

SI. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Our Dept Remarks
1	9	5. DEFINITIONS:	e) "OPEX MODEL" is an QMS set up at Bank branches by Service Provider / vendor shall work during branch business hours.	Clause states that Service Provider / vendor shall work during branch business hours whereas clause a states that 16x 7x 365 support is required. Typically Bank branches work for 9 to 10 hours for customers. Since this is a queue management system where customers will use the system only during branch working hours, please clarify why 16x 7x 365 support is required.	QMS Centralized solution is supposed to work 24x7x365 for generating tokens digitally. 1. Centralized Solution - 24x7x365 support (This will also ensure DR Drill requirement) 2. Branch Kiosk - 16x6x365 (Sunday support may not be necessary)
	62	Annexure –F SCOPE OF WORK AND PAYMENT SCHEDULE B. TECHNICAL REQUIREMENTS: 8. Help Desk Requirements	a) 16 x 7x 365 days per year, online / offline support facility as required by the bank.		
2	15	Details of Evaluation Parameters (Scoring Matrix):	2. Number of Three Client references where similar QMS solution modules implemented (POC may be considered for minimum 3 month) (Share copy of Purchase order and client feedback taken of current date). (Marks for three similar QMS implementation Client reference and client site visit feedback) At least one Client reference shared should have preferably same QMS version implementation which is quoted in QMS RFP response. Bidder has to arrange at least one site visit from above mentioned client references where similar to RFP scope QMS solution implementation done with latest version of QMS. One site visit is mandatory to get actual feedback of client reference to get idea about functionality of QMS product. Client Site visit to be arranged preferably in India for similar QMS implementation. While bidder will arrange site visit but execution part option will remain with bank.	Please note that since Covid 19, there have not been any major RFP's released by Bank's in India for Queue Management Systems specifically based on a centralised architecture; hence it is not possible to have three client references of a similar solution currently working in India. Hence we request the bank to change this clause as follows so that Bank can have maximum participation: Number of Two Client references where similar QMS solution modules implemented (POC may be considered for minimum 3 month) Bidder should enclose purchase Order (PO) / Confirmation Letter from concerned Banks / Financial Institution. (Marks for two similar QMS implementation Client reference and client site visit feedback) At least one Client reference shared should have preferably same QMS version implementation which is quoted in QMS RFP response. Bidder has to arrange at least one site visit from above mentioned client references where similar to RFP scope QMS solution implementation done with latest version of QMS. One site visit is mandatory to get actual feedback of client reference to get idea about functionality of QMS product. Client Site visit to be arranged preferably in India for similar QMS implementation. While bidder will arrange site visit but execution part option will remain with bank.	Minimum Two Client references where similar QMS solution modules implemented (including POC for minimum 3) can be considered
3	21	21. SYSTEM INTEGRATION TESTING & USER ACCEPTANCE TESTING:	Service Provider should integrate the software with the existing systems as per requirement of the Bank and carry out thorough system integration testing.	Please provide the technical details of the existing systems that Bank requires integration with.	Integration with CBS, Mobile banking, Internet Banking etc must happen via API's through bank's middleware(ESB). The solution is expected to expose REST API for creation/query/listing/closure/reassignment of tokens/queue which will be consumed by bank channels and applications.
4	22	22. SERVICES:	vi. Bidder shall provide and implement patches/ upgrades/ updates for hardware/ software/ Operating System / Middleware etc as and when released by Service Provider/ OEM or as per requirements of the Bank. Bidder should bring to notice of the Bank all releases/ version changes.	Please clarify on the following points: a. What hardware updates are required from bidder as the RFP does not state any hardware that needs to be provided by Service Provider . b. All software and Middleware upgrades are costed as required by the Bank, is the Bank expecting Service Provider to provide upgrades free of cost to Bank. Generally only patches or upgrades for any bugs or issues in the existing software are provided free of cost by Service Provider. c. All Operating System upgrades should be in the scope of the Bank since Service Provider is not providing any Operating System as per RFP.	a. Bank will provide hardware for centralized application and the infra will be maintained by the bank. However the following is under vendor scope. 1. Centralized application, 2. Any third party solution deployed centrally as dependancy, 3. All branch hardware and solution (Kiosks/Panels etc) b. All patches or upgrades for any bugs or issues in the existing software are to be provided by the bidder free of cost. C. YES

5	22	22. SERVICES:	vii. Bidder shall obtain a written permission from the Bank before applying any of the patches/ upgrades/ updates. Bidder has to support older versions of the hardware/ software/ Operating System /Middleware etc in case the Bank chooses not to upgrade to latest version.	Please clarify what older versions of the hardware/ software/ Operating System /Middleware etc are being referred to in this clause?	Older version means the version which the vendor has provided initially. For eg. If a component provided by the vendor is V1.0 and if there is an upgrade to version V1.1 and if bank chooses not to upgrade to V1.1 then V1.0 is referred to older version. (All patches or upgrades for any bugs or issues in the existing software are to be provided by the bidder free of cost.)
6	22	22. SERVICES:	viii. Bidder shall provide maintenance support for Hardware/ Software/ Operating System/ Middleware over the entire period of contract.	Please clarify what maintenance support is expected from Service Provider for Hardware/ Operating System since these are not being provided by Service Provider ?	All patches or upgrades for any bugs or issues in the existing software are to be provided by the bidder free of cost.
7	22	22. SERVICES:	ix. All product updates, upgrades & patches shall be provided by the Bidder/ Service Provider free of cost during warranty and AMC/ ATS/ S&S period.	Please clarify as follows: a. Is the Bank expecting Service Provider to provide updates, upgrades and patches for new features / functionalities / requirements required by the Bank post deployment free of cost? b. If the software does not support the hardware after a certain duration, then will the bank change the hardware as required both at server end and at branch end?	a. Yes b. Software must support the latest hardware and operating systems.
8	22	23. WARRANTY AND ANNUAL MAINTENANCE CONTRACT:	ii) During the warranty and AMC period (if desired), the Bidder will have to undertake comprehensive support of the Software Solution supplied by the Bidder and all new versions, releases, and updates for all standard software to be supplied to the Bank at no additional cost. During the support period, the Bidder shall maintain the Software Solution to comply with parameters defined for acceptance criteria and the Bidder shall be responsible for all costs relating to labour, spares, maintenance (preventive and corrective), compliance of security requirements and transport charges from and to the Site (s) in connection with the repair/ replacement of the Software Solution, which, under normal and proper use and maintenance thereof, proves defective in design, material or workmanship or fails to conform to the specifications, as specified.	Please clarify what spares is the bank expecting to be supported since the RFP does not state any hardware to be provided by Service Provider.	Refer Annexure 1 in Corrigendum Page No. 10 for Hardware Specification
9	23	23. WARRANTY AND ANNUAL MAINTENANCE CONTRACT:	vi. In the event of system break down or failures at any stage, protection available, which would include the following, shall be specified. (a) Diagnostics for identification of systems failures (b) Protection of data/ Configuration (c) Recovery/ restart facility (d) Backup of system software/ Configuration	Please note that systems can fail due to non responsiveness of Bank furnished hardware, systems, third party integrations, network failure etc which cannot be part of Service Provider's scope. Therefore it will not be possible to provide any diagnostics for such failures. Bank will have to provide these details, please confirm.	Analyse and Justification can be provided by the Service Provider in case of failure but the diagnostics protection recovery and back up as specified in RFP is to be ensured by the vendor
10	27	33. SERVICE PROVIDER'S OBLIGATIONS:	vii. The Service Provider shall execute Data Processing Agreement on the format attached as Annexure - L to this RFP.	As per the RFP, no Data Processing is involved to access/sharing/transfer of Personal Data/PII of EU/UK NRI customers. Hence Annexure-L is not required. Please confirm.	As the software is a queue management software, this clause is applicable to the extent, what bank data stored in their DB

	122	ANNEXURE-L DATA PROCESSING AGREEMENT	Applicable in case of activities for which selection of vendor/outsourcing of activities has been initiated involve access/sharing/transfer of Personal Data/PII of EU/UK NRI customers		
11	28	33. SERVICE PROVIDER'S OBLIGATIONS:	viii. Service Provider shall abide by the provisions of the DPDP Act, 2023 - 11th August, 2023; CG-DL-E-12082023-248045 as and when the relevant rules and guidelines come into force.	a. QMS solution will not be required to process / store / transfer any personal data of the customer by the QMS. Hence please clarify the need for abiding by the provisions of DPDP Act. b. Will the Bank bear the costs for compliance (if any) to these Acts / rules / guidelines as and when they come into force?	This will be required only in case of any personalized messages with name/Customer Number/Account Number is inherited from /displayed in QMS. IN such case data to be stored in DB and logs must be stored in encrypted / masked form.
12	29	35. INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP:	vi. Service Provider shall grant the Bank a fully paid-up, irrevocable, exclusive, unlimited, perpetual license throughout the territory of India to access, replicate and use software provided by Service Provider, including all inventions, designs and marks embodied therein perpetually. The source code /object code /executable code and compilation procedures of the Software Solution supplied or made under this agreement are the proprietary property of the Bank and as such Service Provider shall make them available to the Bank after successful User Acceptance Testing. Service Provider agrees that the Bank owns the entire right, title and interest to any inventions, designs, discoveries, writings and works of authorship, including all Intellectual Property Rights, copyrights Any work made under this agreement shall be deemed to be 'work made for hire' under Indian applicable copyright laws .	Please note that our Queue Management System is a proprietary solution and the IP is owned by us. This solution is being sold and used by several bank's and other organizations globally. It is not possible to provide the bank with an exclusive, unlimited license or to replicate and use software provided by Service Provider, including all inventions, designs and marks embodied therein as this RFP is only for 100 branches. Also, the source code /object code /executable code and compilation procedures of the Software Solution supplied or made under this agreement cannot be the proprietary property of the Bank as it is being sold to several other organizations. Service Provider cannot agree that the Bank owns the entire right, title and interest to any inventions, designs, discoveries, writings and works of authorship, including all Intellectual Property Rights, copyrights as this is not a product specifically made for Indian Bank. As such this clause is an infringement on our rights as also prevent us for selling our QMS solution to any other customer. Request the Bank to amend this clause suitably.	The Successful bidder/ OEM shall retain the IPR for the application Software. Bank will hold the IPR for the application customization/ business rules designed during the project. (In case bidder is not able to provide the IPR, they should provide the source code of application specifically customized for the bank.)
13	30	36. LIQUIDATED DAMAGES:	If the Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 10% of total Project Cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.	Request the Bank to amend the penalty clause as the penalties applied are very high. The delivery of the product and/or any or all the Services within the stipulated time could be based on several factors including site readiness, unavailability of Bank's integration interfaces, network availability at server / branch end etc. Hence request the Bank to reduce the penalties.	No change in the existing terms and conditions of the RFP
14	37	46. TAXES AND DUTIES:	ii. Prices quoted should be inclusive of GST. All other present and future tax /duties, if any applicable and also cost of incidental services such as transportation, road permits, insurance etc. should be included in the price quoted. The quoted prices and taxes/duties and statutory levies such as GST etc. should be specified in the separate sheet (Annexure G).	Please clarify what happens if the GST percentage changes during the tenure of this contract. How will the Bank make necessary provisions for increase / decrease in GST.	In case of any variation (upward or downward) in Government levies / taxes / cess / excise/ custom duty etc. which has been included as part of the price will be borne by the Bidder. The total price quoted above will be considered as full project cost for execution of end to end deliverables of scope defined in the terms of reference.

14	45	Annexure –B ELIGIBILITY CRITERIA FOR BIDDERS	The proposed System/Solution should have been implemented / running in at least three Commercial Banks / Financial Institutions in India in last 3 Years with an active concurrent installed base of more than 100 units in at least one order.	Please note that Moreover since Covid 19, there have not been any major RFP's released by Bank's in India for Queue Management Systems specifically based on a centralised architecture; hence it is not possible to have three client references of a similar solution currently working in India. Hence we request the bank to change this clause as follows so that Bank can have maximum participation: The proposed System/Solution should have been implemented / running in at least Two Commercial Banks / Financial Institutions in India in last 10 Years with an active concurrent installed base of more than 100 units in at least one order.	Minimum Two Client references where similar QMS solution modules implemented (including POC for minimum 3) can be considered
16	46	Annexure-C Technical & Functional Specifications	General	We truly understand that Queue Management Systems have to be customer centric and hence would like to have more clarity on how will the Bank's customer interact with the systems. While it is mentioned it can be QR code, Computer / Tablet, we would need more details on the end touchpoint as follows: 1.Will the bank staff generate a Token for the customers and give them a printed token or will the customer generate the token using a touchpoint equipped with a thermal printer or will the customer click on a QR code sticker to generate an E-token? Moreover the customers can also walk in through a pre booked Appointment or using a virtual Token through the Bank's channels as mentioned in the RFP. If it is customer centric the interaction screen has to be a touch screen with rich multimedia content like Videos etc. 2.Once the Token is generated the bank staff would call the customer using a set of business rules and the same would be notified to the customer on Display screens. Again a centralized Architecture would have constraints in terms of displaying multimedia content as the Bank would prefer high resolution content to be displayed along with the queing data on these screens. Please note there would also be additional constraints brought in by staff querying for realtime data on an adhoc basis as well as the overheads imposed by the dashboards etc. In our View and experience a centralized solution serving multiple touchpoints strategy may have severe bandwidth constraints and can also be a single point of failure across all branches. Current enterprise softwares such as CBS are not multimedia rich and hence would not be facing such constraints. This means if there is a bandwidth fluctuation the systems will just stop working creating a negative customer perception altogether defeating the basic objective Of having a queing system. We strongly feel that an edge of the network solution with a real time sync to back end systems would be more practical. Please consider.	Customer will generate tokens without any assistance. Token generations will be done through all modes - token through Device, QR code. Pre appointment to be made available for broad coverage for all types of customers THROUGH Bank Channels integrated with QMS via API's.
	71	Note:	1. The onsite team, in each shift, should be able to maintain and support the entire centralized platform as well as all the tools/interfaces associated. This shall be applicable after the completion of go live as per RFP.	Please clarify whether Bank is looking for a completely centralized software solution without any software installation in the branches?	NO
17	46	Annexure - C Technical & Functional Specifications	2. Technology Platform QMS Application should be scalable to support as per RFP sizing of QMS customers.	It totally depends on the strategy that is planned by the Bank. As explained earlier a centralised solution may not work considering it has multimedia content like voice calling, video and rich graphics (integrated digital signage). Please specify estimated number of customer walkins, number of personnel at branches, network, modules, LHO's and Corporate Office who will be accessing the system simultaneously to arrive at a reasonable assumption in terms of bandwidth and server sizing.	Approx 200 - 300 average walkins at each branch. 200-300 personnel accessing at the same time
18	46	Annexure - C Technical & Functional Specifications	3. Technology Platform Application must not have Dependency on Thick Client/EXE in setup	We propose a hybrid architecture such that some QMS software modules will have to be installed in the branches such as Token generation, Token display etc. This will not have an impact on the QMS in case of network latency. Would these be considered as a thick client by the Bank?	Application expected to be hosted centrally in the server and end user should access the application via web browser
19	46	Annexure - C Technical & Functional Specifications	5. Technology Platform Payload encryption should be available in Application	Please specify which encryption protocols are desired by the Bank?	Encryption should be done as per bank's IS policy.
20	46	Annexure - C Technical & Functional Specifications	6. Technology Platform DR active- active /High availability mode in application and database/clustering configuration in proposed setup	Please specify estimated number of customer walkins, number of personnel at branches, network, modules, LHO's and Corporate Office who will be accessing the system concurrently to arrive at a reasonable assumption in terms of bandwidth and server sizing.	Approx 200 - 300 average walkins at each branch. 200-300 personnel accessing at the same time

21	47	Annexure - C Technical & Functional Specifications	10. Technology Platform Application Source code review will be done by Bank and IT -partner should ready for it, otherwise CERT-IN empaneled party certificate needs to be provided. HP Fortify tool or similar tool may be used by the Bank to scan source code deployed for QMS at Bank location or bidder location and observation need to be closed to get Go-live permission on QMS from bank ISSD.	Please confirm that cost for Application Source code review by CERT-IN empaneled party will be borne by the Bank.	Bank will arrange for and bear the cost of Audit in case vendor is sharing full source code. Any observation to be addressed/fixed by vendor at no additional cost to the bank. Bidder to appoint auditor and bear the expense of audit if source code cannot be shared with bank.
22	47	Annexure - C Technical & Functional Specifications	11. Technology Platform General Data Protection Regulation related compliance requirement met in QMS solution	GDPR is a EU regulatory complaine. a. Why is this compliance required ? B. Please confirm whether Bank will bear the cost of this compliance and any certification required thereof ?	if any customer from EU region is utilizing the application, this clause would be applied. Bidder to bear the cost.
23	47	Annexure - C Technical & Functional Specifications	15. Technology Platform Entire process of QMS should be automatic with no manual intervention.	Please clarify what automation is required as per this clause.	There should be no manual intervention or any back end updates at any level.
24	47	Annexure - C Technical & Functional Specifications	16. Technology Platform No limitation on the usage of QMS system on Users concurrency basis.	Please specify estimated number of customer walkins, number of personnel at branches, network, modules, LHO's and Corporate Office who will be accessing the system concurrently to understand the load such as TPS etc.	200-300 average walkins at each branch. 200-300 personnel accessing at the same time
25	48	Annexure - C Technical & Functional Specifications	21. Data Management Data should be in sync across all delivery modules viz. Indian Bank Mobile app / /INB / WEBSITE / etc	Requirement is not clear. Please specify what exactly is required as per this clause.	Queue and other information available in all channel to be uniform on realtime basis. Once the integration is done with other channels, QMS data should be in sync across all applications
26	48	Annexure - C Technical & Functional Specifications	22. Data Management Risk & Regulatory reports as required by regulators or bank	Requirement is not clear. Please specify what Risk & Regulatory reports are required as per this clause as the clause is very generic.	Reports to be provided as and when required by any regulator on ad-hoc basis.
27	48	Annexure - C Technical & Functional Specifications	23. Data Management Storage: Ability for easy storage and retrieval of information, plans, data for each module mentioned in the scope	Requirement is not clear. Please specify what exactly is required as per this clause.	Solution should have the capability of easy storage and retrieval of information
28	48 & 49	Annexure - C Technical & Functional Specifications	25. Common Features User interface in English, Hindi and in all scheduled languages as per requirement of the bank. Language should be configurable from a central location 32. Common Features Solution capable of giving information on estimated wait time on the physical token number and the wait time on real time basis in digital token	a. Please clarify on which device/s will the language options be displayed? B. Please clarify how customers will generate physical tokens. Please note that the RFP document does not mention any details about the end touch point such as PC, touch screen, printer, card reader etc. Hence please provide details and technical specifications of these touch points to assess the software compatability.	a) Language option in all interfaces i.e., Touch screen monitor and other channels that uses customer facing modules of QMS. b) Customer will generate physical token at branch using touch screen monitor with thermal printer. Technical specification to be provided by the bidder as per their proposed solution.
29	48	Annexure - C Technical & Functional Specifications	26. Common Features The Solution capable of generating token through digital / physical and QR (Quick Response) code. Tokens with bank's branding and promotional messages.		
30	49	Annexure - C Technical & Functional Specifications	30. Common Features Voice announcement of tokens in language selected by the customer at the time of taking the token. 33. Common Features Solution to support display of tokens issued, served, waiting on a TV / display screen placed at branches with audio and video output for serving token numbers	Please note that the RFP document does not mention any details about the TV / display screens with speakers in branches. Please clarify whether Bank will provide these screens along with the power points on UPS in branches.	Refer Annexure 1 in Corrigendum Page No.10 for Specification

31	49	Annexure - C Technical & Functional Specifications	34. Common Features Option of token prioritization for HNIs / Valued customers/ Senior citizens etc.	Please specify the workflow for identification of these customer types.	For existing customers who provide CIF/Account number while generating token, this information can be retrieved from CBS via API. QMS should have feature to prioritize the same within a queue (counter) or segregate to a separate queue(counter).
32	49	Annexure - C Technical & Functional Specifications	35. Common Features Option for pre-booking / appointment by customers for select services to be availed. 39. Common Features Readily be able to integrate with banks's other application like Indian Bank Mobile app, INB / WEBSITE, or any other module suggested by bank.	Please confirm that Service Provider has to only provide API interface to the Bank and Bank will integrate the API with their channels such as Mobile App, Website etc.	Service provider will provide the API and bank will integrate the API with other internal channels.
33	49	Annexure - C Technical & Functional Specifications	36. Common Features Solution deployable in the bank's existing or proposed hardware (Computer / Tablet).	a. Please provide details and technical specifications of the Computer and Tablet to be provided by the Bank along with details of Operating Systems so that we can assess the software compatability. b. Will there be a physical printer attached to these devices ? c. How will these devices be connected to the Bank's network -WIFI or wired ethernet and how will these devices be connected to the TV / display screens?	a. Refer Annexure 1 in Corrigendum Page No.10 for Specification b. Yes C. Existing set up of Connectivity of the TV, PC, Printer etc., at branch level is to be continued.
34	50	Annexure - C Technical & Functional Specifications	42. Common Features Better Support keeping clientside developer for deployment	Please note that all development activity will be in Service Proivder's premises. In which case there is no requirement to have an onsite clientside developer in Bnak's premises. Please confirm.	In case any adverse impact or issue occur in the system post implementation of such change request to be handled by onsite developer.
35	50 & 59	Annexure - C Technical & Functional Specifications Annexure - F Scope of Work and Payment Schedule	44. Common Features Customer feedback capturing functionality. Functionality to take feedback from customers should be available in QMS solution. QMS should have the feature to configure feedback questions and ratings as per business requirement 19. Feasibility to integrate with the bank's feedback system for obtaining feedback from customers after availing services.	a. Please clarify how does the Bank propose to capture the feedback from customers. b. Will there be any physical devices in branches or is the Bank expecting QMS to trigger an SMS / Email to customer, in which case how will the QMS identify the customer's Mobile number / Email address? c. Please provide technical details of the Bank's existing Customer Feedback Solution to estimate the integration effort.	a) Feedback link / SMS/ email will be triggred after completion of service. The customer will provide mobile number while taking token. b) same as above c) Bidder to provide the feedback solution
36	52	Annexure - C Technical & Functional Specifications	60 & 61. Common Features QMS solution should have easy accessibility on all Mobility devices	Please specify which QMS modules should be accessible on all Mobility devices?	Mobility devices like Smartphone, Tablet etc
37	54	Annexure - C Technical & Functional Specifications	Bidders to confirm that each of the above mentioned Critical and Mandatory requirements are readily available for deployment of proposed INDIAN BANK QMS and need to be showcased or give Demo etc.	Some of the Critical and Mandatory requirements are where integrations are to be done with Bank's backend systems. Hence these cannot be readily available as this is a customization. Request the Bank to modify this caluse accordingly.	Bidder can provide presentation implemented in other banks. Bidder to show case whether the Crtical and Mandatory requirements are readily available for deployment.
38	58	Annexure - F Scope of Work and Payment Schedule	SCOPE OF WORK A. FUNCTIONAL REQUIREMENTS: 2. Supply, installation, commissioning, and implementation of QMS including its maintenance, administration, support and upgradation with no additional cost during the entire contract period of 3 years.	It is not possible to estimate the effort required for upgradation which may be required by the Bank during the entire contract period. Please clarify what upgradation is required during this period so that Service Provider can estimate the costs applicable.	Any other new requirement proposed by the Bank after the purchase of customized software.

39	59 & 60	Annexure - F Scope of Work and Payment Schedule	B. TECHNICAL REQUIREMENTS: 6. Bidder will be responsible to supply the hardware for server, storage and network sizing for the proposed Solution for Bank. The sizing needs to be done based on Bank's requirements, business growth, optimized power usage and scalability. The bidder should provide the detail of Hardware required, peripherals, server types, configuration, storage space and any other information as may be required for the solution.	Please confirm that all hardware including servers for UAT, DC & DR will be provided by the Bank as per the sizing provided by Bidder.	Yes
40	61	Annexure - F Scope of Work and Payment Schedule	21. Bidder should either provide source code with necessary documentation or keep it under escrow arrangement. An escrow arrangement is a tripartite agreement between the Bank, Software vendor and the escrow agent. By this arrangement, the source code of application is kept with escrow agent, which can be made available to the Bank in the event the vendor goes out of business. The Successful Bidder is required to execute documents /agreements in this regard as prescribed by Bank from time to time.	Please confirm whether Bank and Service Provider will jointly bear the cost of escrow?	Should be borne by the Bidder.
41	61	Annexure - F Scope of Work and Payment Schedule	C. OTHER REQUIREMENTS: 2. Provide knowledge transfer in the form of KT (knowledge Transfer) sessions, Train the Trainer sessions, comprehensive documentation on the solution.	Please mention what type of training is required as part of KT?	Training (Online / Offline) to be provided to the end user for effective utilisation of the Queue Management Solution
42	62	Annexure - F Scope of Work and Payment Schedule	Description of Deliverables 2. Installation, commissioning and maintenance of software and hardware solution at the targeted locations.	Please elaborate on this requirement. Does it refer to Service Provider having to install and commission the software on Bank furnished Computer / Tablet in branches?	Yes, Service provider to perform the Installation, commissioning and maintenance of software solution
43	63	Annexure - F Scope of Work and Payment Schedule	C. OTHER REQUIREMENTS: 9. Future Change Request (CR) Post implementation any further development in the solution will be compensated at the rate of Rs. 3000 per man day.	Throughout the RFP document, it is stated that Service Provider has to provide patches / upgrades without any charges during the entire contract period whereas this clause states otherwise. Please clarify which is the correct requirement i.e. patches / upgrades / new features & functionalities to be provided free of charge or Service Provider will be compensated for Future Change Request (CR). Please note this is very important information since it has as direct bearing on the pricing.	Additional functional / security related change requirements after the delivery of software will be compensated as per the clause.
44	64	Annexure - F Scope of Work and Payment Schedule	15 Security Requirements 2. The solution should have option to configure supported platforms (i.e. OSs) as per Bank's defined policy and requirement.	a. Please clarify which platforms and OSs are being referred to here? b. Are these platforms and OSs at the server end or at branch level?	Security requirements as per bank's IS policy to be adhered at both server and at branch level.
45	64	Annexure - F Scope of Work and Payment Schedule	15 Security Requirements 19. All IT assets of the proposed solution should have provision to integrate with Bank's own security solution such as PIMS (Privileged Identity Management), SOC (Security Operations Center), DAM (Database Activity Management), ITAM (IT Asset Management) and have latest SCDs (Secured Configuration Documents) to be configured.	All IT assets of the proposed solution except the QMS software is being provided by the Bank. Therefore it is the Bank's responsibility to ensure compliance required for this clause. Please confirm.	Yes. The support resources to do the necessary work as advised by bank

46	65	Annexure - F Scope of Work and Payment Schedule	19 Training 1. One day training to the all the functionaries at Zones/ Branches required before implementation of the solution 2. Knowledge transfer ("KT") sessions to the staff of the bank. These trainings/KTs would involve (but not limited to), Product usage, Installation and Configuration. The type of trainings, KTs, schedule, coverage, etc. would be finalized between Bank and the bidder during the contract phase of the project	Please mention who will train the branch counter staff for using the QMS solutions, branch operations head and branch managers to access the branch level data. Whether this is in the scope of the Service Provider or will the Bank provide this training to the branch staff? If in scope of Service Provider, then please mention how many days of training are required per branch?	Training (Online / Offline) to be provided to the end user for effective utilisation of the Queue Management Solution.
47	66	PAYMENT MILESTONES	Support and other Resources cost: Per month cost paid for all Project resources The project is including support resources services of QMS also part of TCO whose payment will be done on monthly basis post Go live of QMS.employed in project as per TCO price breakup will be paid after Go live of QMS Project and as per actual requirement of resources.	Since the commercial requested is on Opex basis, the payment milestones are not clear. Request the Bank to clarify these milestones with examples.	Payment Milestone can be removed since it is OPEX model QMS.
48	67 & 68	TERM OF THE QMS PROJECT - MILESTONES WITH SCHEDULE	Project Major Tentative Milestones for Queue Management Solution Go -live 2. Business Requirement discussion on QMS and services as per RFP for Queue management Solution (upto point number 37) - Max 12 Weeks from Date of PO	Request the bank to change the Production go-live of the solution to atleast 16 weeks. Also some of the requirements mentioned in this clause are pertaining to the Bank and not in scope of Service Provider such as: 12 Development Infrastructure setup in UAT and pre-prod Cloud setup. SIT setup need to bidder location preferably as product code development happen bidder location. 13 Middleware and Databases related configuration and setup 20. Implementation of necessary firewall rules for SIT/UAT/Pre-Prod Request the Bank to clearly define the activities which are in scope of Bank and those that are in scope of Service Provider.	NO change in the existing terms and conditions of the RFP
49	68	TERM OF THE QMS PROJECT - MILESTONES WITH SCHEDULE	Project Major Tentative Milestones for Queue Management Solution Go -live 38. Post production Review upto point number 42	Request the Bank to extend the time frame for these activities to atleast 3 to 4 weeks.	NO change in the existing terms and conditions of the RFP
50	68	SERVICE DESK/HELP DESK/OPERATION SUPPORT TENTATIVE SHIFT PLAN:	Skill set requirement for resources: Data Base Admin, OS Admin	Please clarify the need to have Data Base Admin & OS Admin from Service Provider as these are in scope of the Bank since Bank is going to provide this infrastructure.	In case any adverse impact or issue occur in the system post implementation of such change request to be handled by onsite developer.
51	68	General Roles and Responsibility of bidder resources:	A. Developer Roles at onsite deputed at INDIAN BANK:	Please note that all development activity will be in Service Provider's premises. In which case there is no requirement to have an onsite clientside developer in Bank's premises. Please confirm.	Bank will provide the infrastructure. In case any adverse impact or issue occur in the system post implementation of such change request to be handled by onsite developer.
52	73	PRIVATE CLOUD DEPLOYMENT	"PRIVATE CLOUD DEPLOYMENT" The proposed application shall be deployed on private cloud of INDIAN BANK - Ambar. The vendor shall be responsible to give sizing for hardware procurement in Bill of Material (BoM).	Bank has only mentioned Oracle database in this section. Please confirm that Bank will provide licenses for MS SQL databases and Windows OS based servers for UAT, DC & DR environments as required by Service Provider?	License will be provided only for Oracle DB. UAT/DC/DR environments will be provided by Bank

53	74	ROLL OUT PLAN	ROLL OUT PLAN 1. With all functionalities/ modules of the application readily available after customization to suit the requirement of the bank - Within 8 Weeks from date of purchase order issued. 2. Go-live at all identified branches / locations with all the features and functionalities as per RFP - Within 12 Weeks from date of purchase order	For point 1. Request the bank to change the Production go-live of the solution to atleast 16 weeks. For point 2. Request the Bank to extend the time frame for these activities to atleast 3 to 4 weeks.	NO change in the existing terms and conditions of the RFP
54	75	ANNEXURE - G COMMERCIAL BID	1. One time cost for setting up the caballing inside the branch for installation of QMS KIOSK comprising of Token Dispenser, Display unit 1 no and Counter Setup.	Please clarify whether Service Provider has to supply the QMS KIOSK comprising of Token Dispenser and Display unit 1 no? If so then requets the Bank to provide the minimum specifications for the QMD KIOSK such as screen size, PC specifications, Operating System etc and the Display unit such as screen size etc.	Refer Annexure 1 in Corrigendum Page No.10 for Specification
55	75	ANNEXURE - G COMMERCIAL BID	2. Per Month cost for running and maintaining the QMS solution including of hardware and software as per the RFP	Please specify what hardware is required to be supplied by the Service Provider.	Refer Annexure 1 in Corrigendum Page No.10 for Specification
56	75	ANNEXURE - G COMMERCIAL BID	4. Per month charges of Server and other network management as required in the tender at HO of the bank for DB and DR purposes each	RFP states that Bidder has to provide the server sizing only and both servers and network will be provided by the Bank. Then what costing is expected as per this point no 4. as these costs are not borne by Service Provider.	UAT/DC/DR environments will be provided by Bank hence Point No. 4 in Commercial bid is removed
57	75	ANNEXURE - G COMMERCIAL BID	5. Proposed per month charges of the resources at the head office of Indian Bank as per the commitment by the bidder to maintain the TAT for the services specified in the tender	Is the Bidder supposed to quote for 1 onsite resource?	Yes
58	81	Annexure - J Penalties	End - to - End System Availability Performance slab (%) Penalty Charges (Billed amount) 99.00% and above below 99.98% - 1 % of total cost of Yearly pay-out 98% and above but below 99% - 3 % of total cost of Yearly pay-out 97% and above but below 98% - 5 % of total cost of Yearly pay-out 96% and above but below 97% - 7 % of total cost of Yearly pay-out 95% and above but below 96% - 9 % of total cost of Yearly pay-out Below 95% - 10 % of total cost of Yearly pay-out	Please clarify as this is a centralised system, how will the Bank determine whether it is an issue at Bank's end such as network failure at server end or network failure at Branch end, Bank's backend system failure, Bank furnished hardware issue at branches or at the server end among others? Without a proper identification, how can Bank levy penalty? Moreover, the quantum of penalty is severe and nees to be relooked at by the Bank as the responsibility of providing uptime and throughput for a centralised QMS solutions is at Bank's end. Service Provider cannot be responsible for such failures.	Vendor should maintain Remote Monitoring System capable of monitoring the uptime of all the machines configured on the Bank's network on real time basis from a centralized location. The penalties will be applied based on this report. Automatic call logging and closing facility should be available in the Remote Monitoring System.
59	81	Annexure - J Penalties	Operations are tentatively to run for all days in a month, 16 hours per day. The defined hours may be modified at the sole discretion of the Bank. The vendor must provide accurate and timely reports to verify the downtimes of various systems as mentioned in respective SLAs. The vendor is also expected to report the total system availability as explained above. The details of the same will be verified by the bank.	Typically Bank branches work for 9 to 10 hours for customers. Since this is a queue management system where customers will use the system only during branch working hours, please clarify why SLA is mapped for 16 hours a day, 7 days a week, 365 days a year. The Bank's branches do not operate on a 7x365 basis. Hence SLA & penalty should not be pegged at 16x7x365 which is way beyond working hours. If we assume that reports and data should be accessible beyond branch working hours then the SLA & penalty should be segregated between uptime of software at branches and uptime of centralised MIS. Moreover, how will the Bank verify that the any issue is related to Bank furnished Hardware, Software, Integration interfaces. Network so as to exclude these from Service Provider's SLA & Penalty?	QMS Centralized solutio is supposed to work 24x7x365 for generating tokens digitally. 1. Centralized Solution - 24x7x365 support (This will also ensure DR Drill requirement) 2. Branch Kiosk - 16x6x365 (Sunday support may not be necessary)
60	81	Annexure - J Penalties	Penalty for availability will be calculated as below: If the billing for a given month is Rs. 50,00,000, and the penalty is on the 99.89 to 99.75 slab then 1% of that month i.e. Rs. 50,000 will be deducted from that months payment Exclusions:	Does monthly billing in this clause refer to billing for the onsite resource also? Is so then billing for onsite resource should not be used for penalty calculation.	Yes
61	83	Annexure - K Service Level Agreement	SERVICE LEVEL AGREEMENT	Please clarify that the Service Level Agreement will be modified suitably in accordance with the Bank's corrigendums released by the Bank upto the point of Bid submission?	Yes

62	17	PRESENTATION TEMPLATE FOR RFP OF QMS	Proposed Software and Hardware Stack required in INDIAN BANK Cloud setup.	Whether the Bank will submit the server sizing for the Cloud Server of bank. Please advise specifications / specs. From the commercial bid format, it seems that the servers etc. for DB and DR set up will be required to be put up at Bidder's cost. Please clarify and advise the number of servers required to be set up. If bank Cloud is to be used, then above line item from Commercial Bid shall have to be removed / modified appropriately.	UAT/DC/DR environments will be provided by Bank hence Point No. 4 in Commercial bid is removed
63	22	23	WARRANTY AND ANNUAL MAINTENANCE CONTRACT	As the project will be under Opex model, we suggest to remove the relevant clause mentioned under AMC /Warranty as this will be undertaken by the Bidders only to ensure that the systems are operational as per SLA.	Yes
64	25	29	The Agreement/ SLA will be valid for the period of three (3) years. The Bank reserves the right to terminate the Agreement as per the terms of RFP/ Agreement	Since this is an opex model RFP and Commercial viability for the bidder depends upon the period of contract. Therefore, We suggest the lock in period should be at least 3 years, and the validity period of the contract should be 5 years, exclusive of the notice period. Please advise.	The lock in period is 3 years subject to performance of the bidder. The term can be extended for another three years on mutually agreed terms on need basis of the BANK.
65	28	INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP:	Point 35 Subpoints I to VI	Since this RFP is for Opex Model then the product Intellectual Property will be of Vendor only. So this clause is to be relooked.	The Successful bidder/ OEM shall retain the IPR for the application Software. Bank will hold the IPR for the application customization/ business rules designed during the project. (In case bidder is not able to provide the IPR, they should provide the source code of application specifically customized for the bank.)
66	30	36	If the Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 10% of total Project Cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.	We request that the liquidated damages should be based on the number of branches in default, and not the total project cost as only a few branches delay can cause heavy penalty and make the project unviable for the bidders.	NO change in the existing terms and conditions of the RFP
67	44 & 45	7 & 11	Point 7:Bidder should have experience of minimum 3 years in providing the Software Solution/services. Point 11:The proposed System/Solution should have been implemented / running in at least three Commercial Banks / Financial Institutions in India in last 3 Years with an active concurrent installed base of more than 100 units in at least one order.	We presume, but please confirm, that the software solution/services mentioned in the clause are those related to QMS only. Please confirm.	Yes
68	47	Annexure –C	Entire process of QMS should be automatic with no manual intervention	Manual intervention for calling the next token can be avoided (in transaction based Services) provided we are able to link the token number with CBS services and on completion of transaction CBS will send request thru API to QMS for getting next token. Please Clarify about Bank's thoughts on this point and willingness of the Bank to provide te APIs.	CBS integration will be there in QMS. Next token will be assigned to the respective counter automatically on serving previous customer. Counter staff module of QMS should have the options to hold / pause, start and stop tokens.

69	49	Annexure –C	Solution should support Auto Calling of tokens. Once a token is served, next token to be called automatically. Counter staff can stop or pause operations after entering pre-defined reasons configurable centrally	Auto calling the next token can be enabled (in transaction based Services) provided we are able to link the token numbers with CBS services and on completion of transaction CBS will send request thru API to QMS for getting next token. This would also help having hold option Break, Call and Meeting with session time. Please Clarify about Bank's thoughts on this point and willingness of the Bank to provide te APIs.	CBS integration will be there in QMS. Next token will be assigned to the respective counter automatically on serving previous customer. Counter staff module of QMS should have the options to hold / pause, start and stop tokens.
70	50	Annexure –C	Customer feedback capturing functionality. Functionality to take feedback from customers should be available in QMS solution. QMS should have the feature to configure feedback questions and ratings as per business requirement	We presume but please confirm that API shall be provided by bank to integrate with bank's Feedback system.	Customer has to get link through SMS / email once token is served
71	59	TECHNICAL REQUIREMENTS	Feasibility to integrate with the bank's feedback system for obtaining feedback from customers after availing services.	API to be provided by bank to integrate with bank's Feedback system. Please confirm.	Customer has to get link through SMS / email once token is served
72	59	TECHNICAL REQUIREMENTS	Provision of Holiday Master for management and control of holidays at targeted regions / branches.	Holiday Master to be shared by bank. If there is a need to integrate with bank CRM application, then bank shall need to share the API. Please clarify.	Holiday master will be shared by bank
73	63	9	Post implementation any further development in the solution will be compensated at the rate of Rs. 3000 per man day.	Mentioned value is Less when viewed in relation to ongoing staff costs for IT activities / development. . Request to make it at least Rs.10000/ per man day.	NO change in the existing terms and conditions of the RFP
74	69	Developer Roles at onsite deputed at INDIAN BANK	Developer should have knowledge and certification on language in which QMS software is developed. After Go-live of QMS in production as per RFP scope changes requests raised by QMS Business/IT, should be done by on site Developer quickly with approval of QMS product team and as per their product change control committee approval. On site developer will test customizations and new changes across INDIAN BANK QMS setup landscape developed by him and it should be ensured that such changes do not have any impact on other functionalities of QMS. QMS L3 team project manager from vendor office to review and confirm all changes and development work done by onsite Developer. It will be the sole responsibility of the vendor; in case any adverse impact or issue occur in the system after implementation of such change request or its malfunctioning. New business reports etc. need to be developed by on site developer. After Go live of QMS (as per RFP Scope) pending requirement if any will be handled by vendor product staff. On site developer will take care of Bank's new/additional requirement.	This Statement should be as below: On site Implementation team will test customizations and new changes across INDIAN BANK QMS setup landscape developed by the vendor developer and it should be ensured that such changes do not have any impact on other functionalities of QMS.	Developer should have knowledge and certification on language in which QMS software is developed. After Go-live of QMS in production as per RFP scope changes requests raised by QMS Business/IT, should be done by on site Developer quickly with approval of QMS product team and as per their product change control committee approval. On site Implementation team will test customizations and new changes across INDIAN BANK QMS setup landscape developed by the vendor developer and it should be ensured that such changes do not have any impact on other functionalities of QMS. It will be the sole responsibility of the vendor; in case any adverse impact or issue occur in the system after implementation of such change request or its malfunctioning.
75	75	Commercial Bid Point No. 1	One time cost for setting up the caballing inside the branch for installation of QMS KIOSK comprising of Token Dispenser, Display unit 1 no and Counter Setup.	We presume but please confirm that the bidders will be required to provide the cabling etc. only for the set up of the counter by the Bank. Please confirm. Further, it is presumed that the token dispenser and Display unit will be provided by the Bidder rent of which will be included in the item Number 2 of the commercial format. Please clarify as to whether the ownership of display unit and token dispensing unit will be transferred to the Bank after expiry of contract period.	No.
76	75	4	Per month charges of Server and other network management as required in the tender at HO of the bank for DB and DR purposes each	We presume (as pr RFP) that the server sizing will be limited to serve 125 branches only. Please confirm.	200 - 300 average walkins at each branch. 200-300 personnel accessing at the same time
77	75	2	Per Month cost for running and maintaining the QMS solution including of hardware and software as per the RFP	The hardware is not specified in the tender. We request to advise the specs of hardware that would be required by the Bank.	Refer Annexure 1 in corrigendum page no. 10 for specification

78	75	Commercial Bid	Prices inclusive of taxes	We suggest that the rates to be quoted by the Bidders should be exclusive with GST so that any future variations be taken care of..	In GEM portal system will allow only with inclusive of all taxes. In case of any variation (upward or downward) in Government levies / taxes / cess / excise/ custom duty etc. which has been included as part of the price will be borne by the Bidder. The total price quoted above will be considered as full project cost for execution of end to end deliverables of scope defined in the terms of reference.
79	81	Annexure-1	PENALTIES	Request to have the Slab starting from 97% in place of 99.98%.	NO change in the existing terms and conditions of the RFP
80	81	Penalty for availability	If the billing for a given month is Rs. 50,00,000, and the penalty is on the 99.89 to 99.75 slab then 1% of that month i.e. Rs. 50,000 will be deducted from that month's payment Exclusions:	Penalty % Value pertaining to Specific Branch should be calculated instead of Total Invoice Value / project cost.	No change in terms and conditions of RFP. Make sure Remote Monitoring System should be capable of monitoring the uptime of all the machines configured on the Bank's network on real time basis from a centralized location. The penalties will be applied based on this report. Automatic call logging and closing facility should be available in the Remote Monitoring System
81	81	Penalty for availability	However, if there is any reason which will be attributable to the bidder, penalty will be applicable in the above-mentioned issues.	Please confirm that the Bank dependency will be outside the purview of penalty on the bidders.	Any failure on the part of the bidder to make the solution available
82	91	REPRESENTATIONS & WARRANTIES	Service Provider warrants that the technical quality and performance of the Services provided will be consistent with the mutually agreed standards. Warranty shall be for a period of (3) three years from the date of acceptance.	Since this RFP is for Opex Model thus the Warranty period need not to be mentioned, Vendor has to provide complete support of hardware and software for a period of contract from the date of acceptance and for the extended periods.	Yes
83	100	15.2	The Bank, by written notice of not less than 90 (ninety) days, may terminate the Agreement, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period). In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.	Since the project involves capital expenditure on the part of the bidder, any termination of contract midway will be a loss to the bidders and may force the bidders to quote very high rates. Therefore, we suggest that the lock in period should be at least 3 years, and the validity period of contract should be 5 years, exclusive of the notice period.	The lock in period is 3 years subject to performance of the bidder. The term can be extended for another three years on mutually agreed terms on need basis of the BANK.
84			Hardware Requirements with specifications	There is No mention on Hardware . Pls clarify as its essential for Rental Workings.	Refer Annexure 1 in corrigendum page no. 10 for Hardware Specification
85	45	Annexure"B" Eligibility Criteria SI.No: 11	The proposed System/Solution should have been implemented / running in at least three Commercial Banks / Financial Institutions in India in last 3 Years with an active concurrent installed base of more than 100 units in at least one order.	We believe that the current requirement for the proposed system to be implemented in three banks and supported by an order of 100 units may restrict new entrants and the adoption of innovative technology. To encourage broader participation in the RFP and to ensure access to the latest advancements, we kindly request the removal of the clause mandating the 100 units order and implementation in three banks. Instead, we propose that vendors be required to conduct a Proof of Concept (POC) before the opening of the technical bid. This will allow the bank to evaluate and benefit from the latest innovations in Queue Management Solution technology.	Minimum Two Client references where similar QMS solution modules implemented (including POC for minimum 3) can be considered
86	46	Annexure"B" Eligibility Criteria SI.No: 17	Bidder Should be CMMI level 4 and above company.	We kindly request the amendment of the existing clause to replace the requirement for a CMMI Level 4 certificate. Instead, we propose that the vendor should provide proof of maintaining branch automation solutions in banks or financial institutions. This amendment will help ensure that the vendor's qualifications are more closely aligned with the practical needs of the project.	NO change in the existing terms and conditions of the RFP Atleast should have CMMI certification level 3

87	Page No. 44 of 155	Annexure – B Eligibility Criteria Sl. No. 4	Bidder should have minimum annual turnover of Rs.10.00 Crore as on 31.03.2024	<p>A request to provide level playing field to MSME companies as per the Public Procurement Policy of Govt. http://dcmsme.gov.in/notification.pdf We are a MSME and perhaps the only Indian company with two large CQMS installations in banking sector, complying with all their security requirements – 1:- 500 branches of PNB/OBC for 4 yrs 2:- 100 branches of Axis Bank for the last 2 years. 3:- We have 800 installations in SBI</p> <p>Please waive minimum turnover requirement to enable us to compete for your valued order</p>	NO change in the existing terms and conditions of the RFP
88	Page No.	Annexure – C Sl. No. 29	The token display at counters would clearly show the tokens that have been called to their respective counters	<p>Should it be LED based or screen based? How many such token displays per branch are to be considered while quoting?</p>	Refer Annexure 1 in Corrigendum page no. 10 for specification
89	Page No.	Annexure – C Sl. No. 35	Option for pre-booking / appointment by customers for select services to be availed	<p>Where would this option to pre-book be visible to the customer?</p> <p>By default, a QMS system is only accessible within the bank network. If the customer is to book an appointment before visiting the branch, part of QMS system (appointment module) would need to be accessible over the internet. This impacts architecture, data storage, security. Also additional integrations would be required to make this option accessible to the customer – website / app / whatsapp etc.</p> <p>Also if a customer is allowed to book an appointment, they would need options to reschedule and cancel appointments etc. Hence requesting for more details so one can understand the scope of this feature.</p>	INDSMART, Internetbanking, on integration with QMS will provide pre appointment facility to customers. Bidder is expected to come up with solution with options to schedule, reschedule and cancel.
90	Page No.	Annexure – F Sl.No. 9	Post implementation any further development in the solution will be compensated at the rate of Rs. 3000 per man day.	Request you to make it in line with the prevailing market rate. We suggest Rs.8500 per day with 10% annual escalation.	NO change in the existing terms and conditions of the RFP
91	Page No.5	Annexure – F Sl.No. 23	No remote access to the Bank's resources/infrastructure will be provided to the vendor at any stage of development/ implementation/ support for the proposed solution. Vendor has to make all the activities related to development/ implementation/ support at the Bank's site only.	All PSU and private banks including PNB and Axis have provided us remote access. We could do all the installation and development work by visiting their designated nearest branch. We request you to provide the same. Even SBI in their recent RFP has specified "Remote access".	NO change in the existing terms and conditions of the RFP
92	7	Bid Details in Brief - Point No. 11	Rs. 10.00 Lakhs in the form of a Bank Guarantee issued by any Scheduled commercial Banks other than Indian Bank, favoring Indian Bank (valid for a period of 9 months) Bidder should provide Bank Guarantee in form of deposit / BG	As we are a MSME, we would be exempted from the same, please confirm?	NO change in the existing terms and conditions of the RFP
93	7	Bid Details in Brief - Point No. 12	5% of the Total Project Cost - Performance Security in form of BG should be valid for 3 year(s) and three months from the effective date of the Contract	As we are a MSME, we would be exempted from the PBG, please confirm?	NO change in the existing terms and conditions of the RFP
94	10	Point no. 7 c - PRE-BID MEETING	Interested bidders shall share the scanned copy of authorization letter as per Annexure-U and valid ID proof of the Representative by email to QMS@indianbank.co.in latest by 19.08.2024 1 5:00 Hours	The RFP doesn't have the Annexure - U for our submission, can you please help us with the same; hence we are submitting Annexure S which we have recd as Authorisation Letter	Please refer Annexure S
95	10	Point No. 8 - PRE-QUALIFICATION/ELIGIBILITY CRITERIA FOR BIDDERS: - Annexure B - Point No. 10	Annexure - B Point No. 10. - The bidder / OEM should have service centers with engineers having experience in components (both hardware and software) of the proposed solution for providing support at Bank's location (service center State wise as per Annexure-T)	Would it be OK to support the locations as per the nearest Office we have?	Yes, Location should be within city limit.

96	10	Point No. 8 - PRE-QUALIFICATION/ELIGIBILITY CRITERIA FOR BIDDERS: - Annexure B - Point No. 11	The proposed System/Solution should have been implemented / running in at least three Commercial Banks / Financial Institutions in India in last 3 Years with an active concurrent installed base of more than 100 units in at least one order.	We have PO's for the full solution which would include AV and WMS solutions also. Please confirm if the same is fine?	NO change in the existing terms and conditions of the RFP
97	10	Point No. 8 - PRE-QUALIFICATION/ELIGIBILITY CRITERIA FOR BIDDERS: - Annexure B - Point No. 17	Bidder Should be CMMI level 4 and above company	Can we get an Exemption from this as we are not CMMI Level 4 Certified	NO change in the existing terms and conditions of the RFP Atleast should have CMMI certifiication level 3
98	18	Point No. E - COMMERCIAL BID EVALUATION	Bank has decided to seek commercial bids for procurement of QMS on opex model. Bidder will have to submit Commercial Bid for opex model wherein the Bank will acquire the equipment and software on a rental basis.	We presume this a CAPEX model as per Annexure F in the payments milestones, but as per Page 18 Point E, it shows OPEX. Please clarify?	Payment Milestone can be removed since it is OPEX model QMS
99	11	Point No. 10 b - REQUIREMENTS:	The geographic locations that fall within the scope of this project can span over u r b a n and metropolitan areas. The Number of Locations is provided under Annexure S	Annexure - S is Authorization Letter Format and not Geographical location. Annexure T sahowes the location, please confirm the same	Refer Annexure T for Geographical locations.
100	17	PRESENTATION TEMPLATE FOR RFP OF QM	PRESENTATION TEMPLATE FOR RFP OF QM	Please confirm when would this presentation would be or do we need to submit this with the RFP?	Presentation date and time will be intimated for the technically qualified bidders
101	47	Annx - C - TECHNICAL & FUNCTIONAL SPECIFICATIONS. Point No. 15	Technology Platform - Entire process of QMS should be automatic with no manual intervention.	In our current QMS setup, your staff will need to manually press a button on the QMS interface to call the next customer in line. Additionally, they will have to manually transfer the customer's ticket to another service based on their needs. These actions cannot be automated. Could you please clarify what you mean by saying that the entire QMS process should be automatic with no manual intervention?	CBS integration will be there in QMS. Next token will be assigned to the respective counter automatically on serving previous customer. Facility of token calling, switching between tokens, token forwarding to desired counter by the user at the branch.
102	29	INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP: Point VI.	Service Provider shall grant the Bank a fully paid-up, irrevocable, exclusive, unlimited, perpetual license throughout the territory of India to access, replicate and use software provided by Service Provider, including all inventions, designs and marks embodied therein perpetually. The source code /object code /executable code and compilation procedures of the Software Solution supplied or made under this agreement are the proprietary property of the Bank and as such Service Provider shall make them available to the Bank after successful User Acceptance Testing. Service Provider agrees that the Bank owns the entire right, title and interest to any inventions, designs, discoveries, writings and works of authorship, including all Intellectual Property Rights, copyrights Any work made under this agreement shall be deemed to be 'work made for hire' under Indian applicable copyright laws.	Please note that our Queue Management System is a proprietary solution, with all intellectual property rights owned by us. It is possible that some existing modules of our product may be integrated into the solution we develop for the Bank. Due to this, we are unable to provide the source code to the Bank, as doing so would infringe upon our rights and limit our ability to offer our Queue Management product to other customers. However, we can provide the source code for any components specifically customized for the Bank. We respectfully request the Bank to amend this clause accordingly.	The Successful bidder/ OEM shall retain the IPR for the application Software. Bank will hold the IPR for the application customization/ business rules designed during the project. (In case bidder is not able to provide the IPR, they should provide the source code of application specifically customized for the bank.)
103	46	Annx - C - TECHNICAL & FUNCTIONAL SPECIFICATIONS. Point No. 2	QMS Application should be scalable to support as per RFP sizing of QMS customers.	To accurately size the Queue Management System (QMS) for your needs, could you please provide the following details for each branch: 1.The average daily number of walk-in customers per branch. 2.The number of QMS users per branch (e.g., staff members who will be managing the queues). 3.Any additional factors or specific requirements that should be considered for optimal QMS implementation across branches.	Approx 200 - 300 average walkins at each branch. 200-300 personnel accessing at the same time

104	47	Annx - C - TECHNICAL & FUNCTIONAL SPECIFICATIONS. Point No. 10	Application Source code review will be done by Bank and IT - partner should ready for it, otherwise CERT-IN empaneled party certificate needs to be provided. HP Fortify tool or similar tool may be used by the Bank to scan source code deployed for QMS at Bank location or bidder location and observation need to be closed to get Go-live permission on QMS from bank ISSD.	Is the Service Provider required to bear the cost of the application source code review by a CERT-IN empaneled party, or will the Bank cover these charges?	Bank will arrange for and bear the cost of Audit in case vendor is sharing full source code. Any observation to be addressed/ fixed by vendor at no additional cost to the bank. Bidder to appoint auditor and bear the expense of audit if source code cannot be shared with bank.
105	47	Annx - C - TECHNICAL & FUNCTIONAL SPECIFICATIONS. Point No. 11	General Data Protection Regulation related compliance requirement met in QMS solution.	Given that GDPR is a regulation specific to the European region, could you clarify its relevance and applicability to Indian bank in the context of the QMS solution?	If any customer from EU region is utilizing the application, this clause would be applied. Bidder to bear the cost.
106	48	Annx - C - TECHNICAL & FUNCTIONAL SPECIFICATIONS. Point No. 21	Data should be in sync across all delivery modules viz., Indian Bank Mobile app //INB / WEBSITE / etc	The requirement is unclear. Could you please provide specific details on what is expected under this clause?	Queue and other information available in all channel to be uniform on realtime basis. Once the integration is done with other channels, QMS data should be in sync across all applications.
107	50	Annx - C - TECHNICAL & FUNCTIONAL SPECIFICATIONS. Point No. 44	Customer feedback capturing functionality. Functionality to take feedback from customers should be available in QMS solution. QMS should have the feature to configure feedback questions and ratings as per business requirement.	Could you please clarify how the Bank intends to capture customer feedback?	Feedback link / SMS/ email will be triggered after completion of service. The customer will provide mobile number while taking token
108	63	SCOPE OF WORK AND PAYMENT SCHEDULE . Point. 9	Post implementation any further development in the solution will be compensated at the rate of Rs. 3000 per man day	The RFP document mentions that the Service Provider must provide patches and upgrades at no additional cost throughout the entire contract period. However, this clause seems to contradict that requirement. Could you please clarify the correct expectation? Specifically, will patches, upgrades, and new features or functionalities be provided free of charge, or will the Service Provider be compensated for future change requests (CRs)? This clarification is crucial, as it directly impacts our pricing structure.	Additional functional / security related change requirements after the delivery of software will be compensated as per the clause.
109	63	SCOPE OF WORK AND PAYMENT SCHEDULE . Point. 9	Post implementation any further development in the solution will be compensated at the rate of Rs. 3000 per man day.	We would like to bring to your attention that the proposed rate of Rs. 3,000 per man-day for post-implementation development is significantly below the current market rate. To ensure fair compensation and alignment with industry standards, we recommend revising this rate to at least Rs. 15,000 per man-day.	NO change in the existing terms and conditions of the RFP
110	73	PRIVATE CLOUD DEPLOYMENT	The proposed application shall be deployed on private cloud of INDIAN BANK - Ambar.	Could you please provide details on the technology platform of Ambar, the private cloud of Indian Bank, where the proposed application will be deployed? Additionally, it would be helpful to know any specific requirements or constraints related to the deployment, such as supported operating systems, database preferences, security protocols, and any integration considerations that we should be aware of to ensure a smooth and optimized deployment process.	Bank has deployed Private Cloud Solution (called as "AMBAR" – Agile Methodology for Business Augmentation and Resiliency) on premises (with DC and DR) built on VMware platform wherein different flavours of VMWare vCloud Suite are utilized which gives functionality of Virtualization as well as Orchestration and Automation layer for provisioning and management of infrastructure and appliances. Following functionalities are available with latest supported version under Bank's Private Cloud Solution: Hypervisor with Virtualization/Automation/Orchestration/VCF <ul style="list-style-type: none"> • Compute Server on shared environment • OS (Operation System) with Microsoft Windows, RHEL & Oracle Linux licenses • Storage (Block/NAS/ S3 compatible Object storage) • Disk based backup solution (Commvault) • Oracle Enterprise Edition Database license (standalone ASM & RAC) • Oracle WebLogic Enterprise Server license with Oracle Https Server • Software based robust Load Balancing Solution (AVI – NSX Advanced LB) • Necessary Network & IT Security Solution (NSX) including Distributed Firewall and Micro segmentation <ul style="list-style-type: none"> • Redis Caching DB Enterprise Environment • VMware Aria Operations for Infra monitoring and dashboards • Container platforms OCP (Redhat OCP plus), Tanzu Kubernetes • GitLab Enterprise as SCM (Source Code Manager) • Application monitoring, observability using Instana, VMware Aria Operations for Logging The support for any other software requirement must be provided by the bidder
111	81	Annex - I - Penalties	End - to - End System Availability	Since this is a centralized system, how will the Bank determine whether an issue is caused by a network failure at the server, a network failure at a branch, a problem with the Bank's backend systems, or issues with Bank-provided hardware at either the branches or the server? Without proper identification, how can the Bank fairly impose penalties? Additionally, the penalties outlined are quite severe and should be reconsidered, as the responsibility for ensuring uptime and performance for a centralized QMS solution largely falls on the Bank. The Service Provider cannot be held responsible for failures that are beyond their control.	QMS central monitoring Dashboard solution to be available. Remote Monitoring System should be capable of monitoring the uptime of all the machines configured on the Bank's network on real time basis from a centralized location. The penalties will be applied based on this report. Automatic call logging and closing facility should be available in the Remote Monitoring System

112	49	Common Features - Point 34	Option of token prioritization for HNIs /Valued customers/ Senior citizens etc	To ensure the successful implementation of the QMS, could you please confirm the readiness of the Core Banking Software (CBS) for integration? This is particularly important for enabling token prioritization for HNIs, valued customers, senior citizens, and other specified customer types.	Integration with CBS, Mobile banking, Internet Banking etc must happen via API's through bank's middleware(ESB). The solution is expected to expose REST API for creation/query/listing/closure/reassignment of tokens/queue which will be consumed by bank channels and applications.
-----	----	----------------------------	---	--	--

Note: The Corrigendum shall be Download, Signed, Sealed, and enclosed along with the bid documents