

**Clause in RFQ**

<b>S. No.</b>	<b>Clause in RFQ</b>	<b>Clarifications/ Changes made</b>
1	<p><b>[A] Important Dates:</b></p> <p>5. Last Date of Submission of RFQ Response (Closing Date)</p> <p>03:00 PM on 18<sup>th</sup> July, 2023</p> <p>6. Eligibility Cum Technical Bid Opening Date</p> <p>3:30 PM on 18<sup>th</sup> July, 2023</p>	<p><b>[A] Important Dates:</b></p> <p>5. Last Date of Submission of RFQ Response (Closing Date)</p> <p>03:00 PM on <b>25<sup>th</sup> July, 2023</b></p> <p>6. Eligibility Cum Technical Bid Opening Date</p> <p>3:30 PM on <b>25<sup>th</sup> July, 2023</b></p>
2	<p><b>Annexure 2 – Evaluation Terms</b></p> <p><b>A. Eligibility cum Technical Bid</b></p> <p>Pre-qualification / eligibility criterion for the bidder to qualify this stage is clearly mentioned in Table below. The Bidder would need to provide supporting documents as part of the eligibility proof. All dates if not specified to be applicable from the date of the RFQ.</p> <p>Eligibility Criteria Table</p>	<p><b>Annexure 2 – Evaluation Terms</b></p> <p><b>A. Eligibility cum Technical Bid</b></p> <p>Pre-qualification / eligibility criterion for the bidder to qualify this stage is clearly mentioned in Table below. The Bidder would need to provide supporting documents as part of the eligibility proof. All dates if not specified to be applicable from the date of the RFQ.</p> <p><b>Please refer revised Eligibility Criteria Table attached as Appendix 1 to this Addendum.</b></p>

All other Terms & Conditions are same as per our RFQ no. BCC:IT:PROC:115:08 dated 16.05.2023 and subsequent addendums for Selection of Managed Services Provider for Management, Operations, Support, and Maintenance of DC, DRC and NDR center's IT Infrastructure along with Core Banking & Associated Applications.

## Appendix -1

S. No	Eligibility Criteria	Complied (Yes/No)	Supporting Documents Required
<b>A</b>	<b>General</b>		
1	<p>Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India for last 5 years.</p> <p>In case the bidding company/ firm is hived off from the demerged company, the experience, eligibility etc. as per the requirement of the RFQ/RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFQ/RFP process and Novation / Other Relevant Agreement is in place.</p>		<p>Documentary Proof to be attached (Certificate of Incorporation)</p> <p>AND</p> <p>Novation / Other Relevant Agreement (if applicable).</p>
2	<p>Bidder must not be blacklisted / debarred by any Statutory, Regulatory or Government Authorities or Public Sector Undertakings (PSUs / PSBs) since 1<sup>st</sup> April 2020 till date.</p>		<p>Letter of confirmation (self-certified letter signed by authorized official of the bidder)</p>
3	<p>The Bidder is not from such a country which shares a land border with India, in terms of the said amendments to GFR, 2017. OR</p> <p>The Bidder is from such a country and has been registered with the Competent Authority i.e. the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade, as stated under Annexure to the said Office Memorandum / Order and we submit the proof of registration herewith.</p>		<p>Undertaking as per Annexure 03 and</p> <p>Copy of certificate of valid registration with the Competent Authority (If applicable) (signed /Digitally signed documents from authorized representative of bidder &amp; OSD\ OEM)</p>

4	The Bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having common partners has not participated in the bid process.		Letter of confirmation (self-certified letter signed by authorized official of the bidder).
5	The Bidder to provide an undertaking on his letter head that all the requirements highlighted as part of RFQ document are covered in totality in the proposal submitted by the Bidder.		Letter of confirmation from bidder (self-certified letter)
6	Bidder must not be an existing Service Provider managing Bank's Security Operations Centre (SOC).		Letter of confirmation on letterhead of bidder duly signed by an authorized signatory
<b>B</b>	<b>Financial</b>		
1	<p>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).</p> <p><b>For MSE/Startups bidders below clause will be applicable:</b></p> <p><b>The Bidder must have registered average annual turnover of Rs.50 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).</b></p> <p>In case the bidding company/ firm is hived off from the demerged company, the experience, eligibility etc. as per the requirement of the RFQ/RFP may be considered as of</p>		<p>Audited Financial statements for the financial years 2019-20, 2020-21 and 2021-22. Certified letter from the Chartered Accountant clearly mentioning Turnover, Net Profit and Net worth. The CA certificate in this regard should be without any riders or qualification.</p> <p>AND</p> <p>Novation / Other Relevant Agreement (if applicable)</p>

	the demerged company, provided the demerged company doesn't apply in the same RFQ/RFP process and Novation / Other Relevant Agreement is in place.		
2	<p>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 OR The net worth of the bidder should be positive as on RFQ date and should not have eroded by more than 30% in the last three years.</p> <p>In case the bidding company/ firm is hived off from the demerged company, the experience, eligibility etc. as per the requirement of the RFQ/RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFQ/RFP process and Novation / Other Relevant Agreement is in place.</p>		<p>Audited Financial statements for the financial years 2019-20, 2020-21 and 2021-22. Certified letter from the Chartered Accountant clearly mentioning Turnover, Net Profit and Net worth. The CA certificate in this regard should be without any riders or qualification.</p> <p>AND</p> <p>Novation / Other Relevant Agreement (if applicable)</p>
<b>C Experience &amp; Support Infrastructure*\$</b>			
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 / Global / Large Organizations (i.e. having turn over >=10,000 Crore per Annum) in India/Global with minimum 1500 branches on Finacle 10.x or above (per Bank)		Documentary Proof to be attached along with order / contract copy or customer certified copy certifying operations by the bidder mentioning the activities being performed and number of branches being supported. A self-certified letter along with the above-mentioned documents also to be attached

2	<p>The Bidder should have experience in supporting, customization &amp; managing of Finacle Core Banking Application in any Public / Private Sector Banks / Large Organizations (i.e. having turn over &gt;= 10,000 Crore per annum) within -5- years of RFQ date.</p>		<p>The Bidder should submit proof of management and maintenance along with copy of Purchase Orders and reference letter duly signed by authorized signatory from the specific organization mentioning management along with staff strength. POCs done shall not be treated as experience of the Bidder.</p>
3	<p>The bidder should have continuing experience in managing and supporting the following in at least one Public/Private Sector Bank(s) in India / State co-operative Banks / Rural Regional Banks /Global BFSI / large organizations (Large organization i.e. having turnover &gt;= Rs. 10,000 Crore per annum) for the past two years covering all of the below domains#:</p> <ul style="list-style-type: none"> <li>a) Database Administration &amp; Management (Oracle/MS SQL)</li> <li>b) Application administration &amp; Support management</li> <li>c) Middleware administration &amp; management (Weblogic/ Websphere)</li> <li>d) System Administration &amp; Maintenance (HP-UX/Windows Server 2012 &amp; above/IBM-AIX/Solaris/ RHEL/ ESX/VMWare)</li> <li>e) Network &amp; Security Devices administration &amp; management</li> <li>f) Data Centre, Disaster Recovery Centre and NDR operations</li> <li>g) Storage Administration &amp; Management</li> <li>h) Backup &amp; Recovery Management</li> </ul> <p># (These domain experience can be in different banks / large organizations also)</p>		<p>The bidder should submit letter from the organization/s duly signed by authorized signatory regarding their services on mentioned areas.</p> <p>In the case of Global customers of the bidder, the bidder can submit masked PO's clearly mentioning scope of services &amp; name of the customer, covered with self-certification from authorized signatory of bidder, if letter cannot be submitted from authorized signatory of client.</p>

4	Must have experience in managing & interfacing Finacle Core Banking system with other applications such as Delivery channels, Government Business, Treasury, Payment Systems.		Relevant credential letters of the customer to be attached
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)		Relevant credential letters of the customer to be attached
6	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.		Relevant credential letters of the customer to be attached

\* All experience should be continuing as on RFQ date **except for criteria C1 & C2.**

§ - In case the bidding company/ firm is hived off from the demerged company, the experience, eligibility etc. as per the requirement of the RFQ/RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFQ/RFP process and Novation / Other Relevant Agreement is in place. In that case, Relevant Novation / Other Relevant Agreement need to be submitted.



**RFQ For Selection of Managed Services Provider for Management, Operations, Support, and Maintenance of DC, DRC and NDR IT Infrastructure along with Core Banking & Associated Applications.**

**RFQ Reference: BCC:IT:PROC:115:08 dated 16.05.2023.**

**Bank Response to Additional Pre-Bid Queries**

Sr. No	Page #	Point / Section #	Category (Scope/Commercial/Legal/General)	Clarification Point as stated in the Tender document	Comment / suggestion/deviation	Bank's Response
1	Addendum	Eligibility, Section B, Point 1	Eligibility	<p>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).</p> <p>In case the bidding company/ firm is hived off from the demerged company, the experience, eligibility etc. as per the requirement of the RFQ/RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFQ/RFP process and Novation / Other Relevant Agreement is in place.</p>	<p>"For Startup/MSE Enterprises : The Bidder must have minimum annual average turnover of Rs.50 Crores during last three (3) financial years, i.e. FY 2019-20, FY 2020-21 and FY 2021-22 OR FY 2020-21, FY 2021-22 and FY 2022-23 "</p> <p>Kindly provide the relaxation on this clause in line with the directives from Department of Industrial Policy and Promotion (DIPP) and this is followed by major Government/PSU Organizations e.g. India Post Payment Bank has recently floated the RFP for similar services (Around Finacle) and they had provided relaxation for Startup Enterprises. Pls refer the link:-  <a href="https://bidplus.gem.gov.in/resources/upload_nas/NovQ422/bidding/biddoc/bid-3962588/1668776440.pdf">https://bidplus.gem.gov.in/resources/upload_nas/NovQ422/bidding/biddoc/bid-3962588/1668776440.pdf</a> and  <a href="https://bidplus.gem.gov.in/resources/upload2/MayQ222/bidding/biddoc/bid-3397298/1652352668.pdf">https://bidplus.gem.gov.in/resources/upload2/MayQ222/bidding/biddoc/bid-3397298/1652352668.pdf</a> .</p>	Pls refer addendum
2	Addendum	Eligibility, Section C, Point 2	Eligibility	<p>The Bidder should have continuing experience in supporting, customization &amp; managing of Finacle Core Banking Application in any Public / Private Sector Banks / Large Organizations i.e. having turn over &gt;= 10,000 Crore per annum for the last two years as on RFQ date.</p> <p><b>Clause modified in Addendum 3 as below:</b></p> <p>The Bidder should have experience in supporting, customization &amp; managing of Finacle Core Banking Application in any Public / Private Sector Banks / Large Organizations (i.e. having turn over &gt;= 10,000 Crore per annum) within -5- years of RFQ date.</p>	<p><b>Requesting you to change the clause as under:-</b> "The Bidder should have continuing experience in supporting, customization &amp; managing of Finacle Core Banking Application in any Public / Private Sector Banks. / Large Organizations i.e. having turn over &gt;= 10,000 Crore per annum for the last <b>ONE</b> years as on RFQ date." <b>Justification</b> - Due to covid-19, there were delays in refreshing/renewing the similar contracts by many banks/large organizations. Organizations started the procurement process of such contracts from the end of year 2021 and new contracts were put in place in the year 2022. Therefore its prudent that some of the capable organizations could get contract in 2022 &amp; they have completed the 1st Year of continuing contract this year and hence we request you to change it to One year especially in case of continuing experience.</p>	Pls refer addendum
3	Addendum	Eligibility, Section C, Point 3	Eligibility	<p>The bidder should have continuing experience in managing and supporting the following in at least one Public/Private Sector Bank(s) in India / State co-operative Banks / Rural Regional Banks /Global BFSI / large organizations (Large organization i.e. having turnover &gt;= Rs. 10,000 Crore per annum) for the past two years covering all of the below domains#:</p>	<p><b>Requesting you to change the clause as under:-</b> "The bidder should have continuing experience in managing and supporting the following in at least one Public/Private Sector Bank(s) in India / State co-operative Banks / Rural Regional Banks /Global BFSI / <b>Public Sector Undertakings</b> /large organizations (Large organization i.e. having turnover &gt;= <b>Rs. 8,000 Crore per annum</b>) for the past <b>ONE</b> years covering all of the mentioned domains....F11: <b>Justification</b> : In continuation to justification provided in Sr. No.2 above, we have also requested to include Public Sector Undertakings which are highly credible references and run very large IT setup. Also for Large Organizations, we request you to consider the size of such organization at USD 1 Billion (approx Rs. 8,000 Cr) considering the global presence and more commonly used barometer.</p>	No Change