April 10, 2021

Pre-Bid Meeting – Corrigendum-1

EOI Reference No.	EOI No.: 1 dated 24-Mar-2021
EOI Title	REQUEST FOR EXPRESSION OF INTEREST [EOI] FOR IMPLEMENTATION OF COMPREHENSIVE EARLY WARNING SYSTEM
Corrigendum Number	1
Corrigendum Publish Date and Time	10-Apr-2021 06.00 pm

RFP Page No.	RFP Clause	Bidder's Query/Suggestion/Remarks	EXIM Bank Response
2	The scope of implementation of Early Warning Signal (EWS) System envisages a complete turnkey solution which may inter-alia includes supply, install, and maintain EWS software, third-party software (if any), customization of the EWS system, system integration, and training to end-users in EXIM Bank.	Request the bank to keep third party data sources outside the vendor's purview as this has technical, commercial, and functional implications. However, we will ensure integration with the data sources chosen by the bank, for effective alert generation.	**Clarification: -** It is a responsibility of the vendor to integrate free third-party data sources (wherever applicable). For paid data sources, the Bank will facilitate data sources. However, it is a responsibility of the vendor to integrate paid data source with EWS solution without any additional cost.
13	All errors, bugs, enhancements / modifications required during and after testing will be immediately resolved by the Bidder (maximum of 5 working days), and sign – off for the same will be obtained from the Bank. However, workaround solution should be provided on the same day, in respect of errors and bugs affecting the functioning of the Bank.	We follow an agile process wherein bugs are fixed with minimal turnaround. However, due to dependencies from the bank users as well as third party data providers, etc. same day resolution may not be possible. Kindly reconsider this keeping in mind the complexity of the solution proposed.	**Revised Clause: -** All errors, bugs, enhancements / modifications required during and after testing will be resolved by the Bidder on mutually agreed timeline and sign – off for the same will be obtained from the Bank. However, workaround solution should be provided on the same day, in respect of errors and bugs affecting the functioning of the Bank.

13	Appoint a Project Manager, who will be the single point of Contact and responsible for end-to-end successful completion of the contract including solution implementation, warranty, and back-to-back support from respective OSD/OSOs for all the components, software etc. provided as part of the project. Further, for the hardware infrastructure supplied by the Bank, Bidder should coordinate with the OEMs/Bank's hardware supplier to resolve the issues identified, configurations, installation/reinstallation, and performance tuning during the contract period.	A Project Manager with proven track record shall be appointed for the assignment, who shall take care of all aspects of the EWS solution. Request the bank to keep hardware and third-party software support and installation outside this purview as this has dependencies on respective vendors. From our experience, there are well defined terms and SLAs based on which these vendors interact with banks, and we request the bank to take care of this portion	**Revised Clause: -** Appoint a Project Manager, who will be the single point of Contact and responsible for end-to-end successful completion of the contract including solution implementation, warranty, and back-to-back support from respective OSD/OSOs for all the components, software etc. provided as part of the project.
15	All other necessary software of the solution needs to be supplied, installed, configured, and maintained by the bidder. The bidder must factor and deliver all required software components in line with the requirement specified in this document. This may include Middleware, Application Server, Web Server, OCR module, Scanning Solution, Reporting, ETL Tool etc. which are required to implement the proposed EWS solution.	Kindly check things like middleware, app server, web server, etc.	**Revised Clause: -** All other necessary software of the solution needs to be supplied, installed, configured, and maintained by the bidder. The bidder must factor and deliver all required software components in line with the requirement specified in this document. This may include middleware application, OCR module, Scanning Solution, Reporting module/tools, ETL Tool etc. which are required to implement the proposed EWS solution.

15	The offered software solution should have bi-lingual (English & Hindi) support.	As this solution feeds on data which comes in English only, Hindi option could cause interpretation errors due to translation. Request bank to reconsider this. While the menu options on the UI can be provided in Hindi, the signals themselves will be in English as customer data comes in English from all internal and external sources.	**Clarification: -** The menu options and labels should support bi-lingual. System should accept bi-lingual text input (Unicode compatible). EWS Report tool/report builder should support bi-lingual to build the report in bi-lingual format.
Page No.9 Annexure-A Sl.No.2	The bidder submitting the offer should have positive net worth in each of the three financial years and should have registered annual turnover of Rs 10 Crores per year during last three financial years i.e. (2017-18, 2018-19 and 2019-20).	We request you to reduce the turnover clause to Rs. 5 Crores for MSME companies (bidders)	**Clarification: -** Prior turnover will be relaxed for Micro & Small Enterprises as per GOI guidelines subject to meeting of quality and technical specifications. Attach MSME certificate with EOI proposal for relaxing the turnover criteria.
Page No.9 Annexure-A Sl.No.5	The proposed EWS solution should have been implemented in Corporate Banking in at least two public sector banks and one in large private sector Bank in India in last four year	We request to relax this to 1 public sector bank and 1 private sector bank in last 10 years. (or remove restriction of 4 years)	**Revised Clause: -** The proposed EWS solution should have been implemented by the bidder for Corporate Banking Business of one public sector bank and one large private sector Bank in India. Under implementation projects will be considered for evaluation. Only bidder experience will be considered for evaluation.

Page No.10 Annexure-A Sl.No.8	The bidder should not have any other business relationship with Export-import Bank of India including its Directors and officers and nor have any conflict of interest. The Bidder shall on occurrence of any such event immediately inform the concerned authorities of the same.	As we have implemented RAM at Exim Bank, request relaxation of this clause.	**Revised Clause: -** Eligibility Criteria No.8 in Page No.10 is removed.
Page No.9 Annexure-A Sl.No.5	The proposed EWS solution should have been implemented in Corporate Banking in at least two public sector banks and one in large private sectorBank in India in last four year	Implementation of IRAC Norms, SMA, ADF, MIS & RBS System, Basel III, Regulatory MIS, and Legal & Recovery may also be considered for past experience in implementation, which involves Transactional Monitoring System and Credit Monitoring.	**Clarification: -** Only EWS specific implementation experience will be considered.
Page No.4	Last Date for submission of EOI	In light of recent restrictions imposed by the Maharashtra government, private offices are not functioning from their premises. We request you to please allow submission via soft copy	**Clarification: -** Submission of softcopy will be accepted, provided softcopy is duly signed and scanned or digitally signed. The last date for submission of EOI is April 15, 2021 up to 17:00 Hrs. The Bank will not be responsible in case of any delay/failure in mail delivery due to oversize of attachment or any other technical reasons.
Page No.13	The Bidder should be Original Software Developer (OSD / OSO) / Original Equipment Manufacturer (OEM)/ Authorized Supplier of the software solution.	Kindly amend this and SI also in the clause as this is contradictory to Eligibility Criteria;	The Bidder should be Original Software Developer (OSD / OSO) / Original Equipment Manufacturer (OEM)/ Authorized Supplier of the software solution or System Integrator of the OEM whose product they are proposing.