

Sl. No.	Page No. of RFP	Point/Clause No.	Clarification point as stated in the RFP	Bidders Question	Bank's Response to query
1		Generic Query		The ETL licence will be provided by Bank or the Vendor has to do procure it? If the vendor has to do then bank is looking for perpetual license or license on SaaS for contract period.	Bidder to provide as per requirements. Necessary software/framework should be at discretion of the bidder.
2	15	Eligibility Criteria	Vendor should have implemented ETL for Data Warehouse solution in at least 1 PSU Bank having more than 2000 branches.	We request to consider the bid with the empanelled vendor and draw out eligibility criteria. We have already implemented our NPA Management Solution with various BFSI.	Please refer to Corrigendum-1.
3		Broad scope of work	The bidder shall be responsible for generation and submission of necessary documents required during various phases of project viz. planning, installation, commissioning, rollout, acceptance testing, project diagrams and other reports etc. All such documents shall commence only after the same is approved by Bank.	How many reports are to be created, can we get any dummy data for the creation of the reports.	No changes in the terms as per RFP.
4		Technical Requirement - Eligibility Criteria	Vendor should have implemented ETL for Data Warehouse solution in at least 1 PSU Bank having more than 2000 branches.	The solution is not implemented in any other PSU bank's, can you please remove this eligibility criteria.	Please refer to Corrigendum-1.
5	12	Section 4	NPA Data Repository should be created by integrating, transforming and analyzing data from various source systems of the Bank.	Does the NPA data repository need to publish information to any other system	No changes in the terms as per RFP.
6	12	Section 4	All the Solutions should be deployed in the Bank's DC/DR Setup	Pls verify if DC is in Mumbai and DR in Bangalore	Yes, Bank's DC is in Mumbai & DR is in Bangalore.
7	14	Section 5, Pt #6	Capabilities to integrate/interact with EWS & Audit system of the Bank.	Please mention if the interfaces will be DB link, API or flat file based	As per the requirements.
8	14	Section 5, Volumes	Approximately 10 lakhs number of records to be integrated through ETL	How many incremental records will get added every month or quarter?	Approx. 10% on YoY basis.
9	15	Eligibility Criteria	Vendor should have implemented ETL for Data Warehouse solution in at least 1 PSU Bank having more than 2000 branches.	Request you to please modify this to "Vendor should have implemented ETL for Data Warehouse Solution OR NPA/Collections Management Solution in at least 1 PSU Bank having more than 2000 Branches	Please refer to Corrigendum-1.
10	15	Maintenance Support	If the Supplier, having been notified, fails to remedy the defect(s) within the 4 hours' time duration from the incident, the Bank may proceed to take such remedial action as may be necessary	The time for resolution should be dependent on the severity of the issue	No changes in the terms as per RFP.
11	17	SLA Terms and Conditions	The bidder has to maintain a guaranteed minimum uptime of 99.90% for all systems/ solutions supplied under this RFP to avoid any business disruption due to breakdown of system or degraded performance impacting business or unavailability of data.	The uptime is based on hardware/OS related issues which are not under direct responsibility of bidder. Please excluded these reasons from scope of SLA	No changes in the terms as per RFP.
12	42	Appendix I	FORMAT FOR BANK GUARANTEE AGAINST ANNUAL MAINTENANCE	Does only the format need to be approved or does the BG also need to be submitted along with RFP response?	Only L1 bidder is required to submit post PO issuance.
13	15	5	Infrastructure Requirement 1. Vendor should recommend required infrastructure and sizing for implementation and execution of ETL. Bank will provide necessary hardware infra on the VMs. Bank will provide database as MS-SQL or Oracle.	Please confirm-We assume that Infra & Database is being procured by Bank so monitoring , Facility management services, AMC for the same is out of Bidders scope and shall be provided by Bank. In case Bank wants Bidder to support the Infra, please confirm the Infra details to be supported. Also please confirm support to be provided onsite or Remote	No changes in the terms as per RFP.
14	13		Bidder is required to set up DR without any extra cost to the Bank Bidder shall be responsible for addressing VAPT issues during the contract period. All the necessary patches related to OS, Database and application etc for addressing the VA/PT issues should be installed by the Bidder. Details are mentioned under section: Maintenance and Support.	Please confirm- as Bank is providing Infra, patches, upgrades for the same shall be provisioned by Bank. Also please confirm the frequency of VAPT.	No changes in the terms as per RFP.

15				We assume monitoring management, Antivirus management, patch management, Helpdesk, Back up tools will be provided by Bank	Bank has Antivirus, Backup and Patch Management solution which shall be extended to NPA Solution infrastructure also. Apart from mentioned above, bidder to provide.
16	21	9	Antivirus Installation & Pattern Update: All bank servers and desktops should have Trend micro Antivirus agents installed on it with the latest Antimalware pattern.	Please confirm- Antivirus is provided by Bank or Bidder needs to provision the same. Please confirm the Number of endpoints and Servers along with their location details. We Assume this activity needs to be done through central console at Bank premises only and no manual activity is required.	Antivirus shall be provided by Bank.
17	22	9	Replacement/ repair of faulty part of provided hardware and all other components	We assume Hardware support and AMC is provided by Bank. Please confirm	AMC/support for Hardware shall be provided by Bank .
18	22	9	Active directory Configuration on end points	Please confirm the scope for AD configuration here. Please confirm the total number of endpoints and servers along with their locations. We Assume this activity needs to be done through central console at Bank premises only and no manual activity is required.	NPA Solution to integrate user login with Bank's AD system.
19				Apart from the Application licences(solution), are there any other Hardware or Software licenses expected to be procured. Please confirm	No changes in the terms as per RFP.
20	14	5	Process Management / Workflow	How many workflows in total need to be implemented?	No changes in the terms as per RFP.
21	14	5	Process Management / Workflow	Do any reports need to be provided as part the workflow solution?	No changes in the terms as per RFP.
22	13	5	Data Extraction, Transformation, Storage & Integration Scope of Work	Is there a complete list of source systems for both structured and unstructured data?	No changes in the terms as per RFP.
23	33	Annexure E(a)	Application & Implementation cost for Bank	It is assumed that database license (MS SQL/Oracle) and RPA (UI Path) will be provided by bank it is not included in commercials	No changes in the terms as per RFP.
24	14	5	Automated multi-channel (SMS, email, IVR) batch contact process.	Request Bank to confirm if IVR tool would be provided for the proposed solution to interface with?	No changes in the terms as per RFP.
25	15	5	If the Supplier, having been notified, fails to remedy the defect(s) within the 4 hours time duration from the incident, the Bank may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights, which the Bank may have against the supplier under the Contract	We would bank like to opt for Onsite Support Services. In case not, remote access of the infrastructure needs to be provided to adhere to SLA of 4 hours	No changes in the terms as per RFP.
26	18		If the support services is not provided on 24*7 basis and/or satisfactory services are not provided, the Bank with its discretion may reject the proposal / terminate the contract, without assigning any reason.	Does the bank require onsite or remote 24*7 service?	No changes in the terms as per RFP.
27	14	5	Budgeting and forecasting based on the identified doable accounts	Can we request bank to provide any available templates for better understanding of this requirement? Also, do elaborate on the number of budgeting & forecasting template to be configured for the requirement.	No changes in the terms as per RFP.
28	40	5	Develop workflows related collections, recovery, litigations etc	How many unique legal workflows needed? Can you pls elaborate on the same	No changes in the terms as per RFP.
29	14	5	-	Do we need to maintain NPA account in the system or would this be maintained in the bank's core system?	No changes in the terms as per RFP.
30	14	5	-	How many user licenses are required for the solution?	No changes in the terms as per RFP.
31	10	2	It is to be understood clearly by the bidders that the selection process requires them to have adequate expertise in the proposed technology. The bank evaluating the proposed solution will also consider the competence and capability of the bidders in implementation and support services.	What is going to be the evaluation methodology? How much weightage would be given on commercials and technical scoring?	Please refer to Corrigendum-1.
32	15	1	Bank will provide database as MS-SQL or Oracle.	Can existing SQL Server/ Oracle databases licenses be leveraged as DW?	No changes in the terms as per RFP.
33	15	1	Bank will provide database as MS-SQL or Oracle.	Current SQL Server / Oracle Database edition (e.g. Enterprise , Standard)	No changes in the terms as per RFP.
34				What is the current and to be technology landscape	No changes in the terms as per RFP..
35				Is scope related to services or platform as well	No changes in the terms as per RFP..
36				what are data quality and governance requirements	No changes in the terms as per RFP..

37			what are current volumetric details for NPA data repository	No changes in the terms as per RFP..
38			Incremental daily data / size	No changes in the terms as per RFP..
39			Loading frequency	No changes in the terms as per RFP..
40			Any history data requirement	No changes in the terms as per RFP..
41			No of reports/ user base	No changes in the terms as per RFP..
42			What kind of semi-structured data is expected as a source (JSON / XML)	No changes in the terms as per RFP..
43			Is there any specific unstructured data requirement?	No changes in the terms as per RFP..
44			What are the specific use cases for unstructured and semi-structure data?	No changes in the terms as per RFP..
45			What is the DR specific requirement?	Should be same as DC setup & bidder to maintain RPO/RTO as per bank's Policy.
46			Is there any existing interfaces already setup for sources (MCA, CERSAI, CRILIC, NSE/BSE NCLT, DRT, CICs)	No changes in the terms as per RFP..
47			Please specify volume, data type (structure / unstructured / semi-structure) for each data sources.	No changes in the terms as per RFP..
48			Is sentiment analysis based on social media is specific to NPA customer?	No changes in the terms as per RFP..
49			How social media data mentioned in Data Extraction, Transformation , Storage and integration, Scope of work will integrate with NPA Data Mart.	No changes in the terms as per RFP..
50			Is live interface is required with all social media data sets?	No changes in the terms as per RFP..
51			Is advance analytics and machine learning part of requirement. Specific use cases?	No changes in the terms as per RFP..
52			Is 10 Lakhs number of records specific to all the systems including social media?	No changes in the terms as per RFP..
53			Is Database server strict to SQL Server and ORACLE only?	No changes in the terms as per RFP..
54			Is BOI has any existing private cloud system?	Yes.
55			What are data quality and governance requirements?	No changes in the terms as per RFP..