

Pre Bid Queries Response for RFP Reference No.- NTB/ACCOUNTS/GST/2021/04/009, SUPPLY, INSTALLATION, CUSTOMIZATION, TRAINING & SUPPORT FOR SOFTWARE SOLUTION FOR GOODS & SERVICES TAX (GST)

Sr. No	Page No./ Section No.	Clause No.	Reference/ Subject	Clarification Sought	Bank Comments
1	5	1.1. Document Control Sheet	Mode of Submission of Bid: The bidder shall deposit the Bid envelope in person in the tender box kept for this purpose at the above address on or before 16:00 hrs., on bid submission date mentioned herein this RFP document.	Considering the current pandemic situation, request the bank to allow online submission	<p>This clause may be read as :</p> <p>The Bidder shall send the Bid Envelope through Courier / Registered Post / Speed Post at The Nainital Bank Ltd. , 33, Second Floor, Punchkuian Road Above Lahore Furniture Mart New Delhi - 110001 on or before 15.05.2021 (Revised Bid Submission Date) .</p> <p>The date on dispatch of Courier / Registered Post / Speed Post receipt should be on or before revised last date of bid submission. The receipt of Courier / Registered Post / Speed Post for tracking purpose should be sent on email id of RFP Coordinator mentioned in Document Control Sheet.</p> <p>However, if the said Bid Envelope sent through Courier / Registered Post / Speed Post is lost in transit or is not delivered within 7 days from revised last date of bid submission in such circumstances the Bank shall not be liable, whatsoever, due such misplacement or non-delivery of said bid envelope.</p>

					Further, the Bidder, whose bid envelope is misplaced in transit or is undelivered within 7 days from revised last date of bid submission cannot resubmit his bid on the pretext of misplacement or non-delivery of the Bid envelope.
2	51	6.1 Detailed Scope of Work:	Bidder shall provide the on-site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite comprehensive ATS support for 4 years	<p>Is 5-year on-site support included as a part of this tender or not? Please clarify.</p> <p>Also please specify the onsite support location and working hours.</p>	<p>Point should be read as Bidder shall provide the on-site/off-site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite/offsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite/offsite comprehensive ATS support for 4 years. In case any issue is not being resolved through off-site support then the bidder will ensure deputing support team onsite to resolve the issue. The cost of such onsite support will be borne by the Bidder.</p>
3	NA	NA	General	Is ASP solution considered as including all the GSP services or it is excluding GSP services. Please confirm.	GSP service is also required and will be part of the Scope of Work.
4	36	4.4. Service Level Agreement & Targets	Selected vendor is obliged to provide additional infrastructure free of cost at any stage of the TCO period, if it was found that requirement & standards intended by the Bank in RFP is not being fulfilled.	We understand the hardware infra shall be provided by the bank, Please confirm	Infrastructure will be provided by the bank, however vendor is required to maintain the software/GST solution.

5	51	6.1 Detailed Scope of Work:	Bidder will ensure escrow arrangement for application	we understand the cost of the escrow will be borne by the bank, please confirm	Point should be read as: Bidder will ensure escrow arrangement for application and the cost will be borne by the bidder
6	41	5.4. Undertaking of Information Security	We hereby undertake that the proposed hardware / software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done)	We understand the hardware infra shall be provided by the bank, Please confirm	Infrastructure will be provided by the bank, however vendor is required to maintain the software/GST solution.
7	45/6	6.1	The solution should provide the facility for collection of data available in the Transacting Systems (FINACLE 10.x). The solution should align/ integrate and migrate in its system, the data from the Bank's transacting systems both internal and external and change in the format required by the GSTN for various GST returns thereby processing GST Return filing of the Bank	GST Return filing need GSP services. Please clarify That this rfp is only for ASP solution and integration with existing /new gsp shall be needed.	GSP service is also required and will be part of the Scope of Work.
8	58/6.3	20	The solution should have provision to validate GSTIN of the customers and throw failure records for re- correction and to upload again into the system. The solution is expected to have built in validation / business rules required accordance with GST law like but not limited to de-duplication check, PoS Validations, HSN etc.	The GSP solution is required to validate GSTIN .Kindly inform current GSP and ASP integration to be done with only ONE GSP or multiple GSPs.	GSP service is also required and will be part of the Scope of Work.

9	23/B	2	<p>BIDDER/OEM should have at least 3 years of experience in providing proposed GST solution and service in PSU/Commercial Bank/ Govt. Organization.</p> <ul style="list-style-type: none"> • More than 5 years – 10 Marks • > 3 and <=5 years -7 Marks • 3 years – 5 Marks 	<p>Our company has 20+ years' experience and providing various IT solutions and services to BFSI. We request you to consider BFSI IT experience under this heading.</p>	<p>Point should be read as 02. BIDDER/OEM should have at least 1 year of experience in providing proposed GST solution and service in PSU/Commercial Bank/BFSI/ Govt. Organization.</p> <ul style="list-style-type: none"> · More than 3 years – 10 Marks · > 2 and <=3 years -7 Marks · 1 and <2 years – 5 Marks
10	9/3.3	last para on page	<p>The bidder shall deposit the envelope in person in the tender box kept for this purpose at The Nainital Bank Ltd., 33, Second Floor, Punchkuian Road Above Lahore Furniture Mart New Delhi - 110001 on or before 16:00 hrs., on bid submission date mentioned herein this RFP document</p>	<p>Kindly allow courier/post mode/Online E Tender submission in current pandemic lockdown restriction on movement.</p>	<p>This clause may be read as : The Bidder shall send the Bid Envelope through Courier / Registered Post / Speed Post at The Nainital Bank Ltd. , 33, Second Floor, Punchkuian Road Above Lahore Furniture Mart New Delhi - 110001 on or before 15.05.2021 (Revised Bid Submission Date) . The date on dispatch of Courier / Registered Post / Speed Post receipt should be on or before revised last date of bid submission. The receipt of Courier / Registered Post / Speed Post for tracking purpose should be sent on email id of RFP Coordinator mentioned in Document Control Sheet.</p> <p>However, if the said Bid Envelope sent through Courier / Registered Post / Speed Post is lost in transit or is not delivered within 7 days from revised last date of bid submission in such circumstances the Bank shall not be liable, whatsoever, due such misplacement or non-delivery of said bid envelope.</p>

					Further, the Bidder, whose bid envelope is misplaced in transit or is undelivered within 7 days from revised last date of bid submission cannot resubmit his bid on the pretext of misplacement or non-delivery of the Bid envelope.
11	13/3.11	1	Power of Attorney executed by the Bidder in favour of the Principal Officer or the duly Authorized Representative, certifying him as an authorized signatory for the purpose of this Tender.	Request you to allow the Board resolution for authorized signatory .	This para to be read as : The authorization shall be indicated by written power-of-attorney or latest Board Resolution in case of company authorizing the Principal Officer / Authorized representative accompanying the bid. The power of attorney and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the bid.
12	8	3.1	Scope of RFP in brief is mentioned below: The objective of this RFP envisages an end-to-end comprehensive solution for GST which includes procurement of perpetual license & supply of software, installation, design, sizing, training, customization, configuration, implementation, maintenance and support of the software and other components required, along with, parameterization, historical data management, verifying data quality, migrating data, user acceptance testing, documentation, training, knowledge transfer and support (hereinafter referred to as “solution”)	Request bank to kindly clarify on the point of onsite support required in and after warranty period of 12 months for the contract period. In the number of shifts required and no. Of resources required per shift. We would also request bank to provide provision for remote support L3 support in case it is required during the contract period	Bidder shall provide the on-site/off-site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite/offsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite/offsite comprehensive ATS support for 4 years. In case any issue is not being resolved through off-site support then the bidder will ensure deputing support team onsite to resolve the issue. The cost of such onsite support will be borne by the Bidder.

13	8	3.1	The broad scope of work for the GST solution is given in the 'Scope of work' section wherein the selected bidder has to provide the necessary system to enable implementation of GST Solution, including all additional middleware as required by the offered solution, application software and all related components, complete interface with the Finacle 10.X CBS solution and other applications implementation and ongoing support services.	Request bank to kindly clarify on the no of systems to be integrated with the proposed GST solution. Bidder to expose the standard API for the integration and same needs to consumed by the banks systems or solutions from which GST solution needs to be integrated.	No. Of Systems to be integrated 1. CBS system - Finacle 2. Asset Module
14	8	3.1	The broad scope of work for the GST solution is given in the 'Scope of work' section wherein the selected bidder has to provide the necessary system to enable implementation of GST Solution, including all additional middleware as required by the offered solution, application software and all related components, complete interface with the Finacle 10.X CBS solution and other applications implementation and ongoing support services.	Request bank to provide the clarity on the current technology stack , DB being used & the data size to be migrated if any to arrive at migration efforts involved if any.	There is no requirement for Data Migration.
15	11 & 12	3.8. Clarification on RFP Document	Note: Inputs/suggestions/queries submitted by bidders as part of the pre-bid queries and otherwise will be given due consideration by the Bank, however THE NAINITAL BANK LTD. is not mandated to accept any submission made by the bidder and nor the Page-12 THE NAINITAL BANK LTD. RFP Ref. No.- NTB/ACCOUNTS/GST/2021/04/009	Requesting bank to provide the clarification to the pre-bid queries raised by the bidder in writing in order to be on records and for hand reference whenever required in future during the contract period.	Agreed. The same has been published on Bank's Website.

			bidder will be given any written response to their submissions. If an input is considered valid by the bank the same will be accepted and incorporated as part of the corrigendum and shall be published on Bank's website.		
16	65	Format Section VI : Financial Bid Format	General	We request bank to amend the commercial format and include following; Onsite Support cost for 1st year and subsequent years of AMC Escrow arrangement for 5 years Training Cost- Bank to provide training infrastructure Per Man day Cost.	Bidder shall provide the on-site/off-site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite/offsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite/offsite comprehensive ATS support for 4 years. In case any issue is not being resolved through off-site support then the bidder will ensure deputing support team onsite to resolve the issue. The cost of such onsite support will be borne by the Bidder.
17	17	3.21. Consortium	Consortium is not allowed.	Request bank to remove the mentioned clause.	Point should be read as Consortium is Allowed
18	19	3.31. Evaluation of Eligibility Criteria Point. 4	The bidder should be original equipment manufacturer of proposed GST Solution	Request bank to kindly consider, "The bidder should be original equipment manufacturer or authorized partner of OEM of proposed GST Solution."	Point should be read as The bidder should be original equipment manufacturer or authorized partner of OEM of proposed GST Solution.

19	22 & 23	B. BIDDER's/OEM's Capability & Experience	<p>02. BIDDER/OEM should have at least 3 years of experience in providing proposed GST solution and service in PSU/Commercial Bank/ Govt. Organization.</p> <ul style="list-style-type: none"> · More than 5 years – 10 Marks · > 3 and <=5 years -7 Marks · 3 years – 5 Marks 	<p>Request bank to kindly consider the experience of RRB's, SCB & DCCB's also of the considerable size.</p> <p>We request bank to consider, " BIDDER/OEM should have at least 3 years of experience in providing proposed GST solution and service in PSU/Commercial Bank/ Govt. Organization/RRB/SCB-DCCB/BFSI</p> <ul style="list-style-type: none"> · More than 5 years – 10 Marks · > 3 and <=5 years -7 Marks · 3 years – 5 Marks 	<p>Point should be read as 02. BIDDER/OEM should have at least 1 year of experience in providing proposed GST solution and service in PSU/Commercial Bank/BFSI/ Govt. Organization.</p> <ul style="list-style-type: none"> · More than 3 years – 10 Marks · > 2 and <=3 years -7 Marks · 1 and <2 years – 5 Marks
20	28	3.38. Award of Contract	<p>Within 15 days of receipt of the Proforma of Contract, the successful Bidder shall sign and date the Contract and return it to the Bank along with the Bank Guarantee, favouring The Nainital Bank Ltd. of 10% of the Work/Purchase Order Value for contract performance , as security deposit.</p>	<p>Request bank to consider, " Within 30 days of receipt of the Proforma of Contract, the successful Bidder shall sign and date the Contract and return it to the Bank along with the Bank Guarantee, favouring The Nainital Bank Ltd. of 10% of the Work/Purchase Order Value for contract performance , as security deposit."</p>	<p>The clause remains same as per the RFP.</p>

21	28	3.38. Award of Contract	Keeping in view the project commitment, The Nainital Bank Ltd. reserves the right to ask the vendor to add new features/ process or modify the existing solution to take care the service delivery for matching the project requirements as and when required.	in case of any efforts are involved for any additional work same would be taken up with the bank as change request and at the mutually agreed commercials based on man day efforts.	The clause remains same as per the RFP.
22	28	3.38. Award of Contract	THE NAINITAL BANK LTD. may, at any time, terminate the contract by giving written notice of -30- days to the vendor without any compensation, if the vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to THE NAINITAL BANK LTD. If at any point during the contract, if the vendor fails to, deliver as per the tender terms and conditions or any other reason amounting to disruption in service, the Termination and Exit Management clause to be incorporated in contract, will be invoked.	Request bank to kindly consider, " THE NAINITAL BANK LTD. may, at any time, terminate the contract by giving written notice of - 60- days to the vendor without any compensation, if the vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to THE NAINITAL BANK LTD. If at any point during the contract, if the vendor fails to, deliver as per the tender terms and conditions or any other reason amounting to disruption in service, the Termination and Exit	The clause remains same as per the RFP.

				Management clause to be incorporated in contract, will be invoked."	
23	29	3.39. Placing of Purchase Orders	Objection, if any, to the Purchase Order must be reported to the Bank by the vendor within five (5) working days counted from the date of receipt of Purchase Order for modifications, otherwise it is assumed that the vendor has accepted the Purchase Order in totality.	Request bank to kindly consider, " Objection, if any, to the Purchase Order must be reported to the Bank by the vendor within Seven (7) working days counted from the date of receipt of Purchase Order for modifications, otherwise it is assumed that the vendor has accepted the Purchase Order in totality."	The clause remains same as per the RFP.
24		3.40. Bank Guarantee for Contract Performance	Failure of the successful Bidder to comply with the requirement mentioned in document shall constitute sufficient ground for the annulment of the award and forfeiture of the EMD. In case of exigency, if the Bank gets the work done from elsewhere, the difference in the cost of getting the work done will be borne by the successful Bidder.	Request bank to remove the mentioned clause.	The clause remains same as per the RFP.

25	33	4. Section III – General Conditions of Contract	<p>Arbitration: The Bank and the Bidder shall make every effort to resolve amicably, by direct negotiation between the respective Designated Officials of the bank and the Bidder, any disagreement or dispute arising between them under or in connection with the RFP and or contract thereafter.</p> <p>If the designated official of the Bank and the Bidder are unable to resolve the dispute within -30- days from the commencement of such informal negotiations, they shall immediately escalate the dispute to their Senior Authorized Personal.</p>	<p>Request bank to consider, "Arbitration: The Bank and the Bidder shall make every effort to resolve amicably, by direct negotiation between the respective Designated Officials of the bank and the Bidder, any disagreement or dispute arising between them under or in connection with the RFP and or contract thereafter.</p> <p>If the designated official of the Bank and the Bidder are unable to resolve the dispute within -60- days from the commencement of such informal negotiations, they shall immediately escalate the dispute to their Senior Authorized Personal."</p>	The clause remains same as per the RFP.
26	33	4.1. Term and Extension of the Contract	<p>The term of this Contract will commence from the date of signing of contract/agreement and will be valid for a period of five years from the date of Go-Live of GST Solution. The contract is extendable further for two years solely at option of the Bank.</p>	<p>Request bank to consider two year extension at the mutually agreed rates for AMC Onsite support and other activities considering the inflation and other price factors.</p>	The clause remains same as per the RFP.

27	33	4.1. Term and Extension of the Contract	During extended period of two years if deemed appropriate (THE NAINITAL BANK LTD. reserve right to extend the agreement with Bidder), the term and conditions for SLA, penalty and Prices for AMC & Manpower shall remain same as given for 5th Year.	Request bank to consider two year extension at the mutually agreed terms for AMC ,Onsite support and other activities if any considering the inflation and other pricing factors.	The clause remains same as per the RFP.
28	34	4.1. Term and Extension of the Contract Warranty	b) Bidder / Vendor should provide software patches / upgrades towards complying with all the statutory and any other requirements from the Bank as specified from time to time during the Contract period, free of cost. The warranty period would start after live implementation* (*Live implementation means that after user acceptance and audit clearance the complete System is ported on the production environment (Go Live) and after issuance of Acceptance Certificate by the Bank).	Request bank to consider paying for any major efforts involved by any regulatory and statutory changes involving efforts more than 15 days per year any efforts over and above would be charged as per man day rate based on efforts involved.	The clause remains same as per the RFP.
29	34	4.1. Term and Extension of the Contract Warranty	c) Bidder should setup one centralized L2 Support at Bank Site till the completion of warranty period as mentioned above. The Bank has a right to interview and reject resources deployed by the Bidder.	Request bank to kindly clarify on the point of onsite support required in and after warranty period of 12 months for the contract period. In the number of shifts required and no. Of resources required per shift. We would also request bank to provide provision for remote support L3 support in	Point should be read as Bidder shall provide the on-site/off-site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite/offsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite/offsite comprehensive ATS support

				case its is required during the contract period	for 4 years. In case any issue is not being resolved through off-site support then the bidder will ensure deputing support team onsite to resolve the issue. The cost of such onsite support will be borne by the Bidder.
30	36	4.4. Service Level Agreement & Targets	Selected vendor is obliged to provide additional infrastructure free of cost at any stage of the TCO period, if it was found that requirement & standards intended by the Bank in RFP is not being fulfilled.	Request bank to remove the mentioned clause.	Infrastructure will be provided by the bank however the vendor is required to install /maintain the software
31	50	6.1 Detailed Scope of Work	The solution should be able to keep such data in the server and should be able to retrieve in the case of audit/inspection by the State/ Central authorities	Request bank to provide the data retention period on servers in order to arrive the needed hardware sizing and bank to also provide storage for the same.	The data is required to be maintained for 10 years
32	51	6.1 Detailed Scope of Work	Bidder will ensure escrow arrangement for application	Request bank to provide the line item in the commercial format for the escrow arrangement cost	Escrow Arrangement Cost will remain part of overall proposal
33	51	6.1 Detailed Scope of Work	· Bidder will provide Source code audit certificate	Request bank to clarify that bank would require certificate from external certain certified auditor.	Point should be read as Bidder will provide Source code Audit certificate from Csite Empaneled Vendor
34	52	6.1 Detailed Scope of Work	• Bidder shall provide the on-site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite comprehensive warranty, which will	Request Bank to provide line item for the onsite support function in the commercial format during the warranty and post warranty period.	Point should be read as Bidder shall provide the on-site/off-site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite/offsite comprehensive warranty, which will start

			start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite comprehensive ATS support for 4 years.		from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite/offsite comprehensive ATS support for 4 years. In case any issue is not being resolved through off-site support then the bidder will ensure deputing support team onsite to resolve the issue. The cost of such onsite support will be borne by the Bidder.
35	52	6.1 Detailed Scope of Work	The Bank will not be liable to pay any additional amount in respect of any sort of maintenance covered under the scope of this tender during the tenure of the contract. On-site maintenance services without any additional cost shall be provided by the Bidder during the period of warranty/ATS/AMC.	Request bank to clarify the term Onsite Maintenance services. Bidder can deploy the onsite support resource on the chargeable basis.	Point should be read in conjunction Bidder shall provide the on-site/off-site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite/offsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite/offsite comprehensive ATS support for 4 years. In case any issue is not being resolved through off-site support then the bidder will ensure deputing support team onsite to resolve the issue. The cost of such onsite support will be borne by the Bidder.
36	52	6.1 Detailed Scope of Work	<ul style="list-style-type: none"> • Installation/re-installation, configuration/ reconfiguration of software including DB, as and when required during the contract period. All these activities are to be covered under scope of AMC/ATS provided by the vendor and bank will not pay any additional cost for the same. 	Request bank to consider the effort based payment for any re-installation re configuration after the implementation at the mutually agreed rates based on efforts\	The clause remains same as per the RFP.

37	52	6.1 Detailed Scope of Work	<ul style="list-style-type: none"> • The services offered through Warranties, Annual Maintenance Contract and Annual Technical Support should meet the end-to-end onsite support requirements for implementing and maintaining infrastructure deployed as part of the proposal till completion of contract. 	Request bank to kindly consider the maintenance of the infrastructure in the banks scope as the infra for the same will be provided by the bank.	Infrastructure will be provided by the bank however the vendor is required to maintain the software
38	54	6.1 Detailed Scope of Work	<ul style="list-style-type: none"> · Carry out various housekeeping works and explain the same to users. 	Request bank to provide clarity on the mentioned point	Point should be considered struck off
39	54	6.1 Detailed Scope of Work	<ul style="list-style-type: none"> · Assist/support the Bank to install the same, if Bank desires during period of warranty/ATS at no cost to the Bank. As per the Bank's Business Continuity Policy / Disaster Recovery Policy, bidder should design and update BCP/DRP document on periodic internals for the proposed solution. 	Request bank to consider, " Assist/support the Bank to install the same, if Bank desires during period of warranty/ATS at the mutually agreed commercial based on the effort. As per the Bank's Business Continuity Policy / Disaster Recovery Policy, bidder should design and update BCP/DRP document on periodic internals for the proposed solution."	The clause remains same as per the RFP.
40	55	6.2 Timeline For Go-Live	Bank is expecting to Go-Live with the proposed GST solution within 16 weeks from the date of issuing Letter of Intent/ purchase order to the selected vendor.	Request Bank to consider," Bank is expecting to Go-Live with the proposed GST solution within 24 weeks at least from the date of issuing Letter of Intent/ purchase order to the selected vendor."	The clause remains same as per the RFP.

41	64	6.4 Hardware Specifications	General	Request bank to confirm that bank would provide Servers, Storage, DB ,Network and Network equipment's as per sizing provided by the bidder.	Infrastructure will be provided by the bank however the vendor is required to install /maintain the software
42	64	6.4 Hardware Specifications	General	We request bank to clarify the How sizing to be arrived for 5 year or 5 + 2 years.	It would be for 5 years
43			General	Request bank to clarify the bank require purchase module or sales module only or both	Bank requires both the Purchase and Sale Module
44	48	6.1 Detailed Scope of Work	The solution should be able to integrate with LDAP, Human Resource Management system, Transacting Systems from user management point of view. The solution must be flexible to accommodate and manage various masters like HSN/SAC Code, Tax Rate, Branch master, State GSTIN Mapping to branch etc.	Request bank to provide clarity on the mentioned point	Point should be read as The solution should be able to integrate with Transaction System (Finacle) and Asset Management system from user management point of view. The solution must be flexible to accommodate and manage various masters like HSN/SAC Code, Tax Rate, Branch master, State GSTIN Mapping to branch etc.

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