Pre Bid queries response for RFP Reference for NTB/IT/CZ/2024/04/016, Request for Proposal for Empanelment of vendors for Customization of Finacle Core ver. 10.2.25 and higher versions, Finacle Alerts Solution ver. 10.5.02 and higher versions, Finacle e-Banking Solution (Retail and Corporate) ver. 11.5 and higher versions, and Finacle Treasury Solution ver. 11.13.0.8 and higher versions published on 16.04.2024

S. No.	Page No. of RFP	Clause No.	RFP Clause	Bidder's Query	Response By Bank
1	18	3.12	The Bidder may either be the Principal Officer or his duly Authorized Representative, in either case, he/she shall submit a certificate of authority	What does this mean? If all the relevant documents signed and sealed by our company CEO, does it work?	Yes.
2	23	3.29	Bidder should have provided services for Customization of Finacle Core ver. 10.2.25 or higher versions, Finacle Alerts Solution ver. 10.5.02 or higher versions, Finacle e-Banking Solution (Retail and Corporate) ver. 11.2.10 or higher versions, and Finacle Treasury Solution ver. 11.13.0.8 or higher versions to at least three Scheduled Commercial Banks / RRBs / Public	If the services are provided to these banks through OEM / System Integrators as sub contractors are they valid? Furnishing those purchase orders is it accepted?	Corrigendum has been issued on the bank's website. Bidder should have provided services for Customization of at least two of the following Finacle solutions (Out of the which experience of Finacle Core 10.2.25 or higher versions being mandatory): 1. Finacle Core ver. 10.2.25 or higher versions, 2. Finacle Alerts Solution ver. 10.5.02 or higher versions, 3. Finacle e-Banking Solution (Retail and Corporate) ver. 11.2.10 or higher versions, and 4. Finacle Treasury Solution ver. 11.13.0.8 or higher versions to at least three Scheduled Commercial Banks / RRBs / Public Sector Bank / Private Bank / Co-operative Bank* in India *The Co-operative Bank must fulfil the following criteria as on 31.03.2023. i) Branch Operations in at least three states in India. ii) Total Business of Rs. 25,000 crore or above in India. (Copy of proof must be enclosed for both Point nos. i and ii)
3	43	4.3	Penalty Clause	Is there any waiver wil be considered for this Penalty clauses of various services? Also if the patch to be given, due to change or addition of requirements later or situation arising due to improper data entry or due to environment related issues, how to ascertain for the waiver?	The reason for delay shall be considered before imposing the penalties. The clause will remain as per RFP document.
4	50	5.5	5.5. Service Level Agreement & Targets	Typical industry practice is for 1 or 2 months, 6 months seem to be higher. Is there any reduction in support period considered?	The clause will remain as per RFP document.

5	Page - 12	Section 1.1	The EMD must be submitted, in form of DD/PO/NEFT or Bank Guarantee valid for a period of -6- months from the last date of bid submission, of any Scheduled Commercial Bank located in India favouring The Nainital Bank Ltd (except The Nainital Bank Ltd.).	BG for EMD: Request Bank to kindly provide the "Bank Gurantee Proforma 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. In case the Bank Guarantee is provided as NEFT, please refer the Section V Point no. 6.6.
6	Page - 25	Eligibility Criteria, Point-8	Bidder should have provided services for Customization of Finacle Core ver. 10.2.25 or higher versions, Finacle Alerts Solution ver. 10.5.02 or higher versions, Finacle e-Banking Solution (Retail and Corporate) ver. 11.2.10 or higher versions, and Finacle Treasury Solution ver. 11.13.0.8 or higher versions to at least three Scheduled Commercial Banks / RRBs / Public Sector Bank / Private Bank / Co-operative Bank* in India *The Co-operative Bank must fulfil the following criteria as on 31.03.2023. i) Branch Operations in at least three states in India. ii) Total Business of Rs. 25,000 crore or above in India. (Copy of proof must be enclosed for both Point nos. i and ii)	Request Bid issuing authority to ammend the clause as: "Bidder should have provided services for Customization of Finacle Core ver. 10.2.25 or higher versions, Finacle Alerts Solution ver. 10.5.02 or higher versions, Finacle e-Banking Solution (Retail and Corporate) ver. 11.2.10 or higher versions, and Finacle Treasury Solution ver. 11.13.0.8 or higher versions to at least One Scheduled Commercial Banks / RRBs / Public Sector Bank / Private Bank / Co-operative Bank* in India *The Co-operative Bank must fulfil the following criteria as on 31.03.2023. i) Branch Operations in at least three states in India. ii) Total Business of Rs. 25,000 crore or above in India. (Copy of proof must be enclosed for both Point nos. i and ii)"	Corrigendum has been issued on the bank's website. Bidder should have provided services for Customization of at least two of the following Finacle solutions (Out of the which experience of Finacle Core 10.2.25 or higher versions being mandatory): 1. Finacle Core ver. 10.2.25 or higher versions, 2. Finacle Alerts Solution ver. 10.5.02 or higher versions, 3. Finacle e-Banking Solution (Retail and Corporate) ver. 11.2.10 or higher versions, and 4. Finacle Treasury Solution ver. 11.13.0.8 or higher versions to at least three Scheduled Commercial Banks / RRBs / Public Sector Bank / Private Bank / Co-operative Bank* in India *The Co-operative Bank must fulfil the following criteria as on 31.03.2023. i) Branch Operations in at least three states in India. ii) Total Business of Rs. 25,000 crore or above in India. (Copy of proof must be enclosed for both Point nos. i and ii)
7	Page - 28	3.30 - A (4)	CMMI Level CMMI Level 3 - 5 Marks CMMI Level 4 - 7 Marks CMMI Level 5 - 10 Marks	Request Bank to kindly remove the CMMI clause	The clause will remain same as per RFP document.

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8	Pg No-28	3.30 - A	Group/Parent organization/company experience shall not be considered.	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.
9	Page-59	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 needs to be paid between the two states.
10	Page-65	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 needs to be paid between the two states.
11	Page No 12 / Section 3.3	Clause No 3.3. Submission of Bids	The Bidder shall send the Bid Envelopes through Courier / Registered Post / Speed Post or deposit the Bid envelopes in person in the RFP box kept for this purpose at The Nainital Bank Ltd., Customization Department (CDO Vertical), Head Office, Seven Oaks building, Mallital, Nainital, Uttarakhand – 263001 on or before 16:00 Hrs on 06/05/2024 (Bid Submission Date).	Can we submit the soft copy through email ?	The clause will remain as per RFP document.
12	Page 17 ,Section 3.11	Clause No 2 - Technical Bid Envelope	• All documents including technical compliance in a storage media. Technical compliance has to be submitted in excel format.	Is it possible to share the soft copy for submission for Technical Compliance through email instead of a storage media?	The clause will remain as per RFP document.

13	Page No 18 , Section 3.12	Clause No 3.12 - Bidder Qualification	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.	Can we appoint our own Authorized signatory indicated by written POA ? Example - (Sales Director , GM Sales Banking Practice etc)	Yes. 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.
14	Page No -42 , Section 4.3	Clause No 4.3 - Penalty	If the customization item delivered is failed or creating issues in production server • First revised patch provided to bank to deploy in production server to resolve the issue • Second revised patch provided to bank to deploy in production server to resolve the issue • Third revised patch provided to bank to deploy in production server to resolve the issue • Forth revised patch provided to bank to deploy in production server to resolve the issue • Fifth revised patch provided to bank to deploy in production server to resolve the issue	We expect some amicable revisions on the penalty being levied at each stage for smooth delivery of customization items	The reason for delay shall be considered before imposing the penalties. The clause will remain as per RFP document.
15	Page No 21, Section 3.18 and 3.19	Clause No - 3.18 and 3.19 - Conortium & Subcontracting	1. Page 21 - Consortium and subcon is not permitted.	Can we have other vendor resources in the team, and ISL will take the responsibility and ownership?	The RFP is for empanelment of vendors. If the empanelled vendor is unable to develop the customization sought for in the RFQ document, then they may abstain from participating in that particular RFQ. Please note that no work/services shall be subcontracted without the prior permission from the Bank in writing.

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16	Page No 41	Clause No 4.2 .- Broad Outlines of Scope of Work	Broad outlined scope mentions support of all existing customisations	The scope here is only for the new customisation to be developed by the vendor after the empanelment is signed. Any Existing customisation support to be handled by L1/L2 support teams, Kindly clarify	The clause will remain as per RFP document.
17	Page 43 ,	Clause 4.3 - Penalty	Penalty of 100% is there in case of 5th revised patch is required to be delivered for the customisation item to work in production.	Though this may not occur, can this penalty of 100% be removed?	The reason for failure shall be considered before imposing the penalties. The clause will remain as per RFP document.
18	Page 50	Clause 5.5 - 5.5. Service Level Agreement & Targets	Support period is mentioned as 6 months for new customisation.	Can it be changed to 3 months, post which it wil be handed over to L1/L2 support team for maintenance and future support?	The clause will remain as per RFP document.
19		Generic Queries	Conortium & Subcontracting	Is it possible to bid for part of the scope, as subcon and Consortium is not allowed	The RFP is for empanelment of vendors. If the empanelled vendor is unable to develop the customization sought for in the RFQ document, then they may abstain from participating in that particular RFQ. Please note that no work/services shall be subcontracted without the prior permission from the Bank in writing.
20	Page number 13	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 as per RFP document.
21	24	3.29 Evaluation of Eligibility Criteria	Bidder should have minimum annual turnover (from Indian operations) of Rs. 2 crores each during the last two financial years that is 2021 – 22 and 2022 – 23 as per audited financial statements	We suggest bank to consider financial statements of recent 3 years FY 2021-22, FY 2022-23 & Provisional for FY 2023-24	The clause will remain as per RFP document.

22			Bidder should have provided services for Customization of Finacle Core ver. 10.2.25 or higher versions, Finacle Alerts Solution ver. 10.5.02 or higher versions, Finacle e-Banking Solution (Retail and Corporate) ver. 11.2.10 or higher versions, and Finacle Treasury Solution ver. 11.13.0.8 or higher versions to at least three Scheduled Commercial Banks / RRBs / Public Sector Bank / Private Bank / Cooperative Bank* in India *The Co-operative Bank must fulfil the following criteria as on 31.03.2023 i) Branch Operations in at least three states in India. ii) Total Business of Rs. 25,000 crore or above in India. (Copy of proof must be enclosed for both Point nos. i and ii)	Request Bank to modify the clause as under : Bidder should have provided services in at least three of the following areas : a) Customization of Finacle Core ver. 10.2.25 or higher versions, b) Finacle Alerts Solution ver. 10.5.02 or higher versions, c) Finacle e-Banking Solution (Retail and Corporate) ver. 11.2.10 or higher versions, and d) Finacle Treasury Solution ver. 11.13.0.8 or higher versions to any Scheduled Commercial Banks / RRBs / Public Sector Bank / Private Bank / Cooperative Bank* in India *The Co-operative Bank must fulfil the following criteria as on 31.03.2023. i) Branch Operations in at least three states in India. ii) Total Business of Rs. 25,000 crore or above in India. (Copy of proof must be enclosed for both Point nos. i and ii)	Corrigendum has been issued on the bank's website
23			Bidder should be: An empanelled vendor for customisations in Finacle applications ver. 10.x and higher versions by M/s Infosys Technologies Ltd. / M/s EdgeVerve Systems Ltd.	Request Bank to modifiy as under : Bidder should be: an implementation partner of M/s Infosys Technologies Ltd. / M/s EdgeVerve Systems Ltd.	Corrigendum has been issued on the bank's website Bidder should be: An empanelled vendor / implementation partner for customisations in Finacle applications ver. 10.x and higher versions by / an authorized Finacle Service Partner for M/s Infosys Technologies Ltd. / M/s EdgeVerve Systems Ltd.
24	Page no 41	4.2	· Support all existing customisations	Wanted to know List of customizations done to arrive effort for supporting the existing customization.	This information will only be shared with the vendors once they have been empanelled by the bank.

25	Page no 41	4.2	· Support all existing customisations	we want to know what documents will be available for existing customizations.	Release notes of all existing customizations are available with the bank and will be shared with the vendor.
26	Page no 42	4.2	Based on the requirement document shared by the Bank, the empanelled vendors shall propose their solution approach, the expected timelines and effort costs for the requirement(s) within 3 days of intimation by email	Wanted to understand how many customization bank is expecting to provide solution and approach document in three days	The bank will request for approach for one customisation within three days. However, if the vendor requests for an extension of time for a customization or a set of customizations then the bank may grant an extension in proportion to the complexity of the customization. The decision to grant the extension will solely be at the discretion of the bank.
27	Page no 42	4.2	· PO for the customisation work for the requirement(s) shall be given to the shortlisted vendor.	Will Po to be issued for set of customization or it will be on adhoc basis.	The PO will be shared for the customization or set of customizations with the successful vendor for the particular RFQ document for which efforts are requested by the bank.
28	Page no 41	4.2	· Support all existing customisations	Will there be any handover of existing customization?	Release notes of all existing customizations are available with the bank and will be shared with the vendor.
29	Page no 41	4.2	· Support all existing customisations	What is the team size bank is looking for supporting existing customizations	The bidder may decide the team size if required to handle the existing customization.
30	Page no 42	4.2	Based on the requirement document shared by the Bank, the empanelled vendors shall propose their solution approach, the expected timelines and effort costs for the requirement(s) within 3 days of intimation by email	Can new customization developed at offshore and then deployed at bank end ? For UAT, support team will be there onsite.	The development of customizations for the bank is primarily done remotely. If the bank finds that the requirement calls for on-site development of customizations it may request the vendor to visit the bank location for a defined period of time. For UAT, the vendor shall provide the release notes along with the patches. The bank's support team will then deploy the patch in the UAT environment. The bank will test the patch in UAT environment and will then provide sign off for the said customization(s).
31	28/3.30	2	Direct orders from end customers shall be considered	In case if we have worked with customers and/or your bank along with Infosys/Edgeverve for implementation, customization or support will be that PO will consider	The clause will remain same as per RFP document.
32	41/4.1	m	Bidder will ensure secure code review post major/critical changes to the applications.	Is there any Code review software current being used in bank like SonarCube, Gitlab, CodeSense etc. Are you open for using such code review tools if suggested	This will decided by the Bank in future

33	50/5.5	5.5	Support for every new customization delivered by the vendor will be for 6 months	if the customization, let say is for 5 days, the support needs to be provided for 6 months. Please clarify	The clause will remain as per RFP document
34	Page no37	1	Detailed Scope of work	Is EODBOD process part of scope	No, the EOD/BOD process is not part of scope of customization.
35	Page no37	1	Detailed Scope of work	What is the reporting tool used by the bank ex ireport , any other external reporting tool	No reporting tool is being used by the bank.
36	Page no37	1	Detailed Scope of work	For SVS is there any external document management system ?	No external document management system is being used by the bank.
37	Page no37	1	Detailed Scope of work	In Fininfra what arhictecture is used, is it multi node , ormulti cluster or multiple serveres	Multi node
38	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 development of customizations for Finacle Alerts Solution ver. 10.5.02 for the bank is primarily done remotely. If the bank finds that the requirement calls for on-site development of customizations it may request the vendor to visit the bank location for a defined period of time.
39	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 development of customizations for Finacle e-Banking Solution (Retail and Corporate) ver. 11.5 for the bank is primarily done remotely. If the bank finds that the requirement calls for on-site development of customizations it may request the vendor to visit the bank location for a defined period of time.
40	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.
41	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 empanelled by the bank.
42	General	None	What is current IT Team size in the bank		This information will only be shared with the vendors once they have been empanelled by the bank.
43	General	None	Who provides current Finacle Support and Customizations		This information will only be shared with the vendors once they have been empanelled by the bank.
44	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).

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45	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
46	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		Corrigendum has been issued on the bank's website. Bidder should have provided services for Customization of at least two of the following Finacle solutions (Out of the which experience of Finacle Core 10.2.25 or higher versions being mandatory): 1. Finacle Core ver. 10.2.25 or higher versions, 2. Finacle Alerts Solution ver. 10.5.02 or higher versions, 3. Finacle e-Banking Solution (Retail and Corporate) ver. 11.2.10 or higher versions, and 4. Finacle Treasury Solution ver. 11.13.0.8 or higher versions to at least three Scheduled Commercial Banks / RRBs / Public Sector Bank / Private Bank / Co-operative Bank* in India *The Co-operative Bank must fulfil the following criteria as on 31.03.2023. i) Branch Operations in at least three states in India. ii) Total Business of Rs. 25,000 crore or above in India. (Copy of proof must be enclosed for both Point nos. i and ii)
47	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.

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| 48 | 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 | | Corrigendum has been issued on the bank's website. Bidder should have provided services for Customization of at least two of the following Finacle solutions (Out of the which experience of Finacle Core 10.2.25 or higher versions being mandatory):
1. Finacle Core ver. 10.2.25 or higher versions,
2. Finacle Alerts Solution ver. 10.5.02 or higher versions,
3. Finacle e-Banking Solution (Retail and Corporate) ver. 11.2.10 or higher versions, and
4. Finacle Treasury Solution ver. 11.13.0.8 or higher versions to at least three Scheduled Commercial Banks / RRBs / Public Sector Bank / Private Bank / Co-operative Bank* in India
*The Co-operative Bank must fulfil the following criteria as on 31.03.2023.
i) Branch Operations in at least three states in India.
ii) Total Business of Rs. 25,000 crore or above in India.
(Copy of proof must be enclosed for both Point nos. i and ii) |
| 49 | General | | | Can the documents be signed digitally? Can the Power of Attorney can be signed digitally? | | The stamp paper needs to be signed manually.
If the vendor requires, the POA along with the other pre-bid documents can be signed digitally but the stamp of the organization should be in original. For digitally signed documents the timestamp that comes after the digital sign should be between the RFP floating dates. |

*******************END OF DOCUMENT*******************