

Amendments & Clarifications for Expression of Interest (EOI) for empanelment of Software development companies for design, development and implementation of software applications for our Bank. Ref:CO:ITD:EOI:52/R1:2018-19 Date:03/10/2018

Date: 16/10/2018

Sl No.	RFP Page no.	RFP Point no.	RFP Clause	Amended Clause
1	2	Place of opening of EOI Response	Indian Bank, Head Office, No. 66, Rajaji Salai, Chennai - 600 001	Indian Bank Corporate Office, Expenditure Department, 1st Floor, 254-260 Avvai Shanmugam Salai, Chennai -600014

**Clarifications**

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1	9	ix)	The bidder shall undertake to provide appropriate human as well as other resources required as per Bank's requirement, to execute the various tasks assigned as part of the project, from time to time.	We assume Bank shall provide appropriate one project location at Bank premises for the vendors to do end to end execution of the Project along with necessary hardware, software & licenses and workstation ?	The successful bidder should develop the software in their company premises and implement / integrate the application in UAT and in production by visiting Indian Bank premises. Whenever onsite visit is required for the representative of successful bidder, PC will be provided for deployment of software. It is clarified that development work should not be carried out from bank premises.
2	9	xiv)	The application software developed by the empanelled bidders will have warranty period of one year. During warranty and AMC period the maintenance support should be provided by the empanelled bidders.	We assume this clause is applicable only in the case of Vendor provides end to end software/project delivery. Not applicable for development/activity carried for any fixing/changes/enhancements of existing Banks software. Please confirm	It is clarified that the successful Bidder will be responsible for warranty & AMC of the software developed by the successful Bidder.

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3	General	General	General	Based on the project requirement and scope can bidder decide resource deployment on-site and off-shore ?	It is clarified that Bank in consultation with the successful bidders may arrive at requirement of onsite engineer for deployment of software for each project before calling for quotes for the specific project.
4	4	4.4	Applicant shall provide references / case studies (at least one) of similar projects successfully completed with various organizations located in India & applications/ solutions provided to them.	Applicant shall provide references / case studies (at least one) of similar projects successfully completed with various organization located in India& applications/solutions provided to them - can we provide experience/completion certificates with references.	Purchase Order along with experience/completion certificates with references to be provided.
5	6	5	Documents to be submitted along with the EOI document (Hard and Soft Copies)	point 6,Documents to be submitted along with the EOI document (Hard and Soft Copies). is this an e-tender, else how do we submit softcopies.	This is not an e-tender, soft copies may be submitted in CD/DVD
6	15	Annexure - A	Applicant must specify the category as A, B or C for empanelment. Bidder will not be allowed to change its category of empanelment during evaluation process	Please mention whether mode of submission - online or offline  In Annexure - A, if we for example update for category A, do we need to update for B,C or do we need to leave it blank.	It is clarified that the bidder should explicitly mention whether they are willing for other categories or not.
7	General	General	General	There is no EMD as of now?	Yes, there is no EMD
8	15	Annexure - A	Applicant must specify the category as A, B or C for empanelment. Bidder will not be allowed to change its category of empanelment during evaluation process	Bidders have to explicitly specify the category for which they are submitting response for empanelment Can we propose at least two categories for empanelment as part	Yes, Please specify your Category. In case the bidder is participating in higher category and willing to take lower category order, willingness to participate in other categories to be mentioned.



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9	General	General	General	of our response? Could you please help us in sending a word format of the RFP document or would be OK if we convert the format in word so that we can electronically enter the details in all the forms and annexures	Word document may be created in the prescribed format and fill the application
10	19	Annexure – B,b) Experience in Banking/BFSI areas / Any Others	Client References should be provided, where bidder have experience in large scale project in Banking/BFSI segment/Any Others (Preference for Banking/BFSI)	Could we give reference customers for India and other countries where we have completed and ongoing projects in the BFSI space.	Bidder should provide Client References in India only.
11	4	4.4	Applicant shall provide references / case studies (at least one) of similar projects successfully completed with various organizations located in India & applications/ solutions provided to them.	Should we include the case studies with our response for new RFP's released or with EOI. Please clarify	Please adhere to EOI specifications. POCs and case studies are not acceptable.
12	General	General	General	Please mention whether the annexes are to be submitted in company's letterhead	Yes annexure should be submitted in company's letter head

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13	11	DEVELOPMENT OF SOFTWARE APPLICATION	Selected Company(s) may design/develop application(s) offshore, but implementation / integration should be done by visiting Indian bank's premise. No costs / expenses shall be payable/ reimbursed by the Bank against conveyance, travelling expenses, boarding, lodging, out of pocket expenses, liasoning, etc	We have development Centers in Kochi, Calicut, Trivandrum and Bangalore. Our resources will visit Chennai for any future support.	Please adhere to the terms and conditions of the EOI.
14	18	Annexure -B	Technical Skills (Max Marks - 50)	We are in the process of conducting few certification and it may be done soon.	Please adhere to terms and conditions of EOI. It is clarified that future certifications will not be considered.

