

Reply to Pre-Bid queries for RFP Reference for NTB/IT/SS/2024/04/017, Selection of bidder L1 & L2 for - End of Day (EOD)/ Begin of Day (BOD) support, Database support, Infrastructure support in Finacle Core 10.2.25 & higher versions, Finacle Alerts Solution ver. 10.5.02 & higher versions, Finacle e-Banking Solution (Retail and Corporate) ver. 11.5 & higher versions, and Finacle Treasury Solution ver.11.13.0.8 & higher versions published on 16.04.2024.

Sr. No	Pg. No. / Section No.	Clause No.	Reference / Subject	Clarification Sought	Bank's Response
1	20	3.16	Security Deposit/Performance Guarantee	Is there a waiver or reduction for MSE?	Yes. Please refer Point no. 3.6 on page 15 of the RFP document for the waiver on EMD and bank Guarantee for Micro and Small enterprises.
2	49	4.5	General Aspects in Scope 18. In case the resource is on leave for more than 5 days in one stretch then vendor has to provide the alternate onsite resource. In case vendor failed to do so then Bank will impose the penalty of Rs.1500.00 per day.	Whether planned leaves for festivals, marriages etc also will fall in this category? Can the support be provided remotely in case alternate cannot travel immediately? There is also a mention in page 55 about the same clause with different penalty amount (2500 Rs), please check	The penalty charges will be Rs. 2500. If the L1/L2 support goes for leave including compensatory off for a period of 5 days at a stretch, then the vendor has to ensure alternate onsite support in his absence.
3	49	4.5	General Aspects in Scope (point 21) Non adherence of mandatory commitment to deploy 6 resources (3 x L1 & 3 x L2) at Bank's DIT Haldwani site within 10 days from the PO date will result in penalty of 25% of total monthly support billing in each month and will be increased to 50% post 6 month period of review	If there is a delay in moving any of the support person to Haldwani, can they support remotely in the mean time till someone is placed? As long as we ensure necessary support is provided, will this be accepted?	The clause will remain same as per RFP document.
4	Pg No 8	Section 1.1	BG for EMD	BG for EMD: Request Bank to kindly provide the "Bank Gurantee Pro forma for EMD"	The bidder can use their bank's pro forma for providing the Bank Guarantee and mention the details in Bidder Profile (Section V under Point 6.1) of the RFP.
5	Pg No 24	3.32	Evaluation of Eligibility Criteria	Our understanding is, " The proposed L1/L2 support resources should be in Bidder's Payroll ". Request Bank to kindly clarify if our understanding is correct	The proposed L1/L2 support resources will be on the Bidder's Payroll
6	Pg No 28	3.33 - A (4,5)	Point 4. CMMI Level CMMI Level 3 - 3 Marks CMMI Level 4 - 4 Marks CMMI Level 5 - 5 Marks Point 5. Certification: ISO 9001:2015 - 5 Mark ISO 27001 - 5 Mark	Request Bank to combine and amend the clause as CMMI Level CMMI Level 3 - 3 Marks CMMI Level 4 - 4 Marks CMMI Level 5 - 5 Marks OR Certification: ISO 9001:2015 - 5 Mark ISO 27001 - 5 Mark <u>Maximum marks which will be allotted (10 Marks)</u>	The clause will remain same as per RFP document.
7	Pg No 28	3.33 - A (4)	CMMI Level	Request Bank to kindly remove the CMMI clause	The clause will remain same as per RFP document.
8	Pg No 29	3.33 - A	Note	Request Bank to kindly remove the clause " Group/Parent organization/company experience shall not be considered "	The clause will remain same as per RFP document.

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9	Pg No 18	2 Envelop 2	Proof of Concept / Walk through, along with Presentation for the resource deployment plan, support officials	Request Bank to kindly elaborate this point. As this is a RFP related to Service wherein our Approach, methodology, execution plan, escalation matrix etc can be presented	Corrigendum has been uploaded on the bank's website. Presentation of detailed approach & methodology for providing the proposed service, resource deployment plan, execution plan, details of support officials, escalation matrix (Refer Point 3.33_Technical Presentation of Evaluation of Technical Bids)
10	Pg No 38	4.2 Resource requirement for Finacle Support	2. One (1) resource - L2 (functional) onsite resources at DIT, Haldwani (Uttarakhand) location or any another place preferred by the bank. 3. One (1) resource - L2 (infra) onsite resource at DIT, Haldwani (Uttarakhand) location or any another place preferred by the bank to manage and troubleshoot Finacle infra, services, PSP, patches, housekeeping, SSL and other server related issues. 4. One (1) resource - L2 (Technical e channels) onsite resources at DIT, Haldwani (Uttarakhand) location or any another place preferred by the bank to manage C24 channels (ATM, ECM, POS, UPI), mobile banking services and handle techno-customer complaints.	For L1 resource we understand that total of 3 resources will be deployed in two shifts. However for L2 support there are only one resource for each category (i.e. L2 support for Finacle Products, Finacle Infra, Finacle C24. We request bank to clarify on how to deploy L2 resources in two shifts.	Normally 3 L1 resource can be deputed in business hours from 10.00AM, 11.00 AM , 12.00 PM shifts respectively. Functional L2 can be deployed at 10.00 am or 12 pm shifts or any other shifts which generally will not be night shift, Infra and C24 L2 will generally work in business hours shifts or can be deployed in coordination with other L2 resource. However, in case of exigency, bank can call any L1 and L2 at off business hours on temporary basis based on the urgency or can change the shift timings.
11	Page-67	Non-Disclosure Confidentiality Agreement	NON-DISCLOSURE AGREEMENT (TO BE STAMPED AS AN AGREEMENT AS APPLICABLE TO THE STATE OF UTTARAKHAND)	Please allow to submit the NDA on any state's Non-Judicial Stamp Paper also please confirm If it is required to be submitted along with the Bid.	The higher of the stamp duty is to be paid in case the stamp duty in the state of the bidder is higher than the state of Uttarakhand. In any case, the higher of the stamp duty between the two states.
12	Page-73	Pre Contract Integrity Pact	PRE CONTRACT INTEGRITY PACT (TO BE STAMPED AS AN AGREEMENT AS APPLICABLE TO THE STATE OF UTTARAKHAND)	Please allow to submit this on any state of Non-Judicial Stamp Paper	The higher of the stamp duty is to be paid in case the stamp duty in the state of the bidder is higher than the state of Uttarakhand. In any case, the higher of the stamp duty between the two states.
13	Page No 18/Sec 3.11	Clause No 2 - Technical Bid Envelope	All documents including Power point presentation, technical compliance, bill of material in a storage media. Technical compliance and bill of material has to be submitted in excel format.	• Can we submit the soft copy through email ?	The clause will remain as per RFP document.

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14	Page No.38/Section 4.2	Clause B-Resource requirement for Finacle Support	Ad hoc L2 support will be provided by the bidder as and when required by the functional team. The payment of the ad hoc support on rate card basis will be done according to the man days' efforts of the task performed by the Ad hoc L2 offsite support resource.	Can it be done from remote ?	The bank requires offsite (remote) L2 support for Finacle e-Banking Solution (Retail and Corporate) ver. 11.5 and higher versions, Finacle Alerts Solution ver. 10.5.02 and higher versions & Finacle Treasury Solution ver. 11.13.0.8 and higher versions on ad hoc/on demand basis . If the bank finds that the requirement calls for on-site L2 support for the aforementioned applications it may request the vendor to visit the bank location for a defined period of time.
15	Page No 49/ Section 4.5	Clause 25-General Aspects in Scope	25.Each L1 and L2 will be on a monitoring period of 3 months, in case the L1 or L2 will not fulfil the expectations of the bank, the bank can ask vendor to replace the resource and the bidder should provide the replacement within 15 days	Can the replacement window be done within 30 days for a similar skillset	The clause will remain as per RFP document.
16	Page No 49/ Section 4.5	Clause 21 - General Aspects in Scope	21.Non adherence of mandatory commitment to deploy 6 resources (3 x L1 & 3 x L2) at Bank's DIT Haldwani site within 10 days from the PO date will result in penalty of 25% of total monthly support billing in each month and will be increased to 50% post 6 month period of review	The lead time provided by bank will be not sufficient to provide the resources on time at Bank's DIT Haldwani site ?	The clause will remain as per RFP document.
17	Page No 49/ Section 4.5	Clause 28 - General Aspects in Scope	28.All L1 & L2 resources must be direct employee and on payroll of Bidder.	Some of the L2 resources will be deployed from our empanned partners/vendors to meet the requirements. Hope it is fine? However, inspirisys owns the delivery/responsibility	Consortium, sub-contracting is not allowed as per the RFP document.
18	Page No 32/ Section 3.39	Clause 3.39 - Award of Contract	Keeping in view the commitment, The Nainital Bank Ltd. reserves the right to ask the Bidder to add new features/ process or modify the existing services to take care the service delivery as and when required.	The addition of new feature / functionality will incur an additional cost and the same will be factored in our Commercial Proposal	Please be guided accordingly to be scope of work mentioned in RFP
19	Page No 49/ Section 4.5	Clause 26-General Aspects in Scope	26.All the necessary documentation and training needs to be provided by the Bidder to the L1 and L2 team for handling the required support activities.	We will factor in some additional cost for the training to be provided to the internal staff of Banks	Please restrict to the requirement as per the mentioned under clause no. 26
20	Page 11 / Section 3.1	Scope of RFP in brief	1.Finacle Core ver. 10.2.25* 2.Finacle e-Banking (Retail and Corporate) ver. 11.5* 3.Finacle Treasury ver. 11.13.0.8* 4.Finacle Alerts Solution ver. 10.5.02*	For Treasury and Finacle Alerts, we need additional 2 weeks time for deployment.	The clause will remain as per RFP document. The bank requires offsite (remote) L2 support for Finacle e-Banking Solution (Retail and Corporate) ver. 11.5 and higher versions, Finacle Alerts Solution ver. 10.5.02 and higher versions & Finacle Treasury Solution ver. 11.13.0.8 and higher versions on ad hoc/on demand basis. If the bank finds that the requirement calls for on-site L2 support for the aforementioned applications it may request the vendor to visit the bank location for a defined period of time.

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21	Page 5 /Point 21	General Aspect in Scope. Point 21	Non adherence of mandatory commitment to deploy 6 resources (3 x L1 & 3 x L2) at Bank's DIT Haldwani site within 10 days from the PO date will result in penalty of 25% of total monthly support billing in each month and will be increased to 50% post 6 month period of review	We need minimim 30 days to deploy the team from the date of PO.	The clause will remain as per RFP document.
22	Page 56	Service Level Agreement	"Resolution Time", means time taken by the vendor staff to troubleshoot and fix the problem from the time the issue has been raised by the Bank till the time the problem has been fixed.	Not Acceptable. This is not a SI bid. If resource not satisfied, bank to intimate us for replacement.	The clause will remain same as per RFP document.
23	Page 56	Service Level Agreement	In case the onsite resource is on leave for more than 5 days in one stretch then vendor has to provide the alternate onsite resource.	Request to change replacement duration from 5 days to 10 days or penalty from 2500 to 1000	The penalty charges will be Rs. 2500. If the L1/L2 support goes for leave including compensatory off for a period of 5 days at a stretch, then the vendor has to ensure alternate onsite support in his absence.
24	Page 56		Non adherence of mandatory commitment to deploy 6 resources (3xL1 & 3xL2) at Bank's	Required 30 days time from PO to deploy the team. For Treasury and Finacle Alerts we need to additional 2 weeks max.	The clause will remain as per RFP document.
25				Assuming the access of Bank's service management tool , access should be provided to onsite resources to log and update	The bank provides access to the onsite L1 & L2 support to the bank's service management tool to log and update
26	Page number 14	3.3	Last date and time of submission of bid is 16:00 Hrs on 06/05/2024	We are writing to you to request you to kindly extend the bid submission dates from the current 1600 hrs on 06/05/2024 to a later date of 1600 hrs on 06/06/2024.	The clause will remain same as per RFP.
27	56	5.8 Service Level Agreement & Targets	Non adherence of mandatory commitment to deploy 6 resources (3xL1 & 3xL2) at Bank's DIT Haldwani site within 10 days from the PO date.	We request bank to modify this clause as: Non adherence of mandatory commitment to deploy 6 resources (3xL1 & 3xL2) at Bank's DIT Haldwani site within 30 days from the PO date.	The clause will remain same as per RFP.
28	58	6.1 Bidder Profile (Financial Details)	Financial details asked for FY 2021-22 & FY2022-23	We suggest bank to ask for the latest 2 year financial details i.e., FY 2022-23 & FY 2023-24(Audited Balance sheet & Profit and loss statement for FY 2022-23, CA certified provisional statement for FY 2023-24 should be submitted)	The clause will remain same as per RFP document
29	37/III	4	Detailed Scope of work : Database support, Infrastructure support in Finacle Core 10.2.25 & higher versions	Database Support : Our understanding is - Bank is not expecting any DBA job here, what is expected is writing and tuning normal queries pf SQL and PL/SQL. Please confirm that if our understanding is correct.	L2 support should have knowledge of writing queries and to fine tune any custom query

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30	50	5.1	Term and Extension of the Contract: During the extension period if deemed appropriate (THE NAINITAL BANK LTD. reserves the right to extend the agreement with Bidder), the term and conditions for SLA, penalty and Prices for On-premise services & Manpower shall remain same as given for the initial term.	Request Bank to consider 10% year on year increment on resource cost	The clause will remain same as per RFP document
31	55	5.8	SLA	Will Bank Provide ticketing tool for tracking issue level SLA	Yes, the bank will provide a ticketing tool for tracking issue level SLA.
32	55	5.8	SLA	for Product issues the SLA tracking should stop once the issue is raised to OEM	Yes the SLA tracking will be stopped if the product related issue is raised to the OEM.
33	40/4.4.2	3	Configuring of Parameters	What kind of parameters are typically configured by the L2 support team based on business requirements? Is there a standard process for this?	All the parameters related to banking operations and schemes . L2 will assist bank team.
34	40/4.4.2	4	Customised Scripts and interfaces	How often does scripting or business viability come into play, and what types of scripts are commonly used?	It depends upon business requirements. Normally Finacle scripting for customizations, cron job related scripts, finacle services related scripts etc.
35	41/4.4.2	9 and 10	Logging of issues and severity of escalation	Is there a specific tool or system for logging issues? How are severity levels determined? What data or logs are generated by L2 teams for Level-3 analysis?	Yes
36	41/4.4.2	13	L1 SLA monitoring and adherence	How closely does L1 monitor adherence to SLAs	The clause will remain same as per RFP document.
37		15	Knowledge Management	What practices are followed for archiving release notes, change details, and other knowledge management aspects?	Banking is using the third party tool for maintaining release notes, scripts for customizations
38	42/4.4.2	21	Support for Batch EOD/BOD operations	Are there any critical tasks or processes that require special attention during these operations?	EOD BOD itself is critical task
39	42/4.4.2	23	Production Change control process	Is there a specific workflow for managing changes in the production environment?	Yes
40	42/4.4.2	32	BCP/Dr Drill Process	How often does L2 perform Business Continuity Planning (BCP) and Disaster Recovery (DR) drills for in-scope applications?	L2 will assist Bank team on BCP and DR drill. Scheduled DR drill frequency is twice a year for CBS.
41	44/4.4.2	43	EOD/BOD	Day to day issues volumes, like daily , monthly & quarterly	Normally 10-15 issues in normal business hours and EOD, however it can vary on day to day operations
42	41/4.4.2	15	EOM/EOQ/EOY	EOD & BOD duration for Normar Day, End Of Month & End of Quarter	Average EOD time 4-5 Hours. Quarterly EOD timing increased with 2-4 hours.
43	43/4.4.3	4.4.3	Infrastructure support in Finacle Core 10.2.25 higher versions	No of instances & Architecture	Production CBS is a 2 node server with Load balancers, 2 UAT CBS are single node servers.
44	46/4.4.5	4.4.5	Finacle Alert System	No of instances & Architecture	FAS Production has 2 Node servers. UAT have one server
45	47/4.4.6	4.4.7	Finacle Alert Solution	Day to day issues volumes No of instances & Architecture	Mainly customization issues observed. normally 2-3 issues per day.
46	47/4.4.7	4.4.7	Finacle Treasury Solution	No of instances & Architecture	No. of instance : UAT, DC & DR & Basic Architecture
47	Page no37	1	Detailed Scope of work	Is EODBOD process part of scope	Yes
48	Page no37	1	Detailed Scope of work	What is the reporting tool used by the bank ex ireport , any other external reporting tool	Bank is using no external reporting tool

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49	Page no37	1	Detailed Scope of work	For SVS is there any external document management system ?	No
50	Page no37	1	Detailed Scope of work	In Fininfra what architecture is used, is it multi node , or multi cluster or multiple serveres	Multi node.
51	Page 39/4	4	End to end implementation of Finacle Alerts Solution ver. 10.5.02 and higher versions	Does the bank allows Hybrid and remote work	The bank requires offsite (remote) L2 support for Finacle Alerts Solution ver. 10.5.02 and higher versions on ad hoc/on demand basis.
52	Page 38/2	2	Finacle e-Banking Solution (Retail and Corporate) ver. 11.5 and higher versions	Does the bank allows Hybrid and remote work	The bank requires offsite (remote) L2 support for Finacle e-Banking Solution (Retail and Corporate) ver. 11.5 and higher versions on ad hoc/on demand basis.
53	Page 38/3	3	Finacle Treasury Solution ver. 11.13.0.8 and higher version	Is the Finacle Treasury implemented or its new implementation	Finacle Treasury Solution ver. 11.13.0.8 is currently implemented in the bank.
54	General	None	Can the bank be able to share list of Finacle CBS and Treasury customization in numbers		This information will only be shared with the vendors once they have been selected by the bank.
55	General	None	Where is the data center of the bank		This information will only be shared with the vendors once they have been selected by the bank.
56	General	None	What is current IT Team size in the bank		This information will only be shared with the vendors once they have been selected by the bank.
57	General	None	Who provides current Finacle Support and Customizations		This information will only be shared with the vendors once they have been selected by the bank.
58	General	None	Does the bank have L1 and L2 support team for Finacle CBS		Yes, the bank has L1 & L2 support team for Finacle CBS.
59	General	None	If Finacle Treasury is implemented then which version and which all modules used		Finacle Treasury Solution ver. 11.13.0.8 is currently implemented in the bank and modules used are Securities, Equities, Money market (Com Loan).
60	General	None	Bank need to elaborate scope of work for Finacle Treasury		1-Integrate FT with external applications via APIs ensuring seamless data exchange. 2-Develop and implement reports from FT, Finacle core and other bank applications database. 3-Customize front-end interfaces to meet treasury requirements, enhancing user experience. 4-Start, test, and implement existing FT modules or develop new ones tailored to treasury needs. 5- Support in EOD / BOD issues 6- Develop customizations 7- Provide support for functional issues to the investment department
61	General	None	Please note One Finacle partner does not have a capability for Finacle CBS and Treasury, is the bank open for seprate bid or consortium, or sub con		The clause will remain same as per RFP document.

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62	General	None	Does the bank has Business Solution Group for writing BRD, Functional Specs and Testing, if yes what is the size		This information will only be shared with the vendors once they have been empanelled by the bank.
63	General	None	We are new Finacle Vendor partner and some of the criteria of RFP may not be met, however we are exclusive partner in Finacle Treasury and Suppoirting Finacle mainly for private Banks, will the bank open for taking our bid		Please be guided with the RFP and participate in the bidding accordingly