources), all payment Channels like (Internet Banking, Mobile Banking, UPI, IMPS etc.), Credit Risk Rating, EFRM, CLAPS, CLPMS, AML etc. and from global (domestic as well international) external sources like MCA, CERSAI, CRILIC, NSE/BSE NCLT, DRT, CICs, etc., without any extra cost to the Bank. In case, there is requirement of integration of the solution with any existing or new channel, within one year of complete implementation (i.e. one year from sign-off), the same is to be done by the bidder without any additional cost to the Bank. Beyond the period of one year from sign-off, Customization cost will be	Clause remains unchanged.

			cost will be paid as per the Commercial bid (Customization cost Finalized after Reverse Auction).	paid as per the Commercial bid (Customization cost Finalized after Reverse Auction).	
39.	11	3. SCOPE OF WORK:	3.9 The architecture of the solution should allow Bank's system to be easily integrated and the technology used should be easily adoptable and portable to the Bank's system. In case any Customization is required by the Bank in any functionality of the solution within one year of complete implementation (i.e. one year from sign-off), the same is to be done by the bidder without any cost to the Bank. Beyond the period of one year from sign-off, Customization cost will be paid as per the Commercial bid (Customization cost Finalized after Reverse Auction). Customization charges will only be paid for any such requirement which is not mentioned in the Scope of Work or Technical/Functional specification of the solution as in the RFP. Any customization done in the solution as per Bank's requirement shall become part of Bank's intellectual property and Bidder shall not provide the same functionality to any other Organization. Failure of which will constitute a breach of the Non-Disclosure Agreement and Bank may take necessary action against the bidder as per the NDA.	3.9 The architecture of the solution should allow Bank's system to be easily integrated and the technology used should be easily adoptable and portable to the Bank's system. In case any Customization is required by the Bank in any functionality of the solution within one year of complete implementation (i.e. one year from sign-off), the same is to be done by the bidder without any additional cost to the Bank. Beyond the period of one year from sign-off, Customization cost will be paid as per the Commercial bid (Customization cost Finalized after Reverse Auction). Customization charges will only be paid for any such requirement which is not mentioned in the Scope of Work or Technical/Functional specification of the solution as in the RFP. Any customization done in the solution as per Bank's requirement shall become part of Bank's intellectual property and Bidder shall not provide the same functionality to any other Organization. Failure of which will constitute a breach of the Non-Disclosure Agreement and Bank may take necessary action against the bidder as per the NDA.	Clause remains unchanged.
40.	11	3. SCOPE OF WORK:	3.16 Information Security and Audit-Bidder will have to comply with all the present and future provisions of the Information Security Policy/NPCI Guidelines/Guidelines of RBI, Respective Govt. Agencies and the Bank and provide such regulatory requirements at no additional cost to bank during the warranty and ATS/AMC period. The Solution may be audited by RBI/any other Regulatory Authority and any observation pointed out by these bodies have to be complied by the vendor within the timelines stipulated by the regulatory agencies, without any additional cost to the	Bank to share the required policies / guidelines document at the start of the project. This clause is only applicable for RBI audit. Rest all will be on chargable basis.	Clause remains unchanged.

			Bank. The offered solution shall be subjected to Bank's audit (VAPT, EAPT, IS Audit et.) through off-site and on-site scrutiny at any time/periodically during the contract period. The auditors may be internal/ external. The system should have Audit Log for all Admin and user operations and should be capable of keeping Audit trail as per Bank policy. The vendor should provide solution and implementation for all the audit points raised by bank's internal/external team during the contract period, within the stipulated timelines, without any extra cost.		
41.	17	3. SCOPE OF WORK:	List of sample EWS signals which are required to captured under this solution are as under: The list is only illustrative, not exhaustive. Additional early warning signals /Alerts at bank's discretion.	List of sample EWS signals which are required to captured under this solution are as under: The list is only illustrative, not exhaustive. Additional early warning signals /Alerts at bank's discretion.	Clause remains unchanged.
42.	17	Other conditions:	a. The vendor will provide services for implementation / rolling-out /support / maintenance of proposed Solutions for a minimum period of 7 years (3 years' warranty + 4 years AMC/ATS) from installation date with option of further extension of contract for another two terms of 1 year each, at the same rate& same terms & conditions, provided services of the bidder is satisfactory and at Bank's sole discretion. Bank reserves right to cancel the contract at any time in case system fails to meet any of the requirements as mentioned in the RFP.	a. The vendor will provide services for implementation / rolling-out /support / maintenance of proposed Solutions for a minimum period of 7 years (3 years' warranty + 4 years AMC/ATS) from installation date with option of further extension of contract for another two terms of 1 year each, at the same mutually agreed rate& same terms & conditions, provided services of the bidder is satisfactory and at Bank's sole discretion. Bank reserves right to cancel the contract at any time in case system fails to meet any of the requirements as mentioned in the RFP.	Please be guided by the RFP.
43.	10	3	Mutual agreed time for alert	What can be mutually agreed timelines for alerts(In seconds or mili seconds and how many seconds or mili seconds	Please be guided by the RFP.
44.	10	3	Delay observed in payment of outstanding dues.	How the delay need to be calculated?	Please be guided by the RFP.
45.	NA	NA	General	Do we allow open source or hybrid cloud approach where data stay on premises but can be accessed by cloud environment	Please be guided by the RFP.

46.	14	3	Each signal from EWS solution shall be put on live server after UAT sign-off from bank officials. Post UAT, Vendor shall be liable and responsible up to 50% of ATS cost for the loss and consequences if any incurred by bank due to any underperformance, glitches and deficiencies in the solution.	How we can measure this in case of requirement has flaws, also is there a reverse mechanism of awarding SI for each right EWS?	Please be guided by the RFP.
47.	15	3.19	The support will also be provided by vendor through its backend team, who will have to recommend / assist in implementation / configure and other technical consultancy at no extra cost to Bank. No contractual / 3rd party personnel are allowed	Can we have consultant from third party if the resources of matched skills are not immediately available due to attrition or mother nature or any unavoidable circumstances	Please be guided by the RFP.
48.	17	3.22	Data warehouse and data mining capabilities should be capable to achieve data for minimum of 07 Years.	Are we expected to build new edw in oracle only, does the bank have any existing edw?	Bank has an internal EDW.
49.	18	3.23	Offered Solution must use oracle database	What about ETL solution. Please clarify. Also, please confirm it it can be different. Also, can it be cloud based.	Not Acceptable.
50.	20	3.24	Service Provider shall deposit the source code of the Software and everything required to independently maintain the Software, to the source code escrow account and agrees to everything mentioned in source code escrow agreement.	OEM does not give source code, however, do you mean the customization to make solution. Only the customised	Clause is self-explanatory.
51.	43	Annexure III	The bidder must have successfully implemented or under implementation, similar software solutions like Early Warning System/ Intelligent Transactional Monitoring system/EFRM/AML during last 5 years, as on bid submission date, in Public sector bank/ Private bank/BFSI registered in India or abroad, with Loan Portfolio of at least INR 1 Lakh Crore. The solution should be currently running, if implemented.	Please confirm that the bank will consider the experience of implementing the solution in a bank before amalgamation.	Yes
52.	43	Annexure III	The bidder must have successfully implemented or under implementation, similar software solutions like Early Warning System/ Intelligent Transactional Monitoring system/EFRM/AML during last 5 years, as on bid submission date, in Public sector bank/ Private	The bidder/OEM partner must have successfully implemented or under implementation, similar software solutions like Early Warning System/ Intelligent Transactional Monitoring system/EFRM/AML during last 5 years, as on bid submission date, in Public sector bank/ Private	Please be guided by the RFP.

			Private bank/BFSI registered in India or abroad, with Loan Portfolio of at least INR 1 Lakh Crore. The solution should be currently running, if implemented.	bank/BFSI registered in India or abroad, with Loan Portfolio of at least INR 1 Lakh Crore. The solution should be currently running, if implemented.	
53.	14	3.16	Each signal from EWS solution shall be put on live server after UAT sign-off from bank officials. Post UAT, Vendor shall be liable and responsible up to 50% of ATS cost for the loss and consequences if any incurred by bank due to any underperformance, glitches and deficiencies in the solution.	We would request bank to delete this clause. Bidder can't take such loss or bank should confirm that the overall aggregate penalty including Liquidated damages, SLA penay and all the other losses/penalty will be capped to 10% of the overall Total contract value. Please confirm the above understanding.	Please be guided by the RFP.
54.	18	7. VALIDITY OF BID DOCUMENT	Bid shall remain valid for 12 months from last date of submission of bid prescribed by PNB. A bid valid for shorter period shall be summarily rejected by the purchaser as non-responsive.	Bid shall remain valid for 42 months 90 days from last date of submission of bid prescribed by PNB. A bid valid for shorter period shall be summarily rejected by the purchaser as non-responsive.	Please be guided by the RFP.
55.	18	10. BID EARNEST MONEY	The Bank Guarantee should be issued by any Public Sector Bank or scheduled Commercial Bank other than Punjab National Bank. The BG should have a validity of 12 Months from the last date of submission of bid. Bidder shall be responsible to get the same extended for a further period of 6 months, if required by the Bank. The BG should be submitted at the time of bid submission. MSE bidder is exempted from payment of EMD if bidder can furnish requisite proof subject to the satisfaction of Bank. This exemption is not applicable for traders, sole agents, distributors etc. Start-up bidder recognized by Department of Industrial Policy and Promotion (DIPP) is also exempted from payment of Earnest Money Deposit.	The Bank Guarantee should be issued by any Public Sector Bank or scheduled Commercial Bank other than Punjab National Bank. The BG should have a validity of 42 Months 90 days from the last date of submission of bid. Bidder shall be responsible to get the same extended for a further period of 6 months, if required by the Bank. The BG should be submitted at the time of bid submission. MSE bidder is exempted from payment of EMD if bidder can furnish requisite proof subject to the satisfaction of Bank. This exemption is not applicable for traders, sole agents, distributors etc. Start-up bidder recognized by Department of Industrial Policy and Promotion (DIPP) is also exempted from payment of Earnest Money Deposit.	Please be guided by the RFP.
56.	27	32. CONFIDENTIALITY	As per RFP	Notwithstanding anything to the contrary, to the extent the Bidder shares any confidential information with the Bank (including contents disclosed at the time of bid submission), the provisions of this RFP shall apply mutatis mutandis to the Bank. The obligations of confidentiality shall come to	Clause remains unchanged.

				an end 3 years from the date of expiry/ termination of the Contract to be entered into.	
57.	27	33. PATENTS RIGHTS	As per RFP	<p>Each Party owns, and will continue to own all right, title and interest in and to any inventions however embodied, know how, works in any media, software, information, trade secrets, materials, property or proprietary interest, that it owned prior to this Agreement, or that it created or acquired independently of its obligations pursuant to this Agreement, and in respect of any modifications or enhancements made thereto. The supplier shall indemnify the purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Good, or any part thereof delivered by the supplier under the Contract in India . Supplier shall not have any liability to Bank under this Section to the extent that any infringement or claim thereof is attributable to: (1) the combination, operation or use of a deliverable with equipment or software supplied by Supplier where the deliverable would not itself be infringing; (2) compliance with designs, specifications, materials, inputs, or instructions provided by Supplier (3) use of a deliverable in an application or environment for which it was not designed or contemplated under this Agreement; or (4) modifications of a deliverable by anyone other than Supplier where the unmodified version of the deliverable would not have been infringing</p> <p>The supplier shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part delivered by the Supplier under this Contract thereof in India or abroad. The supplier shall expeditiously extinguish any such claims and shall have full rights to defend itself there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible therefore,</p>	Clause remains unchanged.

				including all reasonable expenses and court and legal fees. The Bank will give notice to the Supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim. The Supplier shall grant to the Bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) provided by the supplier only for the purposes of using the software as per the terms of the Contract, including all inventions, designs and marks embodied therein in perpetuity.	
58.	28	36. NON DISCLOSURE	As per RFP	The foregoing obligations shall be applicable to the Bank mutatis mutandis with respect to any confidential information received from the bidder The obligations of confidentiality shall come to an end 3 years from the date of expiry/ termination of the Contract to be entered into.	Clause remains unchanged.
59.	28	37. INDEMNITY	As per RFP	The bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes except GST and assessments including penalties, punitive damages, attorney's fees and court costs arising from third party claims which are or may be required to be paid by reasons of any breach of the bidder's obligation under these general conditions or for which the bidder has assumed responsibilities under the purchase contract including those imposed under any contract, applicable local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder or bidders in connection with the performance of any system covered by the purchase contract. The bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the purchase contract and to protect the Bank during the tenure of	Clause remains unchanged.

				<p>contract. Where any patent, trade mark, registered design, copyrights and/ or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation thereon to the extent that the bidder uses such intellectual property right for providing goods or services under the Contract. In the event of any third party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the machine supplied by the bidder covered under the purchase contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist the Bank in defending at the bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank</p> <p><u>Notwithstanding anything contained in this RFP, the obligations of indemnity shall be limited to claims or actions initiated by third parties and the aggregate value of such claims shall always be subject to the Limitation of Liability clause. All payable expenses arising from the indemnity obligations will only cover the expenses that are reasonably incurred.</u></p>	
60.	30	1. Signing of Contract	The successful bidder(s) shall mandatorily enter into a Service Level Agreement (SLA), Non-Disclosure Agreement (NDA) and integrity Pact (IP) with Bank, within 30 working days of the award of the tender or within such extended period as may be permitted by the Bank. The letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Memorandum of Understanding to be signed	The successful bidder(s) shall mandatorily enter into a Service Level Agreement (SLA), Non-Disclosure Agreement (NDA) and integrity Pact (IP) with Bank, within 30 working days of the award of the tender or within such extended period as may be permitted by the Bank. The letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract. If the contract is not signed within the	Clause remains unchanged.

			<p>at the time of execution of the Form of Contract. If the contract is not signed within the given period (30 working days), the EMD will be forfeited after a grace period of 15 working days.</p> <p>The bidder has to accept all terms and conditions of the Bank and should not impose any of its own conditions upon the Bank. A bidder who does not accept any or all conditions of the Bank shall be disqualified from the selection process at any stage as deemed fit by the Bank.</p>	<p>given period (30 working days), the EMD will be forfeited after a grace period of 15 working days. The bidder has to accept all terms and conditions of the Bank and should not impose any of its own conditions upon the Bank. A bidder who does not accept any or all conditions of the Bank shall be disqualified from the selection process at any stage as deemed fit by the Bank.</p>	
61.	30	2.Duration of Contract	Bank will enter into contract with successful Bidder initially for a period of 7 years (3 years' warranty plus 4 years ATS/AMC) from the date of implementation, including customization (if any) of application at DC & DR. Bank will provide SIGN-OFF certificate after complete implementation. Bank may further extend the contract, for another two terms of 1 year each, at the same rates (whichever applicable) and Terms & conditions, provided services of the bidder are satisfactory.	Bank will enter into contract with successful Bidder initially for a period of 7 years (3 years' warranty plus 4 years ATS/AMC) from the date of implementation, including customization (if any) of application at DC & DR. Bank will provide SIGN-OFF certificate after complete implementation. Bank may further extend the contract, for another two terms of 1 year each, at the same mutually agreed rates (whichever applicable) and Terms & conditions, provided services of the bidder are satisfactory.	Clause remains unchanged.
62.	30	2.Duration of Contract	Bank reserves right to cancel the contract at any time in case system/Solution/OTS fails to meet any of the requirements as mentioned in the RFP.	Bank reserves right to cancel the contract at any time in case system/Solution/OTS fails to meet any of the requirements as mentioned in the RFP after providing a written notice of 30 days to cure the default. The Successful bidder shall be paid for the goods delivered and services rendered till the date of termination	Clause remains unchanged.
63.	30	3. PERFORMANCE BANK GUARANTEE	c) If the Vendor, fails to extend the validity of the PBG, one month before its expiry, Bank reserves the right to invoke the Performance Bank Guarantee.	c) If the Vendor, fails to extend the validity of the PBG, one month before its expiry, Bank reserves the right to invoke the Performance Bank Guarantee.	Clause remains unchanged.
64.	30	4. ACCEPTANCE OF ORDER (ORDER PLACEMENT)	Orders will be placed by the respective HO Division/Department. The vendor (successful bidder) shall have to accept and acknowledge orders within 15 working days from the date of order placement. Bank has a right to cancel the order and forfeit the entire EMD amount if the same is not accepted within a period of 15	Orders will be placed by the respective HO Division/Department. The vendor (successful bidder) shall have to accept and acknowledge orders within 15 working days from the date of order placement. Bank has a right to cancel the order and forfeit the entire EMD amount if the same is not accepted within a period of 15 working days from the	Clause remains unchanged.

			working days from the date of order, otherwise it will be considered as accepted.	date of order, otherwise it will be considered as accepted.	
65.	31	5. NON ACCEPTANCE/ NON EXECUTION OF ORDER	In case the bidder shortlisted through this RFP process (hereinafter called "vendor") refuses to accept / execute the order, Bank will procure the same from the respective OEM as per existing terms & conditions and rate accepted by OEM. The said vendor will have to bear the difference of cost if any of such item / product purchased by Bank from OEM (Bank is having all the rights to recover the difference/ penalty amount from PBG as well as any amount payable to the said vendor). Bank also reserves the right to blacklist/debar the said vendor in such eventuality without giving any notice thereof in this regard for a period of further three years from the date of blacklisting/debarment.	In case the bidder shortlisted through this RFP process (hereinafter called "vendor") refuses to accept / execute the order, Bank will procure the same from the respective OEM as per existing terms & conditions and rate accepted by OEM. The said vendor will have to bear the difference of cost if any of such item / product purchased by Bank from OEM (Bank is having all the rights to recover the difference/ penalty amount from PBG as well as any amount payable to the said vendor under this contract). Bank also reserves the right to blacklist/debar the said vendor in such eventuality without giving any notice thereof in this regard for a period of further three years from the date of blacklisting/debarment.	Clause remains unchanged.
66.	31	8. PAYMENT, PENALTY, DELIVERY AND TIMELINES	As per RFP	Refer 'Payment Terms and Penalty sheet'	Clause remains unchanged.
67.	31	8. PAYMENT, PENALTY, DELIVERY AND TIMELINES	As per RFP	To Add: The overall maximum penalty, if any that can be imposed on Vendor under this proposal contract shall not exceed 10% of the Annualized Contract Value and penalty for a given month should not be more than 10% of monthly invoice value.	Clause remains unchanged.
68.	32	8. PAYMENT, PENALTY, DELIVERY AND TIMELINES	Penalty due to Downtime	Refer 'Payment Terms and Penalty sheet'	Clause remains unchanged.
69.	32	8. PAYMENT, PENALTY, DELIVERY AND TIMELINES	Penalty due to downtime, during three years of warranty period will be deducted from any subsequent payment to be made to the Vendor.	Penalty due to downtime, during three years of warranty period will be deducted from any subsequent payment for Warranty portion to be made to the Vendor. However, the overall maximum penalty, if any that can be imposed on Vendor under this proposal contract shall not exceed 10% of the Annualized Contract Value of (A+B) and penalty for a given month should not be more than 3% of monthly invoice value.	Clause remains unchanged.

70.	32	8. PAYMENT, PENALTY, DELIVERY AND TIMELINES	Penalty due to Absence of Onsite Engineer In the absence of the deployed OTS resource, suitable replacement is to be provided on immediate basis. In case of absolute absence (when no replacement is provided), penalty would be deducted @0.5% of monthly OTS cost, for each day, up to a maximum of 10%.	Penalty due to Absence of Onsite Engineer In the absence of the deployed OTS resource, suitable replacement is to be provided on immediate basis. In case of absolute absence (when no replacement is provided), penalty would be deducted @0.5% of monthly OTS cost, for each day, up to a maximum of 40% 5% of the Annualized Contract Value of (A+B) and penalty for a given month should not be more than 3% of monthly invoice value..	Clause unchanged. remains
71.	32	8. PAYMENT, PENALTY, DELIVERY AND TIMELINES	All types of Penalties can be levied simultaneously up to their maximum limit. Maximum deducted penalty of one type will not affect any other type of penalty. 100% of any item is the eligible amount after deduction of Penalty, if any.	All types of Penalties can be levied simultaneously up to their maximum limit. Maximum deducted penalty of one type will not affect any other type of penalty 100% of any item is the eligible amount after deduction of Penalty, if any. The overall maximum penalty, if any that can be imposed on Vendor under this proposal contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value.	Clause unchanged. remains
72.	32	8. PAYMENT, PENALTY, DELIVERY AND TIMELINES	Future Integration	Refer 'Payment Terms and Penalty sheet'	Clause unchanged. remains
73.	32	8. PAYMENT, PENALTY, DELIVERY AND TIMELINES	Bank reserves its right to recover Penalty amounts by any mode such as adjusting from any payments to be made by Bank to the Bidder.	Bank reserves its right to recover Penalty amounts by any mode such as adjusting from any payments to be made by Bank to the Bidder under this contract.	Clause unchanged. remains
74.	32	8. PAYMENT, PENALTY, DELIVERY AND TIMELINES	If there is delay by the Vendor, downtime of the solution or absence of onsite engineer is such that the Penalty deducted for it reaches its maximum value of juncture, Bank reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the Vendor. Bank, at its sole discretion, may exercise any or all of the options against the Vendor, in such circumstances.	If there is delay by the Vendor, downtime of the solution or absence of onsite engineer is such that the Penalty deducted for it reaches its maximum value of juncture, Bank reserves the right to Cancel the Purchase Order, Terminate the Contract after giving a notice of 30 days Forfeit the Performance Bank Guarantee and Blacklist the Vendor. Bank, at its sole discretion, may exercise any or all of the options against the Vendor, in such circumstances. In case of termination/cancellation, Vendor shall be paid for the goods delivered and services rendered till the date of termination	Clause unchanged. remains

75.	33	10. ANNUAL MAINTENANCE CONTRACT (AMC)/ANNUAL TECHNICAL SUPPORT (ATS)	Payment of AMC and ATS will be released on quarterly basis. The AMC/ATS may be terminated by the Bank after giving three months' notice in case of deficiency in services. Bank may extend the AMC/ATS term for two terms of 1 year each on same rates and same terms and conditions.	Payment of AMC and ATS will be released on quarterly basis in advance. The AMC/ATS may be terminated by the Bank after giving three months' notice in case of deficiency in services. Bank may extend the AMC/ATS term for two terms of 1 year each on same mutually agreed rates and same terms and conditions. In case of termination, the Vendor shall be paid for goods delivered and services rendered till the date of termination	Please be guided by the RFP.
76.	34	13. TAXES	As per RFP	To Add: Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of Customer.	Please be guided by the RFP.
77.	34	16. DELAYS IN THE SUPPLIER'S PERFORMANCE	Delivery of the goods and performance of the Services shall be made by the supplier in accordance with the time schedule specified by purchaser. Any delay in performing the obligation by the supplier will result in imposition of liquidated damages and/or termination of rate contract for default.	Delivery of the goods and performance of the Services shall be made by the supplier in accordance with the time schedule specified by purchaser. Any delay in performing the obligation by the supplier will result in imposition of liquidated damages and/or termination of rate contract for default after giving a written notice of 30 days to cure the default. In the event of termination Customer shall pay Vendor for goods delivered and services rendered till the date of termination. The liquidated damages that can be imposed should not exceed 0.25% of contract value corresponding to undelivered quantity for delay of each week subject to a max of 2.5% of annualized contract value.	Please be guided by the RFP.
78.	35	18. TERMINATION OF CONTRACT	The quality of services given by the bidder & progress of the project will be reviewed monthly and if the services are not found satisfactory, the Bank reserves the right to terminate the contract by giving 30 days' notice to the bidder, including 15 days curing period. The decision of the Bank regarding quality of services shall be final and binding on the bidder. The Bank shall have the right to terminate/cancel the contract with the selected bidder at any time during the contract period, by giving a written notice of 30 days, for any valid reason, including but not limited to the	The quality of services given by the bidder & progress of the project will be reviewed monthly and if the services are not found satisfactory, the Bank reserves the right to terminate the contract by giving 30 days' notice to the bidder, including 15 days as curing period. The decision of the Bank regarding quality of services shall be final and binding on the bidder. The Bank shall have the right to terminate/cancel the contract with the selected bidder at any time during the contract period, by giving a written notice of 30 days, for any valid reason, including but not limited to the following: a) Excessive delay in execution of order placed by	Please be guided by the RFP.

			<p>following:</p> <p>a) Excessive delay in execution of order placed by the Bank</p> <p>b) Discrepancies / deviations in the agreed processes and/or products</p> <p>c) Failure of vendor (successful bidder) to complete implementation of appliance within the time as specified in the RFP document</p> <p>d) Violation of terms & conditions stipulated in this RFP.</p>	<p>the Bank</p> <p>b) Discrepancies / deviations in the agreed processes and/or products</p> <p>c) Failure of vendor (successful bidder) to complete implementation of appliance within the time as specified in the RFP document</p> <p>d) Violation of terms & conditions stipulated in this RFP.</p> <p>In the event of termination Customer shall pay Vendor for goods delivered and services rendered till the date of termination.</p>	
79.	35	18. TERMINATION OF CONTRACT	<p>Notwithstanding anything contained hereinabove, the Bank reserves the right to terminate the contact at any time without assigning any reasons. In case of termination of contract for the reasons that the services of vendor are not found satisfactory", the Bank shall be free to Blacklist the vendor thereby debarring them from participating in future Bids/Tender processes.</p>	<p>Notwithstanding anything contained hereinabove, the Bank either party reserves the right to terminate the contact at any time without assigning any reasons after giving a notice of 90 days to cure the default. In the event of termination by Bank, the vendor shall be paid for the:</p> <p>a) Goods delivered</p> <p>b) Services rendered</p> <p>c) Work in progress</p> <p>d) Third party orders in pipeline which cannot be cancelled despite successful bidder's best efforts</p> <p>e) Unrecovered investments shall be paid by customer as per termination schedule till the date of termination."</p> <p>In case of termination of contract for the reasons that the services of vendor are not found satisfactory", the Bank shall be free to Blacklist the vendor thereby debarring them from participating in future Bids/Tender processes.</p>	Please be guided by the RFP.
80.	37	25. LIMITATION OF LIABILITY	<p>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</p> <p>a) IP Infringement indemnity</p> <p>b) Bodily injury (including Death) and damage to real property and tangible property caused by vendor/s' gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by Bank on the</p>	<p>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</p> <p>a) IP Infringement indemnity</p> <p>b) Bodily injury (including Death) and damage to real property and tangible property caused by vendor/s' gross negligence. Notwithstanding anything contained herein, neither Party shall be liable for any indirect, punitive, consequential or incidental loss, damage, claims, liabilities, charges, costs, expense or injury (including, without limitation, loss</p>	Please be guided by the RFP.

			<p>vendor that gave rise to claim, under this tender. Vendor shall not be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order.</p>	<p>of use, data, revenue, profits, business and for any claims of any third party claiming through Bidder) that may arise out of or result from this Agreement. The aggregate liability of Bidder, under this Agreement, shall not exceed the fees (excluding reimbursements) received by it under this contract during the six months preceding the date of first claim. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by Bank on the vendor that gave rise to claim, under this tender. Vendor shall not be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order.</p>	
81.	61	PERFORMA FOR INDICATIVE COMMERCIAL OFFER	<p>7. Bank may place Orders for Sr. no. 4, 5,6 & 7as and when required during the entire contract period at the unit rates finalized after Reverse Auction. Bank is not bound to place any minimum order. The quantity will also be as per requirement.</p>	<p>7. Bank may place Orders for Sr. no. 4, 5,6 & 7as and when required during the entire contract period at the unit rates finalized after Reverse Auction. Bank is not bound to place any minimum order. The quantity will also be as per requirement as agreed under this tender. However, the variation should be restricted to +/-10% maximum of the quantity quoted as per RFP. The vendor agrees to provide the increased quantity at the same terms and conditions. However additional prices shall be charged for the goods supplied over the contracted quantity.</p>	<p>Please be guided by the RFP.</p>
82.	61	PERFORMA FOR INDICATIVE COMMERCIAL OFFER	<p>8. The multiplication factor as mentioned in above table (Table A) is only indicative and for the purpose of deriving the Total Cost for determining the L1 bidder. The actual quantity of any item ordered may vary according to the requirement of the Bank. In addition to the initial Order placed, Bank may place subsequent orders for any item, if required, at any time during the contract period of 7 years, at the unit rate finalized after Reverse Auction.</p>	<p>8. The multiplication factor as mentioned in above table (Table A) is only indicative and for the purpose of deriving the Total Cost for determining the L1 bidder. The actual quantity of any item ordered may vary according to the requirement of the Bank. In addition to the initial Order placed, Bank may place subsequent orders for any item, if required, at any time during the contract period of 7 years, at the unit rate finalized after Reverse Auction. However, the variation should be restricted to +/-10% maximum of the quantity quoted as per RFP. The vendor agrees to provide the increased quantity at the same terms and conditions. However additional prices shall be charged for the goods supplied over the contracted quantity.</p>	<p>Please be guided by the RFP.</p>

83.		Variance in Minimum Wages	Clause not present in RFP	Service Provider undertakes that it is compliant to State minimum wages act at the time of execution of the Agreement and the commercials are accordingly factored. In the event there is a change to the State minimum wages act or if the Customer wants the Service Provider to comply to some other minimum wages act including but not limited to Central minimum wages act or the existing minimum wages act is repealed by another act, then in such cases, Customer will support Service provider with change request for additional cost incurred by Service Provider for complying to new minimum wages. Service provider will not ask for Change request for any changes that is within 8% increase year on year from the State minimum wages as on the date of contract sign off.	Please be guided by the RFP.
84.		Deemed Acceptance	Clause not present in RFP	Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Bidder within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Bidder shall have 15 days time to correct in case of any rejection by Customer.	Please be guided by the RFP.
85.		Termination by Bidder	Clause not present in RFP	Successful Bidder may terminate the Agreement upon written notice to the Customer in the event that the Customer commits a material breach of the Agreement or Statement of Work, including non-payment of fees and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days after receipt of notice.	Please be guided by the RFP.
86.		Credit Period for Payment	Clause not present in RFP	All the payments to be made within 30 days of submission of invoice	Please be guided by the RFP.
87.		Reference documents	Clause not present in RFP	Notwithstanding anything contained elsewhere, the Request for Proposal and/or contract signed between the Customer and the successful bidder ("Contract") shall specify the document to be issued by the Customer for procuring the deliverables ("Procuring Document"). Such Procuring Document	Please be guided by the RFP.

				<p>shall –</p> <p>(a) Be solely governed by the terms and conditions of the Contract</p> <p>(b) Make an express reference to the Contract</p> <p>It is also clarified that no pre-printed terms and conditions mentioned in the Procuring Document shall apply to the successful bidder.</p>	
88.		Saving Clause	Clause not present in RFP	Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidder performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.	Please be guided by the RFP.
89.		Change Order	Clause not present in RFP	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work/Purchase Order. Bidder will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Bidder shall not be bound to perform any additional services.	Please be guided by the RFP.
90.		Risk and Title	Clause not present in RFP	The risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to the customer	Please be guided by the RFP.
91.		ERV	Clause not present in RFP	It is agreed that the price quoted is arrived at based on the exchange rate of 1 USD = INR ____ ("Base Exchange Rate"). In the event the Base Exchange Rate either increases or decreases by percentage points greater than two per cent [2%], the prices shall be charged as per the then current exchange rate.	Please be guided by the RFP.
92.		SNR	Clause not present in RFP	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Bidder shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of	Please be guided by the RFP.

				Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the customer	
93.		Pass Through Warrantly	Clause not present in RFP	Since Bidder is acting as a reseller of completed products, Bidder shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Customer shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that Bidder shall not provide any additional warranties and indemnities with respect such products.	Please be guided by the RFP.
94.		Arbitration	Clause not present in RFP	If the dispute cannot be settled by mutual discussions within the thirty (30) day period, either party may refer the matter to a panel of three arbitrators. Each party shall choose one arbitrator, both of whom shall elect the third arbitrator who shall be the presiding arbitrator. The arbitration proceedings shall be held under the provisions of the Arbitration and Conciliation Act, 1996 or any of its subsequent amendments. The arbitration proceedings shall be in English and the venue of arbitration shall be Bangalore, India.	Please be guided by the RFP.

Deliverables	Expected Timelines	Eligible Amount	Penalty	Maximum Penalty	Bank Response
Complete delivery and Installation of Application software (Complete BOM at DC & DR)	Within 12 weeks from the date of Purchase Order (PO)	50% 90% of (A)	1 % of (A+B) for every week delay	40% 3% of (A+B)	Please be guided by the RFP.
After providing UAT	Within 6 months from the date of PO	20% 10% of A + 20% 100% of B	0.5 % of (A + B) for every week delay	40% 3% of (A + B)	Please be guided by the RFP.
After Signoff	Within 2 months from the date of installation or 4 months from the date of PO	20% of A+ 70% of (B)	0.5 % of (A + B) for every week delay	40% of (A + B)	Please be guided by the RFP.
After submission of PBG	-	10% of (A+B)	-	-	Please be guided by the RFP.
ATS/AMC		On Quarterly basis in arrears 100% advance			Please be guided by the RFP.
Customization cost, if any		Within one month of UAT			Please be guided by the RFP.
Penalty due to Downtime					Please be guided by the RFP.
After implementation of the Complete solution, Penalty will be deducted for downtime of the system (Application failure) as below					
Uptime (U)	Penalty				
U >=99.95	No Penalty				Please be guided by the RFP.
99.50<=U< 99.95	0.1 % of (A+B)				Please be guided by the RFP.

99.00<=U< 99.50	0.2 % of (A+B)				Please be guided by the RFP.
98.50<=U< 99.00	0.3 % of (A+B)				Please be guided by the RFP.
98.00<=U< 98.50	0.4 % of (A+B)				Please be guided by the RFP.
And so on	For every 0.5 % drop in the Uptime, Penalty @ 0.1% of (A+B), up to a maximum of 40% 3% of (A+B)				Please be guided by the RFP.

Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Response /clarification
1	43	5	The bidder must have successfully implemented or under implementation, similar software solutions like Early Warning System/ Intelligent Transactional Monitoring system/EFRM/AML during last 5 years, as on bid submission date, in Public sector bank/ Private bank/BFSI registered in India or abroad, with Loan Portfolio of at least INR 1 Lakh Crore. The solution should be currently running, if implemented.	EWS is a specialized area which involves borrower monitoring for risk indicators across credit and fraud risk. Bank should look at vendors who have experience in the EWS space itself. EWS solutions have been procured and implemented by many Indian banks, specially public sector banks. So there are quite a few established vendors with experience in EWS implementations. This should ensure good participation for the bank for evaluation and also ensure bank gets vendor with the relevant experience of implementing EWS solutions (not EFRM / AML / Intelligent transaction monitoring system)	Please be guided by the RFP.
2	13	Scope of Work 3	Post implementation of solution & its stabilization, the solution should have capability and scalability of generating all the alerts on real time basis, wherein real time shall be within transaction time out framework of Bank's transaction system from event/ transaction happening	Since bank is looking for a real time decision based on the mentioned EWS, please suggest the following - 1) Expected tps (transaction per second) volumes 2) Expected response time for the decision This will be required for solutioning and assess the hardware requirements. Transaction time out framework is usually followed	a) Tentative Transaction per second (TPS) for during normal working hours of Bank is 746. b) Response time should be as per industry standards for end to end transaction.

				as a part of fraud authorization of the incoming transaction / event where the transaction is approved / rejected / referred in real time. In EWS transactions are used to monitor the borrowers over time and pre-empt any risk based on account conduct with the bank. Real time decisioning should already be done in the fraud management system of the bank. Again integrating with CBS for EWS is not recommended. EWS solution should monitor CBS transactions outside the critical path / time out framework. Please suggest if this approach is agreeable to bank	Not Acceptable.
3	17	Scope of Work Under 3.23 point 7	Capabilities such as Artificial Intelligence, web crawling, Optical Character Recognition(OCR) etc. may be utilized for triggering the EWS	Optical character recognition are specialized tools which work prior to the EWS solution. Since they are separate tools / vendors its not part of the EWS solution. Request bank to remove the word Optical Character Recognition (OCR). For web crawling bank needs to have the required subscription from the websites and allow use of open source packages for crawling.	Please be guided by the RFP.
4	48	TECHNICAL & FUNCTIONAL SPECIFICATIONS (TFS)	<p>Description Response Required functionality is available on real time basis "R"=1 Marks</p> <p>Required functionality is available on near real time basis "N"=0.5 Marks</p> <p>Required functionality is available on other basis like EOD, T+1, etc. "O"=0 Marks</p>	EWS scenarios in banks are deployed on a T+1 basis and not real time. In that context 0 score for EOD and T+1 basis means vendors who have deployed the EWS solution in other Indian banks will score 0 in the technical evaluation. This will not allow experienced vendors to participate in the bid	Please be guided by the RFP. This refers to availability in system.
5	10	SCOPE OF WORK	Development & implementation of EWS & Intelligent Transaction Monitoring System on real time/ near real time basis/others (initially on T+1 basis).	What is the meaning of intelligent transaction monitoring system and what are the requirements. All the scenarios mentioned in the RFP pertain of EWS solution. No detail has been provided on ITMS system and since the RFP title separately mentions EWS and ITMS, please clarify on the ITMS solution required. All the other public sector bank EWS implementations have only a single EWS solution being detailed in the RFP and also deployed accordingly	Please be guided by the RFP.

6	34	PURPOSE OF THE PROJECT. PAYMENT, PENALTY, DELIVERY AND TIMELINES	<p>The purpose of this RFP is to select a vendor for supply, implementation and maintenance of Early warning signal system including intelligent transaction monitoring system for PNB CBS (Single Instance)</p> <p>Juncture –Complete implementation of Early warning signal system including intelligent transaction monitoring system for PNB CBS (Single instance). However, proposed solution should be sufficiently scalable and capable of handling the increased volumes after integration of transaction systems (CBS) of amalgamated entity along with overseas branches.</p>	<p>CBS is only one source of data for EWS. Many scenarios depend on other source of data, please explain what is the meaning of ITMS for PNB CBS (single instance)</p>	Please be guided by the RFP.
7	43	Annexure-III A. GENERAL ELIGIBILITY CRITERIA OF THE BIDDER	<p>The bidder and OEM of EWS Application should have an annual turnover of INR 10 crores (Rupees Ten crores) or (INR 5 Crores (Rupees Five Crores) for MSE bidders) for each of the past three Consecutive financial years (i.e. FY2017- 18, FY2018-19 & FY2019-20</p>	<p>The turnover criteria is low given the capabilities and credetials required for the RFP. Please consider higher turnover criteria to allow more mature and stable organisations to participate in the RFP</p>	Please be guided by the RFP.
8	57	SCOPE OF WORK TABLE 1: GENERAL SOFTWARE REQUIREMENTS	<p>3.3 The Solution (with each of its components) should be configured in High Availability (HA) mode both at DC& DR along with a separate UAT setup (non-HA) at DC. The solution should have the capability of supporting at least 10,000 users with 3000 concurrent users for the next seven years.</p> <p>The Solution should have the capability to handle at least 3000 concurrent users at a time and scalable to 10000 concurrent users over the period.</p>	<p>EWS is a centralised monitoring by credit monitoring teams and does not require 10,000 users and 3,000 concurrent users. Concurrency mentioned is extremely high and not seen even in large bank EWS deployments. Including central and regional / zonal setup, total user requirements usually are not more than 500 users. Please suggest if this is ok.</p>	Not acceptable.

9	63 28	TABLE 2: TECHNICAL SPECIFICATION OF THE OFFERED SOLUTION 24. EVALUATION AND AWARD CRITERIA	The Bank also reserves the right to reject any Bid, in case any of the Technical Specification is not in compliance to Bank's requirement. Decision of the Bank in this regard shall be final and binding on the bidders. NOTE: Non- Compliance to any of the above technical specification will make the bid liable for rejection.	They are always some points which may not be completely available in any of the vendor solutions. Please clarify the stand in case of non compliance to few points	Clause is self-explanatory.
10	58	General software requirements 5.4	Maker checker for all operations (user administration, Data changes, etc.).	User administration and data changes capabilities are provided only to limited admin users. Hence maker checker for all operations will not be needed. Please suggest if role based access is fine with the bank. This means that only relevant users will be provided access to the admin functionality in the system.	After onboarding , the approach maybe considered based on best solution/option.
11	60	Technical specification of the Offered solution point 2	Solution should integrate data on near real time/real time basis from, which may include but not limited to transaction system (CBS), Credit Rating system (PNB Trac), PNB Score, SME Score, CLPMS, EDW, DMS, Treasury, KYC, AML, EFRMS, E-RBIA, TRADE FINANCE/SWIFT CLAPS, It should also ensure that all activities should be transmitted electronically through intranet with adequate access controls so as to monitor and provide for MIS/Dashboard.	Data sources mentioned are usually integrated on a batch / offline basis with the EWS solution. Real time integration with all the mentioned sources will require considerable changes at the source systems also. This will also involve lot of time and effort for direct real time integration with the mentioned sources. Please suggest if batch integration is fine with the bank	Data received from different sources may have different data formats and different data sharing mechanisms and different frequency.
12	60	Technical specification of the Offered solution point 3	Solution should have provision for the extraction/mining of unstructured data from the bank internal documents such as stock statement , Board note, stock audit report , statutory audit report annual report etc.	Please suggest if the text / unstructured data will be provided in tables / database / PDF / SCAN images format?	Data maybe in any format.
13	61	Technical specification of the Offered solution point 14	The internet scanning utility should have facility to configure list of company/borrower names, directors'/KMPs' names etc	Please elaborate on internet scanning utility.	Online search facility. Clause is self-explanatory.
14	63 50	Usage of Feedback for Other Systems	Based on the history of alerts generated in EWS for a borrower, the same should be used to track further transactions in CBS for that particular account.	Please elaborate on the requirement. Is the expectation to review the subsequent transactions as well post alert generation?	Clause is self-explanatory.

15	B. TECHNICAL ELIGIBILITY CRITERIA OF THE BIDDER Scoring Matrix EXPERIENCE Point no.1	<p>Years since commencement of business of providing solutions in credit monitoring area of EWS, ITMS, AML & EFRM. Supporting Document: CA Certificate clearly indicating the date since bidder is providing solutions in credit monitoring area</p> <p>1 Marks for each completed years Maximum marks 10</p>	Request Bank to change the marks allotment from 1 mark to 2 marks for each completed years. Since the requirement of such kind of EWS implementation related projects on such massive scale has arised only during the recent years, so such a high experiecne of 10 years on delivering such solutions is difficult to match.		Clause remains Unchanged.
16	Manpower Deployment; Point no. 7	<p>Manpower: Manpower strength which shall be deployed by the Bidder exclusively for the implementation of the proposed EWS Solution Supporting Document: A declaration on the letter head, which will also be part of SLA, if the project is awarded to the bidder</p> <p>>20 employees: 5 Marks >10 but <=20: 3</p>	<p>Request you to modify the clause as below:</p> <p>Manpower: Manpower strength which shall be deployed by the Bidder exclusively for the implementation of the proposed EWS Solution Supporting Document: A declaration on the letter head, which will also be part of SLA, if the project is awarded to the bidder</p> <p>>5 employees: 5 Marks >3 but <=5: 3 Marks <3 employees: 0 Marks</p> <p>Reason for such request: Typically, from our experience, an exclusive team of 5+ resources is adequate for the successful implemetation and delivery of such projects. Basis our experiecne of implementing EWS and similar projects in</p>		Clause remains Unchanged.

		Marks <10 employees: 0 Marks	banking, we request to modify the ask from 20 resources to 5 resources.		
17	Manpower Deployment; Point no. 8	Professional Knowledge: Employees on the role of the Bidder who has at least 3 years of experience in developing /managing solutions in Credit Monitoring Domain. Supporting Document: Bio- data of employees along with declaration by the Bidder on the letter head. >10 employees: 5 Marks >5 but <=10: 3 Marks <5 employees: 0 Marks	Request you to modify the clause as below: Professional Knowledge: Employees on the role of the Bidder who has at least 3 years of experience in developing /managing solutions in Credit Monitoring Domain. Supporting Document: Bio-data of employees along with declaration by the Bidder on the letter head. >5 employees: 5 Marks >3 but <=5: 3 Marks <3 employees: 0 Marks Reason for the change request: From our experience of having implemented EWS and similar projects in banking sector, around 5 employees with 3+ years of experience in developing/managing solutions in Credit Monitoring Domain have been sufficient in the successful implementation and delivery of such projects. So, we request you to modify the ask from 10 employees to '>5 employees'.		Clause remains Unchanged.

Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Response /clarification
1	44	Annexure III, A.General Eligibility Criteria of the Bidder. SN. 11. The bidder must be CMMI level 3 or above Certified Company or its equivalent and the	Copy of certification depicting CMMI level 3 or above Certified Company or its equivalent.	This certification is not usually asked as a criteria since if the company is already having ISO 9001:L2015, that suffices all the required standards as per CMM L-3. And hence, we request you to kindly modify the clause to CMM Level3 to ISO 9001:2015 which be equilly a compatible certification	Please be guided by RFP and Corrigendum, if any.

		certificate should be valid as on date of bid submission			
2	56	FUNCTIONAL TECHNICAL SPECIFICATION AND	Functional Overview: The proposed solution should be an integrated having the following functionalities: - Data Integration system from internal and external sources as mentioned in scope of work like (Eg: Internal sources - Core Banking, Rating System PNB Trac, Bank's Internal reports, EFRMS, KYC & AML, External Sources – Credit Bureau, Internet, Third party data providers.) - Appropriate Extraction, Transformation & Load.....	Since many of these EWS triggers has high dependability of data both sourced from external ad well as internal, the availability of data from the internal systems of PNB must be ensured/flown to the proposed solutiouon. The manual intervention of input of data is not the obligation of Vendor. If manual input is required, the same will be configured by Vendor and hence the automated flow of data should NOT be insisited by Bank. Further, the sourcing of external data may have to be depended up on one or more third party vendors and hence Bank needs to borne the commercials for the same	Clause remains Unchanged.
Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Response /clarification
1	6	GENERAL TENDER DETAILS	6. Last date and time for Bid Re-Encryption : From 03/12/2021 1701Hrs to 04/12/2021 1400 Hrs	Given the requirements asked in the RFP, we request the bank to extend the bid submission deadlines by at least 15 working days from the date of pre-bid queries responses published.	Please be guided by the RFP and corrigendum, if any.
2	9	2. PURPOSE OF THE PROJECT:	However, proposed solution should be sufficiently scalable and capable of handling the increased volumes after integration of transaction systems (CBS) of amalgamated entity along with overseas branches.	Are OBC, UBI and foreign branch operations in current scope?	Clause is self-explanatory.
3	9	2. PURPOSE OF THE PROJECT:	The purpose of this RFP is to select a vendor for supply, implementation and maintenance of Early warning signal system including intelligent transaction monitoring system for PNB CBS (Single Instance)	Our Understanding is that the bank is looking for a single instance of the solution. Kindly confirm if our understanding is correct.	Clause is self-explanatory.
4	9	2. PURPOSE OF THE PROJECT:	The purpose of this RFP is to select a vendor for supply, implementation and maintenance of Early warning signal system including intelligent transaction monitoring system for PNB CBS (Single Instance)	Our Understanding is that integration with only CBS is required. Kindly confirm if our understanding is correct.	Your undrstanding is not correct. For EWS and ITMS solution,

					various integrations are required with different sources as explained in RFP. For Banks internal transactions, CBS is the single instance.
5	13	3. SCOPE OF WORK:	3.3 The Solution (with each of its components) should be configured in High Availability (HA) mode both at DC& DR along with a separate UAT setup (non-HA) at DC. The solution should have the capability of supporting at least 10,000 users with 3000 concurrent users for the next seven years. Approx. 80% of the EWS user would be alerts viewers and the remaining 20% would be report generators. The proposed solution should be scalable to meet any future requirements of Bank. At no instance, during the contract period, the solution/servers utilization should exceed 75% for the requirements stated in the RFP. Bidder has to take care of the same while proposing requirements of Licenses, VMs and Storage.	Requesting the bank to provide the transactions per second for which the hardware is to be sized for.	Tentative Transaction per second (TPS) for during normal working hours of Bank is 746.
6	13	3. SCOPE OF WORK:	3.3 The Solution (with each of its components) should be configured in High Availability (HA) mode both at DC& DR along with a separate UAT setup (non-HA) at DC. The solution should have the capability of supporting at least 10,000 users with 3000 concurrent users for the next seven years. Approx. 80% of the EWS user would be alerts viewers and the remaining 20% would be report generators. The proposed solution should be scalable to meet any future requirements of Bank. At no instance, during the contract period, the solution/servers	Is Hardware and other required infrastructure to be supplied by the bidder or will the bank supply the required hardware and infrastructure.	Please refer ANNEXURE - XIX , last line, : (Please note: this is merely for understanding the hardware sizing, which will be

			utilization should exceed 75% for the requirements stated in the RFP. Bidder has to take care of the same while proposing requirements of Licenses, VMs and Storage.		provided by the Bank)
7	13	3. SCOPE OF WORK:	3.3 The Solution (with each of its components) should be configured in High Availability (HA) mode both at DC& DR along with a separate UAT setup (non-HA) at DC. The solution should have the capability of supporting at least 10,000 users with 3000 concurrent users for the next seven years.	Requesting the bank to provide the segregation of users based on Head Office, Regional Offices, Zonal Offices and branches. This information is critical for providing the user licenses and subsequently impacting overall TCO.	The same will be shared with the successful bidder. It is clarified that Bank desires Enterprise wide license
8	10	3. SCOPE OF WORK:	3.4 The Solution (with each of its components) should be configured in High Availability (HA) mode both at DC& DR along with a separate UAT setup (non-HA) at DC. The solution should have the capability of supporting atleast 10,000 users with 4000 concurrent users for the next seven years	Is DR to be sized at 100% capacity of DC?	Yes.
9	13	3. SCOPE OF WORK:	3.8 The solution is required to integrated with Bank's CBS, EDW (all output sources), all payment Channels like (Internet Banking, Mobile Banking, UPI, IMPS etc.), Credit Risk Rating, EFRM, CLAPS, CLPMS, AML etc. and fromglobal (domestic as well international) external sources like MCA, CERSAI, CRILIC, NSE/BSE NCLT, DRT, CICs, etc., without any extra cost to the Bank.	Requesting bank to provide the periodicity of external data refresh.	After onboarding , the approach maybe considered based on best solution/optio n.
10	13	3. SCOPE OF WORK:	3.8 The solution is required to integrated with Bank's CBS, EDW (all output sources), all payment Channels like (Internet Banking, Mobile Banking, UPI, IMPS etc.), Credit Risk Rating, EFRM, CLAPS, CLPMS, AML etc. and fromglobal (domestic as well international) external sources like MCA, CERSAI, CRILIC, NSE/BSE NCLT, DRT, CICs, etc., without any extra cost to the Bank.	Requesting the bank to provide the List of the source system which needs to be integrated with the proposed solution.	The clause is self-explanatory.

11	13	3. SCOPE OF WORK:	3.8 The solution is required to integrated with Bank's CBS, EDW (all output sources), all payment Channels like (Internet Banking, Mobile Banking, UPI, IMPS etc.), Credit Risk Rating, EFRM, CLAPS, CLPMS, AML etc. and from global (domestic as well international) external sources like MCA, CERSAI, CRILIC, NSE/BSE NCLT, DRT, CICs, etc., without any extra cost to the Bank	Requesting the bank to provide the total number of loan accounts which needs to be monitored. This information is crucial as this would impact the hardware sizing.	Bank intends to implement EWS and ITMS solution for entire credit portfolio. Bank initially wants to implement for corporate customers approximately 1 lac. Total Corporate Customer base 6 Lacs For Retail customer, approximate customer base is 16lacs. The alerts system for retail borrowers may not be as exhaustive as for corporate customers. The same shall be decided in consultation with the successful bidder.
	14	3. SCOPE OF WORK:	3.10 The Solution should have capability to integrate with Fintech Companies/Data	Will the external data be available as APIs? Or please let us know the format in which external data will be available.	Data received from different

			Aggregating Companies providing external data.		sources may have different data formats and different data sharing mechanisms and different frequency.
13	14	3. SCOPE OF WORK:	3.10 The Solution should have capability to integrate with Fintech Companies/Data Aggregating Companies providing external data.	Will the external data be available in directly consumable form without requirement for further analysis?	Data received from different sources may have different data formats and different data sharing mechanisms and different frequency.
14	14	3. SCOPE OF WORK:	3.10 The Solution should have capability to integrate with Fintech Companies/Data Aggregating Companies providing external data.	Please explain where the external data will be stored?	Data will be stored in the platform database and anywhere in Solution. The details and modality will be shared with successful bidder.
15	14	3. SCOPE OF WORK:	3.10 The Solution should have capability to integrate with Fintech Companies/Data Aggregating Companies providing external data.	Whether the news feeds will be available along with sentiment scores?	Please be guided by the RFP.
16	15	Training-	Successful Bidder is required to mandatory impart training of at least 5 days to 100 identified bank personnel, without any extra cost to the Bank, in Bank's premises, after implementation of the solution.	Requesting the bank to provide the exact cities for the training.	Training sites can be any of Banks site , including but not limited to Banks HO

					Dwarka-Delhi.
17	15	3.19 Support including Onsite Technical Support (OTS)-	d. The L2 resources deployed should have requisite knowledge and experience of atleast 3 years required for management and monitoring of the overall operations of Solution.	Requesting bank to accept L2 resources with minimum 1 year experience? Will bank accept an L2 resource who has worked on similar solutions like EFM & AML for more than 3 years?	Clause remains unchanged.
18	15	3.19 Support including Onsite Technical Support (OTS)-	g. Bidder should support in obtaining the requisite certifications, integration.	Requesting bank to provide more details on what type of support is required for obtaining certification? Also provide details on what type of certificates are we referring here?	Please be guided by the RFP.
20	34	8. PAYMENT, PENALTY, DELIVERY AND TIMELINES	However, proposed solution should be sufficiently scalable and capable of handling the increased volumes after integration of transaction systems (CBS) of amalgamated entity along with overseas branches.	Requesting the bank to provide the number of PNB overseas branches country wise.	At present, Bank (amalgamated entity) has only two overseas branches; Dubai and HongKong
21	34	8. PAYMENT, PENALTY, DELIVERY AND TIMELINES	Juncture –Complete implementation of Early warning signal system including intelligent transaction monitoring system for PNB CBS (Single instance). However, proposed solution should be sufficiently scalable and capable of handling the increased volumes after integration of transaction systems (CBS) of amalgamated entity along with overseas branches.	Requesting bank to provide the number of overseas branches country wise for OBC & UBI. Hence this information is critical for arriving at hardware sizing and subsequently overall TCO.	At present, Bank (amalgamated entity) has only two overseas branches; Dubai and HongKong
22	34	8. PAYMENT, PENALTY, DELIVERY AND TIMELINES	Delivery and Implementation of Application software (BOM at DC & DR) Eligible Amount 50% of (A)	Requesting you to modify the clause as " On delivery of the Application software licenses to 80% of A+ 80% of B	Not acceptable.
23	34	8. PAYMENT, PENALTY, DELIVERY AND TIMELINES		Requesting bank to cap the overall penalty to 10% of Total Contract Value.	Not acceptable.
24	16	3.22 Successful Bidder has to carry out the following activities w.r.t the solution	a. User Management i. Set up and manage admin and user accounts as per policies of organization. ii. Manage and restrict users as per the assigned roles & responsibility. iii. The maker checker concept will be followed while creating users.	Bidder needs to help bank in configuring user management in Bank's existing setup or bidder needs to proposed solution for User management. Request bank to confirm.	Clause pertains to user management in EWS and ITMS solution

25	16	3.22 Successful Bidder has to carry out the following activities w.r.t the solution	c. Compliance to Bank's IS Security policy 8. Backup/Recovery solution should be part of the total solution. The bidder should integrate the tool/software with the existing systems as per requirement of Bank and carry out thorough system integration system testing.	Do bidder need to propose a backup/Recovery solution or bidder need to provide the backup requirement of proposed EWS & Intelligent Transaction Monitoring System.	Clause is self-explanatory.
26	84	ANNEXURE - XIX	HARDWARE BILL OF MATERIAL (BOM)	We understand that supply of hardware is bank responsibility. Hence, requesting bank to allow bidder to modify -add /remove the table attribute. For Eg. Make and Model of hardware is not applicable in this RFP context. Kindly, confirm.	Bidder may mention NA wherever not applicable or not required. Add rows option is already given in format.
27	84	ANNEXURE - XIX	HARDWARE BILL OF MATERIAL (BOM)	Is NDR in current scope of RFP ? Since, this is not available in ANNEXURE-XVII - Software Bill of Material or at any other place in RFP. Request bank to confirm.	Please be guided by the RFP.
28	44	ANNEXURE-III A. GENERAL ELIGIBILITY CRITERIA OF THE BIDDER	11. The bidder must be CMMI level 3 or above Certified Company or its equivalent and the certificate should be valid as on date of bid submission.	EWS solution is new to Indian market and many of the OEMs are startup and this clause will restricts the Indian organizations participation for this RFP. Hence we request Bank to amend this clause to "The bidder must be at least CMMI level 3 or ISO 9001:2015 certified and the certificate should be valid as on date of bid submission."	Please be guided by RFP and Corrigendum, if any.
29	46	ANNEXURE-III B. TECHNICAL ELIGIBILITY CRITERIA OF THE BIDDER 1. Technical Evaluation of the eligible EWS solutions vendor will be carried out as detailed below	2. Experience in successful implementation of Early Warning System since last 5 years as on bid submission date. References from Scheduled Commercial Banks (excluding RRBs/Co-operative Banks)	Since this RFP has been called for EWS & Intelligent transaction monitoring system, and eligibility also allows implementation of EFRMS/AML/ITMS etc, we request the bank to include ITMS/EFRMS/AML solutions also in the technical scoring. Hence requesting bank to amend this clause as follow: " Experience in successful implementation of Early Warning System / EFRMS / AML / ITMS since last 5 years as on bid submission date. References from Scheduled Commercial Banks (including RRBs/Co-operative Banks)."	Please be guided by RFP and Corrigendum, if any.
30	NA	NA	General	Requesting the bank to provide the estimate of the number of corporate customer that we are looking to monitor under EWS?	Bank intends to implement EWS and ITMS solution

					for entire credit portfolio. Bank initially wants to implement for corporate customers approximately 1 lac. Total Corporate Customer base 6 Lacs For Retail customer, approximate customer base is 16lacs. The alerts system for retail borrowers may not be as exhaustive as for corporate customers. The same shall be decided in consultation with the successful bidder.
31	NA	NA	General	Requesting the bank to provide the breakdown of the number of Corporate Customers (Listed / Non-Listed), SME, MSME, Partnership etc.	The same shall be shared with the successful bidder.

32	NA	NA	General	Requesting the bank to provide the profile wise distribution of the corporate borrowers i.e. how many are Public Ltd Cos/Pvt Ltd Cos/Partnerships/Others(NGO etc.).	The same shall be shared with the successful bidder.
33	NA	NA	General	Requesting the bank to provide the profile wise distribution of the SME borrowers i.e. how many are Public Ltd Cos/Pvt Ltd Cos/Partnerships/Others(NGO etc.).	The same shall be shared with the successful bidder.
34	NA	NA	General	Trade Finance (for current year)	The same shall be shared with the successful bidder.
				Trade Finance System Name and Vendor	
				Total number of Accounts in Trade Finance System	
				Total transactions volume per day, month and year	
				Average TPS of all transactions in Trade Finance System	
				Peak TPS of all transactions in Trade Finance System	
				Expected YOY growth rate of transactions	
35	NA	NA	General	Treasury (for current year)	The same shall be shared with the successful bidder.
				Treasury System Name and Vendor	
				Total number of Account in Treasury	
				Total transactions volume per day, month and year	
				Average TPS of all transactions in Treasury	
				Peak TPS of all transactions in Treasury	
				Expected YOY growth rate of transactions	
36	NA	NA	General	LMS (for current year)	The same shall be shared with
				LMS Name and Vendor	

				Total number of Account in LMS	the successful bidder.
				Total transactions volume per day, month and year	
				Average TPS of all transactions in LMS	
				Peak TPS of all transactions in LMS	
				Expected YOY growth rate of transactions	
37	NA	NA	General	CAPS (for current year)	The same shall be shared with the successful bidder.
				CAPS Name and Vendor	
				Total number of Account in CAPS	
				Total transactions volume per day, month and year	
				Average TPS of all transactions in CAPS	
				Peak TPS of all transactions in CAPS	
				Expected YOY growth rate of transactions	
	NA	NA	General	SWIFT (for current year)	The same shall be shared with the successful bidder.
				Total SWIFT transactions volume per day, month and year	
				Average TPS of all SWIFT transactions	
				Peak TPS of all SWIFT transactions	
				Expected YOY growth rate of transactions	
39	NA	NA	General	System X (for current year) (Please replicate this section for all the products / channels in project scope)	
				System X Name and Vendor	
				Total number of Account in System X	
				Total transactions volume per day, month and year	
				Average TPS of all transactions in System X	

				Peak TPS of all transactions in System X	
				Expected YOY growth rate of transactions	
40	NA	NA	General	Core Banking System (for current year)	Please note that the solution is desired for the amalgamated entity (PNB, UNI and OBC combined).
				Core Banking System Name, Version and Vendor	
				Total Number of Corporate Customers of - PNB - OBC - UBI	
				Total Number of Current Accounts of Corporate Customers of - PNB - OBC - UBI	
				Total Number of Loan Account / Credit Facilities held by these customers of - PNB - OBC - UBI	
				Total Number of transactions for Deposits and Credit Accounts in a day, month and year for these customers of - PNB - OBC - UBI	
				Total Number of Loan Account / Credit Facilities held by these customers (as in g)	
				Year on Year Growth %	
41	NA	NA	General	Trade Finance (for current year)	Please note that the

				<div>Trade Finance System Name and Vendor of</div> <div>- PNB</div> <div>- OBC</div> <div>- UBI</div>	<div>solution is</div> <div>desired for</div> <div>the</div> <div>amalgamated</div> <div>entity (PNB,</div> <div>UNI and OBC</div> <div>combined).</div>
				<div>Total number of Accounts in Trade Finance System of</div> <div>- PNB</div> <div>- OBC</div> <div>- UBI</div>	
				<div>Total transactions volume per day, month and year of</div> <div>- PNB</div> <div>- OBC</div> <div>- UBI</div>	
				<div>Average TPS of all transactions in Trade Finance System of</div> <div>- PNB</div> <div>- OBC</div> <div>- UBI</div>	
				<div>Peak TPS of all transactions in Trade Finance System of</div> <div>- PNB</div> <div>- OBC</div> <div>- UBI</div>	
				<div>Expected YOY growth rate of transactions of</div> <div>- PNB</div> <div>- OBC</div> <div>- UBI</div>	

42	NA	NA	General	Treasury (for current year)	Please note that the solution is desired for the amalgamated entity (PNB, UNI and OBC combined).
				Treasury System Name and Vendor of PNB OBC	
				-	
				- UBI	
				Total number of Account in Treasury of PNB OBC	
				-	
				- UBI	
43	NA	NA	General	Total transactions volume per day, month and year of PNB OBC	Please note that the solution is desired for
				-	
				- UBI	
				Average TPS of all transactions in Treasury of PNB OBC	
				-	
				- UBI	
				Peak TPS of all transactions in Treasury of PNB OBC	
43	NA	NA	General	Expected YOY growth rate of transactions of PNB OBC	Please note that the solution is desired for
				-	
				- UBI	
				Loans Management System (for current year)	

				<div>LMS Name and Vendor of the amalgamated entity (PNB, UNI and OBC combined).</div> <div>- PNB - OBC - UBI</div>
				<div>Total number of Account in LMS of PNB OBC</div> <div>- PNB - OBC - UBI</div>
				<div>Total transactions volume per day, month and year of PNB OBC</div> <div>- PNB - OBC - UBI</div>
				<div>Average TPS of all transactions in LMS of PNB OBC</div> <div>- PNB - OBC - UBI</div>
				<div>Peak TPS of all transactions in LMS of PNB OBC</div> <div>- PNB - OBC - UBI</div>
				<div>Expected YOY growth rate of transactions of PNB OBC</div> <div>- PNB - OBC - UBI</div>
44	NA	NA	General	<div>CLAPS (for current year)</div> <div></div>
				Please note that the solution is desired for the

				CAPS Name and Vendor of - PNB - OBC - UBI	amalgamated entity (PNB, UNI and OBC combined).
				Total number of Account in CAPS of - PNB - OBC - UBI	
				Total transactions volume per day, month and year of - PNB - OBC - UBI	
				Average TPS of all transactions in CAPS of - PNB - OBC - UBI	
				Peak TPS of all transactions in CAPS of - PNB - OBC - UBI	
				Expected YOY growth rate of transactions of - PNB - OBC - UBI	
45	NA	NA	General	CLPMS (for current year)	Please note that the solution is desired for the

				<div>CLPMS Name and Vendor of</div> <div>- PNB</div> <div>- OBC</div> <div>- UBI</div>	amalgamated entity (PNB, UNI and OBC combined).
				<div>Total number of Account in CLPMS of</div> <div>- PNB</div> <div>- OBC</div> <div>- UBI</div>	
				<div>Total transactions volume per day, month and year of</div> <div>- PNB</div> <div>- OBC</div> <div>- UBI</div>	
				<div>Average TPS of all transactions in CLPMS of</div> <div>- PNB</div> <div>- OBC</div> <div>- UBI</div>	
				<div>Peak TPS of all transactions in CLPMS of</div> <div>- PNB</div> <div>- OBC</div> <div>- UBI</div>	
				<div>Expected YOY growth rate of transactions of</div> <div>- PNB</div> <div>- OBC</div> <div>- UBI</div>	
46	NA	NA	General	<div>SWIFT (for current year)</div> <div></div>	Please note that the solution is desired for the

				<p>Total SWIFT transactions volume per day, month and year of</p> <p>- PNB - OBC - UBI</p>	amalgamated entity (PNB, UNI and OBC combined).
				<p>Average TPS of all SWIFT transactions of</p> <p>- PNB - OBC - UBI</p>	
				<p>Peak TPS of all SWIFT transactions of</p> <p>- PNB - OBC - UBI</p>	
				<p>Expected YOY growth rate of transactions of</p> <p>- PNB - OBC - UBI</p>	
47	NA	NA	General	<p>System X (for current year) (Please replicate this section for all the products / channels in project scope)</p> <p>System X Name and Vendor of</p> <p>- PNB - OBC - UBI</p> <p>Total number of Account in System X of</p> <p>- PNB - OBC - UBI</p>	Please note that the solution is desired for the amalgamated entity (PNB, UNI and OBC combined).

				Total transactions volume per day, month and year of - PNB - OBC - UBI	
				Average TPS of all transactions in System X of - PNB - OBC - UBI	
				Peak TPS of all transactions in System X of - PNB - OBC - UBI	
				Expected YOY growth rate of transactions of - PNB - OBC - UBI	
Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Response /clarification
1	Page 8	IMPORTANT INSTRUCTION FOR SUBMISSION OF BID-Point 7	All third party documents must be signed by their authorized signatory and his/her designation, Official E-mail ID and Mobile no. should also be evident.	What all documents are required to be submitted by the Partners/Third Party?	Please be guided by the RFP.
2	Page 9	2. Purpose of the Project	NA	Please suggest how many borrowers' accounts are expected to be covered in the proposed EWS&TMS Solution (alongwith the entity types) pre and post amalgamation.	Bank intends to implement EWS and ITMS solution for entire credit portfolio. Bank initially wants to implement for corporate customers

					<p>approximately 1 lac.</p> <p>Total Corporate Customer base 6 Lacs</p> <p>For Retail customer, approximate customer base is 16lacs.</p> <p>The alerts system for retail borrowers may not be as exhaustive as for corporate customers.</p> <p>The same shall be decided in consultation with the successful bidder.</p>
3	Page 13	SCOPE OF WORK, Clause - 3.6	Bank will negotiate with agencies directly and bear the cost of data required. However, integration will be done by the successful bidder at the cost quoted by the Bidder in Commercial Bid.	How many sources to take into account for integration?	Please be guided by the RFP.
4	Page 13	SCOPE OF WORK, Clause - 3.1	The Bidder shall be responsible for supply, installation, integration, operationalization, customization and maintenance of an “Early Warning System(EWS) & Intelligent Transaction Monitoring System” herein referred to as “Solution”, which can track in all financial and non-financial information	What is the expected Data centers classified / performance criterion?	Please be guided by the RFP.

			available in bank's transaction system, ratings, audit, loan processing system and other internal systems as well as external systems by leveraging technology and analytical tools to strengthen Credit and monitoring area of the bank. The Solution must be deployed on premise at Bank's Data Centre & Disaster Recovery Centre and should comply with the technical specifications as specified in Annexure-XII of this RFP.		
5	Page 13	SCOPE OF WORK, Clause - 3.8	External sources like MCA, CERSAI, CRILIC, NSE/BSE NCLT, DRT, CICs, etc., without any extra cost to the Bank.	Sources like CRILC and CICs are very confidential sources and only banks can have access to them. Will this be treated as internal data flowing from bank's end and we integrate in proposed Solution?	Please be guided by the RFP.
6	Page 13	SCOPE OF WORK, Clause - 3.8	External sources like MCA, CERSAI, CRILIC, NSE/BSE NCLT, DRT, CICs, etc., without any extra cost to the Bank.	Can we get an all inclusive list of such external sources which are to be integrated in the proposed Solution?	Please be guided by the RFP.
7	Page 13	SCOPE OF WORK, Clause - 3.1	NA	We are assuming that for alerts where dependency is on the bank's various systems, the relevant information will be provided by the Bank in a timely manner.	Please be guided by the RFP.
8	Page 13 & 14	SCOPE OF WORK, Clause - 3.8	The solution is required to integrated with Bank's CBS, EDW (all output sources), all payment Channels like (Internet Banking, Mobile Banking, UPI, IMPS etc.), Credit Risk Rating, EFRM, CLAPS, CLPMS, AML, LENS etc.and from global (domestic as well international) external sources like MCA, CERSAI, CRILIC, NSE/BSE NCLT, DRT, CICs, etc., without any extra cost to the Bank. In case, there is requirement of integration of the solution with any existing or new channel, within one year of complete implementation (i.e. one year from sign-off), the same is to be done by the bidder without any cost to the Bank. Beyond the period of one year from sign-off, Customization cost will be paid as per the Commercial bid (Customization cost Finalized after Reverse Auction).	Please provide the list of source systems which are to be integrated with ESW solution. Also, what are the external source current PMS system uses for credit monitoring?	Please be guided by the RFP.

9	Page 14	SCOPE OF WORK, Clause - 3.17	<p>Information Security and Audit-Bidder will have to comply with all the present and future provisions of the Information Security Policy/NPCI Guidelines/Guidelines of RBI, Respective Govt. Agencies and the Bank and provide such regulatory requirements at no additional cost to bank during the warranty and ATS/AMC period.</p> <p><i>The Solution may be audited by RBI/any other Regulatory Authority and any observation pointed out by these bodies have to be complied by the vendor within the timelines stipulated by the regulatory agencies, without any additional cost to the Bank. The offered solution shall be subjected to Bank's audit (VAPT, EAPT, IS Audit et.) through off-site and on-site scrutiny at any time/periodically during the contract period.</i> The auditors may be internal/ external. The system should have Audit Log for all Admin and user operations and should be capable of keeping Audit trail as per Bank policy. The vendor should provide solution and implementation for all the audit points raised by bank's internal/external team during the contract period, within the stipulated timelines, without any extra cost.</p>	Audit and Review will be by the agency for the customizations/ configurations for the software not the source code, please confirm	The Solution including source code may be audited by RBI/any other Regulatory Authority and any observation pointed out by these bodies have to be complied by the vendor within the timelines stipulated by the regulatory agencies, without any additional cost to the Bank. The offered solution shall be subjected to Bank's audit (VAPT, EAPT, IS Audit et.) through off-site and on-site scrutiny at any time/periodically during
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					the contract period.
10	Page 17	Clause 3.23- Bank desires a solution with the following functionalities	Bank desires a solution with the following functionalities (for the points mentioned in RFP)	Is there a list of external data sets available which needs to be integrated?	Please be guided by the RFP.
11	Page 17	Clause 3.22 d. Miscellaneous	Should offer multi-currency support.	Please advise on how many currencies to be supported other than INR	Please be guided by the RFP.
12	Page 19	Clause 6 - List of sample EWS signals which are required to captured under this solution are as under	Related party transaction and genuineness of such transactions.	Related parties and related parties transactions can be identified but please advise on how to identify genuineness of such transactions.	The solution should cover major currencies but should not be a limiting factor.
13	Page 43	General Eligibility Criteria of the Bidder-Point 6	The bidder should be the Original Equipment Manufacturer (OEM) of the offered EWS & ITMS solution or its authorized representative in India having IP Rights of the customization	If SI/Consultant is the bidder, how can it prove itself to be an OEM for EWS?	The point is self explanatory and be guided by RFP, authorised representative are allowed as explained in note under General Eligibility Criteria of the Bidder(Annexure-III).
14	Page 55	Annexure-X	MANUFACTURER'S (OEM) AUTHORIZATION FORM (MAF)	Does OEM or MAF have to issue this?	Please be guided from General Eligibility Criteria of the Bidder, Point no 6.
15	Page 57	ANNEXURE-XII Table 1 : General Software	The proposed solution should be an integrated having the following functionalities:	Please specify an approximate number of	Please be guided by the

		Requirements, 1. Functional Overview, Clause 1.1	- Account level and Customer level at Departmental and Executive levels	customized dashboards that needs to be made available to the targeted audience.	RFP. It is to clarify that the requirement can be crystallized in consultation with Bidder, post finalization of Bidder, as there is no customization cost payable for one year.
16	Page 57	2. Transaction Monitoring-2.9	The Solution should have provision to define global benchmarks as well as account specific benchmarks for an alert scenario. Should be possible to set threshold limits.	What are these benchmarks?	Please be guided by the RFP.
17	Page 58	Benchmarking, Point 4.1	The Solution should be capable of defining and tracking against Default Benchmark, Visual Benchmark and Specific Benchmark	What are Visual benchmarks?	Please be guided by the RFP.
18	Page 58	ANNEXURE-XII, General Software Requirements, Administrative, 5.7	The Solution should have the capability to handle at least 3000 concurrent users at a time and scalable to 10000 concurrent users over the period.	Is there any particular rate of growth of users that is in consideration to calculate concurrency?	Please be guided by the RFP.
19	Page 58	Annexure-XII General Software Requirements- Benchmarking, 4.1	The Solution should be capable of defining and tracking against Default Benchmark, Visual Benchmark and Specific Benchmark.	More clarity required on this requirement	Please be guided by the RFP.
20	Page 58	ANNEXURE-XII, General Software Requirements, Audit, 6.1	The Solution should have Audit Log for all Admin Operations, User Operations, Configuration Options etc. and should be capable of keeping Audit trail as per Bank policy.	How many years of audit trail needs to be captured and what is the archival mechanism of the Bank ?	Please be guided by the RFP.
21	Page 58	ANNEXURE-XII, General Software Requirements, Training, 7.1	Complete training (both class room and hands on mode) on the solution to Bank staff either at locations as per the requirement of the Bank.	Instructor led- Training , Web-Based- Training ?	Can be either mode, as per Bank's discretion.

22	Page 59	ANNEXURE-XII, General Software Requirements, General Requirements, 9.9	Should maintain a historical record of Customer, Account, Transaction, etc. Should be possible to retrieve information as of a particular date. History of Transaction as well as Alert Data to be kept for minimum of 07 Yrs.	kindly provide the volume of the transaction on a daily /monthly level for calculating the Hardware requirements. What is the volume of data expected from each data source both Day 0 and Incremental?	Tentative Transaction per second (TPS) for during normal working hours of Bank is 746.
23	Page 60	ANNEXURE-XII, Table 2, Technical specification of the Offered solution, Data Integration Capabilities: Internal Data systems, 4	There should be customization of data entry screen in the solution for entering the relevant information from the branch users.	Will there be different screens for different module or can it be a unified screen to upload data or for entering relevant information's?	Please be guided by the RFP.
24	Page 60	ANNEXURE-XII, Technical specification of the Offered solution, Data Integration Capabilities: Third Party Data Sources/Aggregators, 6	<p>The indicative data sources may include but not limited to:-</p> <ul style="list-style-type: none"> Ø Market data & financial information including Quarterly result (listed companies) Ø Borrower's Bank account statement with other Banks Ø Ministry of corporate affairs Ø Information available on various news sites Ø Central-KYC and PAN Check Ø External rating agencies Ø Various defaulter lists and other banks SMA report Ø CIR agencies Ø Social media. Ø CFR/ CBI /ED/SFIO/Cyber Crime, EOW, Central Economic Intelligence Bureau (CEIB) Ø SIDBI, Udyami Mitra, ECGC, Udyog Aadhaar, CGTMSE, Customs, DGFT, IBA SEBI, RBI Ø DRT, DRAT, NCLT, NCLAT, Insolvency and Bankruptcy Board of India (IBBI) Various courts. Ø GST, Income tax or other revenue authority Ø International Databases: These data points involve information from international regulators and bodies, some of the lists involved are: - OFAC List IMOLIN, US 	Will Bank provide subscription and access to the third party data source and the regulator/government	Please be guided by the RFP clause 3.6.

			Sanction lists, UK Sanction lists. Ø Any other innovative data source which could be suggested by Vendor. Ø The system should have necessary scalability to augment from future available data sources. Vendor shall remain as single touch point for internal and external data source extraction and integration.		
25	Page 60	General Software Requirements-Point 6	Market data & financial information including Quarterly result (listed companies)	Will PNB provide with the Real Time Market Data - NSE/BSE Feed for integration or will it be end of the day data?	Data received from different sources may have different data formats and different data sharing mechanisms and different frequency
26	Page 60	General Software Requirements-Point 2	Solution should integrate data on near real time/real time basis from, which may include but not limited to transaction system (CBS), Credit Rating system (PNB Trac), PNB Score, SME Score, CLPMS, EDW, DMS, Treasury, KYC, AML, EFRMS, E-RBIA, TRADE FINANCE/SWIFT CLAPS, It should also ensure that all activities should be transmitted electronically through intranet with adequate access controls so as to monitor and provide for MIS/Dashboard.	Will API's be provided for the Integration by the Bank? Please provide an indicative number of Government/ Regulatory Agencies from which data needs to be sourced. Along with data volumes per month, and growth % of data by source.	Please be guided by the RFP clause 3.6.
27	Page 60	ANNEXURE-XII, Technical specification of the Offered solution, Data Integration Capabilities: Internal Data systems, 3	Solution should have provision for the extraction/mining of unstructured data from the bank internal documents such as stock statement , Board note, stock audit report , statutory audit report annual report etc.	What is the frequency of ingestion of data for each data source?	Data received from different sources may have different data formats and different data sharing

					mechanisms and different frequency.
28	Page 60	Annexure XII Point 29. Table 2: Technical Specification of the offered Solution	Solution should have provision for the extraction/mining of unstructured data from the bank internal documents such as stock statement , Board note, stock audit report , statutory audit report annual report etc.	Please suggest the format which would be made available for extraction and so.	Data received from different sources may have different data formats and different data sharing mechanisms and different frequency.
29	Page 62	ANNEXURE-XII, Technical specification of the Offered solution, Alert Generation & Scoring, 34	Alerts must be configurable and may be displayed in Dashboard. Additionally various triggers/alerts should be combined /congregated together account wise and should be sent through mail or SMS automatically in a summary form on daily basis	Will Bank provide SMS gateway	The same shall be shared with the successful bidder.
30	Page 62	Annexure XII Point 29. Table 2: Technical Specification of the offered Solution	The system should support detecting implicit and hidden relationships between: Ø Different accounts of the same customer Ø Different customers Ø Customers, non-customers and Walk in Customers	Does walk in customer may infer to include "retail customers". Please advise.	Can be either mode, as per Bank's discretion.
31	Page 65	Annexure XIII	For Annexure XIII, Tables 1 and 2, various points have been identified as Transaction Based EWS Alerts. For these points, Bidder is expected to fill up response column according to the criteria given below	Transaction based alerts availability have been asked for real/near-Realtime. Need clarification on who will be responsible to create APIs to fetch real/near real time data from CBS and other source systems	Please be guided by the RFP clause 3.6.
32	General	General Question	General	What are the expected number of Accounts which the proposed EWS will be covering?	Bank intends to implement EWS and ITMS solution for entire credit portfolio. Bank initially wants to implement

					for corporate customers approximately 1 lac. Total Corporate Customer base 6 Lacs For Retail customer, approximate customer base is 16lacs. The alerts system for retail borrowers may not be as exhaustive as for corporate customers. The same shall be decided in consultation with the successful bidder.
33	General	General Question	General	RFP doesn't specify the business function for EWS solution is required. Is it safe to assume EWS solution should cover only Corporate business function as the existing in-house system is also built for corporate lending	Please be guided by the RFP.
34	Page 8	IMPORTANT INSTRUCTION FOR SUBMISSION OF BID-Point 7	All third party documents must be signed by their authorized signatory and his/her designation, Official E-mail ID and Mobile no. should also be evident.	What all documents are required to be submitted by the Partners/Third Party?	Please be guided by the RFP.

35	Page 9	2. Purpose of the Project	NA	Please suggest how many borrowers' accounts are expected to be covered in the proposed EWS&TMS Solution (alongwith the entity types) pre and post amalgamation.	Bank intends to implement EWS and ITMS solution for entire credit portfolio. Bank initially wants to implement for corporate customers approximately 1 lac. Total Corporate Customer base 6 Lacs For Retail customer, approximate customer base is 16lacs. The alerts system for retail borrowers may not be as exhaustive as for corporate customers. The same shall be decided in consultation with the successful bidder.
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36	Page 13	SCOPE OF WORK, Clause - 3.6	Bank will negotiate with agencies directly and bear the cost of data required. However, integration will be done by the successful bidder at the cost quoted by the Bidder in Commercial Bid.	How many sources to take into account for integration?	Please be guided by the RFP.
37	Page 13	SCOPE OF WORK, Clause - 3.1	The Bidder shall be responsible for supply, installation, integration, operationalization, customization and maintenance of an “Early Warning System(EWS) & Intelligent Transaction Monitoring System” herein referred to as “Solution”, which can track in all financial and non-financial information available in bank’s transaction system, ratings, audit, loan processing system and other internal systems as well as external systems by leveraging technology and analytical tools to strengthen Credit and monitoring area of the bank. The Solution must be deployed on premise at Bank’s Data Centre & Disaster Recovery Centre and should comply with the technical specifications as specified in Annexure-XII of this RFP.	What is the expected Data centers classified / performance criterion?	Please be guided by the RFP.
Sr . N o.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder’s Query/Suggestion/Remarks	Bank’s Response /clarification
1	13	3. SCOPE OF WORK: 3.8	In case, there is requirement of integration of the solution with any existing or new channel, within one year of complete implementation (i.e. one year from sign-off), the same is to be done by the bidder without any cost to the Bank.	Requirement for integration of any existing or new channels after the sign-off shall be mutually discussed and agreed on cost and the time required.	Please be guided by the RFP.
2	14	3. SCOPE OF WORK: 3.9	The architecture of the solution should allow Bank’s system to be easily integrated and the technology used should be easily adoptable and portable to the Bank’s system. In case any Customization is required by the Bank in any functionality of the solution within one year of complete implementation (i.e. one year from sign-off), the same is to be done by the bidder without any cost to the Bank.	Any such customization shall be discussed and mutually agreed on time line and cost.	Please be guided by the RFP.

3	14	3. SCOPE OF WORK: 3.16	Each signal from EWS solution shall be put on live server after UAT sign-off from bank officials. Post UAT, Vendor shall be liable and responsible up to 50% of ATS cost for the loss and consequences if any incurred by bank due to any underperformance, glitches and deficiencies in the solution.	In such case vendors liability shall be 5% of yearly ATS cost.	Please be guided by the RFP.
4	20	Other conditions - a.	The vendor will provide services for implementation / rolling-out /support / maintenance of proposed Solutions for a minimum period of 7 years (3 years' warranty + 4 years AMC/ATS) from installation date.	Please confirm implementation period of 8 weeks is included in 7 years (3 years' warranty + 4 years AMC/ATS).	The query seems incorrect. It seems to be based on a previous RFP. Please be guided by the RFP and corrigendum, if any.
5	21	3.24 Source Code Escrow Agreement - d.	Service provider agrees to bear the payment of fees due to the escrow agent.	It is proposed that Bank to bare Escrow cost.	Please be guided by the RFP and corrigendum, if any.
6	30	34. FORCE MAJEURE		Consider adding to the clause as "If the Force Majeure situation continues beyond 90 days, either Party shall have the right to terminate the Agreement by giving a notice to the other Party."	Please be guided by the RFP.
7	33	ANNEXURE I TERMS AND CONDITIONS :2. DURATION OF CONTRACT	Bank will enter into contract with successful Bidder initially for a period of 7 years (3 years' warranty plus 4 years ATS/AMC) from the date of signing of SLA.	It is proposed that contract period to start from the date of Purchase Order.	Please be guided by the RFP and corrigendum, if any.
8	33	3. PERFORMANCE BANK GUARANTEE	c) If the Vendor, fails to extend the validity of the PBG, one month before its expiry, Bank reserves the right to invoke the Performance Bank Guarantee.	Suggest to remove this clause.	Please be guided by the RFP.
9	35	8. PAYMENT, PENALTY, DELIVERY AND TIMELINES	Penalty due to Absence of Onsite Engineer In the absence of the deployed OTS resource, suitable replacement is to be provided on	In fixed bid project Resource availability is bidder responsibility, hence proposed removal of these resource based penalties.	Please be guided by the RFP.

			immediate basis. In case of absolute absence (when no replacement is provided)		
10	35	8. PAYMENT, PENALTY, DELIVERY AND TIMELINES	All types of Penalties can be levied simultaneously up to their maximum limit. Maximum deducted penalty of one type will not affect any other type of penalty	Overall all penalties to be capped to maximum of 5% of implementation cost during implementation and warranty period and 5% of yearly AMC/ATS cost during AMC/ATS period.	Please be guided by the RFP.
11	37	14. CANCELLATION OF PURCHASE ORDER	After issuance of purchase order to successful bidder, Bank reserves the right to cancel the Purchase Order without giving any notice,	Bank shall provide 30 day written notice to successful bidder before cancellation of purchase order.	Please be guided by the RFP.
12	33	ANNEXURE I TERMS AND CONDITIONS 1. SIGNING OF CONTRACT	The successful bidder(s) shall mandatorily enter Service Level Agreement (SLA), Non-Disclosure Agreement (NDA) and integrity Pact (IP) within 30 working days of the award of the tender within such extended period as may be permitted by Bank.	These both the clauses are conflicting with each other. Kindly confirm when to submit the Integrity Pact.	Please be guided by the RFP.
		15. SIGNING OF PRE CONTRACT INTEGRITY PACT	The bidder should submit Original Executed Integrity Pact along with the technical bid . The Integrity Pact must be executed on stamp paper of applicable value and must be signed by all the witnesses also.		
13	14	Scope of Work - Section 3.9	The architecture of the solution should allow Bank's system to be easily integrated and the technology used should be easily adoptable and portable to the Bank's system. In case any Customization is required by the Bank in any functionality of the solution within one year of complete implementation (i.e. one year from sign-off), the same is to be done by the bidder without any cost to the Bank. Beyond the period of one year from sign-off, Customization cost will be paid as per the Commercial bid (Customization cost Finalized after Reverse Auction). Customization charges will only be paid for any such requirement which is not mentioned in the Scope of Work or Technical/Functional specification of the solution as in the RFP. Any customization done in the solution as per Bank's requirement shall become	<p>We humbly request your good office to delete the below portion of the clause, as it is unwarrantedly excluding the scope of bidder to conduct future business, which your goodself will surely agree is against applicable provisions of law.</p> <p><i>Any customization done in the solution as per Bank's requirement shall become part of Bank's intellectual property and Bidder shall not provide the same functionality to any other Organization. Failure of which will constitute a breach of the Non-Disclosure Agreement and Bank may take necessary action against the bidder as per the NDA.</i></p>	Please be guided by the RFP.

			part of Bank's intellectual property and Bidder shall not provide the same functionality to any other Organization. Failure of which will constitute a breach of the Non-Disclosure Agreement and Bank may take necessary action against the bidder as per the NDA.		
14	31	Indemnity, Clause 36 (& Clause 17 on page 38)	The bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes (except GST) and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the bidder's obligation under these general conditions or for which the bidder has assumed responsibilities under the purchase contract including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder or bidders in connection with the performance of any system covered by the purchase contract. The bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the purchase contract and to protect the Bank during the tenure of contract. Where any patent, trade mark, registered design, copyrights and/ or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation thereon. In the event of any third party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the machine supplied by the bidder covered under the purchase contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist the Bank in defending at the bidder's cost against such third party's claim and / or	While we are principally fine with indemnifying the bank for IP and other related breaches, however we are not agreeable to giving performance indemnity as its not of industry standard. Moreover there are multiple avenues available within the contract to address any performance breach. Hence we humbly request deletion of the portion pertaining to performance indemnity. The said portion is reproduced hereunder for your kind reference: <i>"by reasons of any breach of the bidder's obligation under these general conditions or for which the bidder has assumed responsibilities under the purchase contract including those imposed under any contract, local or national law or laws"</i>	Please be guided by the RFP.

			actions and against any law suits of any kind initiated against the Bank. Successful bidder (successful bidder) will also assume full responsibility of any loss or damage caused due to any of their onsite engineer/representative.		
15	34	Payment, Penalty, Delivery and Timelines, Clause 8	# Overall penalty deduction on account of delay in deliverables shall be capped at 20% of (A+B)	While we understand the need for having in-built penalties to account for delay in deliveries, however, we humbly request your good office to reduce the cap to 10% instead of the current 20%. This is per prevalent industry standard practices.	Please be guided by the RFP.
16	39	Termination of Contract, Cause 21	The quality of services given by the bidder & progress of the project will be reviewed monthly and if the services are not found satisfactory, the Bank reserves the right to terminate the contract by giving 30 days' notice to the bidder, including 15 days curing period. The decision of the Bank regarding quality of services shall be final and binding on the bidder. The Bank shall have the right to terminate/cancel the contract with the selected bidder at any time during the contract period, by giving a written notice of 30 days, for any valid reason, including but not limited to the following: a) Excessive delay in execution of order placed by the Bank b) Discrepancies / deviations in the agreed processes and/or products c) Failure of vendor (successful bidder) to complete implementation of appliance within the time as specified in the RFP document d) Violation of terms & conditions stipulated in this RFP. Notwithstanding anything contained hereinabove, the Bank reserves the right to terminate the contract at any time without assigning any reasons. In case of termination of contract for the reasons that the services of vendor are not found satisfactory", the Bank shall be free to Blacklist the vendor thereby debarring them from participating in future Bids/Tender processes.	While we are largely fine with the clause and entitlement therein, we humbly request you to increase the cure period from 15 days to 30 days. This will ensure continuity of the project, which is imperative for both parties. Further, we request your good office to specify the notice period for terminating for convenience. We humbly propose 90 days along with mutually agreed convenience fees.	Please be guided by the RFP.

17	72	Performa for indicative commercial offer	No payment timelines.	We humbly request your good office to arrange to provision for payment timelines within which the payments shall be disbursed. We request 30 days from date of receipt of invoice.	Please be guided by the RFP.
18	13	3. SCOPE OF WORK - Point no 3.8	In case, there is requirement of integration of the solution with any existing or new channel, within one year of complete implementation (i.e. one year from sign-off), the same is to be done by the bidder without any cost to the Bank.	Request the bank to consider a cap on the number of integrations that would be done without any cost to the bank within one year of complete implementation.	Please be guided by the RFP.
19	14	3. SCOPE OF WORK - Point no 3.9	In case any Customization is required by the Bank in any functionality of the solution within one year of complete implementation (i.e. one year from sign-off), the same is to be done by the bidder without any cost to the Bank.	Request the bank to consider a cap on the number of customizations that would be done without any cost to the bank within one year of complete implementation.	Please be guided by the RFP.
20	14	3. SCOPE OF WORK - Point no 3.18	Bank will provide all the required infrastructure for the same.	Is infrastructure installation and support in scope of this RFP?	Please be guided by the RFP.
21	17	3. SCOPE OF WORK - Point no 3.22- viii	Solution access should be permitted only through password verification with all user IDs being unique. Solution should not allow any generic users.	Can solution interface with bank's LDAP server for user verification?	Please be guided by the RFP.
22	36	9 WARRANTY	Any issue except hardware failure in the deployed solution should be resolved within 4 hours of receipt of complaint.	Request bank to consider incident severity and priority while deciding resolution time.	Please be guided by the RFP.
23	36	9 WARRANTY	Bank should have a facility to log a call using web interface wherein all the support contract details should be linked. This interface should provide the incident number for monitoring the progress of the call/support ticket. The Bank should also have flexibility to log the calls using either emails/telephone also.	Is bidder expected to suggest a ticketing tool as a part of this RFP response?	Please be guided by the RFP.
24	46	B. TECHNICAL ELIGIBILITY CRITERIA OF THE BIDDER - Scoring Matrix Point 1	Years since commencement of business of providing solutions in credit monitoring area of EWS, ITMS, AML & EFRM Supporting Document: CA Certificate clearly indicating the date since bidder is providing solutions in credit monitoring area	We request bank to consider Company letter head instead of CA certificate	Please be guided by the RFP.
25	46	B. TECHNICAL ELIGIBILITY CRITERIA OF THE BIDDER - Scoring Matrix Point 2	Experience in successful implementation of Early Warning System since last 5 years as on bid submission date. References from Scheduled Commercial Banks (excluding	We request bank to consider RRBs and Co-operative Bank also	Please be guided by the RFP.

			RRBs/Co-operative Banks) Supporting Document: Reference Letter from SCB clients of Bidder clearly indicating the implementation/ go-live date of solution. For marking purpose, experience of OEM of EWS Solution and/or Bidder will be considered.		
14	47	B. TECHNICAL ELIGIBILITY CRITERIA OF THE BIDDER - Scoring Matrix Manpower Deployment Point 7	Manpower: Manpower strength which shall be deployed by the Bidder exclusively for the implementation of the proposed EWS Solution Supporting Document: A declaration on the letter head, which will also be part of SLA, if the project is awarded to the bidder	We request bank to re consider this clause. If we commit the No.of Employees.It will implication to the cost of BID. Or Bank need to state the no. of employees to be consider before price reverse auction.	Please be guided by the RFP.

Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Response /clarification
1	9	2 PURPOSE OF THE PROJECT	The purpose of this RFP is to select a vendor for supply, implementation and maintenance of Early warning signal system including intelligent transaction monitoring system for PNB CBS (Single Instance)	Please let us know the timelines of integration of the source systems at the merged entity.	Please be guided by the RFP Annexure I, clause 7and corrigendum, if any.
2	10	3. SCOPE OF WORK	Development & implementation of EWS & Intelligent Transaction Monitoring System on real time/ near real time basis/others.	Request the Bank to provide approximate number of accounts and Customers in each segment (Corporate, Agri, Retail etc) that is required to be part of the EWS target customer list, along with growth projections for the next 7 years. This is essential to size the hardware configuration and also to estimate the implementation efforts for EWS solution.	Bank intends to implement EWS and ITMS solution for entire credit portfolio. Bank initially wants to implement for corporate customers approximately 1 lac. Total Corporate Customer base 6 Lacs For Retail customer, approximate customer base is 16lacs. The alerts system for retail borrowers may not be as exhaustive as for corporate customers. The same shall be decided in consultation with the successful bidder.

3	14	3.16	Each signal from EWS solution shall be put on live server after UAT sign-off from bank officials. Post UAT, Vendor shall be liable and responsible up to 50% of ATS cost for the loss and consequences if any incurred by bank due to any underperformance, glitches and deficiencies in the solution.	The system is intended to be an enabler for the bank in credit monitoring. The correctness of output data from EWS depends on the input data from bank's internal system and external data sources. Kindly reconsider this clause as EWS is merely a technology provider.	Please be guided by the RFP.
4	14	3.17	Information Security and Audit-Bidder will have to comply with all the present and future provisions of the Information Security Policy/NPCI Guidelines/Guidelines of RBI, Respective Govt. Agencies and the Bank and provide such regulatory requirements at no additional cost to bank during the warranty and ATS/AMC period.	Kindly specify the applicable guidelines. By virtue of our past implementations in PSBs, the solution complies with relevant guidelines.	Please be guided by the RFP.
5	34	8	PAYMENT, PENALTY, DELIVERY AND TIMELINE: # Overall penalty deduction on account of delay in deliverables shall be capped at 20% of (A+B)	Considering the complexity of the solution as stated above, the penalties seem punitive; the bank may kindly cap penalty at 10% of project cost overall.	Please be guided by the RFP.
6	58	Table 1	4.1 The Solution should be capable of defining and tracking against Default Benchmark, Visual Benchmark and Specific Benchmark	Kindly elaborate this requirement	Please be guided by the RFP.
7	63	Table 2	44 The solution should support distribution of Reports and Dashboards to iPad and Android devices. The Native App should be freely available for iPad on iTunes App Store and for Android devices on Google Play. 45 The solution should support same dashboard /report created on web to be accessed from iPad and android devices without requiring any redesign. 46 Reports and Dashboards access on iPad and Android devices should be using a native application which helps leverage most popular gestures and capabilities, including zoom, swipe, etc., to optimize ease of use and user engagement.	This is not a standard EWS feature. As of now, reports generated can be viewed using mobile browsers in mobile devices. Native App will have security implications as there is a chance of confidential information getting leaked out. Further, when we have 3rd party customer identifiable data as well as bank customer data on mobile app this will lead to huge issues with respect to leakage of confidential information as there will be no control on the mobile environment. This will also have an impact on cost and project timelines. Bank may please reconsider the same.	Please be guided by the RFP.
8	46	Scoring Matrix	1 Years since commencement of business of providing solutions in credit monitoring area of EWS, ITMS, AML & EFRM	Given that the technology driven credit monitoring area is an emerging area, we suggest a max of 5 years instead of 10 for this parameter.	Please be guided by the RFP.

			Supporting Document: CA Certificate clearly indicating the date since bidder is providing solutions in credit monitoring area 1 Marks for each completed year Maximum 10 marks		
9	65	ANNEXURE-XIII	Generic comments	The system is real time enabled and can process information and generate alerts in real time. However the generation of alerts in real time is dependent on availability of data in real time. Kindly confirm our understanding that real time implies alert generation as soon as information is made available to the system.	Please be guided by the RFP.
10	36	AMC	The On-site, comprehensive BACK-TO-BACK AMC/ATS will be valid for a period of Four years after expiry of three year's warranty period and the price will be continued for entire contract period. Bidder should make adequate back to back arrangements with OEM for the same. <i>This includes updating the latest patches of software, re-configuration, redeployment of application (if required), providing latest version (software subscription) of the software/license etc. Definition update / patch update, upgrade would be done by successful bidder immediately for critical updates or on monthly basis for normal updates/upgrades.</i>	We shall take care of updates and patches for the EWS product. For third party components, respective OEMs shall do the needful.	Please be guided by the RFP.
11	28	Reverse Auction 25	Bank will hold Reverse Auction in the event of two or more bidders are commercially eligible. Final Item wise price shall be arrived after Reverse Auction	The QCBS methodology was adopted in the EWS RFP dated 27-10-20, which was later scrapped without assigning reasons. Further, QCBS selection is in line with general instructions published by Ministry of Finance vide circular F.1/1/2021 PPD dated 29/10/21. We request that as per this circular dtd 29/10/21, the QCBS process is adopted.	Please be guided by the RFP.
12	6	Bis Submission Timeline	Last date and time for Online bid submission	Request bank to consider extension of bid submission timelines by 3 weeks to 24/12/2021	Please be guided by the RFP and corrigendum, if any.

Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Response /clarification
1	44	Annexure III, A.General Eligibility Criteria of the Bidder. SN. 11. The bidder must be CMMI level 3 or above Certified Company or its equivalent and the certificate should be valid as on date of bid submission	Copy of certification depicting CMMI level 3 or above Certified Company or its equivalent.	We are a System Integrator who work with the OEMs and implement their solutions. Since it is a ready to use solution we have ISO 9001:2015. which covers product inspection to cover all phases of definition, design, development, and maintenance, including the Quality management System. We request you to kindly modify the clause to CMM Level3 / ISO 9001:2015.	Please be guided by the RFP and corrigendum, if any.
2	34	8. PAYMENT, PENALTY, DELIVERY AND TIMELINES	Delivery and Implementation of Application software (BOM at DC & DR)	Since this is a Product which we as a bidder have to make payments to the OEM which is 100% advance, we request you to kindly modify this clause to 80% against delivery and implementation. This will help us in better cash flow.	Please be guided by the RFP and corrigendum, if any.
Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Response /clarification
1	14	3. Scope of work Point 3.9	Any customization done in the solution as per Bank's requirement shall become part of Bank's intellectual property and Bidder shall not provide the same functionality to any other Organization. Failure of which will constitute a breach of the Non-Disclosure Agreement and Bank may take necessary action against the bidder as per the NDA.	Request the Bank to consider the following: IPR of Customisation shall remain with the Service Provider. Service Provider will not transfer or assign any IPR to Bank.	Please be guided by the RFP.
2	21	3.24 Source Code Escrow Agreement Point (d)	Service provider agrees to bear the payment of fees due to the escrow agent	Request the Bank to consider the following: Bank shall bear the cost of the Escrow Agent. Kindly confirm.	Please be guided by the RFP and corrigendum, if any..
3	27	24. EVALUATION AND AWARD CRITERIA Point 7	All Bidders will be required to give a Presentation of their offered services clearly demonstrating the road map for the IT amalgamation of the three Bank, approach, amalgamation of heterogeneous platforms,	There are three presentations being required for PNB and their amalgamating banks UBI (United bank of india) and OBC (Oriental Bank of Commerce); is our understanding right?	Only for Amalgamated entity.

			technicalities involved etc. covering end-to-end services and post amalgamation audits and monitoring. The bank will schedule presentations for which time and location in Delhi, will be communicated to the bidders. Failure of a bidder to complete a scheduled presentation to the bank may result in rejection of the proposal. Bidder is required to address all queries raised by the Bank officials during the Presentation. Giving mere presentation should not be considered as being qualified/shortlisted for further process. Decision of Bank, in this regard will be final and binding on all bidders.		
4	35	8. PAYMENT, PENALTY, DELIVERY AND TIMELINES	<p>Penalty due to Deliverables: # Overall penalty deduction on account of delay in deliverables shall be capped at 20% of (A+B)</p> <p>Penalty due to Downtime: maximum of 10% of (A+B)</p> <p>Penalty due to Absence of Onsite Engineer: maximum of 10% of monthly OTS cost.</p>	Requesting the Bank to cap the maximum penalty at 5% of the Total Project Cost.	Please be guided by the RFP.
5	46	B. TECHNICAL ELIGIBILITY CRITERIA OF THE BIDDER Point 2	<p>Experience in successful implementation of Early Warning System since last 5 years as on bid submission date. References from Scheduled Commercial Banks (excluding RRBs/Co-operative Banks)</p> <p>Supporting Document: Reference Letter from SCB clients of Bidder clearly indicating the implementation/ go-live date of solution. For marking purpose, experience of OEM of EWS Solution and/or Bidder will be considered.</p>	<p>Request you to amend the clause as follows: Experience in successful implementation of (Early Warning System/ Intelligent Transactional Monitoring system/EFRM/AML) since last 5 years as on bid submission date. References from Scheduled Commercial Banks (including RRBs/Co-operative Banks, Insurance)</p> <p>Supporting Document: Reference Letter from SCB clients of Bidder clearly indicating the implementation/ go-live date of solution. For marking purpose, experience of OEM of (EWS/ITMS/EFRM/AML) Solution and/or Bidder will be considered.</p>	Please be guided by the RFP.

6	66	TABLE 2	RBI/ DFS SUGGESTED EWS ALERTS	For how many of the 127 odd deliverables, is the bank ready to give services from CBS or from other source systems or any API's?	Please be guided by the RFP clause 3.6.
Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Response /clarification
1	13	3.3	The Solution (with each of its components) should be configured in High Availability (HA) mode both at DC& DR along with a separate UAT setup (non-HA) at DC. The solution should have the capability of supporting at least 10,000 users with 3000 concurrent users for the next seven years. Approx. 80% of the EWS user would be alerts viewers and the remaining 20% would be report generators. The proposed solution should be scalable to meet any regulatory or future business requirements of Bank. At no instance, during the contract period, the solution/servers utilization should exceed 75% for the requirements stated in the RFP. Bidder has to take care of the same while proposing requirements of Licenses, VMs and Storage.	Recommend that the bank use managed services and not have vendor maintain hardware. Ask them to keep this out of the RFP.	Please be guided by the RFP.
2	14	3.9	The architecture of the solution should allow Bank's system to be easily integrated and the technology used should be easily adoptable and portable to the Bank's system. In case any Customization is required by the Bank in any functionality of the solution within one year of complete implementation (i.e. one year from sign-off), the same is to be done by the bidder without any cost to the Bank. Beyond the period of one year from sign-off, Customization cost will be paid as per the Commercial bid (Customization cost Finalized after Reverse Auction). Customization charges will only be paid for	There is no boundaries or guidelines specified in the customizations, there need to be some boundaries. The IP is not being assigned or developed on behalf of bank and it is a SaaS based subscription and license only.	Please be guided by the RFP.

			any such requirement which is not mentioned in the Scope of Work or Technical/Functional specification of the solution as in the RFP. Any customization done in the solution as per Bank's requirement shall become part of Bank's intellectual property and Bidder shall not provide the same functionality to any other Organization. Failure of which will constitute a breach of the Non-Disclosure Agreement and Bank may take necessary action against the bidder as per the NDA.		
3	14	3.12	Bidder to ensure application-end should be fully compatible to integrate with any data source or data source agency in future without customization. Bank will only pay the integration cost & no customization cost at application-end will be paid by the Bank. In case any customization is required in EWS application and ITMS application, it has to be taken care by the bidder.	If there is new data source or agency outside the scope of work decide or additional functionality, then there should be an extra cost added to the existing pricing.	Please be guided by the RFP.
4	18	3.23	19. Offered Solution must use oracle database & should be compatible with Oracle 19c and its future updates throughout the contract period. Bidder to provide the Oracle license product details and no. of Oracle Licenses required for the complete operationalization of the solution clearly in BOM.	Is the bank's preference to only have an on-premise installation on Oracle servers for this solution? Is a Virtual Private Cloud solution a possible alternative?	Please be guided by the RFP.
5	19	List of sample EWS signals which are required to captured under this solution are as under:	4. Generate alerts for any time or cost overrun or any negative development which may hamper cash flow from the project/project completion	This information is generally not available in the public domain. As long as the information to analyse and generate this alert is available, it can be done.	Please be guided by the RFP. It is to clarify that the approach/subscription has to be suggested by successful bidder. The same can be finalised through discussion.
6	19	List of sample EWS signals which are required to captured under	6. Related party transaction and genuineness of such transactions.	Related party transaction can be looked at but genuineness requires additional data points to be available from the bank or from the borrower (via consent)	Please be guided by the RFP. It is to clarify that the approach/subscription has to be suggested by successful bidder. The

		this solution are as under:			same can be finalised through discussion.
7	19	List of sample EWS signals which are required to captured under this solution are as under:	12. Using of funds as per sanction terms or not.	This information is generally not available in the public domain. As long as the information to analyse and generate this alert is available, it can be done.	Please be guided by the RFP. It is to clarify that the approach/subscription has to be suggested by successful bidder. The same can be finalised through discussion
8	20	List of sample EWS signals which are required to captured under this solution are as under:	29. Alerts for customer having different mobile number / address in other banks, multiple customer are sharing same address and numbers	Customer contact information as submitted to other banks is not public data	Please be guided by the RFP. The data is available from CIC subscription.
9	20	List of sample EWS signals which are required to captured under this solution are as under:	30. Alerts with regard to the Loan Requests with other Banks / Sanction of Credit Facilities by Banks / FIs other	Loan request to other banks is not public information. However, loan sanctions can be tracked via MCA Charge data.	Please be guided by the RFP. The data is available from CIC subscription.
10	20	3.24	Source Code Escrow Agreement	Escrow charges for source code to be borne by the bank	Please be guided by the RFP and corrigendum, if any.
11	34	8 PAYMENT, PENALTY, DELIVERY AND TIMELINES	PAYMENT, PENALTY, DELIVERY AND TIMELINES In the Table (Delivery and Implementation of Application software (BOM at DC & DR))	We suggest the following changes to the penalty clause: Within 3 months from the date of FSD and Purchase Order (PO) Eligible Amount 50% of A and 50% of B Penalty should be 0.5% of A + B Maximum Penalty should be 5% of A + B	Please be guided by the RFP and corrigendum, if any.
12	34	8 PAYMENT, PENALTY, DELIVERY AND TIMELINES	PAYMENT, PENALTY, DELIVERY AND TIMELINES In the Table (After providing UAT)	Since there is dependency on the bank for UAT, we suggest the following changes to the timelines: Within 2 months from Bank providing the feedback on UAT	Please be guided by the RFP and corrigendum, if any.
13	35	8 PAYMENT, PENALTY, DELIVERY AND TIMELINES	Penalty Due to Downtime Penalty due to Downtime After implementation of the Complete solution,	Downtime will only be applicable for non-planned downtime events. In the case of planned upgrades and pre-communicated downtime, this calculation will not apply. Also, if the downtime is due to non-	Please be guided by the RFP and corrigendum, if any.

			Penalty will be deducted for downtime of the system (Application failure) as below Uptime (U) Penalty U >=99.95 No Penalty 99.50<=U< 99.95 0.1 % of (A+B) 99.00<=U< 99.50 0.2 % of (A+B) 98.50<=U< 99.00 0.3 % of (A+B) 98.00<=U< 98.50 0.4 % of (A+B) And so on For every 0.5 % drop in the Uptime, Penalty @ 0.1% of (A+B), up to a maximum of 10% of (A+B)	application factors (such as hardware issues, network issues, database issues), this calculation will not apply Additionally, we propose below grid for downtime penalty :- Uptime (U) Penalty U >=99.95 No Penalty 99.00<=U< 99.50 0.1 % of (A+B) 98.50<=U< 99.00 0.2 % of (A+B) 98.00<=U< 98.50 0.3 % of (A+B) And so on For every 0.5 % drop in the Uptime, Penalty @ 0.1% of (A+B), up to a maximum of 10% of (A+B)	
14	37	10. ANNUAL MAINTENANCE CONTRACT (AMC)/ANNUAL TECHNICAL SUPPORT (ATS)	The AMC/ATS would be applicable for proactive support on 24 x 7 x 365 basis. AMC / ATS would cover all components of the offered appliance without any exceptions	Since this is not a critical application such as CBS etc., can this be scaled down to working hours on working days ?	Please be guided by the RFP.
15	43	A. GENERAL ELIGIBILITY CRITERIA OF THE BIDDER	The bidder and OEM of EWS Application should have an annual turnover of INR 10 crores (Rupees Ten crores) or (INR 5 Crores (Rupees Five Crores) for MSE bidders) for each of the past three Consecutive financial years (i.e. FY2017- 18, FY2018-19 & FY2019-20 OR FY2018-19, FY2019-20 & FY2020-21) from their Indian Operations from Software Development Services.	As a new Fintech Revenue threshold of 5Cr. For last 3 years is not a viable figure. We request you to remove this criteria and only retain the network clause.	Please be guided by the RFP and corrigendum, if any.
16	44	A. GENERAL ELIGIBILITY CRITERIA OF THE BIDDER	The bidder must be CMMI level 3 or above Certified Company or its equivalent and the certificate should be valid as on date of bid submission.	We request you to remove this requirement.	Please be guided by the RFP and corrigendum, if any.
17	57	Annexure XII - FUNCTIONAL AND TECHNICAL SPECIFICATION	4.1 The Solution should be capable of defining and tracking against Default Benchmark, Visual Benchmark and Specific Benchmark	Please clarify what default benchmark, visual benchmark and specific benchmarks are and its applicability to the relevant system functionality.	Please be guided by the RFP.

		TABLE 1: GENERAL SOFTWARE REQUIREMENTS			
18	60	Annexure XII - FUNCTIONAL AND TECHNICAL SPECIFICATION TABLE 2: TECHNICAL SPECIFICATION OF THE OFFERED SOLUTION	Data Integration Capabilities: Third Party Data Sources/Aggregators	Data that is available from public source (accessible to public) is pre-integrated and available in the product. Data such as CFR/ CRILIC/ CIC etc. require bank's custom login/credentials/access and have to be integrated separately.	Please be guided by the RFP.
19	60	Annexure XII: TABLE 2: TECHNICAL SPECIFICATION OF THE OFFERED SOLUTION	6. The indicative data sources may include but not limited to:- - Social Media	Social media crawling, in certain cases requires the bank to adhere to the guidelines of the social media platform - and use as per policies of the platform. Will the bank obtain the required permissions for this ?	It is to clarify that the approach/subscription has to be suggested by successful bidder. The same can be finalised through discussion.
20	61	Annexure XII:TABLE 2: TECHNICAL SPECIFICATION OF THE OFFERED SOLUTION	17. The EWS system must have facility to map the directors associated with different companies and gives trigger if any irregularity or negativity is noticed.	Data for monitoring each legal entity needs to be procured separately. Here, the bank will have to source the data for each related company separately.	Please be guided by the RFP clause 3.6.
21	62	Annexure XII: TABLE 2: TECHNICAL SPECIFICATION OF THE OFFERED SOLUTION	31. Administer rules looking for risk patterns in unstructured data but also automatically discover new rule which explain a particular risk attributes for the account	Please explain the auto-rule discovery functionality in terms of type of rules to be discovered and applicable unstructured data sources	Please be guided by the RFP.
22	63	Annexure XII: TABLE 2: TECHNICAL SPECIFICATION OF THE	Reporting Module 44. The solution should support distribution of Reports and Dashboards to iPad and Android devices. The Native App should be freely	Are native apps a mandatory requirement, can we enable mobile access via responsive web applications to comply ?	Not Acceptable

		OFFERED SOLUTION	available for iPad on iTunes App Store and for Android devices on Google Play.		
23	65	Annexure XIII: TABLE 1. BANK'S EWS ALERTS	Transactions based (Sl. No. 1-11)	Will these Alerts be provided by the Bank to the service provider or we have to generate it from raw data. If the alerts are generated and shared what will be the mode of sharing the data. E.g API, SFTP,DB etc. Also, because these will be specific to bank's database and structures, assigning the 0, 1 and 0.5 evaluation isn't relevant. There will be an element of configuration, if not customization to these signals - given that the source of data is bank's systems	Please be guided by the RFP.
24	65	Annexure XIII: TABLE 1. BANK'S EWS ALERTS	Financial EWS (Sl. Nos. 22-39)	These alerts such as "Installation Of Plant & Machinery", "Placement Of Orders For Plant & Machinery" etc. are listed under Financial EWS, please explain the financial aspects of these alerts.	Please be guided by the RFP. The same forms a part of PROJECT Implementation module.
25	72	Annexure XIV	Customization cost (in man days)(as and when required) = 500 mandays	How has the bank arrived at 500 mandays of customization effort estimation given that there are no details of customization highlighted in the RFP? Does the bank intend to utilize these mandays during the implementation period? Any new customization not defined in the scope would impact the delivery timeline of the project (which is currently expected to be only 8 weeks).	Please be guided by the RFP.
Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Response /clarification
1	50	Bidder's information	Audited B/s 2020-21. 19-20, 18-19	Instead, Audited for 19-20. 18-19, 17-18 and Provisional for 2020-21 (As mentioned in Anx III Point no.7)	Please be guided by the RFP.
2	46	B. TECHNICAL ELIGIBILITY CRITERIA OF THE BIDDER	4 Banks implemented 12 3 Banks implemented 9 2 Bank implemented 6 1 Bank implemented 3 Under Implementation or No Implementation experience. 0	We suggest the following scoring pattern: 3 Banks implemented 12 2 Bank implemented 8 1 Bank implemented 4 Under Implementation or No Implementation experience 0	Please be guided by the RFP.
3	20	a. Other conditions	The vendor will provide services for implementation / rolling-out /support / maintenance of proposed Solutions for a	Warranty will be for 1 year after Go live and AMC/ATS will be for 4 years. We suggest following:	Please be guided by the RFP and corrigendum, if any.

			minimum period of 7 years (3 years' warranty + 4 years AMC/ATS) from installation date with option of further extension of contract for another two terms of 1 year each, at the same rate& same terms & conditions	SRS from 30 days from the date of PO SRS sign off 15 days from the date of submission of SRS. UAT will be deemed as signed off after 30 days from the date of UAT deployment 90 days after UAT sign off will be treated as Deemed Go live for the purpose of warranty	
4	43	Annexure-III, A.5	The bidder must have successfully implemented or under implementation, similar software solutions like Early Warning System/ Intelligent Transactional Monitoring system/EFRM/AML during last 5 years in Public sector bank/ Private bank/BFSI registered in India or abroad, with Loan Portfolio of at least INR 1 Lakh Crore. The solution should be currently running, if implemented	The bidder must have successfully implemented or under implementation, similar software solutions like Early Warning System/ Intelligent Transactional Monitoring system/ Income Recognition and Asset Classification (IRAC) norms/ Identification of Potential NPA system/ Identification of SMA Accounts system/ Providing triggers using Unstructured data during last 3 years in a Public sector bank/ Private bank/ Foreign bank with branches in India. EFRM and AML does not have any relevance to EWS system. Unqualified and inexperienced vendors will be able to participate if EFRM/AML systems are included. Loan portfolio minimum size may be dispensed with	Please be guided by the RFP.
5	44	Annexure-III, A.7	The bidder and OEM of EWS Application should have an annual turnover of INR 10 crores (Rupees Ten crores) or (INR 5 Crores (Rupees Five Crores) for MSE bidders) for each of the past three Consecutive financial years (i.e. FY2017- 18, FY2018-19 & FY2019-20 OR FY2018-19, FY2019-20 & FY2020-21) from their Indian Operations from Software Development Services. The bidder should have positive net worth during the last three consecutive financial years for which CA Certificate as per Annexure- IX and Audited Financial statements (Balance sheet and Profit & Loss statement) have been submitted	As net worth is available in balance sheet, CA certificate may be dispensed with.	Not acceptable.

6	44	Annexure-III, A.8	The bidder should not be involved in any litigation which threatens solvency of company. Certificate is to be provided by the chartered accountant / statutory auditor, as per Annexure- VII	CA do not have any means to ascertain about the litigation. Hence, declaration from the bidder may be obtained.	Please be guided by the RFP.
7	61	Annexure-XII Table 2.6	Borrower's Bank account statement with other Banks	Borrower's Bank account statement with other Banks can be integrated, if the same is available in soft form with the Bank.	Please be guided by the RFP.
8	45	Annexure-III B.1	Years since commencement of business of providing solutions in credit monitoring area of EWS, ITMS, AML & EFRM Supporting Document: CA Certificate clearly indicating the date since bidder is providing solutions in credit monitoring area	This may be changed as "Years since commencement of business of providing solutions in credit monitoring area of EWS, ITMS, IRAC Norms, Identification of Potential NPAs, Identification of SMA accounts, Generating triggers using Unstructured data " Relevant copies of purchase orders to be produced. CA certificate may be dispensed with since purchase orders were produced.	Please be guided by the RFP.
9	13	Score of Work 3.3	At no instance, during the contract period, the solution / server's utilization should exceed 75% for the requirements stated in the RFP. Bidder has to take care of the same while proposing requirements of Licenses, VMs and Storage.	75% utilization should be on average quarterly basis or at least on monthly basis. Any single spike which may happen due to user level issue or otherwise should not be taken as default.	Please be guided by the RFP, during the contract period, the solution / server's utilization should exceed 75% for the requirements stated in the RFP.
10	13	Scope of Work 3.5	The Vendor should maintain Uptime of 99.95% of the Solution both at DC & DRS during contract period and the solution should have maximum response time of 3 minutes, once fully automated. System should be capable of generating Alerts 24x7x365.	Bank need to explain – maximum 3 minutes response time.	No duration mentioned . Response time should be as per industry standards for end to end transaction.
11	14	Scope of Work 3.9	Any customization done in the solution as per Bank's requirement shall become part of Bank's intellectual property and Bidder shall not provide the same functionality to any other Organization. Failure of which will constitute a breach of the Non-Disclosure Agreement and Bank may take necessary action against the bidder as per the NDA	Sometimes functionality provided in other banks may match with that of the customization provided to PNB, since EWS is being implemented in all banks. This should not be treated as breach of NDA	Please be guided by the RFP.
12	14	Scope of Work 3.17	The offered solution shall be subjected to Bank's audit (VAPT, EAPT, IS Audit et.)	Info Sec points should be related to Application/solution only. Other Infra like	For Offered Application and Solution successful bidder

			through off-site and on-site scrutiny at any time/periodically during the contract period.	hardware/os/network related points, being hosted/owned by bank, should be addressed at bank level. Bank's specific security policy should be shared upfront to ensure compliance.	to resolve VAPT, External & Internal Audit, IS Audit, EAPT etc related issues/Observations raised However for Bank's Infra the successful bidder should assist in providing solution and implementation for the audit points, EAPT/VAPT raised by Bank's internal/external team during the contract period.
13	18	Scope of Work 3.23 19	Offered Solution must use oracle database & should be compatible with Oracle 19c and its future updates throughout the contract period.	Use of Oracle database seems to be a restrictive clause. Kindly allow other database like MS SQL to be used in Solution.	Not Acceptable
14	44	Annexure-III, A 11	The bidder must be CMMI level 3 or above Certified Company or its equivalent and the certificate should be valid as on date of bid submission	Please include ISO certification 27001:2013 also in the eligibility clause.	Please be guided by the RFP and corrigendum, if any.
15	58	Annexure-XII, Table 1, 2-2.9	The Solution should have provision to define global benchmarks as well as account specific benchmarks for an alert scenario. Should be possible to set threshold limits.	This may be removed from the scope. Benchmarks and thresholds can be at Bank as a whole or Industry or sector	Based On The Data History, The Solution Should Be Capable Of Providing Various Benchmarks. These benchmarks can be prepared/ defined in consultation with Bank based on alerts thrown by the system.
16	59	Annexure-XII, Table 1, 4-4.1	The Solution should be capable of defining and tracking against Default Benchmark, Visual Benchmark and Specific Benchmark.	This may be removed from the scope. Benchmarks and thresholds can be at Bank as a whole or Industry or sector	Based On The Data History, The Solution Should Be Capable Of Providing Various Benchmarks. These benchmarks can be prepared/ defined in consultation with Bank based on alerts thrown by the system.

17	58	Annexure-XII, Table 1, 2-2.8	The Solution should support defining customer/ group level exception at any stage e.g. Account opening, etc.	This may be removed from the scope, since these are CBS software level activities. The solution will provide the triggers or alerts for a customer. Exceptions Eg. Account Opening cannot be included in the EWS solution.	Please be guided by the RFP.
18			General Point	Only OEM having the capability of implementing the solution should be eligible for the RFP bidding. Implementation/quoting through any SI/Partner will escalate the cost to the bank and moreover there will be operational implementation issues with two parties involved i.e., SI/partner and OEM.	Please be guided by the RFP.
19			General Point	There should be transparency in proposed reverse bidding system. During reverse bidding process all bidders should be provided information on their status vis-à-vis H1 score.	Please be guided by the RFP.
20			General Point	Whenever, the last bid option goes unattended by any bidder, then, at least one more option should be given to all bidders for one more attempt to further reducing the bid. Bid process should close only after at least two continuous options go un-responded by any of the bidder. This will help bank to get proper price discovery in a more transparent manner.	Please be guided by the RFP.
Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Response /clarification
1	44	ANNEXURE-III A. GENERAL ELIGIBILITY CRITERIA OF THE BIDDER Point No. 11	The bidder must be CMMI level 3 or above Certified Company or its equivalent and the certificate should be valid as on date of bid submission.	Request bank to relax the clause of CMMI Level 3 certificate and should allow bidders with equivalent valid ISO certificates to participate for this tender. The clause to be amended as follows: The bidder must be CMMI level 3 or above Certified Company or its equivalent OR ISO 9001/ ISO 27001 Certified company and the certificate should be valid as on date of bid submission.	Please be guided by the RFP and corrigendum, if any.
2	46	ANNEXURE-III B. TECHNICAL ELIGIBILITY CRITERIA OF THE BIDDER Point No. 2	Experience in successful implementation of Early Warning System since last 5 years as on bid submission date. References from Scheduled Commercial Banks (excluding RRBs/Co-operative Banks)	In General eligibility criteria the bidder having experience in implementing EWS, ITMS, AML & EFRM are considered. Hence request to add or consider the experience of EWS, ITMS, AML & EFRM in this clause also and amend the clause as follows: Experience in successful implementation of Early	Please be guided by the RFP and corrigendum, if any.

				Warning System / ITMS /AML / EFRM since last 5 years as on bid submission date. References from Scheduled Commercial Banks (excluding RRBs/Co-operative Banks)	
3	79 & 80	ANNEXURE-XVII(a) & ANNEXURE-XVII(b)		We are OEM of the proposed solution, and we are the bidder who will be participating for this tender. Do we need to submit both ANNEXURE-XVII(a) & ANNEXURE- XVII(b) OR we just have to submit ANNEXURE- XVII(b). Please clarify.	Please be guided from General Eligibility Criteria of the Bidder, Point no 6.
4	73	Performa for the Bank Guarantee (Annexure – XV)		As EMD we have to submit Bid Security Declaration as per Annexure – XVIII. Since the EMD amount is also not specified in the RFP. Do we have to submit Annexure XV.	Please be guided by Instructions to Bidders, Point No 10 Bid Earnest Money.
5	34	Payment Terms	Clause 8: Delivery and Implementation of Application software (BOM at DC & DR) Expected Timelines: Within 3 months from the date of Purchase Order (PO)	Since the delivery and implementation of application is for 12 months (As per RFP). Request bank to amend the payment term as follows: License Delivery of Application software (BOM at DC & DR) Expected Timelines: On Delivery of License Key of the Proposed application	Please be guided by the RFP and corrigendum, if any.
6	72	ANNEXURE-XIV PERFORMA FOR INDICATIVE COMMERCIAL OFFER	Point no 4: Onsite Technical Support (Yearly cost of one L2 resource to be deployed at PNB HO: Dwarka) Multiplication factor is mentioned as "6"	As per the clause mentioned on page 15 of the RFP One L2 resource must be deployed at PNB HO at normal shift (10:00 am to 6:00 pm) for at least 6 months' post Implementation i.e. 6 months from sign-off, without any extra cost to the Bank. If we consider the above clause, the L2 resource will be deployed for 6 months and the multiplication factor mentioned in Commercial format is for 6 years. Total will be 6.5 years, whereas the contract period is for 7 years. Please confirm if our understanding of 6.5 years is correct OR the multiplication factor needs to change to 6.5.	Please be guided by the RFP.
7	17	3.23 Bank desires a solution with the following functionalities:	7. Capabilities such as Artificial Intelligence, web crawling, Optical Character Recognition(OCR) etc. may be utilized for triggering the EWS.	What is the exact requirement of OCR, and how much records/ documents will be required for OCR	Clause is self-explanatory.
8	18	3.23 Bank desires a solution with the	12. Reports a. Users should be able to generate report in PDF/XLS and XBRL format as per	What is the scope for XBRL Reports and how much reports will required in XBRL Format.	The same shall be shared with the successful bidder.

		following functionalities:	specifications. Solution should provide for Customization of the borrower wise consolidated report comprising of all alerts which are present in borrower account and score		
9	10	3. SCOPE OF WORK:	Development & implementation of EWS & Intelligent Transaction Monitoring System on real time/ near real time basis/others (initially on T+1 basis). However, the solution with capabilities of real time monitoring, alert generation & rejection is desirable.	Please mention the rules which PNB is intending to have on Real Time basis	Please be guided by the RFP clause no 3 para 3.
Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Response /clarification
1	13	3.8: Scope of Work	The solution is required to integrated with Bank's CBS, EDW (all output sources), all payment Channels like (Internet Banking, Mobile Banking, UPI, IMPS etc.), Credit Risk Rating, EFRM, CLAPS, CLPMS, AML,LENS etc. and from global (domestic as well international) external sources like MCA, CERSAI, CRILIC, NSE/BSE NCLT, DRT, CICs, etc., without any extra cost to the Bank. In case, there is requirement of integration of the solution with any existing or new channel, within one year of complete implementation (i.e. one year from sign-off), the same is to be done by the bidder without any cost to the Bank. Beyond the period of one year from sign-off, Customization cost will be paid as per the Commercial bid (Customization cost Finalized after Reverse Auction).	In case of integration with external data sources it will be helpful if bank shares list of sources with which integration is already achieved & being utilised.	At present no integration exists.
2	44	Annexure-III A. General Eligibility Criteria Point no. 11	The bidder must be CMMI level 3 or above Certified Company or its equivalent and the certificate should be valid as on date of bid submission.	It is assumed that ISO certificate is also a valid certificate.	Please be guided by the RFP and corrigendum, if any.
3	46	Annexure-III B. Technical Eligibility Criteria Point no. 2	Experience in successful implementation of Early Warning System since last 5 years as on bid submission date. References from	The point is in contradiction with the point no. 5 of general eligibility criteria. We request bank to apply same definition (as per general eligibility criteria) of institution for eligibility as mentioned below:	Clause is correct.

			Scheduled Commercial Banks (excluding RRBs/Co-operative Banks)	Under Annexure-III, A. General Eligibility Criteria point no.5 mentions that bidder must have successfully implemented EWS system in Public Sector bank/ private bank/ BFSI registered in India or Abroad. In addition to this we request bank to consider the under implementation projects also as valid experience while evaluating bidder & assign the scores based on the same.	
4	17	3.23.6: Bank desires a solution with the following functionalities	Solution should have flexible integrating capabilities with internal database through formats such as PDF, XLS, Doc, Docx Text, and XBRL, flat file upload, API based integration etc. There should be customization of data entry screen in the solution for entering the relevant information from the branch users.	It is presumed that bank shall be providing the all pre-requisite templates/ taxonomy/ codes .etc which are required to read the data from the input file.	Please be guided by RFP.
5	18	3.23.12: Bank desires a solution with the following functionalities	Reports: Users should be able to generate report in PDF/XLS and XBRL format as per specifications.	It is presumed that bank shall be sharing the requisite taxonomy/ codes/ templates to generate the reports.	Please be guided by RFP.
6	18	3.23.15: Bank desires a solution with the following functionalities	System should be capable of preparing 360 Degree profile with respect to each Borrower / Group. A final score should be assigned on the basis of severity of triggers and risk categorization of customer.	Requesting bank to elaborate on the exact requirements of the details of customer 360 degree view.	Please be guided by RFP.
7	57	Annexure-XII Functional & Technical Specifications Table:1 General Software requirements Point no. 1.1	Reverse Integration module to feedback the other Systems	Requesting bank to elaborate on the details of feedback expected from solution.	Please be guided by RFP.
8	57	Annexure-XII Functional & Technical Specifications Table:1 General Software	The Solution should be able to know Money laundering, diversion/siphoning patterns and fraud patterns like structuring, circulation of fund etc. The system should have no limits to parameterize these patterns based on the	The proposed solution is Early Warning System & the mentioned functionality is an integral part of the AML (anti money laundering) solutions. We recommend bank to take care of the same in the AML solution however an alert for black list the	Please be guided by RFP. Bank intends to incorporate in EWS system as well.

		requirements Point no. 2.4	banks experiences in money laundering and fraud	customer can be shared with EWS system to ensure end to end governance & transaction monitoring.	
9	58	Annexure-XII Functional & Technical Specifications Table:1 General Software requirements Point no. 2.10, 3	Identify multiple wire transfer transactions with common suspicious characteristics	The RFP is silent on the definition of suspicious transactions. Bank to elaborate on the definition of suspicious characteristics.	Follow RBI's definition and guidelines. Please be guided by RFP . System should be capable of identifying suspicious transactions based on pre-defined rules as well as its own analytics.
10	59	Annexure-XII Functional & Technical Specifications Table:1 General Software requirements Point no. 9.12	Data Warehousing and Data Mining capabilities. Should be capable to achieve data for minimum of 07 Yrs.	The RFP is silent on requisite requirements of data warehousing & data mining. Bank to elaborate on the same.	Please be guided by RFP.
11	60	Annexure-XII Functional & Technical Specifications Table:2 Technical Specifications of the offered solution. Point no. 3	Solution should have provision for the extraction/mining of unstructured data from the bank internal documents such as stock statement , Board note, stock audit report , statutory audit report annual report etc	It is presumed that all the internal documents are available in the electronic format & stored at bank's central database.	Please be guided by RFP. The presumption is incorrect
12	61	Annexure-XII Functional & Technical Specifications Table:2 Technical Specifications of the offered solution. EWS rules & analytical capabilities. Point no 25	While onboarding the new customer in bank, based on inputs given about entity, individuals entity/individuals, UID, CIN, DIN, Aadhar, passports, Driving License, Voter ID card the solution should generate market intelligence / due diligence reports based on banks internal or external sources about the profile of customer –both positive/negative or specified.	The EWS system is ideally implemented to monitor the existing portfolio of the bank. In order to adhere to the point bank is requested to elaborate on the integration of system with LOS & data flow before onboarding the customer.	The clause is self-explanatory. It is to clarify the requirement of Reverse Integration module to feedback the other Systems is one of the use like this
13	63	Annexure-XII Functional &	The solution should support distribution of Reports and Dashboards to iPad and Android	Keeping in mind the data security & data privacy. All the reports & dashboards shall be made available	Not acceptable.

		Technical Specifications Table:2 Technical Specifications of the offered solution. Reporting Module. Point no. 44	devices. The Native App should be freely available for iPad on iTunes App Store and for Android devices on Google Play.	through android/ iOS browsers based on user access control.	
14		General Query		Bank to elaborate the use of any open source technology & tools as a part of the solution.	Please be guided by RFP.
15		General Query		Bank is requested to provide further details about the credit administration system as well as about the account aggregation consent or system if any in the bank	Please be guided by RFP.
16		General Query		We would like to have more details about the existing credit rating system. The granularity of customer information which is being captured in the system. Also frequency of update of information & process of update. Please share if any internal or external integration is achieved.	The same shall be shared with the successful bidder.
17		General Query		We presume that granular level transaction codes are being captured in the core banking system	The same shall be shared with the successful bidder.
18		General Query		In case of trade finance solution please advice if all the relevant documents are captured electronically. Also advice if there is any internal or external integration is assumed.	Please be guided by RFP.
19		General Query		We presume that the group company information is captured electronically within the bank. Including the level of granularity of ultimate beneficial ownership captured electronically	Please be guided by RFP. The information covered at present shall be shared with the successful bidder. It is to further clarify that the approach has to be suggested by successful bidder. The same can be finalised through discussion
20		General Query		For all the alerts the banking transaction data is restricted to the PNB amalgamated entity only. In case of transaction data of any other bank/ institute is required to configure the alert same needs to be arranged by bank before development of alert.	The same is for amalgamated entity only.

21	57	Annexure Table 1: 1.1	XII, The proposed solution should be an integrated having the following functionalities: - Data Integration system from internal and external sources as mentioned in scope of work like (Eg: Internal sources - Core Banking, Rating System PNB Trac, Bank's Internal reports, EFRMS, KYC & AML, External Sources – Credit Bureau, Internet, Third party data providers.) - Appropriate Extraction, Transformation & Loading application utility - Rule engine - that provides facility of configurable analytical routines to analyze data and serve as input for alerts. - Rating and scoring engine - Alert Generation and management system - Work Flow Management - Reporting Module - Reverse Integration module to feedback the other Systems - Account level and Customer level Dashboards at Departmental and Executive levels	Please provide more details on the "Rating and Scoring engine" requirement. Would the Risk Indicators/ Triggers be configured in the rating and scoring engine?	Bank has already in-house rating and scoring engine. The data from the same can be utilised to and from. The same shall be shared with the successful bidder.
22	57	Annexure Table 1: 2.8	XII, The Solution should support defining customer/ group level exception at any stage e.g. Account opening, etc.	Please provide more details on the requirement.	The clause is self explanatory. One example, the alert should identify the customer and provide information about the associated group (if any).
23	58	Annexure Table 1: 3.1	XII, The Solution should be capable to identify suspicious transactions based on the rules engine	Please provide the logic for identification, if any.	Please be guided by RFP.
24	60	Annexure Table 2: 6	XII, Ø The indicative data sources may include but not limited to:- Ø Market data & financial information including Quarterly result (listed companies) Ø Borrower's Bank account statement with other Banks Ø Ministry of corporate affairs	It is assumed that the bank would provide the necessary data source/3rd party vendor for integration and thus the associated cost shall be borne by the bank. However, the system shall have the necessary integration capabilities to accommodate the data sources provided by the bank.	Please be guided by RFP clause 3.6.

			<p>Ø Information available on various news sites</p> <p>Ø Central-KYC and PAN Check</p> <p>Ø External rating agencies</p> <p>Ø Various defaulter lists and other banks SMA report</p> <p>Ø CIR agencies</p> <p>Ø Social media.</p> <p>Ø CFR/ CBI /ED/SFIO/Cyber Crime, EOW, Central Economic Intelligence Bureau (CEIB)</p> <p>Ø SIDBI, Udyami Mitra, ECGC, Udyog Aadhaar, CGTMSE, Customs, DGFT, IBA, SEBI, RBI</p> <p>Ø DRT, DRAT, NCLT, NCLAT, Insolvency and Bankruptcy Board of India (IBBI)</p> <p>Various courts.</p> <p>Ø GST, Income tax or other revenue authority</p> <p>Ø International Databases: These data points involve information from international regulators and bodies, some of the lists involved are: - OFAC List IMOLIN, US Sanction lists, UK Sanction lists.</p> <p>Ø Any other innovative data source which could be suggested by Vendor.</p> <p>Ø The system should have necessary scalability to augment from future available data sources.</p> <p>Vendor shall remain as single touch point for internal and external data source extraction and integration.</p>		
25	65	Annexure XIII	Table 1 and Table 2.	For the triggers listed in Table 1 and Table 2, it is assumed that necessary data and their sources would be provided by the bank for trigger execution. Any subscriptions to paid sources shall be borne by the bank.	Please be guided by RFP clause 3.6.
26		Hardware Sizing	<p>No of Users</p> <p>No of Concurrent Users</p> <p>Total No of Account and Customers</p> <p>Total no of transactions per day across all the channels</p> <p>No of years to be considered for sizing (3 or 5</p>	Please Provide these details for hardware Sizing	Please refer ANNEXURE-XII Functional And Technical Specification TABLE 1: General Software Requirements.

			years) Platform Choice (IBM / SUN / HP) Year-on- Year Growth Rate		<p>Tentative Transaction per second (TPS) for during normal working hours of Bank is 746.</p> <p>Bank intends to implement EWS and ITMS solution for entire credit portfolio. Bank initially wants to implement for corporate customers approximately 1 lac. Total Corporate Customer base 6 Lacs For Retail customer, approximate customer base is 16lacs. The alerts system for retail borrowers may not be as exhaustive as for corporate customers. The same shall be decided in consultation with the successful bidder.</p>
Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Response /clarification
1	Page 43	Annexure III. 2 - Eligibility Criteria of the Bidder	The bidder should be prime bidder and no consortium is allowed for the solution/ services to be offered	<p>PNB is 2nd largest public sector Bank in India. Implementation of Early Warning System (EWS) & Intelligent Transaction Monitoring System is a complex solution that requires a significant amount of domain knowledge in the area of:</p> <ul style="list-style-type: none"> - Fraud signals, - wilful default, - red flags indicators, - RFA as per RBI loan fraud circular - DFS indicators - knowledge of forensic audits & identification of early warnings in LIVE borrower accounts - Automation/ use of AI & ML <p>Hence, <u>we request you to allow the prime bidder</u></p>	Please be guided by note on general eligibility criteria of the bidder. Annexure III of the RFP.

				<u>to have a teaming/ collaboration arrangement with a Consultant/ Subject Matter Expert.</u>	
2	Page 28	Evaluation and Award Criteria	L-1 price and L-1 successful bidder for the contract will be decided on the basis of least grand total cost derived after conducting reverse auction.	<p>Looking at the criticality of the Bid, we request the Bank to consider Techno-Commercial evaluation instead of L1 bid for award of contract.</p> <p>Request the bank to consider below parameters for the evaluation:</p> <ul style="list-style-type: none"> - <u>Partnership with a Global Consultant Firm</u> having experience in the field of (i) Fraud/ AML/ EFRM/ EWS implementation, (ii) engagement with Financial Regulator on workshop session on Frauds & identification of Early Warning Signals, (iii) engagement with Law Enforcement Agency on Forensic investigation - Implementation experience of Other solutions by bidder/ OEM viz. BASEL II/ III implementation for credit risk, EFRM, AML, Regulatory compliance reporting like IRAC, RBS, SMA reporting, XBRL reporting. 	Please be guided by RFP.
3	Page 43	Annexure III. 5 - Eligibility Criteria of the Bidder	The bidder must have successfully implemented or under implementation, similar software solutions like Early Warning System/ Intelligent Transactional Monitoring system/EFRM/AML during last 5 years, as on the bid submission date, in Public sector bank/ Private bank/BFSI registered in India or abroad, with Loan Portfolio of at least INR 1 Lakh Crore. The solution should be currently running, if implemented.	Other than select large public and private sector banks, the loan portfolio of SCBs in India is less than INR 1 lakh crore. Request you to revise the portfolio limit to INR 50,000 crore or cumulative value of Rs. 1 lakh crores for all the implementations/ orders put together.	Please be guided by RFP.
4	Page 43	Annexure III. 5 - Eligibility Criteria of the Bidder	Satisfactory Performance Certificate from the Clients as per Annexure-VI. OR Purchase Order along with Email from the client containing all the required information. Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Mobile no. OR	We request you to please accept "Reference Letter" of the bank for implementation of EWS as supporting document required for compliance. PO Copies / Agreement Copies, etc are highly confidential documents would not be possible to share.	Please be guided by RFP.

			<p>Copy Of Work Order along with Installation Certificate signed & stamped by the Client OR Copy of Work Order along with any other proof of execution.</p> <p>(Kindly note that any of the above documents submitted must be sufficient enough to certify OEM's/bidder's experience, must be authentic and must also contain all the material information as required in Annexure-VI) OR</p> <p>If the Solution is under implementation, the bidder in addition to P.O. placed by client, should also provide email from client or satisfactory performance certificate that client is satisfied with performance of bidder on client's letter-head.</p>		
5	Page 46	Technical Evaluation of the eligible EWS solutions vendor	General	<p>Since EWS is a complex solution that requires a significant amount of domain knowledge, <u>Request you to allow the credential, both India and Global, of the Consultant/ Subject Matter Expert to be considered for the technical evaluation and scoring:</u></p> <ul style="list-style-type: none"> - in the field of Fraud/ AML/ EFRM implementation - engagement with Financial Regulator on workshop session on Frauds & identification of Early Warning Signals - engagement with Law Enforcement Agency on Forensic investigation 	Please be guided by RFP.
6	Page 46	Annexure III B. 2 - Technical Evaluation of the eligible EWS solutions vendor	Experience in successful implementation of Early Warning System since last 5 years as on bid submission date. References from Scheduled Commercial Banks (excluding RRBs/Co-operative Banks)	<p>Since EWS is a complex solution, overall experience in implementation of various solution would be an added advantage that bidder/ OEM can leverage upon. Request you to please add the following experience in the Evaluation Parameters as the Bank will benefit from the overall comprehensive experience of the bidder/ OEM:</p> <ul style="list-style-type: none"> - Implementation of Other solutions by bidder/ OEM viz. BASEL II/ III implementation for credit risk, EFRM, AML, Regulatory compliance reporting like IRAC, RBS, SMA reporting, XBRL reporting. 	Please be guided by RFP.

7	Page 35	Payment, Penalty, Delivery and Timelines	Implementation is to be completed in a maximum of 8 weeks	EWS is a very complex system which will also require integration with the other systems of the bank. We request you to increase timelines for delivery of the project to 16 weeks from PO.	The query seems incorrect. It seems to be based on a previous RFP. Please be guided by the RFP and corrigendum, if any.
8	Page 14	Scope of Work - 3.16	Post UAT, Vendor shall be liable and responsible up to 50% of ATS cost for the loss and consequences if any incurred by bank due to any underperformance, glitches and deficiencies in the solution.	The EWS solution shall provide the early warning signals to the banks. During BRD discussion, the bank shall suggest customization basis its experience and shall set the required threshold/ parameters for the system to give the alert. The Bank is required to act in a time bound manner once the system provides an alert. The bidder cannot be held entirely responsible if the threshold/ parameters are incorrectly set and not actioned by the bank. Besides, every solution takes minimum 3 to 4 months to stabilize after going LIVE so that the required parameters are adjusted depending on the profile of customers in production. Request you to remove this clause.	Please be guided by the RFP and corrigendum, if any.
9	-	General	General	<p>The RFP doesn't mention any consulting scope with respect to Credit Monitoring / Fraud. Does the Bank have a frameworks and business requirements in place for the same? Since EWS is a complex solution that requires a significant amount of domain knowledge in the area of Fraud signals, wilful default, red flags indicators, RFA as per RBI loan fraud circular, DFS indicators, knowledge of forensic audits & identification of early warnings in LIVE borrower accounts, implementation experience of EWS solution</p> <p><u>Having a Consultant/ Subject Matter Expert as a domain partner with the Bank/ Bidder would remove the entire burden from the Bank side</u> in respect of project management, preparation of BRDs, assisting in reviewing of technical architecture, preparation of FSD, coordination for data/ information, analyzing & preparing data for testing, performing UAT, etc.</p>	The focused area of work is already mentioned in RFP.

10		Timeline submission for		Request extension for final submission of bid by 2 weeks	Please be guided by the RFP and corrigendum, if any.
Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Response /clarification
1	44	GENERAL ELIGIBILITY CRITERIA OF THE BIDDER	The bidder must be CMMI level 3 or above Certified Company or its equivalent and the certificate should be valid as on date of bid submission.	Request bank to drop the clause. CMM Level 3 is for IT services and not IT product companies (OEM)	Please be guided by the RFP and corrigendum, if any.
2	43	GENERAL ELIGIBILITY CRITERIA OF THE BIDDER	The bidder must have successfully implemented or under implementation, similar software solutions like Early Warning System/ Intelligent Transactional Monitoring system/EFRM/AML during last 5 years, as on bid submission date, in Public sector bank/ Private bank/BFSI registered in India or abroad, with Loan Portfolio of at least INR 1 Lakh Crore. The solution should be currently running, if implemented.	To comprehensively evaluate the OEM, request bank to consider 10 years instead of 5	Please be guided by RFP.
3	6	General Tender Details	Date of Pre-Bid Meeting	Request bank to enable attendance via VC/online in lieu of current situation	Please be guided by the RFP and corrigendum, if any.
4	6	General Tender Details	Last date and time for Online bid submission	Request bank to provide at least 3 working weeks from the date of Bank providing responses/clarifications to pre-bid queries. This will aid bidders in providing a comprehensive RFP response.	Please be guided by the RFP and corrigendum, if any.
5	6	General Tender Details	Last date and Time for submission of technical supporting document (Hard Copy)	Request bank to provide 1 week from date of online submission for hard copy of tender documents. Please accept online submission instead of hard copies due to COVID related restrictions	Please be guided by the RFP and corrigendum, if any.
6	7	Earnest Money Deposit	remove - "they will be Blacklisted"	Request bank to amend and remove blacklisting as this is a harsh action. We are ok to provide EMD upfront.	Please be guided by RFP.
7	13	Scope of work (3.8)	The solution is required to integrated with Bank's CBS, EDW (all output sources), all payment Channels like (Internet Banking, Mobile Banking, UPI, IMPS etc.), Credit Risk Rating, EFRM, CLAPS, CLPMS, AML,LENS etc. and from global (domestic as well international) external sources like MCA,	Commercial Bid requires bidder to provide for 500 man days. We assume the customization would be capped to 500 man days. Please confirm.	Please be guided by RFP.

			CERSAI, CRILIC, NSE/BSE NCLT, DRT, CICs, etc., without any extra cost to the Bank. In case, there is requirement of integration of the solution with any existing or new channel, within one year of complete implementation (i.e. one year from sign-off), the same is to be done by the Request for Proposal (RFP)		
8	14	Scope of work (3.9)	The architecture of the solution should allow Bank's system to be easily integrated ... In case any Customization is required by the Bank in any functionality of the solution within one year of complete implementation (i.e. one year from sign-off), the same is to be done by the bidder without any cost to the Bank.	Commercial Bid requires bidder to provide for 500 man days. We assume the customization would be capped to 500 man days. Please confirm.	Please be guided by RFP.
9	14	Scope of work (3.9)	Any customization done in the solution as per Bank's requirement shall become part of Bank's intellectual property and Bidder shall not provide the same functionality to any other Organization. Failure of which will constitute a breach of the Non-Disclosure Agreement and Bank may take necessary action against the bidder as per the NDA.	Request Bank to relax the clause as 1. the product with customizations IP resets with the OEM and 2. while we will not incorporate the customization in our standard product but existing or future customer requests for same functionality and provides necessary functional inputs we cannot refuse building it for them	Please be guided by RFP.
10	14	Scope of work (3.11)	The EWS needs to provide for back-testing of the selection and combination of triggers, as well as the chosen thresholds.	Does the vendor need to perform the back testing of the triggers and thresholds using existing/past data of the bank? We assume Bank will provide the data required for back-testing in pre-agreed template	Please be guided by RFP.
11	14	Scope of work (3.14)	Bidder is required to provide a centralized dashboard for monitoring of complete Solution If Bank requires any customization in the solution/dashboard, the bidder will have to implement the same without any extra cost to the bank.If Bank requires any customization in the solution/dashboard, the bidder will have to implement the same without any extra cost to the bank.	Commercial Bid requires bidder to provide for 500 man days. We assume the customization would be capped to 500 man days. Please confirm.	Please be guided by RFP.
12	14	Scope of work (3.16)	Each signal from EWS solution shall be put on live server after UAT sign-off from bank officials. Post UAT, Vendor shall be liable and responsible up to 50% of ATS cost for the loss and consequences if any incurred by bank due	We assume that OEM responsibility is limited to failure of the EWS solution. Request Bank to remove liability clause, and let ATS penalty be governed by clause 8 of the RFP.	Please be guided by RFP.

			to any underperformance, glitches and deficiencies in the solution.		
13	36	9 Warranty	Free of cost version upgrade/customization will be done by bidder whenever new version of firmware/software is released or new requirements comes	Commercial Bid requires bidder to provide for 500 man days. We assume the new requirements would be capped to overall 500 man days. Please confirm.	Please be guided by RFP.
14	15	Support including Onsite Technical Support (3.19)	The Vendor shall remain solely responsible to ensure immediate remedy in case of system failure of any kind.	We assume that OEM responsibility is limited to failure of the EWS solution. Please confirm	Please be guided by RFP.
15	23	11. BIDDING PROCESS (TWO STAGES)	Technical Eligibility: Only those Bidder's having solution capability of generating all alerts under Annexure-XII, Table-2 shall be considered for Technical Evaluation.	We assume these are alerts mentioned in Annexure XIII.	Please be guided by the RFP and corrigendum, if any.
16	24	12 PRE-BID MEETING & PRE-BID QUERIES.	Bidders/OEMs are also required to bring hard copy of the same queries on their letter head, duly signed and stamped by their authorized signatory. Queries not submitted in hard copy will not be responded.	Request bank to accept pre-bid queries in excel and pre-bid participation virtually	Please be guided by the RFP and corrigendum, if any.
17	25	13. SUBMISSION OF BID	All the Annexures and bid documents are to be uploaded in pdf format during the online bid submission and the same along with technical supporting documents should be submitted manually before the final date & time of bid submission at the following address	Request bank to confirm courier at the mentioned address is ok	Please be guided by the RFP and corrigendum, if any.
18	34	Payment (Clause 8)	Delivery and Implementation of Application software (BOM at DC & DR) - Within 3 months from the date of Purchase Order (PO)	Request modification as - Delivery and Implementation of Standard Application software (BOM at DC & DR) - Within 3 months from the date of Purchase Order (PO)	Please be guided by the RFP and corrigendum, if any.
19	34	Payment (Clause 8)	After providing UAT - Within 5 months from the date of PO	Request modification as: After UAT Delivery with customizations - Within 5 months from the date of PO	Please be guided by the RFP and corrigendum, if any.
20	34	Payment (Clause 8)	After Signoff - Within 5 months from the date of installation or 12 months from the date of PO	Request modification as: After Go-Live Sign-off - Within 5 months from the date of installation or 12 months from the date of PO	Please be guided by the RFP and corrigendum, if any.
21	35	Penalty (Clause 8)	After implementation of the Complete solution, Penalty will be deducted for downtime of the system (Application failure) as below	We assume that penalty applicable to OEM only for EWS application related downtime. Please confirm.	Please be guided by the RFP and corrigendum, if any.
22	36	9. WARRANTY	During the preventive maintenance the bidder should also check the firmware / operating system running on the servers and other	EWS OEM will identify the necessary upgrades to firmware/OS. Bank's Infra IT team to manage the upgrades. Please confirm.	Please be guided by the RFP and corrigendum, if any.

			components and upgrade the same to latest version as released by OEM.		
23	46	B. TECHNICAL ELIGIBILITY CRITERIA OF THE BIDDE	Experience in successful implementation of Early Warning System since last 5 years as on bid submission date. References from Scheduled Commercial Banks (excluding RRBs/Co-operative Banks)	To comprehensively evaluate the OEM, request bank to consider 10 years instead of 5	Please be guided by the RFP and corrigendum, if any.
24	46	B. TECHNICAL ELIGIBILITY CRITERIA OF THE BIDDER	Reference Letter from SCB clients of Bidder clearly indicating the implementation/ go-live date of solution.	Requested amendment: Reference Letter or Email indicating confirmation of go-live.	Please be guided by the RFP and corrigendum, if any.
25	54	TURNOVER CERTIFICATE	* From Indian Operations from Software Development	Request bank to modify it as Bidders' turnover from risk management products to be more than 10 crore	Please be guided by the RFP and corrigendum, if any.
26	13	3.3	The solution should have the capability of supporting at least 10,000 users with 3000 concurrent users for the next seven years	We assume that this means at any point in time 3000 users would be logged in and not have active and simultaneous sessions	Please be guided by the RFP and corrigendum, if any.
27	17	8	Tracking borrower's request for fund transfer above the specified threshold/ showing suspicious pattern/breach of rule configured through any of below mentioned sources: ü RTGS/NEFT/IMPS transaction originating in bank branches. ü RTGS/NEFT/IMPS transaction originating from alternate delivery channels. ü Cheque clearing inward /outward ü Swift /SFMS message ü Intra bank transfer	Need some clarity. Does the bank require the alert to be provided during the transaction itself? Our understanding is the the transaction data is fed into the ews system for analysis on a T-1 basis. Request bank to clarify/confirm our understanding	Please be guided by the RFP and corrigendum, if any.
28	36	9. Warranty	Any issue except hardware failure in the deployed solution should be resolved within 4 hours of receipt of complaint.	Request this be governed by mutually agreed SLA to be signed with selected bidder.	Please be guided by the RFP.
29			Generic	Understand the workflow requirements (3 level / 4 level workflows) Does the bank require Parallel workflow?	Please be guided by the RFP.
30			Generic	Volume requirements of the bank: - a. No of Customers B. No of Accounts c. No of Transactions	Bank intends to implement EWS and ITMS solution for entire credit portfolio. Bank initially wants to implement for corporate customers approximately 1 lac.

					<p>Total Corporate Customer base 6 Lacs For Retail customer, approximate customer base is 16lacs. The alerts system for retail borrowers may not be as exhaustive as for corporate customers. The same shall be decided in consultation with the successful bidder.</p>
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