

Pre- Bid Query Response
Amendments:

Sl. No.	RFP Page No.	RFP clause	Existing specification	Revised specification
1.	65	Annexure E-3 Recommended Hardware Specification.	--Additional--	Include recommended Database, Middleware, server(updated) Please find revised Annexure E-3 on amendments. For Development, Testing and UAT hardware specification will be considered as 50% of production.
2.	42	Annexure – C Eligibility criteria	Implementation staff (Data Stage , proposed analytics tool at least 30 resources in each technology)	Implementation staff (Data staging , proposed analytics tool, at least 30 resources in each technology)
3.	74	Annexure -J Bank Guarantee Format	Within 15 days of issue of purchase order, the successful bidder should furnish a Bank Guarantee valid for a period of _____ months with further one month claim period as Performance Security for 20% of the amount of the Purchase Order (exclusive of AMC)	Within 15 days of issue of purchase order, the successful bidder should furnish a Bank Guarantee valid for a period of _____ months with further one month claim period as Performance Security for 10% of the amount of the Purchase Order (exclusive of AMC)
4.	50	Annexure – E1 Clause 15	The solution must provide performance analytics to address goals, objectives, and accountability. Performance analytics typically use a variety of KPIs including strategic scorecards; relevant comparisons against plans, budgets, forecasts, prior performance, and industry benchmark data; and the ability to drill down to root-cause details.	The solution must provide performance analytics to address goals and objectives. Performance analytics typically use a variety of KPIs including strategic scorecards; relevant comparisons against plans, budgets, forecasts, prior performance, and industry benchmark data; and the ability to drill down to root-cause details.
5.	42	Annexure C – clause 3	The bidder should have experience of minimum three years in providing Analytics (descriptive, predictive, prescriptive and statistical) implementation to BFSI sectors in the various areas where the following mandatory.	The bidder should have experience of minimum three years in providing Analytics (descriptive, predictive, prescriptive and statistical) implementation to BFSI/ State or Central Government organizations within India with at least one order of value one crore or above.
6.	42	Annexure C – clause 1	The bidder must be an Indian firm/ company / organization registered under the Companies Act, 1956.	The bidder must be an Indian firm/ company / organization registered under the Companies Act.

7.	35	Clause 36 Payment Terms --General-	-- Revised --	Please ref. revised annexure in amendments.
8.	35	Clause 36 Payment Terms	Cost of manpower for onsite support will be paid on quarterly basis in arrears	Cost of manpower for onsite support will be paid on monthly basis in arrears.
9.	66	Annexure – F COMMERCIAL BID	Cost of software licenses, Cost of Manpower for onsite support for 3 years	Please ref revised Annexure F in amendments.
10.	78	ANNEXURE L Service Level Agreement	Cost of manpower for onsite support will be paid on quarterly basis in arrears	Cost of manpower for onsite support will be paid on monthly basis in arrears.
11.	31	32. Services	Bidder should be willing to transfer skills to relevant Banking Personnel by means of training and documentation.	Bidder should transfer skills to relevant Banking Personnel by means of training and documentation at no additional cost to Bank as required. Training to be conducted by OEM certified trainer.
			Bidder should provide and implement patches / upgrades / Software / OS / Tools/ Middleware etc as and when release by the Vendor/OEM or as per requirements of the Bank. Bidder should bring to notice of the Bank all release /version change.	Bidder should provide and implement patches / upgrades / Software / Tools etc as and when release by the Vendor/OEM or as per requirements of the Bank. Bidder should bring to notice of the Bank all release /version change.
			--Additional--	Bidder should provide 24X7 back to back arrangements with OEM for entire project duration and enable OEM services whenever required.



12.	31	Transition Requirement.	In the event of failure of the bidder to render the Service or in the event of termination or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangements for getting the Services from other source. The Bank may give a prior notice to the bidder before availing such service from alternate source. The bidder shall continue to provide services till a 'New Service Provider' completely replaces the bidder and bidder shall render all reasonable assistance and help to the Bank and to the new Service Provider engaged by the Bank for smooth switch over and continuity of the services. The bidder shall be liable to reimburse the expenses, if any incurred by the Bank in availing such services from the alternate source.	In the event of failure of the bidder to render the Service or in the event of termination, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangements for getting the Services from other source. The Bank may give a prior notice to the bidder before availing such service from alternate source. The bidder shall continue to provide services till a 'New Service Provider' completely replaces the bidder and bidder shall render all reasonable assistance and help to the Bank and to the new Service Provider engaged by the Bank for smooth switch over and continuity of the services. The bidder shall be liable to reimburse the additional expenses, if any incurred by the Bank in availing such services from the alternate source.
13.	34	35.Terms and Conditions	t)Acceptance Procedure: On successful completion of installation, commissioning, acceptability test, receipt of deliverables, etc., payment will be released to the Vendor.	t)Acceptance Procedure: On successful completion of installation, commissioning, acceptability test, receipt of deliverables, etc., payment will be released to the Vendor as per payment terms.
14.	36	40. Replacement	Resource(s) deployed on the project can be replaced with a minimum notice of one month with the prior approval of the Bank. The replacement resource(s) should be acceptable to the Bank and part of transition for 1 (one) month. Any transition or notice of less than stipulated period will attract a penalty of Rs. 1,00,000/- (Rupees one Lac Only). In case of replacement due to resignation, no penalty will be levied. Bank will have the sole discretion not to accept any resource, if found not satisfactory to the Bank. Vendor will face penalty as per Annexure L if replacement issues are causing delay	Resource(s) deployed on the project can be replaced with a minimum notice of one month with the prior approval of the Bank. The replacement resource(s) should be acceptable to the Bank and part of transition for 1 (one) month. Any transition or notice of less than stipulated period will attract a penalty of Rs. 1,00,000/- (Rupees one Lac Only). Bank will have the sole discretion not to accept any resource, if found not satisfactory to the Bank. Vendor will face penalty as per Annexure L if replacement issues are causing delay in project execution.

			in project execution.	
15.	42	Annexure C Eligibility criteria.	<p>The bidder must have a minimum annual turnover of Rs.20 Crores each year during the last three financial year(s) (2015-16, 2016-17, 2017-18)</p> <p>The bidder should be profitable organization for last three financial year (s) (2015-16, 2016-17, 2017-18)</p>	<p>The bidder must have a minimum annual turnover of Rs.10 Crores each year during the last three financial year(s) (2015-16, 2016-17, 2017-18)</p> <p>The bidder should be profitable organization for last three financial year (s) (2015-16, 2016-17, 2017-18)</p>
16.	38	49. Maintenance/ Performance Requirement	-- revised--	Please ref. Revised Maintenance/ Performance Requirement clause on amendments.
17.	76	Annexure L Service Level Agreement	<p>b)Performance requirement:</p> <p>d) Uptime Requirement of analytics system and models</p> <p>e) Payment terms</p> <p>o) Escalation Procedure</p>	<p>Please ref. Revised clauses of Annexure L in amendments.</p> <p>Clause d- Renamed to Uptime Requirement of analytics system, models and reports.</p>
18.	80	Annexure L Service Level Agreement	n)Uptime of Model and reports,	Clause Removed.
19.	69	Annexure G Implementatio n Roadmap	--Definition--	<p>Phase I – Quick win Phase</p> <p>Phase II- Evolving Phase</p> <p>Phase III –Transform Phase</p> <p>Phase IV- Maturity Phase</p> <p>Phase IV – A – Maturity Phase (2nd year)</p> <p>Phase IV- B- Maturity Phase (3rd year)</p>



20.	43	Annexure D Evaluation Process	<p>Clause 4:</p> <p>Project Team:</p> <p>The key parameters for evaluating the team members would be:</p> <p>Qualification & Certification on relevant areas.</p> <p>Total experience working in fields: DA, BI, ETL, MDM, ML, AI etc.</p> <p>Number of similar analytics assignments handled</p> <p>Note: Bidder has to provide at least one dedicated resource as mentioned in Annexure H during entire project period. CV has to be submitted as per format given in Annexure I for each resource allocated for this project.</p>	<p>Project Team:</p> <p>The key parameters for evaluating the team members would be:</p> <p>Qualification & Certification on relevant areas.</p> <p>Total experience working in fields: DA, BI, ETL, MDM, ML, AI etc.</p> <p>Number of similar analytics assignments handled</p> <p>Note: Bidder has to provide at least five dedicated resource as mentioned in Annexure H during entire project period. CV has to be submitted as per format given in Annexure I for each resource allocated for this project.</p>
21.	85	Annexure N Non Disclosure Agreement	<p>Clause 3. Publications:</p> <p>Neither Party shall make news releases, public announcements, give interviews, issue or publish advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents / provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other</p>	<p>Site Visit to be arranged by bidder. Client should be a scheduled commercial bank located within India (Preferably in Chennai). Cost of travel and stay of Bank staff will be borne by Bank.</p> <p>The key parameters for evaluation will be:</p> <p>i) Satisfactory response from client submitted as per annexure Q (70 Marks) (For bank use during site visit)</p> <p>ii) Evaluation done by Bank staff (30 Marks)</p>

			matter of this Agreement, without the prior written approval of the other Party.	without the prior written approval of the Bank.
22.	--	Annexure W Data Source Information	-- Addendum--	Please ref Annexure W on Addendum.
23.	--	Clause No. 51 Software Delivery	--Addendum--	Please ref Clause No. 51(Software Delivery) on Addendum.
24.	97	Annexure V Check List of Documents to be Submitted	--Addendum--	Power of Attorney / resolution authorizing the official for signing the Bid.

ANNEXURE-E3

RECOMMENDED HARDWARE SPECIFICATION REQUIRED FOR THE PROPOSED SOLUTION AT DC.

To be submitted along with Technical bid in below format:

a) Server :

<u>Sl.no</u>	<u>Quantity</u>	<u>Operating System</u>	<u>Processor(Make & Model)</u>	<u>HDD</u>	<u>Storage</u>	<u>Purpose</u>

b) Storage :

<u>Sl.no</u>	<u>Capacity (GB)</u>	<u>IOPS</u>	<u>Latency</u>	<u>Purpose</u>

c) Network :

<u>Sl.no</u>	<u>Requirement Type</u>	<u>Bandwidth</u>	<u>Latency</u>
1.	DC- DR Sync./ Replication.		
2.	Zonal offices (49 Zones)		
3.	Branch Level Access (2800+ Branches)		

d) Database, Middleware:

<u>Sl.no</u>	<u>Software Name</u>	<u>Licensing Model</u>	<u>Purpose</u>

e) Any other infrastructure pre-requisite required in detail.

Note: a) Bank will arrange for equivalent DR infrastructure, the service provider has to configure replication between DC and DR.

b) For Development, Test/UAT hardware specification will be considered as 50% of production. (All software licenses to be provisioned for DC, DR, UAT/TEST and Development sites as per respective OEM's licensing policies.)

Annexure C

ELIGIBILITY CRITERIA

S.NO	ELIGIBILITY CRITERIA	DOCUMENTS TO BE SUBMITTED
1	The bidder must be an Indian firm/ company / organization registered under the Companies Act .	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office.
2	<p>The bidder must have a minimum annual turnover of Rs.10 Crores each year during the last three financial year(s) (2015-16, 2016-17, 2017-18)</p> <p>The bidder should be profitable organization for last three financial year (s) (2015-16, 2016-17, 2017-18)</p>	<p>Copy of the audited Balance Sheet and / or Certificate of the Chartered Accountant for preceding three years</p> <p>Copy of the audited balance sheet and / or Certificate (in original) of the Chartered Accountant.</p>
3	<p>The bidder should indicate its extensive experience at least 3 years of working with the tool proposed for analytics by the bidder</p> <p>The bidder should have experience of minimum three years in providing Analytics (descriptive, predictive, prescriptive and statistical) implementation to BFSI/ State or Central Government organizations within India with atleast one order of value one crore or above.</p>	<p>Copy of Purchase Order.</p> <p>Provide the details of the client, scope of work (highlighting key requirements mentioned in the criteria, for example Customer behavioral analytics), implementation time and other details as appropriate.</p>
4	The Bidder should not have been blacklisted by any Government Dept / PSU / Banks currently.	Self Declaration
5	<p>The bidder must have a support centre / Centre of Excellence for analytics in India. Also provide the following details for staff working under this COE or support centre in India:</p> <p>Total number of employees (Please provide a break-up of the number of employees by function), e.g.</p> <ul style="list-style-type: none"> Domain Experts (Non-Financial sector, Overall Financial sector and break-up of Banking, Insurance, Capital market, AMC, others- at least 50 resources in this area) 	<p>Provide self-certificate containing the address of the Support Centre and total number of headcount.</p> <p>Self certification showing number of employees with breakup as asked in the Support Centre.</p>



	<ul style="list-style-type: none">• Implementation staff (Data Staging, proposed analytics tool at least 30 resources in each technology)	
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Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

Annexure – F
COMMERCIAL BID

(PRICE BREAKUP TO BE SUBMITTED BY THE BIDDER AFTER ONLINE REVERSE AUCTION)

Date:
The Assistant General Manager
Expenditure Department
Indian Bank, Corporate Office
Avvai Shanmugam Salai, Royapettah, Chennai,
Tamil Nadu
600 014

Dear Sirs,
Sub: Supply, Installation, Implementation, Post-Implementation Onsite Operations and Support of End to End Data Analytics and Business Insights Solution.

Ref: Bid Document No. CO/MIS/R1:2018-19 dated 06/07/2018

Further to online reverse auction conducted on _____, we submit hereunder the price breakup details of solution as per the specifications.

Price Schedule

A. Cost of software licenses ^^ : (Amount in Rupees)

S. No	Items	Licensing Model	License Quantity (a)	Unit Price (b)	Total Cost C=(a * b)	Warranty charges for one year (from the date of delivery of license) (d)	ATS charges for the entire contract period		Total (c+d+e+f)
							2 nd year (e)	3 rd year (f)	
1	Name of software for Primary Site								
	A)								
	B)....etc.								
2	Any other cost for primary setup, please specify								
3	Name of software for DR Site								
	A)								
	B)....etc.								

4	Any other cost for Disaster Recovery setup, please specify								
5	Name of software for UAT/TEST								
	A)								
	B)....etc.								
6	Any other cost for UAT/TEST setup, please specify								
7	Name of software for Development Site								
	A)								
	B)....etc.								
8	Any other cost for Development setup, please specify								
	Total								

^^ Please provide the price breakup for the cost of licenses listed for DC, DR, Development, Test/ UAT setup.

All licenses supplied for this project should be in Indian Bank's name, perpetual in nature and should be without any restriction of usage.

B. Cost of Supply, Installation, Implementation, Post-Implementation Onsite Operations and Support of End to End Data Analytics and Business Insights Solution (at Primary Site and DR site)

S. No.	Item	Amount
1	Implementation Charges (installation, configuration, Customization, Training, Interface(s), Testing, Acceptance, Data Migration etc.) as per payment terms.	
2	Maintenance Charges will be paid yearly in advance for 2 nd year.	
3	Maintenance Charges will be paid yearly in advance for 3 rd year.	
	Total	

C. Cost of Manpower for onsite support for 3 years:

S. No.	Item	Amount*
1	Cost of manpower for Onsite support for 3 years. **	
	Total	

***(To be paid on Monthly basis in arrears from go live up to the end of contract period)**

**** Successful Bidder to ensure minimum 5 technically qualified and certified (in relevant fields with minimum experience of 2 years, Ref. Annexure H) resource to be allocated onsite during all bank working days (in Chennai) for entire contract period.**

Total Cost of Ownership (TCO) = Table-A + Table-B + Table-C

PRICE STATEMENT

Total Cost of Ownership (TCO) for End to End Data Analytics solution for the entire contract period (inclusive of all duties, levies, freight, insurance, warranty/AMC/ATS, etc. and exclusive of all applicable taxes. Octroi/Entry Tax if any, will be reimbursed on submission of original receipts.) is:

- i) Rs. _____ (in figures)
ii) Rupees _____ (in words)

We submit that we shall abide by the details given above and the conditions given in your above tender.

For

Office Seal

Place:

Date:

Business Address:

(Authorized Signatory)

Name:

Designation:

Mobile No:

Telephone No:



SERVICE LEVEL AGREEMENT - revised clauses are given below
b) Performance Requirement:

Below is the response & resolution time matrix: (Penalty will be levied for reasons solely attributable to the vendor)

Support Category	Criteria	Maximum Response Time	Resolution	Penalty
Critical	The system cannot be used for normal business activities. There is certainty of financial loss to Indian Bank.	1 hour	3 hours	As specified in SLA (clause d : Uptime Requirement of analytics system and models)
Urgent	There is a problem with part of the system, which impacts on Indian Bank's decision making. No viable workaround is available. There is a likelihood of financial loss.	2 hours	8 hours	Rs. 500 will be levied/ hour past resolution time.
High	The efficiency of users is being impacted, but has a viable workaround.	8 hours	12 hours	Rs. 1000 will be levied /12 hour past resolution time.
Medium	A low impact problem that affects the efficiency of users but has a simple workaround.	12 hours	18 hours	Rs. 800 will be levied /12 hour past resolution time.
Low	A fault, which has no particular impact on processing of normal business activities.	12 hours	24 hours	Rs. 500 will be levied / day past resolution time.

The turnaround time for each models will be given by the bank at the time of development

Ceiling: 10% of Total payment linked to the total contract price.

d) Uptime Requirement of analytics system, models and reports:


The system is said to be up when user is able to use the system without any performance problem or glitches.

The system needs to be up 99.5% of the total hours. For every .1 % additional downtime monthly, bank will impose a penalty of .01% of Contract price.

Uptime (%) = ((Sum of total hours during month – Sum of downtime hours during month) X 100) / Sum of total hours during month.

Total hours during the month should be calculated based on criticality of the system. For example: For critical system Total hours during month = 24 * 30

Periodicity of uptime calculation may be changed at the sole discretion of the bank from monthly to daily/quarterly etc. as per uptime requirements of the project

Ceiling: 10% of Total payment linked to the total contract price.

e) Payment terms:

Payment will be in Indian Rupees.

The payment Schedule will be as follows:

The Vendor is expected to follow the schedule as mentioned below. The submission of deliverable will be deemed complete after the submission of the hard and soft copy of the deliverable by the Vendor.

There will be no advance payments. There will be no interest on late payment.

S.NO	Milestone	Timeline	% Amount to be paid towards implementation cost
1	Phase I	Completion of Phase I sign off.	20% of Total Implementation Charge
2	Phase II	Completions of Phase II sign off.	30% of Total Implementation Charge
3	Phase III	Completions of Phase III sign off.	30% of Total Implementation Charge
4	Phase IV- A	Completions of 2 nd year.	10% of Total Implementation Charge
5	Phase IV- B	Completions of Phase IV sign off.	10% of Total Implementation Charge

The Vendor shall submit deliverables as per the time line indicated above. Thereafter, the Vendor is expected to submit the final reports within one week considering the feedback.



The Payment Schedule for Licenses cost will be as follows:

S.No	Timeline	% of Amount to be paid towards license cost.
1.	1 st year on delivery of license	70 % of License amount.
2.	Yearly in advance for 2nd year	15% of License amount
3.	Yearly in advance for 3rd year	15% of License amount

The Payment Schedule for AMC cost will be as follows:

- Yearly in advance for 2nd year.
- Yearly in advance for 3rd year.
- On mutually agreed terms from 4th and 5th year.

The Payment Schedule for Manpower cost will be as follows:

Cost of manpower for onsite support will be paid on monthly basis in arrears.

48.MAINTENANCE/ PERFORMANCE REQUIREMENT

b) Performance Requirement:

Below is the response & resolution time matrix: (Penalty will be levied for reasons solely attributable to the vendor)

Support Category	Criteria	Maximum Response Time	Resolution	Penalty
Critical	The system cannot be used for normal business activities. There is certainty of financial loss to Indian Bank.	1 hour	3 hours	As specified in SLA (clause d : Uptime Requirement of analytics system and models)
Urgent	There is a problem with part of the system, which impacts on Indian Bank's decision making. No viable workaround is available. There is a likelihood of financial loss.	2 hours	8 hours	Rs. 500 will be levied/ hour past resolution time.
High	The efficiency of users is being impacted, but has a viable workaround.	8 hours	12 hours	Rs. 1000 will be levied /12 hour past resolution time.
Medium	A low impact problem that affects the efficiency of users but has a simple workaround.	12 hours	18 hours	Rs. 800 will be levied /12 hour past resolution time.
Low	A fault, which has no particular impact on processing of normal business activities.	12 hours	24 hours	Rs. 500 will be levied / day past resolution time.

The turnaround time for each models will be given by the bank at the time of development

Ceiling: 10% of Total payment linked to the total contract price.



PAYMENT TERMS

Payment will be in Indian Rupees.

The payment Schedule will be as follows:

The Vendor is expected to follow the schedule as mentioned below. The submission of deliverable will be deemed complete after the submission of the hard and soft copy of the deliverable by the Vendor.

There will be no advance payments. There will be no interest on late payment.

S.NO	Milestone	Timeline	% Amount to be paid towards implementation cost
1	Phase I	Completion of Phase I sign off.	20% of Total Implementation Charge
2	Phase II	Completions of Phase II sign off.	30% of Total Implementation Charge
3	Phase III	Completions of Phase III sign off.	30% of Total Implementation Charge
4	Phase IV- A	Completions of 2 nd year.	10% of Total Implementation Charge
5	Phase IV- B	Completions of Phase IV sign off.	10% of Total Implementation Charge

The Vendor shall submit draft deliverables as per the time line indicated above. Thereafter, the Vendor is expected to submit the final reports within one week considering the feedback.

The Payment Schedule for Licenses cost will be as follows:

S.No	Timeline	% of Amount to be paid towards license cost.
4.	1 st year on delivery of license	70 % of License amount.
5.	Yearly in advance for 2nd year	15% of License amount
6.	Yearly in advance for 3rd year	15% of License amount

The Payment Schedule for AMC cost will be as follows:

- Yearly in advance for 2nd year.
- Yearly in advance for 3rd year.
- On mutually agreed terms from 4th and 5th year.

The Payment Schedule for Manpower cost will be as follows:

Cost of manpower for onsite support will be paid on monthly basis in arrears.

