

**Corrigendum 01: Pre-bid Queries Response - Support of the CCIL, SFMS (NEFT and RTGS), E-Kuber and IBM MQ applications. Reference No: - EXIM/RFP/2022-23/08**

Please find the attached responses of pre-bid queries of E-Tender Reference No. EXIM/RFP/2022-23/08 for “Support of the CCIL, SFMS (NEFT and RTGS), E-Kuber and IBM MQ applications.”

Sr No	Page No - Point No	Meeting Query	EXIM Response
1	Page 23 – Scope of Work  To provide support to the CCIL, SFMS (RTGS and NEFT), E-Kuber and IBM MQ applications, the Exim Bank intends to go for end-to-end outsourcing of these applications management for a	<b><u>Query:</u></b>  Please suggest the support type requirement (Onsite/Offsite); shift wise timings and number of resources required.	Support type would be Onsite.  Shift wise Timings are timings of bank with relaxation to apply patches after business hours of the bank.

	<p>period of 5 years on TCO basis with the following objectives and envisaged outcomes that the bidder must ensure throughout the contract period.</p>		<p>Number of Resources required = 1 (backup should be provided in case of absence of allotted resource)</p>
2	<p>Page 26 – Point 3.</p> <p>The Bidder must have experience in providing application support to at least 3 BFSI/PSUs/public listed companies in India during last five years, with order values not less than 50 Lakhs. Details of customers and copy of work order to be provided.</p>	<p><b><u>Query:</u></b></p> <p>Please consider it for at least 3 BFSI/PSUs/Public Listed Companies in India during last five years, with order values not less than 40 lakhs.</p>	<p>No change in the RFP clause.</p>
3	<p>Page 26 – Point 2.</p> <p>The respondent should be in business of providing application</p>	<p><b><u>Query:</u></b></p> <p>Requesting for 5 years</p>	<p>No change in the RFP clause.</p>

	support for at least eight years as on the date of this tender. Order copies to be submitted as documentary proof.		
4	<p>Page 26 – Point 4.</p> <p>The bidder should have a head office and support center in Mumbai.</p>	<p><b><u>Query:</u></b></p> <p>Please consider for support center in Mumbai only not head office.</p>	No change in the RFP clause.
5	<p>Page 26 – Point 5</p> <p>Should have a minimum of 25 manpower resources with 2 or more years' experience in application support services and these resources should be in the payroll of bidder</p>	<p><b><u>Query:</u></b></p> <p>Requesting for 10 manpower resources with 2 or more years' experience.</p>	No change in the RFP clause.

6	<p>Page 33- Point 4.</p> <p>Technical &amp; Qualified Manpower - The Bidder must have at least 5 technically qualified engineers holding IBM MQ Certification in the organization's payroll. No. of engineers with above qualification(s)</p>	<p><b><u>Query:</u></b></p> <p>Please give relaxation on this point</p>	<p>No change in the RFP clause.</p>
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The bidders are advised to consider the following amendments/Corrigendum before submission of their bids against this tender.

All other terms and conditions of the tender document will remain unchanged. The tender document is available on our website <https://www.eximbankindia.in>.

Sd/-  
(Deepak Bhatia)  
Information Technology Group  
Deputy General Manager