

Sr No.	Page #	Point / Section #	Category	(Scope/ Commercial/ Legal/ General)	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation by Bidder	Bank Response
1	32	Eligibility Criteria	Experience & Support Infrastructure	General	The bidder should have continuing experience in managing and supporting the following in at least one Public/Private Sector Bank(s) in India for the past two years in each of the below domains: a) Database Administration & Management (Oracle/MS SQL) b) Application administration & Support management c) Middleware administration & management (Weblogic/ Websphere) d) System Administration & Maintenance (HP-UX/Windows Server 2012 & above/IBM-AIX/ Solaris/ RHEL/ ESX/VMWare) e) Network & Security Devices administration & management f) Data Centre, Disaster Recovery Centre and NDR operations g) Storage Administration & Management h) Backup & Recovery Management	We believe we can get references from Global Banks for similar scope of work. OR We request this criteria to be changed to large organization across any industry in India or global. The landscape should cover multiple data centers, server/storage/network/database/middleware infrastructure hosting 200+ applications.	Clause changed as per Addendum
2	33	Eligibility Criteria	Experience & Support Infrastructure	General	Must have experience in managing & interfacing Finacle Core Banking system with other applications such as Delivery channels, Government Business, Treasury, Data warehouse, Payment Systems.	We believe we can get references from Global Banks and other Core Banking Solutions with integrations to Delivery Channels, Treasury, Payments, DWH, etc. OR We request to change the criteria to any Indian or Global Banks for similar set of applications covering Alternate Delivery Channels and Payment System.	No change
3	33	Eligibility Criteria	Experience & Support Infrastructure	General	Must have experience in managing & supporting applications for Alternate Delivery Channels (at least one from ATM/ Internet Banking/ Mobile Banking), Payment System (at least one from RTGS/ NEFT/ NACH/ SWIFT)	We believe we can get references from Global Banks for similar set of applications covering Channel and Payment functionalities. OR We request to change the criteria to any Indian or Global Banks for similar set of applications covering Alternate Delivery Channels and Payment System.	No change
4	33	Eligibility Criteria	Experience & Support Infrastructure	General	Must have experience in managing & supporting enterprise setup through Enterprise Management System Tools covering end to end areas including application, middleware, server, database, storage, network, links, security products, asset & license inventory.	We believe we can get references from Global Banks for similar scope of work OR We request this criteria to be changed to large organization across any industry in India or global. The landscape should cover multiple data centers, server/storage/network/database/middleware infrastructure hosting 200+ applications.	No change
5	41	Annexure 07 – Project Details and Scope of Work	Project Scope	Scope	2. Application ATS, maintenance, integration and support for following listed applications and Bank may include/exclude any of the applications at its own discretion.	Application ATS would be provided by Application OEM/ISVs. We request to remove ATS from this line item.	No change
6	42	Annexure 07 – Project Details and Scope of Work	Project Scope	Scope	Desktop/Workplace helpdesk support for security patching, antivirus updates, software updates and DNS/Proxy issues	Is it expected that this team would be a centralized helpdesk only and there is no need to factor for onsite support for desktop and workplace?	Clause changed as per Addendum
7	41	Annexure 07 – Project Details and Scope of Work	Project Scope	Scope	Non-CBS applications as mentioned in below Sr. No. 2.	We may not have references for all applications listed in Sr No 2. In that case, shall we give references for all critical applications in a Bank such as Channels, Payment, Treasury, CRM, HRMS, Datalake, Collaboration suite, etc.?	Clause changed as per Addendum
8	5	Clause 5	Sub - Contracting		The selected service provider/ vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required under this project.	Bidder request bank to allow sub-contracting with prior approval from bank	No change
9	32	Clause C1	Experience & Support Infrastructure*		The Bidder Must have managed operational support and provided Help Desk support for Finacle Core Banking Solution (10.x or above) in at least one Public/Private Sector Bank in India with minimum 2500 branches on Finacle 10.x or above (per Bank)	Would request bank to change this clause to " the Bidder Must have managed operational support and provided Help Desk support for in financial services sector with atleast 1 public / private sector financial services organization with minimum 2500 branches. OR Bidder request bank to allow consortium	No change
10	32	Clause C2			The Bidder should have continuing experience in supporting, customization & managing of Finacle Core Banking Application in any Public / Private Sector Banks for the last two years as on RFQ date. OR Bidder request bank to allow consortium	The Bidder should have continuing experience in supporting and customizing Financial services application in any Public / Private Sector Financial services organization for the last years. OR Bidder request bank to allow consortium	No change
11	33	Clause C4			Must have experience in managing & interfacing Finacle Core Banking system with other applications such as Delivery channels, Government Business, Treasury, Data warehouse, Payment Systems.	Request bank to delete this clause OR Bidder request bank to allow consortium	No change
12	33	Clause C5			Must have experience in managing & supporting applications for Alternate Delivery Channels (at least one from ATM/ Internet Banking/ Mobile Banking), Payment System (at least one from RTGS/ NEFT/ NACH/ SWIFT)	Request bank to delete this clause OR Bidder request bank to allow consortium	No change

13	41	Clause Annexure 7			Bank of Baroda has implemented Core Banking Solution along with other associated applications which are centralized and working from Bank's DC / DRC locations. A dedicated DC, DR and NDR Infrastructure have been implemented which caters to all branches / administrative offices in India & Overseas locations. DC, DR and NDR Setups are physically separated in two different cities in India and NDR is operational in both locations. This RFQ is for managing & supporting the IT Infrastructure (Servers, Storage, Database, Middleware, Network, Security, Virtualization) at Data Centre (DC), Disaster Recovery Centre (DRC), Near Disaster Recovery (NDR) sites and other critical support Centres of the Bank along with Core Banking & other applications for a period of 5 years.	In order to have best of partners for the bank and as per the new industry norms and analyst research of the article as per the link below stated that out tasking of specific activities is more beneficial than total outsources. https://www.i3intl.com/blog/why-out-tasking-is-better-than-out-sourcing.html Would request bank to consider infrastructure managed services and operations and applications operations and management to be separated. Bidder request bank to allow consortium	No change
14	NA	New	Limitation of Liability			Except the grounds mentioned under the para two of this clause, Service Provider's aggregate liability in connection with obligations undertaken as a part of the Agreement regardless of the form or nature of the action giving rise to such liability (whether gin contract, tort or otherwise), shall be at actual and limited to the Total Contract Value. However, Service Provider's liability in case of claims against the Bank resulting from Willful Misconduct or Gross Negligence of Service Provider, its employees and Subcontractors or from i third party claims relating to infringement of patents, trademarks, copyrights or such other Intellectual Property Rights shall be unlimited. Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by Service Provider as part of procurement under the Agreement. Under no circumstances BOB shall be liable to the Service Provider for indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if BOB has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business. Subject to any law to the contrary, and to the maximum extent permitted by law, neither Party shall be liable to other for any consequential/ incidental, special, exemplary including but not limited to, any loss of use, loss of data, business interruption, and loss of income on profits, revenue, goodwill, or indirect damages arising out of this agreement. All employees engaged by the party shall be in sole employment of the party and both the parties shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall other party be liable for any payment or claim or compensation (including but not limited to compensation on account of injury/death/termination) of any nature to the employees and personnel of the other party.	Will be given in RFP document (stage 2)
15	13	14.e	Audit		Conduct an audit of the services provided by the bidder.	The Vendor suggests that audit be limited to the specific project Bidder request bank to allow to accommodate reasonable audit rights, but requests the inclusion of specific exclusions and clarifications to protect its interests. Further, in case of a successful bid, we request that the bidder be entitled to add this bid as a credential for future bids without the prior written consent of the Bank.	May be discussed with successful bidder
16	20	18. Indemnity:	Indemnification			The Vendor suggests that claims be limited to third party only. Bidder request following addition in Indemnification: "Vendor will defend and/or settle any claims against the Bank that allege that the product or service as supplied under this Agreement infringes the intellectual property rights of a third party. Vendor will rely on Bank's prompt notification of the claim and cooperation with our defense. Vendor may modify the product or service so as to be non-infringing and materially equivalent, or we may procure a license. If these options are not available, we will refund to the Bank the amount paid for the affected product in the first year or the depreciated value thereafter or, for support services, the balance of any pre-paid amount or, for professional services, the amount paid. Vendor is not responsible for claims resulting from any unauthorized use of the products or services. This section shall also apply to deliverables identified as such in the relevant support material except that Vendor is not responsible for claims resulting from deliverables content or design provided by the Bank."	No change
17	41	Annexure 07 – Project Details and Scope of Work	Scope		Bank may implement any new technology/product or refresh existing product during the contract period and MSP has to maintain, monitor and support the related IT Infrastructure and build interfaces with the applications managed by MSP. Any application which is managed by MSP and is refreshed by the Bank due to EOSL or Technology/Feature upgrade by deploying new software, then MSP should continue to maintain, monitor and support the new solution after handover by the Bank through respective application OEM/Partner	Our Understanding is that any new Application/Technology that Bank will implement in future for which the skillset is not present in the existing environment will be mutually discussed and taken up on a change request basis. Please confirm	Clause changed as per Addendum
18	53	Annexure 07 – Project Details and Scope of Work	Scope		We ensure that outsourced critical IT service are subjected to the annual IT audit / Technology risk assessment process by an independent professional agency as approved by the local government or regulator at no extra cost to the Bank	Our understanding is that Audit Agency will be appointed by Bank and bidders responsibility will be to provide the documentation and participate if required during the audit. Please confirm	Audits as per the law of the land to be taken up by the bidder.

19	54	Annexure 11 – Information/Cyber-Security Measures/Controls for selected MSP	Scope		2.Environmental Controls 2.1. Put in place appropriate controls for securing the physical location of critical assets, providing protection from natural and man-made threats. 2.2. Put in place mechanisms for monitoring of breaches/compromises of environmental controls relating to temperature, water, smoke, access alarms, and service availability alerts (power supply, telecommunication, and servers), access logs, etc.	The said Controls will be in the scope of the Data Center hosting or relevant team managing the Data Center Physical Infrastructure. Request Bank team to remove this from the scope of the bidder or clarify the requirement and expectation from the bidder	Clause changed as per Addendum
20	57	Annexure 11 – Information/Cyber-Security Measures/Controls for selected MSP	Scope		3.Network Management and Security 3.7. Have mechanism to automatically identify unauthorized device connections to the SP's network and block such connections.	Bidders responsibility will be to deploy the controls in the devices under the scope of the bidder. Any controls/restrictions that is to be deployed in SP or any other partner network is not in scope of bidder. Request you to please remove this from the scope of the bidder	Clause changed as per Addendum
21	58	Annexure 11 – Information/Cyber-Security Measures/Controls for selected MSP	Scope		14.Arrangement for continuous surveillance - Setting up of Cyber Security Operation Center (C-SOC)	Request you to share the detailed requirement of C-SOC	Clause changed as per Addendum
22	58	Annexure 11 – Information/Cyber-Security Measures/Controls for selected MSP	Scope		12.Vulnerability assessment and Penetration Test	Does bidder has to carry out VA & PT testing on ongoing basis or the scope will be restricted to VAPT remediations only for the test conducted by Bank/Bank's SOC. In case bidder has to carry out VA/PT asset volumes and frequency to be defined	Clause changed as per Addendum
23	58	Annexure 11 – Information/Cyber-Security Measures/Controls for selected MSP	Scope		11.Advanced Real-time Threat Defense and Management	This is a part of SOC requirement. Request bank to share the detailed requirement	Clause changed as per Addendum
24	58	Annexure 11 – Information/Cyber-Security Measures/Controls for selected MSP	General		5.7. SPs shall certify any new products, updates, upgrades as having been developed following secure coding practices. The application architecture shall be tested to safeguard the confidentiality and integrity of data being stored, processed and transmitted. An assurance to this effect shall be shared with the bank/RBI as and when requested	Need clarification on assurance to be provided.	No change
25	58	Annexure 11 – Information/Cyber-Security Measures/Controls for selected MSP	General		12.3. The VAPT report(s) and compliance to its findings shall be shared with the bank/Reserve Bank of India as and when requested.	Does bidder has to carry out VA & PT testing on ongoing basis or the scope will be restricted to VAPT remediations only for the test conducted by Bank/Bank's SOC. In case bidder has to carry out VA/PT asset volumes and frequency to be defined	Clause changed as per Addendum
26	58	Annexure 11 – Information/Cyber-Security Measures/Controls for selected MSP	General		16.3. The SP shall be subjected to the annual IT audit / Technology risk assessment process by an independent professional agency as approved by the local government or regulator.	Our understanding is Bank will appoint the Auditor and bidder to support with details of managed scope	Audits as per the law of the land to be taken up by the bidder.
27	10	7. Compliance with Laws:	Legal		7.1. Compliance in obtaining approvals/permissions/licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project	1) Bidder shall be responsible for the laws that are applicable to it in its capacity as a system integrator of services to the extent that such requirements relate to the performance of Bidder's obligations under the contract. Such obligations shall be restricted to Bidder's scope of work. 2) Each Party hereto is solely responsible for complying with the applicable laws or regulations as applicable to it, when performing its activities under or in connection with the signed Agreement. 3) If any regulatory requirements change during the Term, the Parties will adjust the Services in accordance with the Change Control Procedure to the extent required due to changes in any regulatory requirements applicable to the Adanis's business or the Network. Bidder is not providing any legal, tax, accounting or other professional advice as part of the Services	No change
28	11	8. Termination:	Legal		At any time during the course of the RFQ/RFP process or before the award of contract or after execution of the contract that one or more terms and conditions laid down in this Request for Qualification/ Request for Proposal has not been met by the bidder or the bidder has made material misrepresentation or has given any materially incorrect or false information, Bank may terminate his contract/eligibility to participate in the RFQ/RFP and may invoke performance bank guarantee or forfeit the security deposit as the case may be. Further bank may impose such restriction/s on the defaulting bidder as it deemed fit	The Bank, without prejudice to any other remedy for breach of Contract, by a written notice of default with 30 days cure period sent to the Supplier, may terminate the Contract in whole or in part: if the Supplier fails, to perform any other obligation(s) under the Contract.	No change

29	11	8. Termination:	Legal		8.3. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In such an event, the bidder is bound to make good the additional expenditure which the Bank may have to incur for the execution of the balance of the contract.	Delivery / Solution to confirm . 1) Wordings: "satisfactorily" are subjective in nature & need to be modified "as per the agreed Acceptance procedures" 2) In such an event, the bidder is bound to make good the additional expenditure which the Bank may have to incur for the execution of the balance of the contract to the extent of 15% of the differential cost , which the Bank may have to incur to carry out bidding process for the selection of a new Bidder and for execution of the balance of the contract.	No change
30	11	8. Termination:	Legal		8.4. Notwithstanding above, Bank reserves the right to terminate this assignment or any subsequent agreement and / or any particular order, in whole or in part, without assigning any reason, by giving Service Provider at least 90 days prior notice in writing.	Bank as a consequence of such termination due to convenience shall pay all undisputed fees to Bidder for services performed	May be discussed with successful bidder
31	15	15. General Terms and conditions	Legal		The bidders will, by responding to the Bank's RFQ document, be deemed to have accepted the terms as stated in this RFQ document	evidence required for all the points?. Annual audit report can be provided. Since the SP will depute the resources onsite and will be using Banks's system to connect to the Bank infra structure.	No change
32	17	15. General Terms and conditions	Legal		15.35. The bidder represents that the proposal to be submitted in response to this RFQ shall meet the proposed RFQ requirement. If any services, functions or responsibilities not specifically described in this RFQ/RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFQ, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFQ/RFP and shall be provided by the bidder at no additional cost to the Bank.	Services/Functions/Scope which are required to deliver the functionalities asked in the RFP is included. Any other functionalities which are inherent in the product but bank want to get implemented will have to be managed through a mutually agreed change request process.	No change
33	20	18. Indemnity:	Legal		The Bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:	1) The Bidder shall indemnify the Bank, and keep indemnified and hold the Bank, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including reasonable (add) attorneys' fees) in any way arising out of any claim, suit or proceeding brought against the Bank as a result of: (minor edits suggested)	No change
34	20	18. Indemnity:	Legal		•Breach of any of the term of this RFP/RFQ or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Bidder under this RFP/RFQ; and/or	Selected Bidder commits a material breach of any of the material terms & conditions of the Agreement	No change
35	21	18. Indemnity:	Legal		Negligence or gross misconduct attributable to the Bidder or its employees or sub-contractors.	Gross negligence or willful misconduct attributable to the Bidder or its employees or sub-contractors Gross negligence / or willful misconduct to be defined in the contract	Clause changed as per Addendum
36	21	18. Indemnity:	Legal		However, (i) the Bidder has sole control of the defense and all related settlement negotiations (ii) the Bank provides the Bidder with the assistance, information and authority reasonably necessary to perform the above and (iii) the Bank does not make any statements or comments or representations about the claim without the prior written consent of the Bidder, except where the Bank is		No change
37	21	18. Indemnity:	Legal		3) refund to the Bank the amount paid for the infringing software / equipment and bear the incremental costs of procuring a functionally equivalent software / equipment from a third party, provided the option under the sub clause	3) refund to the Bank the amount paid for the infringing software / equipment and bear the incremental costs of procuring a functionally equivalent software / equipment from a third party limited to the extent of 15% of the differential cost, provided the option under the sub clause	No change
38	21	18. Indemnity:	Legal		Indemnity shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by customer and / or regulatory authorities for reasons attributable to breach of obligations under this RFP/RFQ and subsequent agreement by the Bidder.	Indemnity shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by customer and / or regulatory authorities for reasons attributable to breach of obligations under this agreement by the Bidder.	No change
39	21	18. Indemnity:	Legal		In the event of successful bidder not fulfilling its obligations under this clause within the period specified in the notice issued by the Bank, the Bank has the right to recover the amounts due to it under this provision from any amount payable to the bidder under this project. The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this RFP/RFQ.	This clause need to be moved from Indemnity to Clause 9: Set off	No change
40	NA	Limitation of Liability	Legal			Bidder's aggregate liability in connection with obligations undertaken as a part of the Agreement regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Annual Contract Value.	Will be given in RFP document (stage 2)
41	General	Annexure 11 – Information/Cyber-Security Measures/Controls for selected MSP	Legal		Annexure -11 points	Evidence required for all the points?. Annual audit report can be provided. Since the SP will depute the resources onsite and will be using Banks's system to connect to the Bank infra structure.	Declaration to be provided as per Annexure 10

42	55	Annexure 11 – Information/Cyber-Security Measures/Controls for selected MSP	Legal		4.3. Disable remote connections from outside machines to the network hosting the ATM Switch infrastructure.	Bidder does not have ATM Switch environment. This control can be removed	Clause changed as per Addendum
43	55	Annexure 11 – Information/Cyber-Security Measures/Controls for selected MSP	Legal		4.4. Ensure the software integrity of the related applications.	Bank to specify the required application which required to comply with this control. Based on the request the required details can be provided	List of applications involved in the scope of this RFQ will be published during RFP stage
44	55	Annexure 11 – Information/Cyber-Security Measures/Controls for selected MSP	Legal		5.7. SPs shall certify any new products, updates, upgrades as having been developed following secure coding practices. The application architecture shall be tested to safeguard the confidentiality and integrity of data being stored, processed and transmitted. An assurance to this effect shall be shared with the bank/RBI as and when requested	Annual audit Compliance report for the required applications shall be provided based on the formal request from bank	Repeated query
45	56	Annexure 11 – Information/Cyber-Security Measures/Controls for selected MSP	Legal		5.8. In respect of critical business applications, SPs shall conduct source code audits by professionally competent personnel/ service providers. They shall provide assurance to the bank that the application is free from embedded malicious/fraudulent code.	Annual audit Compliance report for the required applications shall be provided based on the formal request from bank	Frequency of such audits may be decided by the Bank
46	58	Annexure 11 – Information/Cyber-Security Measures/Controls for selected MSP	Legal		12.3. The VAPT report(s) and compliance to its findings shall be shared with the bank/Reserve Bank of India as and when requested	Compliance report for the specific applications shall be provided based on the formal request from bank.	Clause changed as per Addendum
47	58	Annexure 11 – Information/Cyber-Security Measures/Controls for selected MSP	Legal		15.1. The SP shall comply with the relevant standards including ISO27001, PCI-DSS and PA-DSS, as applicable to the IT ecosystem	Bidder does not store process or transit the PCI related data or ay payment related data PCI-DSS and PA-DSS Request Bank team to remove this from the scope	Bidder has to comply with the mentioned standards while managing the Data Centres of the Bank
48	59	Annexure 11 – Information/Cyber-Security Measures/Controls for selected MSP	Legal		15.2. The vendors should conform to the security practices and procedures laid down in the Information Technology Act 2000 as amended by the Information Technology (Amendment) Ac t2008 (IT Act and IT Amendment Act) and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules 2011 (Privacy Rules).	Annual audit Compliance report shall be provided based on the formal request from bank	Frequency of such confirmation may be decided by the Bank
49	59	Annexure 11 – Information/Cyber-Security Measures/Controls for selected MSP	Legal		16.3. The SP shall be subjected to the annual IT audit / Technology risk assessment process by an independent professional agency as approved by the local government or regulator.	Audit shall be performed based on the prior formal information from Bank	No change
50	11	8.3	Commercial		After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In such an event, the bidder is bound to make good the additional expenditure which the Bank may have to incur for the execution of the balance of the contract.	Bidder request for Below term : - Cure period of 60 days before invocation of this clause. - Bidder's liability limited to incremental cost capped at 10% of the cost of the undelivered systems/services. This clause can be invoked only on termination of contract and only for failure solely attributed to bidder	May be discussed with successful bidder
51	11	8.4	Commercial		Notwithstanding above, Bank reserves the right to terminate this assignment or any subsequent agreement and / or any particular order, in whole or in part, without assigning any reason, by giving Service Provider at least 90 days prior notice in writing	Bidder request for below terms : - Bank to pay for the services rendered up to the point of termination, hardware and software delivered up to date of termination and the like. - No termination during implementation phase - In addition, Bidder will also charge additional termination fees as mutually agreed between parties taking into account reasonable shutdown costs, transition charges and unamortized startup costs, including termination costs of third party contracts and employee costs.	May be discussed with successful bidder
52	41	Annexure 07 – Project Details and Scope of Work	Scope		The Bidder shall also develop interfaces, APIs and required setup at CBS level to integrate various delivery/digital banking channels (existing and future) and other applications deployed as per requirement.	Scope/Methodology to be developed and agreed mutually	Clause changed as per Addendum
53	41	Annexure 07 – Project Details and Scope of Work	Scope		Application ATS, maintenance, integration and support for following listed applications and Bank may include/exclude any of the applications at its own discretion	Bidder request for Below terms: 1) Timeframe for such requirements to be mutually agreed 2) ATS termination to be aligned to closure of the annual term as most of the cased payment is done in advance 3) Any inclusion of the applications to be mutually agreed for skill upgrade, resource levels and timeframe through Change Request	Clause changed as per Addendum
54	41	Annexure 07 – Project Details and Scope of Work	Scope		CBS/CSIS/Connect24/FI/GBM	FI - Finacle Integrator (Not financial Inclusion) - Need clarification	FI stands for Finacle Integrator

55	42	Annexure 07 – Project Details and Scope of Work	Scope		Application List	We assume application list provided in comprehensive and doesn't include applications like FRMS.	Application list provided in the RFQ is not final and updated scope will be published during RFP stage
56	42	Annexure 07 – Project Details and Scope of Work	Scope		Bank has also embarked on different technological enhancements including Cloud adoption, Digital Architecture etc. and hence, Bank may change scope of services mentioned in the SOW in a phased manner with a 90 day notice period at any time during the contract period	Change of scope of services to be mutually agreed for inclusion and exclusion through separate change request to assess the impact in terms of cost, time and effort	No change
57	30	Annexure 02 – Evaluation Terms, point A-1			Bidder must be a Government Organization / PSU / PSE / Partnership firm / LLP or private / public limited company in India for last 5 years.	Suggested clause as we are de merged as a separate company from IBM about 12 months back. Proposed changed clause :. In case the bidding company/firm is hived off from the demerged company, the experience, eligibility etc as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process	No change
58	31	Annexure 02 – Evaluation Terms, point B-1			The Bidder must have registered average annual turnover of Rs.250 Crores or above during the last three completed financial years – 2019-20, 2020-21 and 2021-22 (Not inclusive of the turnover of associate companies).	Suggested clause as we are de merged as a separate company from IBM about 12 months back. Proposed changed clause :The Bidder must have an average turnover of minimum Rs. 250 crore during last 03 (three) financial year(s) i.e. FY 2019-2020, FY2020-2021 and FY 2021-2022.. In case the bidding company/firm is hived off from the demerged company, the experience, eligibility etc as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process	No change
59	31	Annexure 02 – Evaluation Terms, point B-2			The Bidder must be Net profit making entity continuously for the last three years i.e. financial years–2019-20, 2020-21 and 2021-22	Suggested clause as we are de merged as a separate company from IBM about 12 months back. Proposed changed clause : The Bidder must be profitable organization for last 3 years . In case the bidding company/firm is hived off from the demerged company, the experience, eligibility etc as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process	No change
60	31	Annexure 02 – Evaluation Terms, point C-1			The Bidder Must have managed operational support and provided Help Desk support for Finacle Core Banking Solution (10.x or above) in at least one Public/Private Sector Bank in India with minimum 2500 branches on Finacle 10.x or above (per Bank)	The Bidder Must have managed operational support and provided Help Desk support for Finacle Core Banking Solution (10.x or above) in at least one Public/Private Sector Bank/Small Finance Bank in India with minimum 500 branches on Finacle 10.x or above (per Bank)	No change
61	32	Annexure 02 – Evaluation Terms, point C-2			The Bidder should have continuing experience in supporting, customization & managing of Finacle Core Banking Application in any Public / Private Sector Banks for the last two years as on RFQ date.	The Bidder should have experience in supporting, customization & managing of Finacle Core Banking Application in any Public / Private/Small Finance Bank Sector Banks in last two years as on RFQ date.	No change
62	33	Annexure 02 – Evaluation Terms, point C-4			Must have experience in managing & interfacing Finacle Core Banking system with other applications such as Delivery channels, Government Business, Treasury, Data warehouse, Payment Systems.	Must have experience in Supporting * interfacing Finacle Core Banking system with Any other applications such as Delivery channels, Government Business, Treasury, Data warehouse, Payment Systems	No change
63	33	Annexure 02 – Evaluation Terms, point C-5			Must have experience in managing & supporting applications for Alternate Delivery Channels (at least one from ATM/ Internet Banking/ Mobile Banking), Payment System (at least one from RTGS/ NEFT/ NACH/ SWIFT)	Must have experience in supporting applications for Alternate Delivery Channels (at least one from ATM/ Internet Banking/ Mobile Banking), Payment System (at least one from RTGS/ NEFT/ NACH/ SWIFT)	No change
64	34	General			Project tenure not mentioned in RFQ. What will be project tenure after Managed service partner is selected.		Already given in the RFQ document. Refer Page 10.
65	35	Annexure 07 – Project Details and Scope of Work			As per annexure 7, point no 7, the services provider should manage the System for monitoring, service/change management, asset & license management, is the Bank of Baroda will provide Tools for this or managed service provider will bring his expertise and tool cost for the same.		Bidder has to manage the existing EMS Tools being used by Bank