

Request for Proposal (RFP) IMPS Switchover For Routing IMPS Transactions For Indian Bank sponsored RRBs  
RFP No: HO/ITD/1007/2022 dt 15.02.2022

Sno	RFP Point No/ Title	Page No in RFP	Details Provided in RFP	Query/ Changes requested	Amended Clause
1	Clause 14: ELIGIBILITY CRITERIA - Point No: 3	23	The proposed solution must have been implemented in atleast 3 banks (Public sector bank/ Private bank/ Foreign bank/ Payment bank/ RRBs) registered in India.	The proposed solution must have been implemented in atleast 3 banks (Public sector bank/ Private bank/ Foreign bank/ Payment bank/ RRBs/Small Finance Bank/Cooperative Bank) registered in India.	The proposed solution must have been implemented in <b>atleast 3 banks</b> (Public sector bank/ Private bank/ Foreign bank/ Payment bank/ RRBs/ <b>Small Finance Bank/ State Cooperative Banks</b> ) registered in India.
2	Clause 14: ELIGIBILITY CRITERIA - Point No: 4	23	The bidder must have successfully implemented IMPS solution in atleast 2 banks (Public sector bank/ Private bank/ Foreign bank/ Payment bank/ RRBs) registered in India, which should be certified by NPCI and should be successfully running for atleast 2 years, during last 5 years.	Bidder would request to Amend the clause as follows: The bidder must have successfully implemented IMPS solution in atleast 2 banks (Public sector bank/ <b>Small finance banks</b> /Private bank/ Foreign bank/ Payment bank/ RRBs) registered in India, which should be certified by NPCI and should be successfully running for atleast 2 years, during last 5 years.	The bidder must have successfully implemented IMPS solution in atleast <b>3 banks</b> (Public sector bank/ Private bank/ Foreign bank/ Payment bank/ RRBs/Small Finance Bank/ State Cooperative Banks) registered in India, which should be certified by NPCI and should be successfully running for atleast 2 years, during last 5 years.
3	General	3,5,7 & 9	Last date for submission of bids 04.03.2022	Post clarification provided by bank, we will be able to work on the bid response. Need 15 days to complete the bid response along with necessary approvals in place. Request Bank to provide adequate time for bid submission	Last date for submission of bids changed to <b>14.03.2022 at 15.00 Hours</b> from 04.03.2022. Remaining terms will be as per RFP

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4	SECTION III CONDITIONS OF CONTRACT  TERMINATION FOR DEFAULT	19	9.1 The Banks, without prejudice to any other remedy for breach of contract, by 15 days written notice of default sent to the vendor/supplier, may terminate this Contract in whole or in part: a. if the Vendor/supplier fails to deliver any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by the Banks; or b. if the vendor/supplier fails to perform any other obligation(s) under the Contract. or c. If the Vendor/supplier, in the judgment of the Banks has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.	The Bank must give a cure period of at least 30 days to cure the breach or rectify the default.  b. "if the vendor/supplier fails to perform any other obligation(s) under the Contract" is a very vague statement as the termination can be on conclusive grounds only, hence it is suggested to delete the said sub-clause.	<b>30 days</b> of written notice will be given to vendor/supplier. But remaining terms, please adhere to terms of RFP.
5	21/Section III , 12.3(a) Conditions of contract. Settlement of deputed	21	The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Banks and the IS Auditor;	The wordings "IS Auditor" shall be replaced by "the bidder"	Amendment: The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Banks and vendor/supplier;
6	1.1 SCOPE OF WORK	25	The successful bidder should get the solution integrated and implemented in the bank and certified by NPCI within one month of implementation.	NPCI comfort testing would take 2 weeks time and 3 weeks for actual certification. In this regard, requesting bank to extend time lines to 1.5 months	The successful bidder should get the solution integrated and implemented in the bank and certified by NPCI within one and half month of implementation.

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7	Scope of Work- MIS	29	The proposed solution should provide complete reports pertaining to IMPS including the risk management reports and other analysis reports in data as well as graph representation. All data should be real time, and data till current time should be available. The type of reports and their format will be provided by the bank during implementation. The bidder has to provide the reconciliation reports in addition to the above reports. All the provided reports should be available for any given date range. The frontend provided should have a facility for role based user access for the reports.	It is mentioned that 'Reconciliation reports which is mentioned in the RFP, "needs to be provided by switch team to bank for their reconciliation vendor not by recon team ?" As per the RFP it seems to be for switching and not for Reconciliation.	Amendment : The word 'Reconciliation reports' will be replaced with 'Reports for Reconciliation'. No need to provide recon team by the vendor.
8	2. Contract coverage period	6	The period of contract shall be initially for two years from date of complete implementation. Bank reserves the right to extend the contract on yearly basis on the same terms and conditions, at mutually agreed rates.	Business to take note for the duration of Contract Period. Changes Requested: Suggest to agree for a minimum period of three to 5 years of initial term as lock-in-period.	Amendment: The period of contract shall be initially for three years from date of complete implementation. Bank reserves the right to extend the contract on yearly basis on the same terms and conditions, at mutually agreed rates. But no lock-in- period and terms will be applicable as per RFP.
9	9. Termination for default	19	The Banks, without prejudice to any other remedy for breach of contract, by 15 days written notice of default sent to the vendor/supplier, may terminate this Contract in whole or in part:	Bidder request the termination provision to be agreed mutually. Bidder should have right to terminate or suspend the services, (i) if the payments for services rendered are not made by Bank within due date or not more than 30 days from the due date, (ii) change in applicable law, (iii) merger or acquisition, liquidation, insolvency, bankruptcy etc., (iv) breach of obligations under this Agreement.	The Banks, without prejudice to any other remedy for breach of contract, by <b><u>30 days</u></b> written notice of default sent to the vendor/supplier, may terminate this Contract in whole or in part: Remaining terms as per RFP.

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10	12. settlement of disputes	21	The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Banks and the IS Auditor; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator.	Bidder understands that he term 'IS Auditor' is referred to "Bidder". Please clarify. This to be replaced with Bidder. Also, Bidder request to change clause as: Tribunal shall consist of 3 arbitrators. Each to be appointed by the Bank and the Bidder.	The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Banks and <b>Bidder</b> ; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator.
11	Request for New clause	Request for New clause	Request for New clause	Bidder clarifies that all rights, interest, title and ownership of Bidder software, application, technology, know how, trade secrets will be owned by the Bidder.  On the above basis, there is a new provision for Intellectual property rights to be added in the Service Level Agreement.	Bidder may add Intellectual Property (IP) while executing SLA
12	Formation of Technical Bid	8	IX. Articles of Association, Memorandum of Association of the company.	As standard of any tender practice, we vendors provided "Certificate of Incorporation". Articles of Association and Memorandum of Association are multiple page documents containing various forms and structures of company. Instead of this clause, kindly replace it by considering only the <b>Certificate of Incorporation</b> .	Bidder may provide certificate of incorporation or any other certificate of registration issued by competent authority from Govt. of India
13	14. ELIGIBILITY CRITERIA	23	3. The proposed solution must have been implemented in atleast 3 banks (Public sector bank/ Private bank/ Foreign bank/ Payment bank/ RRBs) registered in India.	We are a specialised CBS player serving the cooperative banking sector. We had served many big cooperative banks with NEFT, RTGS, IMPS & UPI. We had also done Mobile banking solutions to few large commercial banks. Hence requesting to include the cooperative bank's implementation experience as wellas other channel experience as part of eligibility.	The proposed solution must have been implemented in atleast 3 banks (Public sector bank/ Private bank/ Foreign bank/ Payment bank/ RRBs/Small Finance Bank/ State Cooperative Banks) registered in India.

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14	1.9 PERIOD OF CONTRACT	30	The successful bidder should make necessary arrangements to deliver the scope of work specified in this RFP in co-ordination with the CBS service provider, if any, and the bank within a period of 2 months from the date of acceptance of the work order.	Kindly modify this approach. Request to orgaize a steering committee from the bank side wherein all stake holders are members of the committee along with the CBS player. This will stream the process rather than 2 vendors direct interaction.	The successful bidder should make necessary arrangements to deliver the scope of work specified in this RFP in co-ordination with the CBS service provider and bank , if any, within a period of 2.5 months from the date of acceptance of the work order.
15	ELIGIBILITY CRITERIA - Point No: 3	36	The proposed solution must have been implemented in atleast 3 banks (Public sector bank/ Private bank/ Foreign bank/ Payment bank/ RRBs) registered in India.	The proposed solution must have been implemented in atleast 3 banks (Public sector bank/ Private bank/ Foreign bank/ Payment bank/ RRBs/Small Finance Bank/Cooperative Bank) registered in India.	The proposed solution must have been implemented in <b>atleast 3 banks</b> (Public sector bank/ Private bank/ Foreign bank/ Payment bank/ RRBs/ <u>Small Finance Bank/ State Cooperative Banks</u> ) registered in India.
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