

July 30, 2020

Corrigendum – 01**SUB: Clarifications on Pre-Bid Queries and extension of dates**

E-Tender Reference No.	EXIM/RFP/2020-21/06
E-Tender For:	E-Tender for Implementation and Maintenance of Audit Management Software Solution

The revised schedule is as follows:

Last date for acceptance of E-Tender Document Cost, IP Agreement	18-Aug-2020 04:00 PM
Document Downloading End Date	18-Aug-2020 04:00 PM
Last Date and Time For E-Tender Submission	18-Aug-2020 04:00 PM
Opening of Tender	18-Aug-2020 05:00 PM

1. Revised Payment Term:

Timeline	Percentage
Software Requirement Specification Sign Off	25
System Design and Implementation in UAT Signoff	35
Production and DR Setup Signoff	40

Note:

Payment will include AMS Solution Cost + Module Implementation Cost (For first three Module mentioned in Scope of Work).

2. In Technical Bid Evaluation Criteria (**ANNEXURE VII**) below note has been removed.

Note: The Bidder/ Vendor should meet all the technical specification as per scope of work. Non-compliance to any one of the technical specifications, **the Bank reserves the right to score them '0' (zero).**

3. Consolidated Tender Queries and Bank response:

The Banks has provided clarification to bidders during the pre-bid meeting held on July 24, 2020. Below list is based on the common queries raised by bidders during the pre-bid meeting are as under:

Ser. No	Sec. No	Page No	RFP description	Bidder Queries description	Bank's Response
1	7	15	This Request for Proposal ("RFP") is for Customization, Implementation and Operationalization of Audit Management Software for Head Office (HO) /Regional Offices (ROs) in CBS environment of the Bank	What is number of total branches where the solution is to be implemented?	9 Overseas Office 8 Domestic Office Head Office in Mumbai
2	7	16	The Activities/Processes to be covered under Software	In offsite module, what list of reports will be part of scope?	1. All Module should be available Offsite.
				What will source data format?	2. Source of data will be Excel.
				What will be approximate data sizing for offsite monitoring?	User/Auditor should have option to upload excel in the application.
				Is related Business Requirement with logic for each reports ready with Bank?	3. Business requirement for each report is ready with bank.
3	7	16	Initially Bank is proposing to implement RBIA/Internal Audit, Concurrent Audit and Credit Audit modules, later on Bank may consider implementation of other modules as and when different groups require it.	Which modules should be covered as part of scope of implementation as in this point priority modules to be defined?	Risk Based Internal Audit/ Inspection (RBIA)
				As best practice an application should have common application framework, which should cater to all module requirement of Bank, hence, SRS for all module should be finalized and approved.	Risk Based Concurrent Audit (RBCA) Management Audit & Inspection (MAI) SRS will be finalized once PO will be released.

4	7	16	Performance evaluation of Concurrent Auditor. Migration of existing data of Internal/ Concurrent Auditors in the new solution. Software should have provision of maker & checker.	What will be extent of data migration for Internal / Concurrent Audit? We believe this is previous audit data, please clarify.	1. This will be a project from scratch however 1 year data will be inserted using Excel upload. 2. Performance evaluation will be done using pre-defined marking scheme.
				Please elaborate on performance evaluation of Concurrent Auditor?	
5	7	17	Capture of relevant data from CBS or other systems to facilitate Internal/ RBIA/ Concurrent Audit etc. The relevant region/group data for audit needs to be captured from CBS and other system as per requirements of DFS, MoF & RBI checklist and guidelines. Presently data for region profile is to be captured from CBS. The automatic mechanism for loading and required infrastructure to be provided by the bidder. The complete cost of integration with Banks CBS system will be borne by bidder	Please explain extent of integration required between Audit Management System and other applications?	Audit Management system will integrate CBS application or other application using API.
				Also, please explain "other application like CBS etc." (What are the other application and data sources from where data will be pushed into Audit Management application)	
				As an best practice, Bank's IT team should extract various data as required from various application by Audit Team (or bank can use the existing process of giving MIS report and data to audit department) and put at staging DB. That DB will be integrated with Audit Management System to extract data.	
6	7	17	User-configurable alert facility for Email/SMS (Event based, Time based) for pending compliance.	Will Bank share related SMS service provider and other SMS related requirement for integration purpose? Related cost Bank will bear.	Bank already have a SMS API

7	7	18	Audit Management Software should comply with the official language policy. There should also be an option to provide Audit Report/Compliance Report in Hindi, if users desire so.	Is bank expecting the every report should be available in Hindi if desired?	Minimum 20 reports should be there in bilingual format however, AMS solution should support extraction of report in bilingual format.
8	11	22	The hardware sized for the applications should be redundant & scalable.	What will be number of Users accessing the application? <ul style="list-style-type: none"> • Number of Internal and Concurrent Auditor • Number of Auditee including number of users from Regional Offices 	1. Module has been targeted for different group so application should be capable to handle organization size. 2. System design should handle concurrency upto 200 Users. 3. Maximum number of users will be 500.
				Requirement of User concurrency? What will be % of expected increment in number of users on a yearly basis?	
9	7	22	The license for the solution to be Enterprise level for the module(s) offered without any constraint on number of offices or users for the Bank's operations.	With limited number of users, is there a necessity of Enterprise License?	Enterprise license is meant for the entire feature related to the software.
10	8	29	The payment will be made as per below schedule:100% payment will be made to the vendor on delivery, successful installation demonstration and training of the deployed product.	Please clarify the definition of ' successful installation demonstration ' mentioned in Payment terms conditions.	Payment Terms has been changed. Refer the Payment terms section.

11	14	37	The bidder should have valid ISO-27001 or ISO 9001 certificate	Alternative for No ISO certification as process will take longer if ISO certification is to be obtained in current Covid situation	No Change in the Terms and Condition.
12	5	9	MSEs participating in the tender must submit valid & authorized copy of certificate of registration with any one of the above agencies. In case of bidders, submitting DIC registration certificate shall attach original notarized copy of the DIC certificate. The MSE's Bidder to note and ensure that nature of services and goods/items manufactured mentioned in MSE's certificate matches with the nature of the services and goods /items to be supplied as per Tender	Our organization is registered as a "Medium" enterprise under the MSME guidelines. Request Bank to let us know whether we will be exempt from payment of Bid Document Fees and Earnest Money Deposit (EMD) under this clause.	Refer the RFP Guidelines. Page No -9 ,Point No-5
13	11	21	Technical Specifications	Would request Bank to provide detailed scope of integration and customization in order to arrive at cost valuation.	Integration will be done with API of the other application.
14	11	21	Technical Specifications	Will the Bank be using Oracle 12 C database for Audit Management Software?	Already Mentioned in the RFP Document.

15	11	23	The proposed system must be capable of and compatible for Disaster Recovery Implementation. The successful bidder should implement disaster recovery infrastructure and applications at Disaster recovery site of the bank.	Is the Bank looking at 3 different setups - DC, DR and UAT as well?	Bank is looking for application and database implementation of DC, DR and UAT.
16	12	34	The Bidder shall provide references (including Referee names and contact details) in respect of major projects of similar type completed in the last three (3) years by the Bidder in any BFSI or government organization and having its offices/branches across India.	Request the Bank to please suitably modify this eligibility criterion towards larger participation, and towards facilitating the Systems Integrators / Partners to OEM to come forward and be encouraged to place before the Bank most suitable solution from the industry. We thus request the following minor modifications: The Bidder shall provide references (including Referee names and contact details) in respect of major projects of similar type completed in the last three (3) years with respect to the proposed solution in any BFSI or government organization and having its offices/branches across India."	No Change.

17	12	34	The Bidder/OSD must have supplied and implemented the proposed solution in at least one Scheduled Commercial Bank and the solution is running satisfactorily.	Request the Bank to please suitably modify these eligibility criteria towards larger participation, and towards facilitating the Systems Integrators / Partners to OEM to come forward and be encouraged to place before the Bank most suitable solution from the industry. We thus request the following minor modifications: The proposed solution must have been implemented in at least one Scheduled Commercial Bank and the solution is running satisfactorily."	No Change.
18	14	37	Section 14. Technical Bid Evaluation Criteria (Annexure VII)	<p>1. The RFP states that all benefits for MSEs as per the Public Procurement Policy (PPP) for MSEs Order 2012 shall be provide (vide RFP Section No.5, Page no. 9).</p> <p>2. Further, RFP specifically states that "Pre-qualification criteria with respect to Prior Turnover and Prior Experience may be relaxed for MSE as per GOI Guidelines" (vide Section No. 5 (a), Page No. 10).</p>	No Change.

				<p>3. RFP has also stipulated various Eligibility conditions (vide RFP Section No 12, Page No. 34) which the bidders have to meet.</p> <p>4. QUERY: a) Should a bidder meet RFP requirements as laid above, it is understood that the Technical scoring mechanism (Section 14, Page No. 37) would be aligned to Sec 5 and 12, so that these provisions hold a meaningful place in the RFP. b) That is, application of Section 14, which comes at a later stage in RFP evaluation, should not outdo the outcome of basic provisions as per Sec 5 and 12. c) Thus, our request is that criteria under Sec 14 must be suitably waived for MSE so that the max score itself do not fall below 70 for MSE, failing which they cannot even participate / compete, and would be unduly deprived of the opportunity. d) We appeal herewith that the Bank may please consider rating the MSE bidders by assigning max weightage for MSE on S. No. 5 and 6 of Sec 14. This may</p>	
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				<p>be done by their prior evaluation of credentials under eligibility condition (as per s. no 5 under Sec 12) of having executed similar projects, and further based on the technical strength of their solution as per Demo / Presentation (as per s. no 6 under Sec 14).</p> <p>5. Please advise.</p>	
19	12	34		<p>May we request the Bank to please facilitate / enable the due participation of the PARTNERS to OEMs? In this regard, we request the Bank to please provide for suitable changes as under:</p> <p>“The Bidder shall provide references (including Referee names and contact details) with respect to the proposed solution completed in the last three (3) years in any BFSI or government organization, and having its offices/branches across India.”</p>	No Change.

20	12	34	Section 12. Eligibility Criteria of the Bidder	May we request the Bank to please facilitate / enable the due participation of the PARTNERS to OEMs? In this regard, we request the Bank to please provide for suitable changes as under: “The proposed solution must have been implemented in at least one Scheduled Commercial Bank and the solution is running satisfactorily.”	No Change.
21	8	29	The EXIM Bank has the right to reduce or increase the scope of work.	The same can be undertaken as per the Change Management Process as to be mutually agreed upon by the Bidder and the Bank. Please advise	After warranty, major changes will be done as per Change Management Process however; minor changes will be the part of maintenance.
22	4	7	Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be PDF /XLS/ RAR/DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option, which helps in reducing size of the scanned document	We request the Bank to please specify the maximum upload size acceptable by the online portal.	10 MB

23	7	16	Initially Bank is proposing to implement RBIA /Internal Audit, Concurrent Audit and Credit Audit modules, later on Bank may consider implementation of other modules as and when different groups require it.	<p>As per the Annexure VIII, Commercial BID Format, Bank has asked to quote for single license cost and implementation cost of the all the modules.</p> <p>Whereas, it is understood from the RFP that the Bank would be initially implementing on 3 modules and other 10 modules would be implemented as per requirement from the respective departments later.</p> <p>We request the Bank to amend the Commercial Bid Format. Implementation cost for the initially required 3 modules to be quoted separately and other 10 modules separately.</p>	Commercial Bid has been modified .Please refer the changes.
24	7	16	Implementation of web based solution for Risk based internal audit (RBIA), Risk based concurrent audit (RBCA) /MAI/IS Audit etc. with online and offline facility	<p>This section contradicts to the requirement specified in Point No. 3 a), which says the offline audit facility is required for RBIA & Concurrent Audit only.</p> <p>Whereas, the section 7, Point No. 10 (2), specifies the requirement of offline audit facility for MAI & IS Audit as well.</p> <p>Requesting Bank to please clarify and specify the modules</p>	All Module should have Offline facility.

				that require offline facility clearly.	
25	7	22	Any changes in checklist (Addition/Modification/Deletion), changes in scoring system etc. shall be done free of cost	Deletion of checklist is not recommended, as the system requires handling historical data of audits. Kindly clarify.	Deletion is referred as soft deletion.

15. COMMERCIAL BID**Commercial Bid for Implementation and Maintenance of Audit Management Software Solution**

Sr. No	Item	Cost
1.	Software Cost (Max 15 Module)	
2.	Implementation Cost for three modules	
3.	Implementation Cost for one module which will be applicable for the modules implemented after successful completion of three modules as mentioned above in Sr. No. 2	
4.	AMC Cost after 1 year of Implementation	
GRAND Total in ₹		

*** Special Note:** All prices should be exclusive of GST.

Note:

Date of Annual Maintenance Contract [AMC] will start one year after Production sign off.