

Clauses / Annexures to be modified

Sl.No	Page No. / Clause	Change/Modification in the RFP
1	Page no. 37, Clause k (i) has been modified	It is a typo mistake. Annexure 8 in this clause should be read as Annexure 5. The modified clause is: <i>“Bidders will fill the unit cost of the line items mentioned in Annexure 5 of RFP before the start of the bidding time as mentioned in clause no. f of this document. Once the bidding time starts the system will show the TCO (Total of Sl. no. 1 & 2) of Annexure 5 of RFP. This total value is taken as the start price of the bidding process. “</i>
2	Page no. 37, Clause l (iv) has been modified	It is a typo mistake. Annexure 8 in this clause should be read as Annexure 5. The modified clause is: <i>“Decremental value will be appropriated across the line items (sl. no. 1 to 2) of Annexure 5 of RFP proportionately by the system.”</i>
3	Page no. 37, Clause m (iii) has been modified	It is a typo mistake. Annexure 8 in this clause should be read as Annexure 5. The modified clause is: <i>“The successful bidder shall submit a confirmation of acceptance of the last bid price of auction within 30 minutes of closing of the auction to Bank either through Fax or E-Mail. The successful bidder has to submit the final bill of material as per Annexure-5 of RFP duly signed by the authorized official to Bank within 2 hours of close of auction by mail / fax.”</i>

Sr No	Page No. of Tender document / Clause no.	Existing Specifications as per RFP Ref No. 072010	Queries by Bidders	Banks Clarification/Amendment
1	Pg 25/Annexure 4(Phase I -i)	Understanding the Bank's requirement and suggest improvements	Please provide clarity for suggestion on improvement, the Bank is expecting a market scan of the ATM Infrastructure in the Indian context and benchmarking with leading Indian / Global Players	Yes
2	Pg 25/Annexure 4(Phase I -iii)	Examine the bank's requirements in respect of the following and its inclusion in the specifications - a. Interfaces to be developed for various bank applications in future	The scope outlined is too generic. Please provide clarity on the number of interfaces to be developed. Also provide the number and names of applications which would require interface development	To be provided to the successful bidder
3	Pg 26/Annexure 4(Phase II) Selection of vendor	Selection of vendor	We understand that there would be a nominated project team from Bank of Maharashtra which would be working in close coordination with the our team with respect to all activities outlined in the project and also be responsible for taking key decisions. Please confirm if our understanding is correct.	Yes
4	Pg 26/Annexure 4(Phase II) Selection of vendor	Review of bid documents a. Product specification b. System requirement c. Company evaluation	We understand that functional requirements as a part of product specification would also be covered for the Vendor selection process. Please confirm.	Yes
5	Pg 27/Annexure 4(Phase III) Implementation and monitoring	Implementation and monitoring	Please confirm if the consultant's role would be project management of implementation and progress review for oversight? Please confirm.	The consultant would be responsible for the overall project implementation as per the timelines defined in the RFP and monitoring. Detailed scope of work is as per Annexure 4

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6	Pg 27/Annexure 4(Phase III) Implementation and monitoring (i)	Provide timely signals to the Bank when the project is not going as per schedule and suggest methods to adhere to the schedule as ensuring various deliverables from System Integrator is the absolute responsibility of the consultant under this engagement.	Our understanding is that the Implementation of the project would be undertaken by the Technology Vendor and the Bank Technology Team. As the consultant, we would be responsible for monitoring and tracking the progress of the project and reporting to senior management and project steering committee including escalations in case of deviations. we would not be responsible for any deliverables or any delays by the Vendor or the Bank Project Team. Please confirm if our understanding is correct.	No change in the RFP terms
7	Pg 27/Annexure 4(Phase III) Implementation and monitoring (vi)	Draw upon required expertise and knowledge and associate expert for the Commissioning, Live Run and Post-Implementation support of the Project in coordination with the System Integrator and its technology partners.	Please provide clarity as to how many days post Go-Live support is expected from the consultant	Post implementation support shall be for a period of 6 months from project closure date.
8	Pg 27/Annexure 4(Phase III) Implementation and monitoring (vi)	Draw upon required expertise and knowledge and associate expert for the Commissioning, Live Run and Post-Implementation support of the Project in coordination with the System Integrator and its technology partners.	Please provide clarity on the number of ATM roll outs on which the Bank requires the support from the consultant	The solution is not limited to the number of ATM roll outs. However, it applies to the implementation of the solution / project as a whole
9	Pg 27/Annexure 4(Phase III) Faciliate and monitor roll over planning (a)	Do benchmark testing of the solution comprising of Hardware, OS, Database and any other middleware for response time, scalability etc. in tune with the SLA parameters. Repeat the benchmarking process if necessary after installation of systems.	Please provide clarity if the scope for benchmarking test and estimate number of repeat(s).	Benchmarking has to be in tune with the SLA and the number of repeats cannot be estimated at this point of time

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10	Pg 27/Annexure 4(Phase III) Training and Documentation (a)	Implementation of Training module to be offered by SI on Project initiation and awareness programme for the on-job officials.	we would be responsible for review of training programme and project management of the training delivery as per the training schedule. We will not be responsible for implementation of training. Pls clarify if the same is in line with expectation	The consultant is expected to co-ordinate with the SI to ensure implementation of training delivery as per the schedule
11	Pg 14 / clause 5.5 Liquidated Damages	The liquidated damages will be an estimate of the loss or damage that the bank might suffer due to delay in performance of the obligations (under the terms and conditions of the contract) by the Bidder and the Bidder shall be liable to pay the Bank as liquidated damages at the rate of 0.25% of total contract value for delay of every week or part thereof with maximum limit of 10% of contract value.	All project deliverables would have be signed off by Bank Project Team and Senior Management. We kindly request the bank to consider that the penalty or liquidated damages be only applicable if the delays are solely attributable to the consultant.	No change in the RFP clause
12	Pg 13 / clause 5.3 Payment Terms	Payment Terms	We understand that the bank is considering business evaluation of "leased versus owned switch model". How does the bank propose to compensate the bidder for each model.	No change in the RFP clause. Please go through the summary of deliverables and payment terms
13	Pg 37 / k(i)	"Once the bidding time starts the system will show the total value (D) of Annexure 8 of RFP."	Annexure 8 refers to "PROFORMA OF LETTER FOR COMPLYING WITH TERMS & CONDITIONS OF TENDER". Please clarify	Typo mistake. Please read it as Annexure 5
14	Pg 37 / l(iv)	"Decremental value will be appropriated across the line items (sl. no. 1 to 6) of Annexure 8 of RFP proportionately by the system."	Annexure 8 refers to "PROFORMA OF LETTER FOR COMPLYING WITH TERMS & CONDITIONS OF TENDER". Please clarify	Typo mistake. Please read it as Annexure 5 (Sl. No 1 to 2)
15	Pg 37 / m(iii)	"The successful bidder has to submit the final bill of material as per Annexure-8 of RFP duly signed by the authorized official to Bank within 2 hours of close of auction by	Annexure 8 refers to "PROFORMA OF LETTER FOR COMPLYING WITH TERMS & CONDITIONS OF TENDER". Please clarify	Typo mistake. Please read it as Annexure 5

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		mail / fax.		
16	Pg 7/Clause 3.1 (Instructions to Bidders)	An exact copy of original Commercial offer with prices duly masked be submitted along with the Technical Bid (Masked Commercial offer format is given in Annexure 5A of this RFP).	The eprocurement process will be conducted after the technical bids evaluation. Only the qualified bidders will be participating in it. If bidders will be making the commercial bids in the auction, is it really essential to submit a masked copy of the commercial bid? The commercials will not be decided till the end of the auction. Hence there would not be any figures on the masked copy that need to be masked.	Submission of Masked Commercial will ensure that the same format is being followed during e-procurement process.
17	Pg 12/Clause 4.1.4 (Qualification Criteria)	The bidder should have executed orders for IT consulting for the Banks in India during last three financial years mentioned above with a total executed order value not less than Rs.1.00 crore per year. At least one of the orders should have been executed for Public Sector Bank in India	What type of projects will be considered as IT Consulting? E.g. IT Strategy, CBS, Business Intelligence, Data Warehousing, BCP/DR, ISO 27001	Your understanding is correct.
18	Pg 12/Clause 4.1.5 (Qualification Criteria)	The Bidder should be a separate legal entity for IT consulting business; and should not be IT system integrator, or IT service provider. Necessary certificates to that effect should be enclosed.	What certificates need to be produced for proof of being a consulting firm & not an SI / Service provider?	Certificate/Proof for having being involved in similar kind of IT consulting business.
19	Pg 12/Clause 4.1.6 (Qualification Criteria)	The Bidder should have minimum of five experts and certified resources which will be part of the project team with at least one from each of the following: <ul style="list-style-type: none"> · PMI certified / Prince certified · ITIL certified / ISO 20000 certified 	BS25999 is a certificate of Business Continuity Planner. Why is this requirement being specified for this assignment when the scope does not include development of a BCP/DR Plan?	BCP/DR Plan will also be an integral part of the project.

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		<ul style="list-style-type: none"> • Certified BS25999 		
20	Pg 37/ 1/m/iv (Annexure 9)	<p>In the event of circumstances like no power supply, system problem, loss of internet connectivity, inability to use the system, loss of electronic information, power interruptions, UPS failure, etc., the bidder has to ensure that they are able to convey their bidding price to the service provider by way of FAX, who will upload the Faxed price online on behalf of the bidder and confirm the receipt of FAX to the service provider. This should be done before the closure of bid time. The bidder has to ensure that the sufficient time is given to the Service provider to upload the faxed prices online. In case the required time is not available with the Service provider at the time of receipt of fax message, the Service provider will not be uploading the prices. It is thus requested from the bidders not to wait till the last moment to quote their bids so as to avoid any such complex situation.</p>	<ol style="list-style-type: none"> 1. How will the service provider confirm the receipt of the fax? 2. What will be "sufficient time" for the service provider to upload the price faxed by the bidder? 	<ol style="list-style-type: none"> 1. It is on the part of Bidder to ensure that the fax is received by the Service provider. 2. Sufficient time indicates a time span enough for the Service provider to upload the faxed prices online within the bidding time

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21	Pg 37 / 1/k/i (Annexure 9)	Bidders will fill the unit cost of the line items mentioned in Annexure 8 of RFP before the start of the bidding time as mentioned in clause no. f of this document. Once the bidding time starts the system will show the total value (D) of Annexure 8 of RFP. This total value is taken as the start price of the bidding process.	The RFP is referring to Annexure 8 for filling the unit cost of line items. However the Annexure 8 in the RFP is "Proforma of letter for complying with terms and conditions". Which annexure should we refer to?	Typo mistake. Please read it as Annexure 5