

Corrigendum to Request for Proposal (RFP) for Engaging Consultant for IT Infrastructure upgrade in IIBMB

Last Date of Bid Submission is Extended up to 23.06.2022

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1	Bid Details	5	Last date and time for submission Of Bidding Document 2.6.2022 at 16:00 Hours	The RFP scope is vast and it involves working for an entity on foreign shores which will require time from us for the necessary approvals and understanding the regulations and policies so that we can submit a quality and competitive proposal. We request Union Bank of India to kindly extend the submission deadline by 2 weeks to 17th June 2022	Last Date of Bid Submission is Extended up to 23.06.2022 by 16:00 hours
2	-	5	Schedule of Events & Bid Details - Last date and time for submission Of Bidding Document - 02.06.2022 by 16:00 Hours	Due to multiple levels of approval and multiple upcoming holidays in Malaysia, requesting you to kindly extend the submission deadline by 6 weeks.	Last Date of Bid Submission is Extended up to 23.06.2022 by 16:00 hours
3	7.1	12	During design phase, Bidder is expected to do assessment of the existing IT Landscape of the IIBMB with an aim to do consolidation & finalize future state IT Landscape and enterprise architecture. The Bidder is also expected to do detailed planning and present detailed future state IT Landscape and enterprise architecture.	We assume that there is no new vendor selection in scope and the implementation phase does not include any upgrade of application. Please confirm.	Probable Vendor / Partner details to be provided by consultant. Bank will take up for procurement accordingly. Consultant has to extend the services to monitor during migration of systems to proposed IT Landscape and architecture.
4	7.1.1	12	Note: Above is an indicative list of applications only.	As the scope involves rationalization of the applications, we will need the exact number and names of the applications that are part of the scope for us to submit a complete bid. Without that information, it is not possible for us to estimate the quantum of work involved and subsequently arrive at the commercials. We request the Bank to kindly share the complete list of applications with their names, that are in the scope for the rationaliation plan	Tentative list of applications are already shared. Consultant is required to study all existing application/infrastructure and suggest the required upgrade.

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5	7.1.1		Applications Strategy and Rationalization Plan: Note: Above is an indicative list of applications only.	Request bank to elaborate and provide the exact list and name of applications to be assessed.	Tentative list of applications are already shared. Consultant is required to study all existing application/infrastructure and suggest the required upgrade.
6	7.1	12	Bidder is expected to do assessment of the existing IT Landscape of the IIBMB with an aim to do consolidation & finalize future state IT Landscape	Does consolidation refer to potential cost optimization of infra leading to cloud migration or a hybrid approach	Consolidation refers to the streamling of the existing infrastructure / applications. Example - Overlapping applications etc. Core Banking Solution & Critical applications is to be on premises and for all other applications, Consultant can suggest cloud or hybrid approach as per the regulatory guidelines in Malaysia & RBI.
7	7.1	12	The Bidder is also expected to do detailed planning and present detailed future state IT Landscape and enterprise architecture.	What is the expectation behind aforementioned review, does it include full application review vis-à-vis UBI'S Setup?	Most of the infrastructure is obsolete and the application versions are old. The same needs to be studied and provide the future state of IT landscape and enterprise architechture.
8	7.1.1	12	Bidder is expected to cover scope as listed, but not limited to below activities, to ensure that the IT applications landscape of IIBMB has best-fit applications without redundancies to support the future business growth and expansion strategy.	Kindly outline the expectation behind the aforementioned pointer.	Most of the infrastructure is obsolete and the application versions are old. The same needs to be studied and provide the future state of IT landscape and enterprise architechture.
9	7.1.1	12	Core Banking System (CBS), Cheque Truncation system, SWIFT, AML, IT Security, network applications, Middleware applications etc.	Kindly outline the expectation - and specify the detailed list of applications that are being indicated here.	Most of the infrastructure is obsolete and the application versions are old. The same needs to be studied and provide the future state of IT landscape and enterprise architechture.
10	7.1.2	12	Active Directory HRMS, e-mail, website, Office365 etc.	Kindly provide the number of the applications	Tentative list of applications are already shared. Consultant is required to study all existing application/infrastructure and suggest the required upgrade.
11	7.1.1.1	12	Study the complete application landscape of the IIBMB like Core Banking applications other business applications (CTS, SWIFT), regulatory applications , middleware (IBM WAS, Oracle WebLogic.) and other support applications (e-Mail, Corporate Website etc.) and covering all business lines of the Bank.	Kindly outline if the regulatory review needs to be done on a confirmational basis - i.e. review the same has been adhered too. Also, requesting you to kindly list the applicable regulatory guidelines.	Regulatory guidelines to be studied and design the architecture complying the guidelines as applicable in Malaysia & RBI.

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12	7.1.1.2	12	Identify the interoperability of all business applications with all major third-party services and vice-versa	Kindly outline the expectation from the aforementioned pointer.	The dependencies to be studied as part of the scope.
13	7.1.1.6	13	Study the interfaces between applications (point2point connections, Middleware, etc) and prepare blue print for future	Do we have a classification of intergration touchpoints in terms of how many are COTS and how many bespoke	Need to study all the interfaces as part of the scope.
14	7.1.1.3	13	Determine all statutory, regulatory and ad hoc MIS (Management Information System) and EIS (Executive Information System) reports and its respective formats from various systems across all the applications	Kindly outline the expectation from the aforementioned pointer.	Bidder is expected to study and submit the details to the Bank.
15	7.1.1.4	13	Understand the current transaction reconciliation procedures at EOD, BOD, EOM, EOQ and EOY levels and all related reports in all applications.	Kindly specify if this has to be done for all the core applications or only the financial applications.	For Core Banking application it is mandatory and need to study the related applications where reconciliation process is required.
16	7.1.1.6	13	Study the interfaces between applications (Point to point connections, Middleware etc.) and prepare blueprint for future Interfaces (APIs etc.) .	Does the blueprint include documentation and creation/updation of policies?	Documentation, Architecture of future state IT Landscape is required. Policies preparation is out of scope.
17	7.1.1.7	13	Study and Identify areas where latest digital trends like Robotic Process Automation or any other Automation, Artificial intelligence etc. can be introduced. Suggest process flow for such automation . These should have been tested and implementable.	Will this narrowed down to the process which are applicable to only the applications in scope? Is there any implementational guide expected?	Yes, as per application scope latest digital trends can be introduced as per regulatory guidelines of Malaysia and RBI. Testing of all the applications is required before implementation.
18	7.1.1.8	13	Provide transition plan / roadmap from standalone to consolidated application landscape without any disruption to the Banking Business.	Is the bidder expected to create a fresh plan or update existing documentation?	Consultant is required to study all existing application/infrastructure and suggest the future state of IT Architecture.
19	7.1.1.9	13	Study all Outsourced applications (fully / partially) managed by 3rd party vendors.	Kindly outline the expectation from the aforementioned pointer	Consultant has to study and list all the applications managed by 3rd party vendors.

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20	7.1.1.11.		Deliverables: rationalization of application landscape	<p>Please confirm whether objective of assessment is to suggest Upgrade/ New solution strategy for each of the in-scope application.</p> <p>Bank to confirm the understanding that consultant is required to suggest the roadmap of implementation of in-scope application (whether upgrade version / replace with new solution).</p> <p>In the 1st case, entire due diligence has to happen with existing solution provider and in the 2nd case new sourcing process needs to be initiated and the Consultant is expected to provide consultancy around that.</p>	Consultant need to study the existing applications & infrastructure and suggest the roadmap for Infrastructure / application upgradation to the Bank.
21	7.1.1.11.1	13	Prepare detailed roadmap for study, review and rationalization of application landscape with clearly defined activities, milestones, dependencies .	Is there any requirement of preparing any strategy document indicating the roadmap?	Strategy document to be prepared by the consultant
22	7.1.2.3	14	Perform detailed assessment of all IT infrastructure components with an aim to do upgrade of the IT Infrastructure but not limited to below capabilities Obsolescence and Standardisation	Please elaborate on the terms "Obsolescence" and "Standardisation" from IT infrastructure perspective	The servers / equipments are old and may be obsolete. Consultant need to study the feasibility for continuation of the required equipment and suggest future roadmap for Infrastructure / application upgradation.
23	7.1.1.11.4	14	Complete Interface assessment report for all IT applications	Kindly outline the expectation from the aforementioned.	Consultant has to study and submit the interface details of all the applications as per proposed architecture to the Bank.
24	7.1.1.11.5	14	Submission of the detailed future state application architecture in term of business capabilities, future applications and future state interfaces document.	Kindly outline the expectation from the aforementioned.	Consultant need to study the existing applications & infrastructure and suggest the future roadmap for Infrastructure / application upgradation, architecture.
25	7.1.1.11.5			Request bank to confirm the understanding, "Consultant is required to provide bank with the brief scope of work of applications evaluated by consultant, bank would be preparing the RFP (including SLAs, Payment terms, Functional & technical requirements etc.) and consultant is not required to provide any services in RFP preparation, vendor evaluation for application upgrade/replace.	Consultant services are required during RFP process and Vendor evaluation.

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26	7.1.1.11.6		Application transition and migration plan to end state.	Request bank to elucidate the scope of what is expected from consultant as part of transition and migration	Consultant need to study the existing applications & infrastructure and suggest the future roadmap for Infrastructure / applications upgradation, architechture.
27	7.1.1.11.6	14	Application transition and migration plan to end state.	Is detailed procedural document expected?	Yes the consultant has to provide the detailed procedural document of application transition and migration plan to end state.
28	7.1.2.1	14	Prepare inventory of IT Infrastructure for IIBMB but not limited to below components of Data Centre, Near Site & Disaster Recovery sites/Branches/Other Offices of all bank.	Kindly outline if any tool recommendation is expected here, or manual creation?	The tools to be used by consultant for collection of required data are to be approved by Bank in prior.
29	7.1.2.1.		Prepare inventory of IT Infrastructure for IIBMB but not limited to below components of Data Centre, Near Site & Disaster Recovery sites/Branches/Other Offices of all bank	Bank would be sharing the detailed inventory of its existing infrastructure components at DC/DR/NS/Branches/ Other Offices of IIBMB	Consultant is required to study all existing application/infrastructure.
30	7.1.2.1	14	Prepare inventory of IT infra for IIBMB but not limited to below components of Data Centre, Near Site & Disaster Recovery Sites	Are the DC, DR and Near Sites expected to be having same capacity in terms of storage volumes, compute, memory and throughput	DC, DR and Near Sites are required to be in Same capacity.
31	7.1.2.3	14	Perform detailed assessment of all IT Infrastructure components with an aim to do upgrade of the IT Infrastructure, but not limited to, below capabilities: Availability Scalability Obsolescence Standardization Performance	Is there any expectation for performance testing?	All critical systems are expected to do performance testing with >99.99% uptime.
32	7.1.2.4	15	Undertake assessment of DC and DR and Near Site and propose recommendations on realignment of DC, DR and Near Site. Analyse and suggest improvements in terms of Space and cooling requirements Power requirements Location Analysis Service Levels Terms of Agreements	Does the term "Realignment" refer to any specific DC /DR best practices guidelines. Please clarify the term "Location Analysis"	DC, DR and Near Sites best practices to be followed. Location analysis of DC, DR, Near Sites - feasibility and accessability to be studied.

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33	7.1.2.4.5		Terms and Agreements	Please confirm, Consultant is required to assess the existing agreement of the bank with the vendor to evaluate the scope of work, Payment terms, timelines and service level parameters of IT infrastructure only.	Consultant need to study the existing applications & infrastructure and suggest the future roadmap for Infrastructure/ applications upgradation, architecture.
34	7.1.2.5.7	15	Propose an optimized infrastructure considering all technological advancements like cloud etc to provide the highest level of performance in a cost effective manner	Does the bank have any preference for cloud service provider	Core Banking Solution & Critical applications is to be on premises and for all other applications. Consultant can suggest cloud or hybrid approach as per the regulatory guidelines in Malaysia & RBI.
35	7.1.2.5.8	15	Submit detailed Bill of Material (BOM) of the future state architecture and concerned vendor details, scope of services document to the bank to initiate the procurement process / onboarding the vendors	Will there be a selection / gating criteria for selecting the most competitive vendor in the event of multiple hardware and software vendors are proposed by IT consultant Does the bank have any preference for onboarding existing IT infra vendors ?	Please be guided by RFP
36	7.1.2.4	15	Undertake assessment of DC, DR and Near Site and propose recommendations on realignment of DC, DR and Near site. Analyze and suggest improvements in terms of Space and cooling requirements Power requirements Location analysis Service Levels Terms and Agreements	Locations of DC DR Near site? Is it being managed by IIBBM or outsourced to some other vendor? Is there legal review done?	Present setup is managed Data Centre.
37	7.1.2.5.7	15	Propose an optimized Infrastructure considering all technological advancements like Cloud etc. to provide highest level of performance in a cost- effective manner.	Kindly outline the expectation from the aforementioned.	Consultant to study the existing infrastructure and suggest future IT infrastructure with latest technologies as per the regulatory guidelines in Malaysia & RBI.
38	7.1.3.2.3	16	Redesign Network Architecture Secure Data Centre Connectivity as per the business requirement of the Bank for branches & offices in final stage.	Please confirm that this will be provided by the bank.	Consultant to study the existing infrastructure and suggest future IT security infrastructure.

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39	7.1.4.1	16	Study the Information/Cyber security architecture regulatory guidelines and prepare the Information security architecture for the entity.	Please confirm that the regulatory guidelines will be provided by the bank	Consultant to study the existing architecture and regulatory guidelines of Malaysia Bank and suggest Information / Cyber Security Architecture for the Bank.
40	7.1.4.2	16	Review the security tools currently deployed and propose future roadmap for the bank.	Kindly provide the number of security tools	Consultant to study and understand the security tools deployed and provide future roadmap for IT infrastructure.
41	7.1.4.3	17	<p>The information / Cyber security architecture should, at a minimum, consist of the following:</p> <p>Cyber Security Operations Centre Disaster Recovery Minimum Baseline Security Standards & controls for the IT Landscape OS, DB, Network, Cyber security solutions, business applications, etc. Review of System / Policies / Processes / Procedures / Rules / SOP / Controls / Functions / Contracts / Compliance / VAPT assessment & Governance structure of Chief Information Security Officer (CISO) Office</p>	<p>Is the bidder expected to review or setup the same?</p> <p>Is the bidder expected to create this?</p> <p>Is it expected to conduct VAPT?</p>	<p>Consultant to study the existing controls and provide infrastructure / application landscape. Program management along with completion plan.</p> <p>No need to conduct VAPT on existing architecture / infrastructure. Required tools to be suggested as part of IT / Security infrastructure to procure by Bank.</p>
42	7.1.4.4	17	Ensure that the proposed target state information security architecture is compliant with Industry best practices. The target state information security architecture should also consider the compliance requirements as mandated by the other regulatory body.	Please confirm if this would be provided by the bank.	Consultant to study the existing architecture, regulatory guidelines and suggest future state IT Infrastructure to comply with regulatory guidelines.
43	7.1.4.5	17	Review and rationalize the security tools currently deployed and propose and submit detailed target security architecture document to the bank.	Please provide the list of security tools to be reviewed	Consultant to study, analyse and review the existing security tools already deployed and proposed to be deployed.

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44	7.1.4.6	17	<p>Under this phase, Bidder need to provide the following deliverables, but not limited to below mentioned activities, with respect to all three merging Banks :</p> <ol style="list-style-type: none"> 1. Study the current information security architecture and submit the CSA document 2. Submit the target state architecture in line with regulatory guidelines and other compliance requirements and best in industry 3. Submit detailed Bill Of materials (BOM) of the target state architecture and concerned vendor details, scope of services document to the bank to initiate the procurement process/onboarding the vendors 4. Implementation roadmap and timelines 	Kindly confirm on the list of banks under scope	<p>The clause no.7.1.4.6 in Page no.17 should be read as</p> <p>"7.1.4.6. Deliverables:</p> <p>Under this phase, Bidder need to provide the following deliverables, but not limited to below mentioned activities, with respect to Bank:</p> <p>7.1.4.6.1 Study the current information security architecture and submit the CSA document</p> <p>7.1.4.6.2 Submit the target state architecture in line with regulatory guidelines and other compliance requirements and best in industry</p> <p>7.1.4.6.3 Submit detailed Bill Of materials (BOM) of the target state architecture and concerned vendor details, scope of services document to the bank to initiate the procurement process/onboarding the vendors</p> <p>7.1.4.6.4 Implementation roadmap and timelines"</p>
45	7.1.5.1	17	Existing Core Banking solution to be migrated to Finacle	Kindly confirm on the expectation from aforementioned pointer	Successful migration of Finacle needs to be done under the guidance of consultant.
46	7.1.5.2	17	Coordinate with respective OEMs of all applications and formulate data migration strategy and plan to migrate data from existing application to the proposed target application.	Is the bidder expected to do the migration?	Successful migration needs to be done under the guidance of consultant.
47	7.1.4 7.1.4.3.	18	The information / Cyber security architecture should, at a minimum, consist of the following:	Pl. provide us volumetrics of Servers, Network Devices, Security Devices and applications with high level architecture to consider in assessment.	Consultant need to study and design the future IT infrastructure as per the requirement and come out with the requirements of Server, Network, Security devices etc.
48	7.1.5.5	18	Review mock run results for data migration.	Please specify how many mock runs is the bidder expected to review.	The consultant has to do minimum 3 mock runs for data migration.
49	7.1.5.6	18	Analyze the requirement and retention of history data considering regulatory guidelines .	Kindly confirm on the list of regulatory guidelines	Consultant need to study the regulatory guidelines as required.

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50	7.1.5.7.4	18	Create interim data strategy to meet the Regulatory reporting and MIS during transition	Kindly outline the expectation from the aforementioned.	Consultant need to study and design data strategy to meet regulatory & MIS requirement.
51	7.1.4.6	19	<p>Under this phase, Bidder need to provide the following deliverables, but not limited to below mentioned activities, with respect to all three merging Banks:</p> <p>7.1.4.6.1 Study the current information security architecture and submit the CSA document</p> <p>7.1.4.6.2 Submit the target state architecture in line with regulatory guidelines and other compliance requirements and best in industry</p> <p>7.1.4.6.2 Submit detailed Bill Of materials (BOM) of the target state architecture and concerned vendor details, scope of services document to the bank to initiate the procurement process/onboarding the vendors</p> <p>7.1.4.6.3 Implementation roadmap and timelines</p>	<p>If deliverables are CSA, Target state architecture, BOM and concerned vendor details then in section “9” Deliverables and Timeline, what is expected from consulting partner in “Implementation Phase & Go Live and Handover Phase”. Can we consider only Program Management and Governance is the scope in this phase and Deployment will be done by third party vendor.</p>	Please be guided by RFP
52	7.1.4.6	19	<p>Under this phase, Bidder need to provide the following deliverables, but not limited to below mentioned activities, with respect to all three merging Banks:</p> <p>7.1.4.6.1 Study the current information security architecture and submit the CSA document</p> <p>7.1.4.6.2 Submit the target state architecture in line with regulatory guidelines and other compliance requirements and best in industry</p> <p>7.1.4.6.2 Submit detailed Bill Of materials (BOM) of the target state architecture and concerned vendor details, scope of services document to the bank to initiate the procurement process/onboarding the vendors</p> <p>7.1.4.6.3 Implementation roadmap and timelines</p>	Does Scope covers Consulting partner to also deploy and manage third party vendor including third party vendor scope in back to back agreement.	Consultant shall provide the concerned vendor details to the Bank and bank will do procurement process.
53	7.1.6.1	19	Study the Malaysia regulatory guidelines/ bank procurement guidelines	Please confirm if the bank is going to provide the same	Consultant has to make arrangement to get the regulatory guidelines as required for this project..

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54	7.1.6.3	19	Determine the current usage and terms of licensing agreement including AMC / ATS.	Kindly outline the expectation from the aforementioned.	Please be guided by the RFP
55	7.1.6.4	19	Bidder need to study all the existing Facility Management contracts and submit the details to the bank	Kindly outline the expectation from the aforementioned point	Consultant need to study the existing Facility Management contracts in force and to submit the details to the bank. Also suggest for future IT Infrastructure/ application architecture details required for the Bank.
56	7.1.6.7	19	<p>Under this phase, Bidder need to provide the following deliverables, but not limited to below mentioned activities:</p> <ol style="list-style-type: none"> 1. Vendor rationalization report 2. The consultant would need to assist the bank in contract negotiations, amendments, terminations where relevant 3. Suggest the suitable model for creating the IT Infrastructure setup in Malaysia vis a vis in India by carrying out the Cost Benefit analysis and other factors/ regulatory guidelines. 	<p>Kindly outline the expectation from the aforementioned point.</p> <p>Does the bidder have an Outsourcing Policy in place which has to be adhered to ?</p>	Consultant need to study the Outsourcing Policy as required for the bidder and adhered to it.
57	7.2.1.2	19	Consultant should use pre-defined templates as per project management framework for outputs, reports, plans which would help in efficient program management.	Kindly clarify on the aforementioned point	Consultant to study and comeup with required project management framework.
58	7.3.1	21	During hand-over phase, Bidder is expected to ensure that the upgraded Infrastructure and applications are stable and working fine.	Kindly outline the expectation from the aforementioned point.	The revised / futuristic infrastructure and application needs to be stable and working fine.
59	7.3.2	21	Bidder is expected to conduct post implementation audit to check that the implementation is as per plan and there are no lapses from compliance perspective.	Kindly outline the expectation from the aforementioned point.	Post implementation audit needs to be conducted as part of the scope and ensure implementation is as per plan.

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60	8.3	22	<p>The following technology experts with minimum 6+ years of industry experience in the relevant field to be deployed during various phases of project execution:</p> <ol style="list-style-type: none"> 1. PMO resource & track lead for technology track 2. Banking software expert 3. Infrastructure architecture expert 4. Networking expert 5. IT risk, compliance and Cyber security expert 	Is the expectation that each domain will have an expert?	Please be guided by RFP.
61	8	22	Project Team	Do all the resources have to be deployed on-site or a hybrid model is acceptable by the bank ?	Hybrid model is acceptable to the bank as per regulatory compliance.
62	9	24	The Consultant is expected to adhere to the following timelines as part of the overall engagement	We request the Bank to allow the Bidders to propose the timelines in their proposal as the current timelines are very stringent. The Bank can finalize the timelines in discussion with the successful Bidder.	Please be guided by RFP.
63	9	24	<p>The Consultant is expected to adhere to the following timelines as part of the overall engagement:</p> <ol style="list-style-type: none"> 1. IT PMO Setup: 2 weeks 2. Design phase: 2 months from deployment of resources 3. Onboarding/Procurement phase: 3 months after completion of design phase 4. Implementation Phase & Go live: 9 months after completion of procurement 5. Hand over phase: 2 weeks 6. Total Project duration: 15 months 	The timelines provided are too stringent, kindly consider the timelines provided	Please be guided by RFP.
64	10	25	The consultancy services are required for the upgradation of the IT infrastructure / applications in India International Bank, Berhad [IIBMB], Malaysia.	Request the Bank to please confirm with whom the contract will be signed and which country	Union Bank of India, Mumbai, India
65	13.11		<p>Technical Bid Evaluation</p> <p>Consulting experience for IT integration for Domestic / Foreign / Global Bank.</p> <p>Note: RRB's and co-operative bank shall not be considered.</p>	Request bank to elucidate what is expected from the term "IT Integration"	IT Integration refer to the compatibility of existing application / infrastructure with proposed future IT infrastructure.

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66	14	41	The bidder will have to make their own travel & lodging/boarding arrangements during contract period for visiting various offices namely Head office, corporate office, DIT, IIBMB office/DR/DC sites in Malaysia as part of the project.	We understand for the nature of the program that the consultants are free to decide the location of work and execute the program. Please confirm.	As per the requirement, consultant has to visit IIBMB in Malaysia during project time. However the project governance has to be done from India.
67	Point 24	48	If Successful bidders fail to deliver any or all of the Service(s) / Systems or perform the Services within the time period(s) specified in the RFP/Contract / Agreement, BANK shall, without prejudice to its other rights and remedies under and in accordance with the RFP/Contract / Agreement, levy Liquidated Damages (LD) from payments, which are due to the Successful bidder. For calculation of LD: 24.1 LD for delay in the Service(s) rendered for each week of delay beyond the scheduled date or part thereof will be a sum equivalent to 0.5% of total cost of the project/TCO) per week. In case of undue delay beyond a period of 15 days after attaining the maximum penalty of 5% of total project cost/TCO during implementation, Bank may consider termination of the contract or purchase order. 24.2 The contract price for calculation of LD is TCO.	The contract price for calculation of LD should be considered for each milestone	Please be guided by RFP.
68	Clause 26	49	Indemnity and Limitation of Liability clause	this clause should be changed as per Industry practice, we will share exact changes required in this clause during Pre bid meeting	Please be guided by RFP.
69	26	49	Indemnity & Limitation of Liability	In accordance with standard industry practice, our aggregate liability under this RFP and in connection with the services shall be for direct damages and shall, in all circumstances and events, be limited to one time the fees paid to us. We shall not be liable for any indirect or consequential losses."	Please be guided by RFP.

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70	Annexure C	64	Annexure 6.2 Eligibility Criteria- The bidder should be a company registered in India as per Company Act 1956 /2013 or a partnership firm / a Limited Liability Partnership firm under the Limited Liability Partnership Act 2008 and should be in existence for last 5 years from the date of issuance of RFP. (Certificate of incorporation/certificate for commencement of business/other relevant documentary proof is to be submitted).	As our organization name has changed and our division has been hived to separate company about 3 months back. Thus we should be allowed to submit certificate of Incorporation and years on account of acquisition or otherwise, supporting evidence should be provided to comply with minimum experience requirement	Please be guided by RFP.
71	Annexure C	64	The bidder should have minimum annual turnover of Rs.10.00 Crore in each of the last three financial years i.e., 2018-19, 2019-20 and 2020-21 as per the audited balance sheet available at the time of submission of tender. In case the audited financials for the year 2020-21 is not finalized, Provisional Balance Sheet of 2020-21 should be submitted. This must be the individual company turnover and not that of any group of companies. Note: Bank Shall Follow Govt Guidelines/Notifications for Public Procurement. As per Policy Circular No.1(2)(1)/2016-MA dated 10.03.2016 issued by GOI and F.20/2/2014-PPD (Pt) dated 20.09.2016, bank may relax condition of prior turnover and prior experience with respect to Micro and Small Enterprises and Startups subject to meeting of quality and technical specifications	As our organization name has changed and our division has been hived to separate company about 3 months back. Thus we should be allowed to submit with minimum experience requirement and Balance sheet of the original company	Please be guided by RFP.
72	Annexure C	64	Bidder should have positive operating Profit (as EBITDA i.e., Earnings Before Interest, Tax, Depreciation & Amortization) in the last three financial years i.e., 2018-19, 2019-20 and 2020-21 as per the audited balance sheet available at the time of submission of tender. In case the audited financials for the year 2020-21 is not finalized, Provisional Balance Sheet of 2020-21 should be submitted.	As our organization name has changed and our division has been hived to separate company about 3 months back. Thus we should be allowed to submit with minimum experience requirement and Balance sheet from the original company for last 5 years	Please be guided by RFP.

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73	Annexure C	64	The bidder should have done IT advisory / consulting work for IT Landscape integration of Domestic / Foreign / Global Bank having a business mix of over One Lakh Crores (INR) at the time of project execution. Bidder needs to submit certificate from the client signed by the authorized signatory as an evidence of the IT Integration consulting activity. The Bank at its desecration may choose to validate the credentials. For Foreign/ Global banks bidder may submit published financials of the bank for proving business mix. For this experience, RRBs and Cooperative Banks merger will not be considered	The bidder should have done IT advisory / consulting work for IT Landscape integration of Domestic / Foreign / Global Bank. Bidder needs to submit certificate from the client signed by the authorized signatory as an evidence of the IT Integration consulting activity. The Bank at its desecration may choose to validate the credentials. For Foreign/ Global banks bidder may submit published financials of the bank for proving business mix. For this experience, RRBs and Cooperative Banks merger will not be considered	Please be guided by RFP.
74	Annexure F	70	Commercial Bid	Kindly confirm the billing entity for the project - will it be UBI Indian entity or UBI Malaysia? Also, for bidder the billing entity will be the Indian entity or the Malaysian entity?	Union Bank of India, Mumbai will be the billing entity.
75	Clause 10 - Price fall clause	87	The Bidder undertakes that it has not supplied /is not supplying same or similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry /Department of the Government of India or PSU or Coal India Ltd and its subsidiaries during the currency of the contract and if it is found at any stage that same or similar product /Systems or Subsystems was supplied by the Bidder to any other Ministry /Department of the Government of India or a PSU or any Public Sector Bank at a lower price during the currency of the contract, then that very price will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Buyer, if the contract has already been concluded”.	We will request you to consider on total solution not for each line item wise prices	Please be guided by RFP.

Sl.No	Clause No	Page No	Clause	Query	Bank Response
76	-	-	-	We shall be allowed to retain sufficient documentation as part of our professional records to support and evidence the work performed by us. Such retention shall be subject to obligations of confidentiality mentioned herein	Please be guided by RFP.
77	-	-		1. Audit: Any audit shall be subject to the following: (i) the audit shall be restricted to the engagement and shall be conducted with reasonable prior notice, (ii) Employer or its authorized representatives shall execute a Non-Disclosure Agreement before such audit which shall govern the conduct of audit and any results thereof, (iii) the auditors or the representatives of the Employer for the audit shall not be Bidder's competitors, (iv) the audit shall not be conducted more than once in a calendar year and twice in entirety, and (v) any findings during the audit shall be shared with Employer and be discussed and agreed mutually with Employer and Bidder for closure.	Please be guided by RFP.
78			Multiple section in the RFP scope of services document to the bank to initiate the procurement process/ onboarding	Request bank to confirm, Consultant is only required to provide the brief scope of work . bank shall be preparing the RFP, vendor onboarding etc.	Consultant has to assist bank in preparation of RFP, vendor assessment and vendor onboarding.
79			Bidder need to study all the existing Facility Management contracts and submit the details to the bank	Bank may have multiple Facility management contract, we request you to provide the details and numbers of such contracts which we suppose to review	Consultant need to study and inform to bank for Facility Management contracts.

Sl.No	Clause No	Page No	Clause	Query	Bank Response
80			<p>Payment Terms</p> <p>PMO setup, Current State Assessment report of Applications, Infrastructure (DR, DC, NDR, IT Assets), Network & IT Security, Study of regulatory /IT policies/ Procurement guidelines & Vendor Assessment -10%</p>	<p>Request bank to modify the clause: Suggested modification: PMO Setup & Current State Assessment report of Applications - 5% Infrastructure (DR, DC, NDR, IT Assets) - 5% Network & IT Security - 5% Study of regulatory /IT policies/ Procurement guidelines & Vendor Assessment - 5%</p>	Please be guided by RFP.
81				<p>Request for amendment in payment terms; 1) PMO setup, Current State Assessment report of Applications, Infrastructure (DR, DC, NDR, IT Assets), Network & IT Security, Study of regulatory /IT policies/ Procurement guidelines & Vendor Assessment 25% 2) a) Application upgrade/rationalization Strategy with plan and roadmap. b) IT Infrastructure upgrade Strategy (DC, DR, NDR), with upgradation plan and roadmap. c) Network and IT Security / Cyber Security rationalization strategy and plan. 25% 3) Complete upgrade of Network, and IT Infrastructure 10% 4) Complete upgrade/rationalization of Core Applications 10% 5) Complete upgrade/rationalization of Non-Core Applications 10% 6) Complete implementation of IT Security/ Cyber security infrastructure 10% 7) After 3 months of Go live i.e. Post completion of entire upgrade of the infrastructure 10%</p>	Please be guided by RFP.

Sl.No	Clause No	Page No	Clause	Query	Bank Response
82			a) Application upgrade/rationalization Strategy with plan and roadmap. b) IT Infrastructure upgrade Strategy (DC, DR, NDR), with upgradation plan and roadmap. c) Network and IT Security / Cyber Security rationalization strategy and plan. 20%	Request bank to modify the clause: Suggested modification: a) Application upgrade/rationalization Strategy with plan and roadmap. -10% b) IT Infrastructure upgrade Strategy (DC, DR, NDR), with upgradation plan and roadmap. -10% c) Network and IT Security / Cyber Security rationalization strategy and plan. - 10%	Please be guided by RFP.
83			Complete upgrade of Network, and IT Infrastructure Complete upgrade/rationalization of Core Applications Complete upgrade/rationalization of Non-Core Applications Complete implementation of IT Security/ Cyber security infrastructure After 3 months of Go live i.e. Post completion of entire upgrade of the infrastructure	Request bank to provide the payment for the following items: Monthly in arrears distributed equally 9 months during the Upgrade/replacement undergoes	Please be guided by RFP.
84			Design Phase 2 Months	Request bank to modify the clause: Suggested modification: Design phase - 4 Months	Please be guided by RFP.