

December 18, 2025

Corrigendum 01: Extension in date for participating in E-Tender: Hiring of Consultants - Milestone/Deliverable Based Technology Consultants; Architect - Software Solution; No; Hybrid (As specified in scope of work) for Export-Import Bank of India.

Corrigendum	Details	Date
Corrigendum 01	Extension in date for participating in E-Tender	18-12-2025

Please refer to GEM Tender Bid No. **GEM/2025/B/6940041** for GEM-Tender: Hiring of Consultants - Milestone/Deliverable Based Technology Consultants; Architect -Software Solution; No; Hybrid (As specified in scope of work for Export-Import Bank of India. In case of query, bidders are advised to communicate on email before submission of their bids against this tender.

The details are as follows:

Tender Reference No.	GEM/2025/B/6940041
Date & time for Bid Submission of Tender	29-12-2025 19:00:00
Date & time for Opening of Tender	29-12-2025 19:30:00

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

Sd/-

(Sujeet Bhale)

Digital Technology Group

Chief Technology Officer (CTO)

December 18, 2025

Clarifications to the Query's raised during pre-bid meeting held on 09/12/2025 2025 regarding e-tender GEM/2025/B/6940041: Bidder's query and Bank response for participating in E-Tender: Hiring of Consultants - Milestone/Deliverable Based Technology Consultants; Architect -Software Solution; No; Hybrid (As specified in scope of work) for Export-Import Bank of India.

Details	Date
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Digital Technology Group
Chief Technology Officer (CTO)

Bid Query

Sl. No.	Clause	Page no.	Clause	Query	Bank Response
1	Eligibility Criteria of the Bidder	22	The Bidder must have developed and deployed/ implemented Performance Appraisal and Performance Review (PAPR) system for at least 2 BFSI/PSUs/Govt/Public/Private organisations in India during last five years. Details of customers and copy of work order	<p>Revised to 1 implementation to increase vendor participation while still ensuring bidders have proven experience with PAPR system deployment. Requesting you to kindly amend the following clause.</p> <p>The Bidder must have developed and deployed/ implemented Performance Appraisal and Performance Review (PAPR) system for at least 1 BFSI/PSUs/Govt/Public/Private organisations in India during last five years. Details of customers and copy of work order</p>	No Change

2	Technical Evaluation Criteria - Relevant Past Experience	24	<p>Bidder must have demonstrated experience in building custom PAPR applications with data integration through the Work Order and Project Completion/ Customer Satisfaction Certificates received from Central Government/State Government/PSU/AIFI/Scheduled Commercial Banks (public and private Banks only)/NBFC/Private company Project Sign off document along with client reference, as per the format provided in tender document in last 3 year and each project with sperate client will have 10 Marks.</p> <p>Weightage 30</p>	<p>Requesting removal of the “10 marks per separate client project” clause to avoid disproportionate scoring and ensure a fair evaluation for all bidders, while still validating relevant PAPR implementation experience. Requesting you to kindly amend the following clause.</p> <p>Bidder must have demonstrated experience in building custom PAPR applications with data integration through the Work Order and Project Completion/ Customer Satisfaction Certificates received from Central Government/State Government/PSU/AIFI/Scheduled Commercial Banks (public and private Banks only)/NBFC/Private company Project Sign off document along with client reference, as per the format provided in tender document in last 3 year.</p>	No Change
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3	Technical Evaluation Criteria -Company Credibility (CMMI Level)	24	<p>CMMI Level 5 (20 Marks) CMMI Level 3 (15 Marks) ISO 9001, ISO 27001 and ISO 22301 (10 Marks) No CMMI \ ISO Certification (0 Marks) Valid Certificate to be Submit</p>	<p>We request the department to kindly remove or relax the CMMI Level 5 scoring requirement. Many capable bidders with CMMI Level 3 possess the same operational capacity and maturity to successfully deliver the project. However, the current scoring structure gives significantly lower marks to CMMI Level 3 bidders, which may unfairly impact technically competent vendors. Relaxing this criterion will encourage wider participation while maintaining quality through existing ISO and CMMI Level 3 certifications.</p> <p>Requesting you to kindly amend the following clause.</p> <p>CMMI Level 3 (20 Marks) ISO 9001, ISO 27001 and ISO 22301 (10 Marks) No CMMI \ ISO Certification (0 Marks) Valid Certificate to be Submit</p>	No Change
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4	Eligibility Criteria of the Bidder. As per the page no. 22 of the document "1764247594.pdf" Sl. No. 2. Revised Eligibility Criteria: "The Bidder must have developed and deployed/implemented Performance Appraisal and Performance Review (PAPR) system for at least 2 BFSI/PSUs/Govt/Public/Private organisations in India during last five years. Details of customers and copy of work order.",			Revised Documents to be Submitted: "Details of customers where such PAPR system was developed and deployed/implemented and copy(ies) of work order to be provided along with project completion \customer satisfaction certificates."	No Change - Document need to be submitted as per RFP guideline
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Bid Questionnaire

Sr No	Category	Target Audience	Question	Reference	Response
1	Business Requirements	Business	Clarify primary pain points and expected KPIs.	Sec 1 & 4.1	Product should be standardized and highly customizable as per Bank Requirement.

2	Business Requirements	Business	Expected user base and concurrency for sizing.	Sec 3	Expected user base: ~500-750 employees; concurrency: ~200 users during peak appraisal cycles.
3	Business Requirements	Business	Confirm peak-load periods for performance planning.	Sec 3	Peak-load periods: April-Jul (annual appraisal) and mid-year review in Dec-Jan.
4	Business Requirements	Business	Request detailed workflow diagrams for all PAPR processes.	Sec 4.2	Detailed workflow diagrams will be shared post-initial BRD sign-off; includes initiation, review, approval, and closure stages for all PAPR processes.
5	Business Requirements	Business	Clarify audit trail & compliance checkpoints.	Sec 4.1 & 4.2	Audit trail will capture all user actions with timestamps; compliance checkpoints aligned with RBI and internal HR policies.
6	Business Requirements	Business	Confirm workflow differences for Contractual / Trainee / Probation.	Sec 3.1 & 4.1	Workflow will be similar however cycles will be different
7	Business Requirements	Business	Define anonymity rules & reviewer count for 360° feedback.	Sec 4.2	The system should allow for at least 8 reviewers both in parallel and sequential modes. The system should have the flexibility to allow for anonymity for any or all the reviewers.
8	Business	Business	Clarify mapping of training & competency data for Phase 2 integration.	Sec 3.3	Other application data will be mapped using API

	Require ments				or Datawarehouse in Phase 2.
9	Technic al	IT	Confirm final tech stack (React/Angular + .NET/Java + DB).	Sec 18	Bank has inner practice of popular client-side development languages like react and angular. For Backend development .NET/Java/Python can be used. Databases currently in use are SQL Server, Oracle and MySQL. Framework that are in use are Drupal and Sharepoint.
1 0	Technic al	IT	Confirm expected architecture (2-tier or 3-tier).	Sec 18	Recommended: 3- tier (Web → App → DB) for security isolation, scalability, and separate UAT and DR setup.
1 1	Technic al	IT	Should Phase 1 be monolithic or microservices-ready?	Sec 18	Phase 1: Modular monolith with clear domain boundaries (PAPR, approval, notifications, reporting). Phase 2: Microservices- ready (API-first), allowing independent scaling of workflows/reportin g.

1 2	Technical	IT	Provide hosting environment specs (VM, OS, DB, SSL, firewall).	Env Setup Sec 18	Based on the proposed application stack, the Bank will provide the database, server, and operating system. The Bank has robust security measures in place, which will be applied to the application. In the case of framework-based development (whether open-source or proprietary), bidders must include the associated costs in their proposals. The Bank will not procure any application for this engagement
1 3	Technical	IT	Define performance KPIs as NFRs currently say TBD.	Sec 17	Page load: $\leq 3s$ (P50), $\leq 5s$ (P95). API response: $\leq 500ms$ (read), $\leq 1,000ms$ (write). Throughput: ≥ 50 TPS sustained during peak. Availability: $\geq 99.5\%$ (Prod). Error rate: $< 0.5\%$ per release.
1 4	Technical	IT	Clarify dashboard refresh—real-time or polling.	Sec 16	1. Real-time via event-driven updates for critical KPIs; 2. Batch update periodic once in a day for non-critical KPIs.

1 5	Integrati on	IT	Request TICE API documentation.	Sec 3.1 & 5	TICE is Sharepoint Server Subscription Edition act as an intranet. Microsoft Documentation - https://learn.microsoft.com/en-us/sharepoint/dev/sp-add-ins/get-to-know-the-sharepoint-rest-service?tabs=csom
1 6	Integrati on	IT	Define KPIs and frequency for Finacle real-time sync (Phase 2).	Sec 3.3	Phase 2 KPI will be shared in BRD document post award of the project. There will direct integration with Datawarehouse using Rest API.
1 7	Data	IT	Confirm historical data migration scope (how many years).	Sec 4.1 & 3.1	All Structured (Tables) and un-structured (PDF) will be migrated from legacy system Darwinbox Software as a Service (SAAS) and Mindteck custom PAPR.
1 8	Data	IT	Who is responsible for data cleansing?	Sec 3.1	Joint responsibility: Bank provides source dumps and business rules; Implementation team will execute cleansing (dedup, normalization, validation), presents exception logs, and seeks sign-off from Bank Team.

19	Data	IT	Clarify data retention policy (online vs archive).	Sec 17	Online: Current + last 2 cycles; Archive: Previous cycles will be available in a separate list, easily accessible in a format similar to the Outlook system.
20	Security	IT	CERT-In auditor certificate mandatory or self-cert allowed?	Eligibility Pt 7	CERT-In empanelled vendor for compliance of eligibility criteria. Internal process will be taken care by Bank Team.
21	Security	IT	Clarify VAPT frequency—per release or annual + go-live.	Sec 7	VAPT is as per Bank policy. 1. VAPT will be done before Go Live. 2. Half yearly VAPT, IS Audit and cyber audit will be done by the Bank.
22	Security	IT	Clarify encryption requirements (API, DB, TLS versions).	Sec 7	Encryption will be as per OWASP Top 10 and RBI guidelines.
23	Security	IT	Clarify SSO integration method (Azure AD/ADFS).	Sec 4.2	Azure AD Authentication
24	Project Management	Both	Confirm timeline for each milestone.	Sec 9	Since the initial BRD has been shared, the timeline for a waterfall-based project management approach will be approximately 3–4 months. For Agile project management, bidders must allocate time as per the requirements

					specified in the RFP.
2 5	Project Manage ment	Both	Define governance meeting frequency.	N/A	For project governance, ITSC (Information Technology Steering Committee) meetings are held quarterly, while ITSTC (Information Technology Strategy and Technical Committee) meetings occur monthly
2 6	DevOps	IT	Will Bank provide Azure DevOps repos & pipelines?	Sec 5	Bank will provide on premise version of Azure DevOps with all feature.
2 7	DevOps	IT	Specify required branching strategy.	Sec 5	In Azure DevOps, separate repositories will be maintained for UAT and Production. The Production repository will follow a maker-checker process, ensuring changes are reviewed and validated before deployment. After this process, the EXIM Project Team will provide final approval based on the Bank's compliance requirements.

					Once approved, the Production repository will be synchronized with the production environment.
28	Testing	IT	Will test data be provided or vendor must anonymize?	Prior spec	The requirement document will include basic test cases. The vendor is responsible for creating detailed test cases for all developed features. Azure DevOps Test Plans module will be used for both manual and automated testing.
29	Testing	IT	Preferred tools for test case & UAT tracking?	N/A	Azure DevOps Test Plans for cases/execution; Boards Defect tracking Sign off - On hard copy Documents
30	Testing	IT	Is performance testing mandatory?	NFR TBD	Yes. Mandatory for peak scenarios like: 1. Login storms 2. Bulk submissions 3. Batch notifications 4. Report generation
31	Deployment	IT	Preferred rollout model: pilot or big-bang?	Earlier GeM	Recommended: Pilot with 1–2 departments → phased expansion

					→ full rollout after stabilization.
3 2	Deployment	IT	Define rollback & DR failover testing expectations.	Env Sec 18	Automated rollback on health check failures. DR: RPO ≤ 6 Hours; RTO ≤ 24 hrs. Half Yearly DR drills with documented runbooks.
3 3	Training	Both	Training sessions required for which user groups?	Deliverables Sec 20	Appraisees, Managers (L1/L2), HR moderators, Auditors, IT support. Formats: 1. Role-based sessions 2. Video modules 3. Quick reference guides.
3 4	Support	Both	Define SLA requirements for AMC.	Annexure VII	The Service Level Agreement (SLA) will be finalized after the contract is awarded. It will be prepared in accordance with the Bank's guidelines and reviewed by the respective legal team.
3 5	Support	Both	Support mode required: onsite / hybrid / remote?	AMC Sec	Hybrid: 1. Onsite for go-live and critical incidents; 2. Remote for routine L2/L3; 3. Quarterly onsite health checks.

36	Eligibility	Business	Will partial PAPR implementations count as eligibility?	Eligibility Pt 2	Acceptable if the scope includes development of PAPR end-to-end workflows, including approvals, ratings, reporting, and audit, and is of comparable scale. Supporting evidence must be provided through Purchase Orders (PO) or Completion Certificates.
37	Eligibility	Business	Will private sector BFSI clients be accepted?	Eligibility Pt 2	Recommend inclusion of BFSI (public or private) provided project size/complexity matches requirements.
38	Eligibility	Business	Is CERT-In certificate required at bid stage or pre-go-live?	Eligibility Pt 7	A Cert-In empanelled certificate will be required solely to meet the eligibility compliance criteria. All internal processes related to this will be managed by the Bank's team.
39	Commercial	Business	Clarify GST inclusion in BoM table.	Sec 21	BoM costs to be quoted inclusive of GST as per Gem guideline.
40	Commercial	Business	Is Full-stack 3-month resource cost mandatory?	Sec 21	Provide a blended full-stack resource rate for a duration of three months to accommodate change requests, which will also serve as a basis for

					future project cost estimation.
4 1	Change Mgmt.	Both	Approval turnaround time for CR > 8 hours.	Annexure VII	Based on the availability of the project baseline (scope, cost, and timeline), the average turnaround time is five working days.
4 2	Change Mgmt.	Both	Can CR effort be billed outside AMC?	Annexure VII	Yes. Change Requests (CRs) will be billed at the agreed rate card under the Time & Material model or through a separate Statement of Work (SOW). The Annual Maintenance Contract (AMC) will cover bug fixes and minor enhancements.
4 3	IP	Business	Can internal reusable components be used despite IP ownership clause?	Sec 2	Yes — the vendor will retain intellectual property (IP) rights for pre-existing reusable components, while the Bank will own IP rights for all custom code and artifacts developed under this engagement

4 4	IP	Business	Will Bank provide licenses for low-code/no-code platforms if used?	Sec 18 Note	If the platform is mandated by the Bank, the Bank will provide the necessary licenses. If the platform is proposed by the vendor, all associated costs and licensing implications must be included in the commercial proposal and approved by the Bank.
4 5	Project Scope	Business	Clarify whether historical PAPR data from Darwinbox or Mindteck will be migrated.		Migrate historical data from both sources wherever available. The Bank will provide data in CSV format along with export dumps and sample records for mapping and validation. The final scope will be determined after data profiling.
4 6	Project Scope	Business	Please confirm the exact list of data fields that will be fetched from TICE through API integration -Kindly share details of API endpoints, payload structures, and authentication method.		The Bank will provide the SharePoint endpoint URL along with the corresponding list names and applicable filter conditions. Sample data sets will include, but are not limited to, employee master records, organizational hierarchy, roles and grades, competency

					frameworks, training modules, and leave and attendance information.
47	Project Scope	Business	Is mid-year review workflow to be implemented in Phase 1 or Phase 2? For Competency Mapping, confirm if any existing competency framework documents will be provided.		The mid-year review is within the scope of Phase 1. During the BRD phase, the Bank will provide the existing competency frameworks (including roles, levels, and KPI).
48	Data Migration	IT	What is the data volume (records count, file size) for: Historical PAPR /Will Exim provide, Legacy DB structure, Sample data sets? /In what format we have to share commercials for proposal.		The legacy system contains a maximum of 1 GB of records. The Data Definition Language (DDL) scripts and table structures will be provided after the BRD is finalized. The data is available in both tabular and PDF formats.
49	PAPR Workflow		Clarify whether parallel approval is required (L1 & L2 same time) or it has too sequential. /For backend choice (.NET / Java / Platform), will EXIM mandate one, or can vendor propose?		Workflow: The preferred approach is a sequential flow (L1 → L2), with optional parallel processing for specific cases, configurable as required.

50	Environment & infra		Size and configuration of EXIM-provided servers for: UAT, Production DC and DR		Backend: The bidder must propose a backend solution based on their technical capabilities (e.g., .NET or Java), ensuring alignment with the Bank's IT standards and license availability.
51			Will Exim provide, Operating system licences, Database licences (Oracle/SQL)?		Bank will provide database, operating system licences.
52			Is containerization allowed (Docker/Kubernetes)?		No. We do not have containerization service as of now.
53			Does EXIM have existing Azure DevOps pipelines configured?		During development, bidders are required to set up application-specific CI/CD pipelines incorporating build processes, unit testing, SAST/DAST integrations, and deployment
54	Security & Compliance - Application Security		Please provide the Bank's detailed security checklist for: Secure coding, Encryption standards and Password Policy		"Bidders must ensure compliance with CERT, OWASP, and RBI guidelines accessible in the public domain."
55			Will EXIM conduct VAPT or should vendor arrange CERT-In empanelled auditor?		Bank will conduct half yearly VAPT.
56	Team Deployment		Is full-time onsite presence required, or hybrid model allowed? Can some roles (PM, Architect, DevOps) remain offsite?		The client engagement role will be managed on the bank's premise , while other roles can be deployed in a hybrid mode

					based on the bank's requirements.
5 7	Mobile Access		In Phase 2, "mobile access" means: Responsive web version Hybrid app Native app?		The system should be fully responsive and compatible with PCs, tablets, and mobile phones. It must also be app-ready to support mobility requirements
5 8	API Integrati on		Should future API connectors (Finacle, others) be part of current design?		Yes, the system should support standard REST APIs and batch processing using Extract, Transform, and Load (ETL) tools such as Talend and SSIS.

The aforementioned responses are merely clarifications provided by the Bank to the Queries raised by the Bidders in the Pre Bid Meeting held on 09/12/2025. All the terms and conditions and criteria as mentioned in the Tender bearing **Ref No GEM/2025/B/6940041** dated 27/11/2025 shall remain unchanged and continue to apply on the Bidders.