

Queries related to RFP 01/2025-26 GeM BID Number--GEM/2025/B/6205463 for Appointment of Consultant for Preparation of Strategic Roadmap of Amalgamation followed by Project Management to Drive the IT Amalgamation Program Between Regional Rural Bank MGB and VKGB						
Sr No	Page #	Point / Section #	Main Section Name	Clarification Point as Stated in Tender Document	Comment / Suggestions	Banks Response
1	7	1	Introduction	After amalgamation, the unified CBS platform will be BankCS24 of TCS to ensure consistency, standardization, and ease of integration across all branches and operations.	It has been stated that TCS BankCS24 will continue for the merged entity. However, in Page #94 , it has been requested to provide view on optimal CBS platform selection. Kindly clarify if the decision of continuing TCS BankCS24 for merged entity is already taken or consultant needs to propose as part of the scope of work.	Bank's view is to continue TCS Bancs24 but consultant needs to valdiate and propse their view.
2	9	2.1	Last Date and Time for receipts of tender offers	28/05/2025 up to 10:00 hours	We request Bank to extend the submission timeline to 30/06/2025 10:00 Hours	No Change
3	9	2.1	Bid Collection and Submission Calendar	Last Date and Time for receipts of tender offers	Considering the vast scope and documentation, we request that the date of submission be extended by 2 weeks.	No Change
4	10	2.3: EMD Exemption	2. INVITATION FOR TENDER OFFERS	vi. Sellers/ Service Provider having annual turnover of INR 500 Crore or more	Is the exemption is available for all firms (Vendors) with turnover 500 Cr or more or only for any specific category of vendors/service providers	Exemption is available as per GeM guidelines. Consultant to ensure eligibility for excemption under GeM Login.
5	17	3.14	Location Of Project Implementation	The Project Implementation location will be Chhatrapati Sambhajinagar, Nagpur and Mumbai.	Kindly provide the nature of offices at these three locations - whether these are corporate offices, IT back-office, etc.. Also, we understand that the project may be delivered in hybrid (on-site and virtual) mode. Kindly confirm.	Chhatrapati Sambhajinagar - Corporate Office Nagpur and Mumbai IT Backoffice.
6	19	3.19. Commercial	3. INSTRUCTIONS TO BIDDERS	Considering the enormity of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional cost to the Bank.	This is an open ended statement. The Bid in response to this RFP shall be as per the scope of work appended in the RFP document and subject to our internal risk and legal clearances. Kindly consider and confirm that significant deviation from the RFP scope, leading to significant additional effort from the successful bidder shall be discussed and agreed with the successful bidder as an extention / addednum to this contract, with the possibility of additional cost / charges depending on the level of additional efforts / deviation from original RFP scope.	RFP Clause is self explanatory
7	26	6.5	Solicitation of Employees	The successful bidder, on entering into an agreement in furtherance of the RFP, should not: a. hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees directly involved in this contract during the period of the contract and one year thereafter, b. Cause or permit any of its directors or employees who have knowledge of the contract to directly or indirectly solicit for employment of the key personnel working on the project contemplated in this proposal except with the written consent of the Bank. c. The above restriction would not apply to either party for hiring such key personnel who (i) initiate discussions regarding such employment without any direct or indirect solicitation by the other party (ii) respond to any public advertisement placed by either party or its affiliates in a publication of general circulation or (iii) has been terminated by a party prior to the commencement of employment discussions with the other party.	The successful bidder, on entering into an agreement in furtherance of the RFP, should not: a. hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees in the engagement team directly involved in this contract during the period of the contract and one year thereafter, b. Cause or permit any of its directors or employees in the engagement team who have knowledge of the contract to directly or indirectly solicit for employment of the key personnel working on the project contemplated in this proposal except with the written consent of the Bank. c. The above restriction would not apply to either party for hiring such key personnel who (i) initiate discussions regarding such employment without any direct or indirect solicitation by the other party (ii) respond to any public advertisement placed by either party or its affiliates in a publication of general circulation or (iii) has been terminated by a party prior to the commencement of employment discussions with the other party.	No Change
8	26	6.4	Visitorial Rights	Bank reserves the right to visit any of the bidder's premises without prior notice to ensure that the Bank's Confidential Data, if available with the bidder, is not misused.	Please note that audit / inspection of office is not acceptable as the bidder will have data / information of other clients and it could be breach of confidentiality. The scope and period may be discussed and negotiated once the contract is awarded to the successful bidder.	if required, Visit will be schedule with prior notice.

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9	27	6.9	Performance Bank Guarantee (5%)	The successful bidder should furnish a Performance Bank Guarantee (PBG) to the extent of 5% (or as applicable during the period of contract as per Govt. guidelines) of the value of the contract for the entire contract period + 12 months, within 30 days of the date of receipt of the purchase order/Indent.	We propose PBG of 3% of contract value instead of 5%.	No change
10	31	6.23	Protection of Reputation	Bank reserves the right to assess the amount of penalty in the manner as it deems fit and the said amount can be deducted from the amount payable to the successful bidder against its services.	We propose the penalties to be capped and the same should be discussed at the time of contracting	No change
11	32	6.25	Exit Option & Contract Re negotiation	1. a) Non satisfactory performance of the hardware. 1. b) Delay in delivery beyond the specified period of delivery. 1. j) Delay in delivery / installation / commissioning of machine and services required under RFP beyond the specified period for the same as mentioned in the order	As the Scope of Work doesnot mention any delivery/Installation of Hardware, this clauses are not applicable. Please confirm our understanding is correct.	Removed. Please refere corrigendum.
12	33	6.25	Exit Option & Contract Re negotiation	During reverse transition, the existing bidder would transfer all knowledge, knowhow and other things necessary for the Bank or new Bidder to take over and continue to manage the services.	We propose to add: During reverse transition, the existing bidder would transfer all knowledge, knowhow and other things necessary for the Bank or new Bidder, <u>except for pre-existing intellectual property of the Bidder</u> , to take over and continue to manage the services.	No change
13	33	6.26	Termination	The bidder shall have right to terminate only in the event of winding up of the Bank.	We propose to add the below clause: "The Consultant may suspend or terminate the Contract, by not less than thirty (30) days in case - Client does not make the payment to the Consultant - Does not adhere to the arbitration judgement - if consultant determines that a law, regulation or anything having similar import, or a circumstances (including cases where client's ownership or constitution has changed), makes consultant's performance of the Contract impermissible or in conflict with independence or professional rules applicable to Bidder."	No change
14	34	6.28	Intellectual Property Rights	a. Product & Fixes b. Bespoke Development c. Bidders Warranty	As a consultant we are not providing any product as per the RFP scope. So this clauses are not applicable. Please confirm our understanding is correct.	Removed. Please refere corrigendum.
15	36	6.30	Conflict of Interest		Request MGB to add the below point as part of the "Conflict of Interest" clause of the RFP: Conflict of interest confirmations shall be provided as on the current date with respect to the engagement team members of the Bidder as per their risk management procedures, to the best of their knowledge.	No change
16	38	6.38	Liquidated Damages	If the bidder fails to deliver any or all of the Goods or perform the Services within the time period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 1% of the complete contract amount until actual delivery or performance, per week or part thereof (more than 3 days will be treated as a week); and the maximum deduction is 10% of the contract price. Once the maximum is reached, the Bank may consider termination of the contract.	If the bidder fails to deliver any or all of the Goods or perform the Services within the time period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 1% of the complete contract amount until actual delivery or performance, per week or part thereof (more than 3 days will be treated as a week); and the maximum deduction is 5% of the contract price. Once the maximum is reached, the Bank may consider termination of the contract.	No Change
17	46	6.48	Other Terms and Conditions	Substitution of Project Team Members: During the assignment, the substitution of key staff identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the bidder can do so only with the concurrence of the Bank by providing other staff of same level of qualifications and expertise.	We propose to add the text underlined: Substitution of Project Team Members: During the assignment, the substitution of key staff identified for the assignment will not be allowed unless such substitution becomes unavoidable, <u>for example</u> , to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the bidder can do so only with the concurrence of the Bank by providing other staff of same level of qualifications and expertise.	No Change

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18	48	6.53	Minimum Wages	In this effect, bidder has to submit undertaking on their company letterhead signed by authorized signatory.	Kindly share format for the undertaking	No any specific format. Bidder has decied his own format.
19	49	6.56	Warranty & AMC/ATS	Entire section	This section is not applicable to the scope of work of this RFP. We propose deletion of this clause	Removed.Please refere corrigendum.
20	54	7.2	ANNEXURE 2: CHECKLIST OF DOCUMENTS TO BE SUBMITTED	Non-Disclosure Agreement on Stamp Paper of Rs.500	General practice is that only selected bidder signs Non Disclosure Agreement on Stamp Paper. We understand that Non Disclosure Agreement is not required to be submitted at this stage in the proposal. Kindly confirm.	No Change
21	56	7.4	ANNEXURE 4: NON DISCLOSURE AGREEMENT	Confidential Information does not include information which: 1. the recipient knew or had in its possession, prior to disclosure, without limitation on its confidentiality; is independently developed by the recipient without breach of this Contract; 2. is the public domain I. is received from a third party not subject to the obligation of confidentiality with respect to such information RFP-01/2025-26 Appointment of Consultant for Preparation of Strategic Roadmap of Amalgamation followed by Project Management to Drive the IT Amalgamation Program Between Regional Rural Bank MGB and VKGB GeM Bid No. GEM/2025/B/ Page 57 of 110 II. is released from confidentiality with the prior written consent of the other party.	We recommend adding the text below: "Notwithstanding the foregoing, "Confidential Information" shall not include any information which the Receiving Party can show: a)is now or subsequently becomes legally and publicly available without breach of this Agreement by the Receiving Party, b)was rightfully in the possession of the Receiving Party without any obligation of confidentiality prior to receiving it, from the Disclosing Party, c)was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality, or d)was developed by or for the Receiving Party independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence. "	No Change
22	57	7.4	ANNEXURE 4: NON DISCLOSURE AGREEMENT	The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of the parties.	Considering the operational challenges involved, we suggest to re-consider this clause: "The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of the parties."	No Change
23	58	7.40	Annexure 4: Non Disclosure Agreement		Request MGB to add the below point as part of the Non-Disclosure Agreement: "Notwithstanding anything to the contrary, we shall be allowed to retain sufficient documentation as part of our professional records to support and evidence the work performed by us. Such retention shall be subject to obligations of confidentiality."	No Change
24	59	7.5	ANNEXURE 5: TENDER OFFER COVER LETTER	If our tender offer is accepted, we undertake to commence delivery within_____(Number) days and to complete activities defined in scope of work as specified in the Contract within_____(Number) days calculated from the date of receipt of your Notification of Award/Letter of Intent.	Does this need to be working days?	working days
25	61	7.6	ANNEXURE 6: DETAILS OF THE BIDDER	11. About the Product being offered	Any specific product may not be applicable to the scope of work. Kindly confirm if this needs to be filled	Bidder may exclude if product is not applicable.
26	62	7.7	Annexure 7: Details Of Past Experiences Of Handling Similar Project Record	i. Purchase Order/Indent Number & Date ii. Contact person, Name, Tel. No., Address iii. Total amount of order	These would be client specific confidential details, hence kindly reconsider this data request.	No change- It is in the intrest of the bidder to provide the requested infomration.
27	62	7.7	ANNEXURE 7: DETAILS OF PAST EXPIRIENCES OF HANDLING SIMMILAR PROJECT RECORD	Bidder is required to provide supporting documents such as credential letters, PO and proof of completion of work, copy of agreement etc.	We understand that any of these documents is required to be submitted. Kindly confirm.	No change- It is in the intrest of the bidder to provide the requested infomration.
28	65	7.9	ANNEXURE 9: UNDERTAKING OF INFORMATION SECURITY	Entire section	Since there is no product deployment, this undertaking may not be applicable. Kindly confirm.	Removed.Please refere corrigendum.

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29	77	7.16	ANNEXURE 15: BID FORM	<p>i. Having examined the Request for Proposal (RFP), Ref No. the receipt of which is hereby duly acknowledged, we, the undersigned, offer for Supply, Installation, augmentation and Management of Backup Solution.</p> <p>ii. We further confirm that, in case we offer system and/or other software manufactured by another company, such software operates effectively on the system offered by us and we are willing to accept responsibility for its successful operations.</p>	The mentioned points are not relevant to the scope of this RFP. We propose to delete these.	Revised. Please refer corrigendum. 1. Having examined the Request for Proposal (RFP), Ref No. the receipt of which is hereby duly acknowledged, we, the undersigned, offer for Appointment of Consultant for Preparation of Strategic Roadmap of Amalgamation followed by Project Management to Drive the IT Amalgamation Program Between Regional Rural Bank MGB and VKGB
30	80	7.18	ANNEXURE 17: TERMS AND CONDITIONS COMPLIANCE TABLE	Support Personnel	Kindly elaborate on the as related to "Support Personnel"	Not required. Please refer corrigendum.
31	82	7.19	ANNEXURE 18: PROPOSED TEAM PROFILE	Relevant experience in Amalgamation Experience of Banks (Years)	We propose to change this relevant experience to the role / relevant scope area in BFSI considering the broad areas of scope	No change
32	84	7.21	ANNEXURE 20: FORMAT FOR LOCAL CONTENT	<p>CERTIFICATION FOR LOCAL CONTENT</p> <p>** Certificate should be duly certified by Statutory Auditor or Cost Auditor of the company (in the case of companies) or from a Practicing Cost Accountant or Practicing Chartered Accountant (in respect of suppliers other than companies) giving the percentage of local content.</p>	Considering the nature of work, kindly confirm if this is required.	Not required
33	88	7.24	ANNEXURE A: COMMERCIAL BID FORMAT	Module A	Kindly clarify what is referred as Module A here	Only Commercial BID
34	89	7.25. 1	ANNEXURE B: TECHNICAL EVALUATION CRITERIA	Copy of PO/SLA with latest invoices & work completion certificate / recent Satisfactory performance certificate issued by organization mentioning.	We assume that signed PO will be considered enough as a valid supporting document/proof of work	RFP Clause is self explanatory
35	89	7.25. 1	ANNEXURE B: TECHNICAL EVALUATION CRITERIA	Bidder must have provided consultancy for IT amalgamation/ migration of 2 or more Bank /PSU / BFSI along Project Management in Scheduled Commercial Banks in India with 200 or more branches in India in last 5 years as on date of RFP..	We request the bank to revise this clause to extend the required duration from "5 years" to "10 years."	RFP Clause is self explanatory
36	89	7.25. 1	ANNEXURE B: TECHNICAL EVALUATION CRITERIA	<p>a) IT Amalgamation / migration Experience of with Banks in India (15 marks for each implementation) (Max. 45 Marks.)</p> <p>b) IT Amalgamation/ migration Experience of with Financial domain companies other than Bank in India (3 marks for each implementation) (Max. 15 Marks.)</p>	For point (b), we request bank to increase scoring to 10 marks for each implementation, as 'Financial domain companies other than Bank' expertise is similar to Banks.	No Change
37	89	7.25. 2	ANNEXURE B: TECHNICAL EVALUATION CRITERIA	Bidder's proposed team capabilities in terms of expertise and experience in amalgamation of Banks	We request the bank to specify if there are any particular criteria or minimum requirements in terms of experience, or certifications for the proposed team	The Comparative analysis will be done by the Team.
38	89	7.25. 3	ANNEXURE B: TECHNICAL EVALUATION CRITERIA	A Committee of officers and Executives of Bank would carry out Reference Telephonic discussions with the existing customers of the Bidder. The inputs that have been received from the Customer would be considered by Bank and this might not need any documentary evidence. This rating would be purely on the inputs provided by the Bidders customers. The scoring would be relative among the bidders. Bank at its discretion may reject the proposal of the Bidder without giving any reasons whatsoever in case the responses received from the Site Visits are negative.	We request the bank to clarify the number of customer references that need to be provided for the telephonic discussions and will the feedback received from reference checks be shared with the bidder.	Based on the credentials submitted by the bidder, customers will be selected by the Committee. Typically, 2-3 customers are contracted.
39	89	7.25	ANNEXURE B: TECHNICAL EVALUATION CRITERIA - Section 1	Bidders Credential- Maximum Score 45	As per the scoring Mechanism, the Maximum score in the section 1- Bidders Credential will be 60 Marks instead of 45 Marks	No Change

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40	89	7.25	ANNEXURE B: TECHNICAL EVALUATION CRITERIA	<p>Bidder must have provided consultancy for IT amalgamation/ migration of 2 or more Bank /PSU / BFSI along Project Management in Scheduled Commercial Banks in India with 200 or more branches in India in last 5 years as on date of RFP..</p> <p>Scoring details is as under:</p> <p>a) IT Amalgamation / migration Experience of with Banks in India (15 marks for each implementation) (Max. 45 Marks.)</p> <p>b) IT Amalgamation/ migration Experience of with Financial domain companies other than Bank in India (3 marks for each implementation) (Max. 15 Marks.)</p> <p>(Overall maximum 45 Marks.)</p>	<p>As per our previous experience, merger is based on other experiences of the Consultancy firm which is related to IT Strategy, Assessment, Contract Renewal etc. Also the total Marks in this area is 45 Marks. Hence, we request MGB team to consider and modify the clause into 2 areas as below</p> <p>Bidder must have provided consultancy for IT amalgamation/ Migration with Project Management in 2 or more Banks/ BFSI in India with 200 or more branches as on date of RFP. (10 marks for each implementation) .</p> <p>Maximum-30 Marks</p> <p>We also request MGB team to consider Bidder's experience related to the following areas : 15 Marks</p> <ol style="list-style-type: none"> 1. Current State Assessment 2. CBS contract Renewal 3. Preparation of RFP and Vendor Onboarding: 	No Change
41	89	7.25. ANNEXURE B: TECHNICAL EVALUATION CRITERIA	7. ANNEXURES	<p>Bidder must have provided consultancy for IT amalgamation/ migration of 2 or more Bank /PSU / BFSI along Project Management in Scheduled Commercial Banks in India with 200 or more branches in India in last 5 years as on date of RFP..</p> <p>Scoring details is as under:</p> <p>a) IT Amalgamation / migration Experience of with Banks in India (15 marks for each implementation) (Max. 45 Marks.)</p> <p>b) IT Amalgamation/ migration Experience of with Financial domain companies other than Bank in India (3 marks for each implementation) (Max. 15 Marks.)</p> <p>(Overall maximum 45 Marks.)</p>	<p>Kindly consider the relevant experience category highlighted below:</p> <p>Recently completed (in the last 12 months) or on-going engagements with RRBs for bifurcation / amalgamation having over 750 branches and minimum engagement duration of 2 months.</p> <p>Since some of the RRB amalgamation initiatives are being driven with short timelines, these engagements are initially rolled out with a shorter duration and such engagements are also valuable experience that can be leveraged for this RFP scope as well.</p>	No Change
42	89	7.25	Annexure B: Technical Evaluation Criteria	<p>Bidder must have provided consultancy for IT amalgamation/ migration of 2 or more Bank /PSU / BFSI along Project Management in Scheduled Commercial Banks in India with 200 or more branches in India in last 5 years as on date of RFP..</p> <p>Scoring details is as under:</p> <p>a) IT Amalgamation / migration Experience of with Banks in India (15 marks for each implementation) (Max. 45 Marks.)</p> <p>b) IT Amalgamation/ migration Experience of with Financial domain companies other than Bank in India (3 marks for each implementation) (Max. 15 Marks.)</p> <p>(Overall maximum 45 Marks.)</p>	We understand that for scoring (i.e., sub-points (a) and (b)) any engagement covering program management, advisory or tech implementation / migration related to post-merger integration or divestiture would be considered. Kindly confirm.	RFP Clause is self explanatory
43	89	7.25	Annexure B: Technical Evaluation Criteria	Proof of completion of work	We understand that email regarding completion of the project or satisfactory performance email from the client would suffice. Kindly confirm.	Bidder is expected to abide by RFP requirement. Any other documents submitted by the bidder may be considered subject to approval from evaluation committee.
44	89	7.25	Annexure B: Technical Evaluation Criteria	Copy of PO/SLA with latest invoices & work completion certificate / recent Satisfactory performance certificate issued by organization mentioning.	We understand that any one of PO/SLA, latest invoice, work completion proof or satisfactory performance proof may be provided. Kindly confirm.	(PO or SLA) + (Latest Invoice) + (Work Completion Proof) OR Satisfactory performance Certificate
45	91	2.1	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	Ancillary applications (LMS, LOS, Internet/Mobile Banking, UPI, etc.)	Please let us the LMS, LOS (Vendor/ OEM with version details) used by MGB and VKGB for the respective LOBs i.e Personal, Gold, Agri, Home, MSME etc.	LOS is developed in house.

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46	91	2.1	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	Ancillary applications (LMS, LOS, Internet/Mobile Banking, UPI, etc.)	Does the ancillary system also include, - Account Opening solution/ CASA Onboarding - Collections solution - Service Request Management If yes, please let us know the Vendor/ OEM details providing the above-mentioned solutions	Ancillary systems include: Account Opening solution/ CASA Onboarding
47	91	2	Pre-Amalgamation Phase	Scope of Work	How should the consultant consolidate regulatory reports submitted to RBI, NABARD, and DFS during the pre-amalgamation phase to ensure compliance?	It is expected that consultant must know the regulatory reports submitted to RBI,NABARD & DFS
48	92	1.2 Redundant/Obsolete Technology Identification	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	How to replace ATM card – as VRGB cards are issued by BOI with specific BIN	We assume this is VRGB is VKGB and the bank requires the consultant to provide a strategy of how the ATM card issued by BOI has to be replaced with BOM	Consultant is expected to assist and guide Bank in end to end replacement of ATM card issued by BOI-VKGB has to be replaced with MGB
49	92	1.3	Service Contract and Bidder Dependency Evaluation		Request MGB to kindly note that: "We do not provide any legal services directly or indirectly since we are not permitted to provide the same. Our scope is limited to technical/commercial aspect and our services will not include provision of any legal services or legal advice. No work performed by our employees shall be construed as legal service/legal advice."	Noted
50	92	7.26(1.1)	Exhaustive IT Landscape Audit	Analyse architecture, versions, customization, interfaces, and integration with downstream systems (e.g., payments, reporting).	Considering functional gap analysis is not mentioned in the scope of work, kindly confirm if CBS functional gap analysis would be performed by OEM / separate partner, or it is to be considered in the scope of work of this RFP?	Functional GAP Analysis is not part of SOW. The same is performed by Bank seperately.
51	92	7.26(1.1)	Exhaustive IT Landscape Audit	Evaluate Loan Management Systems (LMS), HRMS, CRM, UPI, Mobile/Internet Banking, ATM switches, and regulatory reporting & MIS tools & MIS software/application.	Kindly elaborate on the scope of work under this.	The cosultant is expected to conduct a comprehensive evaluation of IT eco system
52	92	7.26(1.1)	Detailed Scope Of Work	Exhaustive IT Landscape Audit	Please provide approx. no. of total applications (across both banks) to be assessed from audit / rationalization perspective	please Refer RFP Page 110 7.31. ANNEXURE H: LIST OF THE SYSTEMS
53	92	7.26(1.1)	Detailed Scope Of Work	Exhaustive IT Landscape Audit	Please provide split of total no. of in house built / commercial off the shelf systems in each of the banks	please Refer RFP Page 110 7.31. ANNEXURE H: LIST OF THE SYSTEMS
54	92	7.26(1.1)	Detailed Scope Of Work	Exhaustive IT Landscape Audit	Please provide total no. of data centres and DR sites (across both banks) where infra. is hosted	Will be communicated with successful bidder
55	92	7.26(1.1)	Detailed Scope Of Work	Exhaustive IT Landscape Audit	Please provide approx. no. of total servers in each of the banks	Will be communicated with successful bidder
56	92	7.26(1.1)	Detailed Scope Of Work	Exhaustive IT Landscape Audit	Please provide no. and details of applications hosted on cloud	Will be communicated with successful bidder
57	92	7.26(1.1)	Detailed Scope Of Work	Exhaustive IT Landscape Audit	Which cloud service providers are being leveraged for the two banks (AWS, GCP, Azure)	Will be communicated with successful bidder
58	92	7.26(1.1)	Detailed Scope Of Work	Exhaustive IT Landscape Audit	Do the two banks use a configuration management database which is up to date (this will help get relevant data for various applications and infra. during the course of the engagement	Will be communicated with successful bidder
59	92	7.26(1.1)	Detailed Scope Of Work	Exhaustive IT Landscape Audit	Which middleware systems are being used across the two banks	Will be communicated with successful bidder
60	92	7.26(1.1)	Detailed Scope Of Work	Exhaustive IT Landscape Audit	What is the IT org. size for each of the two banks i.e., no. of personnel in the IT deptt. in each bank	Will be communicated with successful bidder
61	93	2.1 Detailed IT Asset Inventory Report	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	Use automated discovery tools and manual audits	We assume bank would provide working instance of Automated discovery tools. We request the bank to provide details of tool being used.	Presently,. Bank does not have any discovery tool. If required Consultant is expected to bring in the required skill along with tool
62	93	2.1 Detailed IT Asset Inventory Report	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	In case they feel it is mandatory to carry out new solution – consultant will help back in preparing scope of work and floating RFP so as to conclude the activities.	We assume new solution here refers to the automated discovery tool only.	RFP Clause is self explanatory
63	93	7.26(2.2)	Comparative Gap Analysis	UPI Transaction Capacity	Kindly clarify if the scope is restricted only to UPI channels or covers other payment channels also. If yes, then please provide the list of payment channels.	All digital channel. Please refer Annexure H

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64	93	7.26(2.2)	Comparative Gap Analysis	Risk Assessments	Please elaborate the scope of work for this item	RFP Clause is self explanatory
65	93	7.26(2.1)	Detailed Scope Of Work	Detailed IT Asset Inventory Report	Please provide total no. of virtual machines to be discovered across the two banks; this is required for calculating the discovery tool licensing fee	Will be communicated with successful bidder
66	94	2.2 Comparative Gap Analysis	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	Help bank in standing the existing solution available	We request bank to provide more clarity on this	Query not clear
67	94	7.26(3.1)	Detailed Migration Strategy	Harmonize: o Product and scheme codes o Chart of Accounts (GL heads) o Customer IDs, CIFs, and KYC data and so on	We understand that Product harmonization, GL mapping from the business perspective will be done by the Bank and the same will be leveraged for data migration during the migration phase. Kindly confirm.	Bidders understanding is correct
68	95	3.1 Detailed Migration Strategy	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	MIS reporting & CIEM reporting to RBI	We assume consultant has to facilitate the bank in providing these reports to RBI	Consultant is expected to help Bank to provide the reports
69	95	4.1 System Integration & Data Migration	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	Assist bank in onboarding data migration consultant	Our understanding is that Data migration consultant would be responsible for Field-level data mapping and transformation logic, mock migrations, final migration, data reconciliation post migration, etc.,	RFP Clause is self explanatory
70	95	4.2 Testing & Validation	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	Validate against: o Regulatory RBI, NABARD, UIDA, NPCI compliance o Data encryption and IS controls Consultant Responsibilities: ☑ Conduct joint CIT, SIT & UAT with both bank teams.	We assume that consultant is expected to work along side the Bank's testing vendor (Application and Infosec) facilitating the CIT, UAT and SIT.	Bidders understanding is correct
71	95	4.2 Testing & Validation	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	Maintain a defect log	We assume bank would equip the consultant and bank's the testing vendor with relevant defect tracking tools	Presently,. Bank does not have any tool. If required Consultant is expected to bring in the required skill along with tool
72	95	4.1	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	Scope of Work: Execute data migration across: o CBS o Digital channels (UPI, IMPS, RTGS, NEFT, mobile banking) o ATM switch and POS systems o ATM Card replacement for the customers of VKGB customers o And any other system	Post-amalgamation, is data migration for ancillary systems i.e LMS, LOS etc. envisaged?	migration to existing system.
73	95	4.1	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	Scope of Work: Execute data migration across: o CBS o Digital channels (UPI, IMPS, RTGS, NEFT, mobile banking) o ATM switch and POS systems o ATM Card replacement for the customers of VKGB customers o And any other system	Post-amalgamation, does the Bank intend to continue with one of the existing ancillary systems (LMS, LOS etc.) by migrating data from the other, OR is the Bank planning to implement a new system for ancillary systems (LMS, LOS etc.) and migrate data from both existing systems into it?	migration to existing system.
74	95	4.1	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	Scope of Work: Execute data migration across: o CBS o Digital channels (UPI, IMPS, RTGS, NEFT, mobile banking) o ATM switch and POS systems o ATM Card replacement for the customers of VKGB customers o And any other system	If Bank planning is to implement a new system for ancillary systems and migrate data from both existing systems into it, Kindly provide list of the solutions/ application the Bank is envisaging.	migration to existing system. Please refer Annexure H
75	95	3.1	Detailed Migration Strategy-Consultant Responsibilities:	MIS reporting & CIEM reporting to RBI	We understand that the MIS reporting & CIEM reporting to RBI will be done by Bank. However, the consultant will assist bank in Report preparation.	Bidder's understanding is correct
76	95	3.2	Governance & PMO Setup	Regulatory Reporting formats and templates	We understand that he consultant will assist bank in Report preparation.	Bidder's understanding is correct

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Sr No	Page #	Point / Section #	Main Section Name	Clarification Point as Stated in Tender Document	Comment / Suggestions	Banks Response
77	95	4	Migration Execution Phase	Scope of Work	What is the recommended approach for replacing ATM cards issued by VKGB under BOI BIN, and how should customer communication be handled during this process?	Bank will communicate customer through SMS/ emails/ Letter/ branch notice etc
78	95	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	7. ANNEXURES	4. Migration Execution Phase 4.1 System Integration & Data Migration Scope of Work: <input type="checkbox"/> Execute data migration across: o CBS o Digital channels (UPI, IMPS, RTGS, NEFT, mobile banking) o ATM switch and POS systems o ATM Card replacement for the customers of VKGB customers o And any other system	Please provide the list of the other systems,number of years for which data is to be considered for migration and approximate data volume that is subject to migration.	please Refer RFP Page 110 7.31. ANNEXURE H: LIST OF THE SYSTEMS
79	95	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	7. ANNEXURES	3.2 Governance & PMO Setup Scope of Work: <input type="checkbox"/> Establish a PMO for IT amalgamation: o Define roles/responsibilities. o Setup project dashboards, project plan trackers, escalation matrices. <input type="checkbox"/> Design communication and change management strategy.	1.Please confirm if any PMO tools are currently used in the Bank.(If Yes, kindly mention the tool name)	Presently, Bank is not using any PMO tools
80	95	7.26(4.2)	Testing & Validation	Conduct joint CIT, SIT & UAT with both bank teams.	Kindly elaborate on the scope of work for consultant for conducting joint CIT, SIT and UAT.	Consultant is expected to guide and support bank
81	95	7.26(4.2)	Testing & Validation	Conduct joint CIT, SIT & UAT with both bank teams.	1. Please provide approx. no. of UATs, CIT, SITs currently executed in the two banks in a year. 2. What are the current number of test cases across the CIT, SIT and UAT across the two banks. 3. Please elaborate on the responsibilities taken up by the bank team and consultants team.	As per scope
82	95	7.26(4.2)	Testing & Validation	Fix or recommend resolution plans for test defects.	1. What does fixing and recommendation entail. 2. What is the current number of open defects across the various types of testing.	Consultant is expected to guide and support bank
83	95	7.26(4.2)	Testing & Validation		1. Testing is mentioned in the section 4 only however to our understanding it should be done pre and post amalgamation. A. Pre Amalgamation i) Test documentation review. ii) Test Recommendations & Roadmap ii) Test Strategy B. Post Amalgamation i) Cutover and Hypercare test support ii) Regression Testing 2. Are we required to use the testing tools used by the existing SI's or we are supposed to introduce the testing tools. 3. Do we need to use the existing functional test cases or we are required to develop them afresh. 4. Do we have any existing test automation and performance test scripts in place to leverage the same and save on time of execution. 5. Does the testing restrict to only the application testing or it requires the incumbent to test the other types of data. 6. Is the testing to be performed for the applications on the post amalgamation. 7. Please elaborate on the test environment availability and virtual systems to simulate the third party applications. 8. Are the upstream and downstream application to be considered to be part of end to end test validation.	RFP Clause is self explanatory

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Sr No	Page #	Point / Section #	Main Section Name	Clarification Point as Stated in Tender Document	Comment / Suggestions	Banks Response
84	95	7.26 (3.2)	Governance & PMO Setup	Manage customer-facing advisories to minimize confusion.	We understand that customer advisories would be prepared and shared by the Bank. Role of Consultant would be to plan for customer communication to be sent and track status. Kindly confirm.	Bidder's understanding is correct
85	95	7.26 (3.2)	Governance & PMO Setup	- Regulatory Reporting formats and templates - Control quality of data so as to ensure minimum quality level at the time of migration/post migration - Reporting of minimum data to management / Regulations 1 / SIEM	Kindly elaborate the scope of Consultant pertaining to these activities. We understand the role of consultant would be program management and tracking in this case. Kindly confirm.	Bidder's understanding is correct
86	97	5.1 Post-Migration Audit & Support	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	Provide hyper-care support post Go-Live (minimum 4 weeks).	We assume the consultant would be provide the hyper care framework and the support shall be provided by bank's L1, L2 and L3 teams	Bidder's understanding is correct
87	97	5.1 Post-Migration Audit & Support	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	Training on all existing & new systems to both bank teams	We assume the role of the consultant is to facilitate and oversee the training process. Training, SOP and user manuals will be delivered by the bank's/ vendor (application or training) vendor.	Bidder's understanding is correct
88	97	6. Compliance & Risk Management	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	Vulnerability Assessments and Penetration Testing (VAPT)	We assume the role of the consultant is to facilitate VAPT	RFP Clause is self explanatory
89	97	7. Project Team & Governance	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	Branch banking	We request bank to provide clarity on the role of consultant in Branch Banking	RFP Clause is self explanatory
90	97	5.1 Post-Migration Audit & Support	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	Documentation	We request bank to provide clarity on this	Consultant is expected to provide post Migration Documentation
91	97	6	Consultant Responsibilities	Prepare audit reports	As per our understanding Audit Reports will be provided by the Auditor but it is the responsibility of the consultant to track audit closures.	Bidders understanding is correct
92	97	6	Compliance & Risk Management	Scope of Work:	Should penetration testing be conducted periodically post-amalgamation, and if so, what is the expected frequency and scope of these tests?	Assists to conduct Penetration testing.
93	97	7	Consultant Responsibilities:	Maintain RAID logs (Risks, Assumptions, Issues, Dependencies).	It is the responsibility of the vendor to maintain RAID logs. Please confirm our understanding is correct.	Assists to maintain RAID logs
94	97	7	Project Team & Governance	Scope of Work	Should the consultant propose members for the steering committee, or will the Bank nominate representatives? If the consultant is responsible, what roles should be included?	Consultant is expected to be part of part of steering committee. Roles to be proposed by consultant based on their experience. Bank may review and suggest changes required if any.
95	97	7.26(5.1)	Post-Migration Audit & Support	Audit migrated systems for: o Data integrity o Security control effectiveness o Operational consistency o VA/PT o Process Audit o Source Code Audit	Kindly confirm if the data migration and data migration audit both are part of the scope. Kindly confirm.	Data Migration Audit is the part of Scope
96	98	8. Other Overall Responsibilities of the Consultant	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	Preserve the data of VKGB for 8 years and develop the system to retrieve the history data in read only mode	We assume that bank/ its vendors would develop the system and the consultant's role is to review the development by project management	Bidders understanding is correct
97	98	8. Other Overall Responsibilities of the Consultant	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	Prepare the RFP for new requirement and give to bank for procurement	We assume that role of consultant is just to provide the RFP, evaluation of the RFP response and vendor onboarding will be taken by the bank.	Assist to finalized the scope of work if required.
98	98	7.26 (8)	Other Overall Responsibilities of the Consultant	- Transfer of licenses to new entities - Preserve the data of VKGB for 8 years and develop the system to retrieve the history data in read only mode. - Log preservation of VKGB /MGB for future use and reference. - CBS product migration; HR Data migration - Report on redundant branches for amalgamation - Branch Network Migration Plan	Kindly elaborate the scope of work pertaining to the points mentioned.	Consultant is expected to assist and guide Bank in end to end migration covering listed expectations.

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Sr No	Page #	Point / Section #	Main Section Name	Clarification Point as Stated in Tender Document	Comment / Suggestions	Banks Response
99	98	7.26 (8)	Other Overall Responsibilities of the Consultant	Prepare the RFP for new requirement and give to bank for procurement	Kindly share approximate number of RFPs wherein Consultant's support is required	Based on gap assesemnt the areas requiring floating of RFP would be decided.
100	99	7.27	Annexure-D - Point No. 2 & 3	If audit for the year 2024-25 is not completed, then provisional balance sheet for the year 2023-24 should be submitted duly signed and certified by Chartered Accountant / CEO / CFO of the bidder Company	<p>We Understand that this is a typo error and the clause should be read as :</p> <p>If audit for the year 2024-25 is not completed, then provisional balance sheet for the year 2024-25 should be submitted duly signed and certified by Chartered Accountant / CEO / CFO of the bidder Company.</p> <p>However, we request you consider the Audit Financial Balance Sheet and P/L for the last 3 Financial Year as for FY 2024-25 Audit is under progress and CA may not provide provisional figures.</p> <p>FY2021-22 FY2022-23 FY2023-24</p>	Please refere corrigendum
101	99	7.27. ANNEXURE D: ELIGIBILITY EVALUATION COMPLIANCE	ELIGIBILITY EVALUATION COMPLIANCE	<p>Bidder should have minimum average annual turnover of Rs. 4 Crores during the last three financial years that is FY 2022-23 , FY 2023-24 & FY 2024-25 as per audited financial statements. This must be individual company and not of any group of companies.</p> <p>Documents to be submitted</p> <p>Copy of the audited Balance Sheet for preceding three years. FY 2022-23 FY 2023-24 FY 2024-25*</p> <p>*If audit for the year 2024-25 is not completed, then provisional balance sheet for the year 2023-24 should be submitted duly signed and certified by Chartered Accountant / CEO / CFO of the bidder Company</p>	- Audited / Provisional financials for 2024-25 are unavailable. Is it possible to consider financials upto FY 24 (FY 2021-22, 2022-23, 2023-24) instead?	Not accepted
102	100	7.27	Annexure-D - Point No. 4	Bidder must have provided consultancy for IT amalgamation of 2 or more Bank /PSU / BFSI along Project Management in Scheduled Commercial Banks in India with 200 or more branches in India in last 5 years as on date of RFP.	Request MGB team to modify the below clause as : Bidder must have provided consultancy for IT amalgamation/Migration of 2 or more Bank /PSU / BFSI along Project Management in Scheduled Commercial Banks in India with 200 or more branches in India in last 5 years as on date of RFP.	Accepted.Please refer corrigendum
103	100	7.27	ANNEXURE D: ELIGIBILITY EVALUATION COMPLIANCE-Point No.5	Adoption of Integrity Pact	<p>This is a standard criteria and should be part of the Bidders Reponse document . As per our previous experience,merger is based on other experiences of the Consultancy firm which is related to IT Strategy, Assessment, Contract Renewal etc.Hence, we request MGB team to consider some additional eligility clause on the below areas :</p> <p>1. Current State Assessment 2. CBS contract Renewal 3.Preparation of RFP and Vendor Onboarding:</p>	No Change
104	101	7.27. ANNEXURE D: ELIGIBILITY EVALUATION COMPLIANCE	7. ANNEXURES	9. The Bidder should have a valid ISO 9001/ ISO 27001 certificate.	<p>Is it required for the bidder to be certified with ISO 9001/ ISO 27001 or should the bidder have the capability to implement ISO 9001/ ISO 27001 certifications?</p> <p>Please clarify the relevance of this requirement.</p>	NO change

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Sr No	Page #	Point / Section #	Main Section Name	Clarification Point as Stated in Tender Document	Comment / Suggestions	Banks Response
105	102	1. General	ANNEXURE E: PAYMENT TERMS	1. Mobilization Advance -5 % 2. Completion of Assessment & Gap Analysis - 10% 3. Strategic Roadmap & Migration Planning - 10% 4. Mock Migration & UAT Completion of systems identified in step 2&3 - 10% 5. Final Data Migration & Go Live of systems identified in step 2&3 - 30% 6. Post-Migration Support & Audit Closure of systems identified in step 2&3 - 35%	We request bank to consider the below payment terms considering the fact that the initial phases will be effort heavy for the consultants. 1. Mobilization Advance -5 % 2. Completion of Assessment & Gap Analysis - 25% 3. Strategic Roadmap & Migration Planning - 20% 4. Mock Migration & UAT Completion of systems identified in step 2&3 - 15% 5. Final Data Migration & Go Live of systems identified in step 2&3 - 25% 6. Post-Migration Support & Audit Closure of systems identified in step 2&3 - 10%	No Change
106	102	7.28	ANNEXURE E: PAYMENT TERMS		As per our previous experience with other banks we have seen assessment and preparation of strategic Roadmap for Almalgamation for 2 banks along with Project Management requires more effort and time. Also, as per RFP the consultants may need to travel on various locations for Current state Assement and discussions.So, we request MGB team to consider the below payment terms :Mobilization Advance- 5%	No Change
				Mobilization Advance- 5%	Mobilization Advance- 5%	
				Completion of Assessment & Gap Analysis- 10%	Completion of Assessment & Gap Analysis- 15%	
				Strategic Roadmap & Migration Planning- 10%	Strategic Roadmap & Migration Planning- 20%	
				Mock Migration & UAT Completion of systems identified in step 2&3- 10%	Mock Migration & UAT Completion of systems identified in step 2&3- 10%	
				Final Data Migration & Go-Live of systems identified in step 2&3-30%	Final Data Migration & Go-Live of systems identified in step 2&3-30%	
				Post-Migration Support & Audit Closure of systems identified in step 2&3- 35%	Post-Migration Support & Audit Closure of systems identified in step 2&3- 20%	
117	102	7.28	Payment Terms	ANNEXURE E: PAYMENT TERMS	i. Requesting the bank to kindly change payment milestones to: Mobilization Advance: 10% Completion of Assessment & Gap Analysis: 20% Strategic Roadmap & Migration Planning: 20% Mock Migration & UAT Completion: 20% Final Data Migration & Go-Live of systems: 20% Post-Migration Support: 10% ii. Kindly clarify how will the payment milestones be split across the four phases mentioned in the scope of work	No change
118	103	7.28. ANNEXURE E: PAYMENT TERMS	7. ANNEXURES	6. Post-Migration Support & Audit Closure of systems identified in step 2&3 Post Go-Live Support (4 weeks), • Post-Migration Audit Report • Knowledge Transfer • Exit Documentation & Compliance Reports	The Golive date as mentioned in the project plan in the RFP is week 13 of the engagement and the overall project tenure is 16 weeks. Please confirm if the Post go live support should be for 3 addirional weeks after go live or is it 4 which makes the total engagement tenure as 17 weeks.	Updated. Please refer corrigendum.
119	105	7.29	ANNEXURE F: PROJECT TIMELINES	The maximum total timeline for Preparation of Strategic Roadmap of Amalgamation followed by Project Management to Drive the IT Amalgamation Program Between Regional Rural Bank MGB is 4 months.	As per our previous experience with other banks we have seen assessment and preparation of strategic Roadmap for Almalgamation for 2 banks along with Project Management requires more time. Also, as per RFP the consultants may need to travel on various locations for Current state Assement and discussions.So, we request MGB team to extend the timeline to 10 months approximately	No Change
120	105	7.29	ANNEXURE F: PROJECT TIMELINES	Current Project Timelines	IT Merger and Amalgamation Projects are critical and require some time for assessment and Risk mitigation and Planning. So we propose the below timeline for consideration	No Change

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Sr No	Page #	Point / Section #	Main Section Name	Clarification Point as Stated in Tender Document	Comment / Suggestions	Banks Response
				PO Acceptance , submission of PBG and Kick-off-1 Week from receipt of PO	PO Acceptance , submission of PBG and Kick-off-2 Week from receipt of PO	No Change
				Project Mobilization & PMO Setup-1 Weeks from the date of the acceptance of PO	Project Mobilization & PMO Setup-3 Weeks from the date of the acceptance of PO	No Change
				Start of Assessment & Gap Analysis-2 Weeks from the date of the acceptance of PO	Start of Assessment & Gap Analysis-4 Weeks from the date of the acceptance of PO	No Change
				Continue Assessment – CBS, Infra, Ancillary Systems -3 Weeks from the date of the acceptance of PO	Continue Assessment – CBS, Infra, Ancillary Systems -12 Weeks from the date of the acceptance of PO	No Change
				Finalize Gap Analysis & Begin Strategic Roadmap Planning- 4 Weeks from the date of the acceptance of PO	Finalize Gap Analysis & Begin Strategic Roadmap Planning- 15 Weeks from the date of the acceptance of PO	No Change
				Target State Architecture (TSA), System Rationalization, Consolidation Strategy- 5 Weeks from the date of the acceptance of PO	Target State Architecture (TSA), System Rationalization, Consolidation Strategy- 16 Weeks from the date of the acceptance of PO	No Change
				Migration Planning – Interface Mapping, Product Alignment-6 Weeks from the date of the acceptance of PO	Migration Planning – Interface Mapping, Product Alignment-18 Weeks from the date of the acceptance of PO	No Change
				Risk Register, Resource Planning, Testing Strategy Draft-7 Weeks from the date of the acceptance of PO	Risk Register, Resource Planning, Testing Strategy Draft-20 Weeks from the date of the acceptance of PO	No Change
				Migration Planning Finalization, Stakeholder Coordination, Communication Plan-8 Weeks from the date of the acceptance of PO	Migration Planning Finalization, Stakeholder Coordination, Communication Plan-22 Weeks from the date of the acceptance of PO	No Change
				Mock Migration #1 & #2 – Execution and Review-9 Weeks from the date of the acceptance of PO	Mock Migration #1 & #2 – Execution and Review-24 Weeks from the date of the acceptance of PO	No Change
				Mock Migration #3 – Functional Testing & Reconciliation-10 Weeks from the date of the acceptance of PO	Mock Migration #3 – Functional Testing & Reconciliation-27 Weeks from the date of the acceptance of PO	No Change
				Mock Migration #4 & #5 – Full Dress Rehearsals-11 Weeks from the date of the acceptance of PO	Mock Migration #4 & #5 – Full Dress Rehearsals-30 Weeks from the date of the acceptance of PO	No Change
				UAT Completion, Final Data Freeze, Cutover Planning-12 Weeks from the date of the acceptance of PO	UAT Completion, Final Data Freeze, Cutover Planning-32 Weeks from the date of the acceptance of PO	No Change
				Final Data Migration & Go-Live-13 Weeks from the date of the acceptance of PO	Final Data Migration & Go-Live-34 Weeks from the date of the acceptance of PO	No Change
				Hypercare Support, Real-time Monitoring, Initial Stabilization-14 Weeks from the date of the acceptance of PO	Hypercare Support, Real-time Monitoring, Initial Stabilization-35 Weeks from the date of the acceptance of PO	No Change
				Post-Migration Audit, Compliance & Performance Review-15 Weeks from the date of the acceptance of PO	Post-Migration Audit, Compliance & Performance Review-37 Weeks from the date of the acceptance of PO	No Change
				Final Documentation, Training, Knowledge Transfer, Project Closure-16 Weeks from the date of the acceptance of PO	Final Documentation, Training, Knowledge Transfer, Project Closure-40 Weeks from the date of the acceptance of PO	No Change
121	108	7.30	ANNEXURE G: SERVICE LEVEL REQUIREMENTS - Management and Governance	Weekly Status Reporting - Penalty ₹ 2000 for missed Report Steering Committee Participation -Penalty ₹10,000 per missed meeting Workstream Coordination Meetings- Penalty ₹1,000 per missed session Regulatory Stakeholder Reporting (RBI/NABARD/NPCI) -Penalty ₹5,000 per instance of non-compliance Issue Resolution and Response SLA-₹2,000 per day of delay beyond agreed resolution time Change Request Handling -₹2,000 per delayed CR analysis Final Documentation & Knowledge Transfer- ₹10,000 lump sum if delayed beyond 10 days	We request MGB team to modify the penalty as this seems to be on the higher side Weekly Status Reporting - Penalty ₹ 1000 for missed Report Steering Committee Participation -Penalty ₹4,000 per missed meeting Workstream Coordination Meetings- Penalty ₹1,000 per missed session Regulatory Stakeholder Reporting (RBI/NABARD/NPCI) -Penalty ₹2,000 per instance of non-compliance Issue Resolution and Response SLA-₹1,000 per day of delay beyond agreed resolution time.However, this will have dependency on the Vendor. Change Request Handling -₹1,000 per delayed CR analysis. However, this will have dependency on the Vendor. Final Documentation & Knowledge Transfer- ₹2,000 lump sum if delayed beyond 10 days	No Change
122	110		7.31. ANNEXURE H: LIST OF THE SYSTEMS		Please let us know the Vendor/ OEM details providing the solutions mentioned in the Annexure	Will be communicated with successful bidder

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Sr No	Page #	Point / Section #	Main Section Name	Clarification Point as Stated in Tender Document	Comment / Suggestions	Banks Response
123	105-106	7.29	ANNEXURE F: PROJECT TIMELINES	Entire section	<p>i. While project timeline section specifies the duration as 16 weeks, while GeM bid document specifies as 7 months and 23 days. Kindly confirm duration of contract.</p> <p>ii. Considering the vast nature of work and complexity involved, typically such engagements are duration of 18-24 months. So, Kindly re-evaluate the project timelines.</p> <p>iii. Please provide the timelines for the three individual phases -</p> <ol style="list-style-type: none"> 1. Pre amalgamation phase 2. Migration Planning phase 3. Migration Execution phase 4. Post Migration Audit & Support phase 	Please refer RFP Annexure F
124	1-110	6	Terms and Conditions	Entire section	<p>We propose that contracting terms be mutually agreed with the successful bidder at the time of contracting.</p>	No change
125	56, 57, 58	7.4	ANNEXURE 4: NON DISCLOSURE AGREEMENT	<p>(iv) Treat Confidential Information as confidential despite termination/expiry in consonance with RFP Document. In the event of earlier termination of this Contract, Confidentiality shall survive termination/expiry of the agreement.</p> <p>The obligations of this clause shall survive the expiration, cancellation or termination of this Contract.</p> <p>The provisions hereunder shall survive termination of the Contract.</p>	<p>We propose to add:</p> <p>"Notwithstanding anything to the contrary contained herein the obligations of Receiving Party respecting disclosure and confidentiality shall continue to be binding and applicable for a period of 5 years from the date of termination/expiry of the Definitive Contract or until such information enters the public domain, whichever is earlier."</p>	No change
126	80, 81	7.18	ANNEXURE 17: TERMS AND CONDITIONS COMPLIANCE TABLE	<p>5. Delivery, Installation and Commissioning</p> <p>6. Completeness of Installation</p> <p>39. Escrow arrangement</p> <p>43. solution integration with SIEM</p> <p>44. Warranty</p>	The mentioned points are not relevant to the scope of this RFP. We propose to delete these.	Removed.Please refer corrigendum.
127	91-98	7.26	ANNEXURE C: DETAILED SCOPE OF WORK	Entire section	Please confirm if there will be separate Integration Management Office(IMO) or not. If yes, please provide the program structure. And we understand that harmonization of products, processes and policies will be worked upon by the IMO team. The same will go as input for the data migration and technology amalgamation and is not part of the scope of work of this RFP. Kindly confirm.	RFP Clause is self explanatory
128	91-98	7.26	ANNEXURE C: DETAILED SCOPE OF WORK	Entire section	We understand that No tech implementation/customization for all the relevant systems are not part of the scope. Please correct if otherwise.	RFP Clause is self explanatory
129	91-98	7.26	ANNEXURE C: DETAILED SCOPE OF WORK	Entire section	We understand that Tech PMO support will be required for both Legal day (LD1) and Legal day(LD2) phase. Please confirm.	RFP Clause is self explanatory
130	91-98	7.26	ANNEXURE C: DETAILED SCOPE OF WORK	Entire section	We understand that the scope of work of Consultant is advisory and program management in nature and the only area where support in actual implementation that is required is testing. Kindly confirm. If this is not the case, kindly list the areas where the Consultant is expected to support in implementation.	RFP Clause is self explanatory
131	94-95	7.26(3.1,4.1)	Detailed Migration Strategy	<p>Create a master migration plan encompassing:</p> <ul style="list-style-type: none"> o Field-level data mapping and transformation logic & documentation for future use o Deduplication and enrichment of customer and transaction data. o Schedule of mock migrations (minimum five full-dress rehearsals). o Facilitate bank in conducting Audit & Data quality check and getting additional data which is required to be captured. o System, Software compatibility & opportunity 	<p>Kindly clarify:</p> <ul style="list-style-type: none"> - Does the scope of work for bidder include only planning and PMO for master migration, or also includes tasks related to performing of migration such as data mapping, ETL, etc.? - Kindly confirm if data migration along with data mapping will be done by respective OEM. 	RFP Clause is self explanatory

Queries related to RFP 01/2025-26 GeM BID Number--GEM/2025/B/6205463 for Appointment of Consultant for Preparation of Strategic Roadmap of Amalgamation followed by Project Management to Drive the IT Amalgamation Program Between Regional Rural Bank MGB and VKGB						
Sr No	Page #	Point / Section #	Main Section Name	Clarification Point as Stated in Tender Document	Comment / Suggestions	Banks Response
132	94-95	7.26(3.1,4.1)	Detailed Migration Strategy	Execute data migration across: o CBS o Digital channels (UPI, IMPS, RTGS, NEFT, mobile banking) o ATM switch and POS systems o ATM Card replacement for the customers of VKGB customers o And any other system	Kindly clarify: - Does the scope of work for bidder include only planning and PMO for master migration, or also includes tasks related to performing of migration such as data mapping, ETL, etc.? - Kindly confirm if data migration along with data mapping will be done by respective OEM.	RFP Clause is self explanatory
133	97-98	7.26. ANNEXURE C: DETAILED SCOPE OF WORK: Point 8. Other Overall Responsibilities of the Consultant	7. ANNEXURES	End-to-End Project Delivery: From assessment to post-migration stabilization. <input type="checkbox"/> Regulatory Compliance: Ensure adherence to RBI/NPCI circulars, UIDAI norms, SEBI guidelines, and internal security policies. <input type="checkbox"/> Documentation: Maintain all plans, reports, and audit logs. <input type="checkbox"/> Coordination: Engage with multiple OEMs, ISVs, system integrators, and regulatory bodies. <input type="checkbox"/> Training: Prepare SOPs and conduct training for bank staff. <input type="checkbox"/> Risk Management: Proactively identify, assess, and mitigate IT risks. <input type="checkbox"/> Novation of agreement /SLA <input type="checkbox"/> Transfer of licenses to new entities <input type="checkbox"/> Preserve the data of VKGB for 8 years and develop the system to retrieve the history data in read only mode. <input type="checkbox"/> Log preservation of VKGB /MGB for future use and reference. <input type="checkbox"/> CBS product migration; HR Data migration <input type="checkbox"/> Prepare the RFP for new requirement and give to bank for procurement <input type="checkbox"/> Report on redundant branches for amalgamation <input type="checkbox"/> Ensure DR setup is ready and facilitate during one one DR Drill <input type="checkbox"/> Branch Network Migration Plan <input type="checkbox"/> Data backup and retention strategy	As consultant we will ensure program management for all the mentioned activities but we will not be not signing-off or take decisions on behalf of the bank. The Transferer & Transfree entities shall be responsible for providing the necessary signoffs to the PMO office which will be documented and reported to the all the relevant bank and supervisor stakeholders. Additionally the consultants will facilitate the necessary training for the staff members who are moving to the new system. These trainings will be managed by the consultant and the delivery of such system/process trainings will be conducted by the OEM or any such vendor as suggested by the OEM or the existing training staff of the bank	Bidders understanding is correct
134	95	4.1 System Integration & Data Migration	7.26. ANNEXURE C: DETAILED SCOPE OF WORK	Assist bank in onboarding data migration consultant	Considering the overall timeline, we assume bank has the RFP for this ready to be executed and the consultant will have to facilitate.	RFP Clause is self explanatory
135	97	7	Project Team & Governance	Scope of Work	Are there specific governance frameworks or methodologies (e.g., ITIL, COBIT) that the consultant should follow while designing the governance model?	No Specific methodologies
136	97	7	Project Team & Governance	Scope of Work	Should the consultant use any specific project management tools (e.g., MS Project, Jira) for milestone tracking, or is the choice of tools left to the consultant?	Choice of tool is left with consultant.
137	97	7	Project Team & Governance	Scope of Work	What specific governance measures should be implemented to ensure smooth integration of branch banking operations during the amalgamation?	Consultant will Set up a governance model with steering committee representation.

Sd
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