

**Clause in RFP**

Sr No.	Clause in RFP	Clarifications/ Changes made
3.	<b>Annexure 2: Evaluation Terms</b> <b>1.A Eligibility Bid Evaluation</b> <b>A. General</b>	<b>Annexure 2: Evaluation Terms</b> <b>1.A Eligibility Bid Evaluation</b> <b>A. General</b>  Additional Clause  <b>6. Bidder needs to confirm that they are not owned or controlled by any director, or key managerial personnel, or approver of the Bank, or their relatives. The terms ‘control’, ‘director’, ‘key managerial personnel’, and ‘relative’ have the same meaning as assigned under the Companies Act, 2013 and the Rules framed thereunder from time to time.</b>  <b>Bidder also undertakes to inform the Bank in writing if any such occasion arises in future where such ownership or control is exercised by any director, or key managerial personnel, or approver of the Bank, or their relatives.</b>  <b>Supporting Documents Required:</b> <b>Letter of confirmation from Bidder (self-certified letter signed by authorized official of the bidder)</b>  <p style="text-align: center;"><b>AND</b></p> <b>Undertaking as per Annexure 05 (signed/Digitally signed documents from authorized representative of bidder)</b>
4.	<b>Annexure 05 – Undertaking from the Vendor</b>	<b>Annexure 05 – Undertaking from the Vendor</b> Additional Clause  <b>7. We confirm that we are not owned or controlled by any director, or key managerial personnel, or approver of the Bank, or their relatives. The terms ‘control’, ‘director’, ‘key managerial personnel’, and ‘relative’ have the same meaning as assigned under the Companies Act, 2013 and the Rules framed thereunder from time to time. We also undertake to inform the Bank in writing if any such occasion arises in future where such ownership or control is exercised by any director, or key managerial personnel, or approver of the Bank, or their relatives.</b>



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**Clarification of Pre-bid queries is enclosed as “Annexure 2”**

**Addendum to the following Annexure:**

**Annexure 16 – Integrity Pact**

All other Terms & Conditions are same as per our RFP Bid no. BCC:IT:PROC:116:07 dated 24.06.2024 for Empanelment of vendors to Provide Quality Assurance and Testing Support for 3 Years.

**Annexure 16 – Integrity Pact****PRE CONTRACT INTEGRITY PACT  
(TO BE STAMPED AS AN AGREEMENT)**

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on \_\_\_\_\_ day of \_\_\_\_\_ month, 20\_\_\_\_, between, on one hand,

**BANK OF BARODA**, a body corporate constituted under the provisions of Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970 and having its Corporate Office at Baroda Corporate Centre, C-26, G-Block, Bandra-Kurla Complex, Bandra East, Mumbai 400051 (hereinafter referred to as "**BOB**"; which expression shall, unless it be repugnant to the meaning or context thereof, be deemed to mean and include its successors and assigns); and.....hereinafter referred to as "The Bidder /Bidder"

**Preamble**

BOB is a one of the nationalized PSU Banks having its presence through its \_\_\_\_\_ number of branches and \_\_\_\_\_ administrative offices throughout India and \_\_\_\_\_ overseas territories. BOB is committed to fair and transparent procedure in appointing of its outsource service providers.

The BOB intends to appoint/ select, under laid down organizational procedures, contract/ s for..... The BOB values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s) and / or Bidder(s).

In order to achieve these goals, the BOB will appoint Independent External Monitors (IEM) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

**Section 1 - Commitments of BOB**

1. The BOB commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
  - a. No employee of the BOB, personally or through family members, will in connection with the tender for, or the execution of a contract, demand; take a promise for or accept, for self or third person, any monetary or non-monetary benefit which the person is not legally entitled to.
  - b. The BOB will, during the tender process treat all Bidder(s) with equity and reason. The BOB will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential /additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
  - c. The BOB will make endeavor to exclude from the selection process all known prejudiced persons.
2. If the BOB obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if the rebeassubs tantive suspicion in this regard, the BOB will inform the Chief Vigilance Officer and in addition can initiated is ciplinary actions.

**Section 2 - Commitments of the Bidder(s)/ Bidder(s)**

- a. The Bidder(s) / Bidder(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s) / Bidder(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.
  - b. The Bidder(s) / Bidder(s) will not, directly or through any other person or firm, offer, promise or give to any of the BOB's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/ she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
  - c. The Bidder(s) / Bidder(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
  - d. The Bidder(s)/ Bidder(s) will not commit any offence under the relevant IPC/ PC Act; further the Bidder(s) / Bidder(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the BOB as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
  - e. The Bidder(s) / Bidders(s) of foreign origin shall disclose the name and address of the Agents/ representatives in India, if any, similarly the Bidder(s) /Bidders(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s) / Bidder(s). 6-7}
  - f. The Bidder(s) / Bidder(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
  - g. Bidder(s) / Bidder(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.
3. The Bidder(s) / Bidder(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

**Section 3 - Disqualification from tender process and exclusion from future contracts**

If the Bidder, before contract award has committed a transgression through a violation of Section 2 or in any other form such as to put his reliability or credibility as Bidder into question, the Principal is entitled to disqualify the Bidder from the tender process or to terminate the contract, if already signed, for such reason (pagenos.8-17).

**Section 4 - Compensation for Damages**

- (1) If the BOB has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the BOB is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.
- (2) If the BOB has terminated the contract according to Section 3, or if the BOB is entitled to terminate the contract according to Section the BOB shall be entitled to demand and recover from the Bidder liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

**Section 5 - Previous transgression**

- (1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
- (2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

**Section 6 - Equal treatment of all Bidders | Bidders | SubBidders**

- (1) In case of Sub-contracting, the Principal Bidder shall take the responsibility of the adoption of Integrity Pact by the Sub-Bidder.
- (2) The BOB will enter into agreements with identical conditions as this one with all Bidders and Bidders.
- (3) The BOB will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

**Section 7 - Criminal charges against violating Bidder(s) / Bidder(s) /SubBidder(s)**

If the BOB obtains knowledge of conduct of a Bidder, Bidder or SubBidder, or of an employee or a representative or an associate of a Bidder, Bidder or SubBidder which constitutes corruption, or if the BOB has substantive suspicion in this regard, the BOB will inform the same to the Chief Vigilance Officer.

**Section 8 - Independent External Monitor**

- (1) The BOB has appointed competent and credible Independent External Monitors (hereinafter referred to as monitors) for this Pact in consultation with the Central Vigilance Commission. Name: Shri Umesh Kumar (email id: umeshkumar84@rediffmail.com) and Dr. Sandeep Tripathi (email id sandeeptrip.ifs@gmail.com) the task of the Monitors is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- (2) The Monitor is not subject to instructions by the representatives of the parties and performs his/ her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him / her to treat the information and documents of the Bidders/Bidders as confidential.
- (3) The Bidder(s) / Bidder(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BOB including that provided by the Bidder. The Bidder will also grant the Monitor, upon his/ her request and

**Addendum 1**

demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-Bidders.

- (4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s) / Bidder(s) / Sub-Bidder(s) with confidentiality. The Monitor has also signed 'Non-Disclosure of Confidential Information'. In case of any conflict of interest arising during the selection period or at a later date, the IEM shall inform BOB and recuse himself / herself from that case.
- (5) The BOB will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the BOB and the Bidder. The parties offer to the Monitor the option to participate in such meetings.
- (6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/ she will so inform the Management of the BOB and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- (7) The Monitor will submit a written report to the BOB officials within 15 days from the date of reference or intimation to him by the BOB and, should the occasion arise, submit proposals for correcting problematic situations.
- (8) If the Monitor has reported to the BOB, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the BOB has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- (9) The word 'Monitor' would include both singular and plural.

**Section 9 Facilitation of Investigation**

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination

Section 10 - contract has been awarded. Any violation of the same would entailed is qualification of the Pact Duration

This Pact begins when both parties have legally signed it. It expires for the selected Bidder till the contract period, and for all other Bidders 6 months after the bidders and exclusion from future business dealings.

If any claims made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by BOB.

**Section 11 - Other provisions**

- (1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Corporate Office of the BOB, i.e. Mumbai.
- (2) Changes and supplements as well as termination notices need to be made in writing.





- (3) If the Bidder is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (4) Should one or several provisions of this agreement turn out to being valid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to the original intentions.
- (5) Issues like scope of work, Warranty/ Guarantee etc. shall be outside the purview of IEMs.
- (6) In the event of any contradiction between the Integrity Pact and RFP/ RFQ/ tender documents and its Annexure, the Clause in the Integrity Pact will prevail.

\_\_\_\_\_  
(For&OnbehalfoftheBOB)

\_\_\_\_\_  
(For&OnbehalfofBidder/ Bidder)

(Office Seal)

(Office Seal)

Place-----

Date-----

Witness1:  
(Name&Address)

Witness2:  
(Name&Address)

**Prebid Query Replies**

S. No.	Category (Scope/ Commercial/ Legal/ General)	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank response
1	S. No C - Experience & Supporting Infrastructure	S. No 1 - Vendor/Service Provider should have been providing Testing / Quality Assurance services for at least -3- years.	Requesting to add ISO 17025 standard which is an ISO standard for Testing Services in eligibility criteria for shortlisting Pure-play QA services providers only	No Change
2	Scope of Work	A. The High-Level scope of the engagement includes: • Required skills sets as per the project roadmap and requirements given by the Bank for the tools installed in the bank for QA.	Kindly share the list of tools used in QA process by Bank	CURRENTLY WE ARE PERFORMING MANUAL TESTING IN EXCEL AND ALSO HAVE STARTED USING TESTLINK AND BUGZILLA TOOLS. GOING FORWARD WE ARE PLANNING TO GO FOR FULLY AUTOMATED TESTING. ADDITIONAL TOOLS MAY BE IMPLEMENTED.
3	Scope of Work	B. High Level list of deliverables expected from the service provider is given below. • Testing Dashboard preparation	Kindly confirm if Bank has Test Management Tool which can be utilised by successful bidder or Bidder can propose to implement Test Management tool for Testing Dashboard	As it is empanelment process vendor will be provided with details once they will get empanelled
4	Scope of Work	C. Testing Requirement • Application Requirements and Design	Kindly confirm if BRD/FSD creation is also part of scope	YES, FSD CREATION, TEST CASE CREATION, FIGMA DESIGN, STATE DIAGRAMS, REQUIREMENT GATHERING AND ANALYSIS, REGRESSION PACK CREATION AND CONSTANT UPDATION, TEST DATA CREATION, UNDERSTANDING OF BANK'S IT SYSTEMS ETC. WILL ALSO BE PART OF SCOPE
5	Scope	Test Environment Management/ Enhancement	Based on our understanding, the management and enhancement of the Test Environment will generally be handled by OEM or the Bank's IT team. Kindly confirm if this is correct.	As it is empanelment process vendor will be provided with details once they will get empanelled
6	Scope	Upgrade/ Enhancements/Bus Fixes for Software/Solution	Our interpretation is that the testing vendor will be responsible for conducting tests related to all upgrades, enhancements, and bug fixes. Furthermore, all associated activities will be overseen by the OEM. Please verify if this understanding is accurate.	As it is empanelment process vendor will be provided with details once they will get empanelled
7	Scope	Application Requirements and Design	It is our understanding that the 'Application Requirement and Design' encompasses the activities related to 'Application requirement understanding and the preparation of test design.' Kindly confirm if this is correct.	YES, FSD CREATION, TEST CASE CREATION, FIGMA DESIGN, STATE DIAGRAMS, REQUIREMENT GATHERING AND ANALYSIS, REGRESSION PACK CREATION AND CONSTANT UPDATION, TEST DATA CREATION, UNDERSTANDING OF BANK'S IT SYSTEMS ETC. WILL ALSO BE PART OF SCOPE



8	Scope	Continuous Improvement	What events for BAU Testing (E.g., : Patch Set deployments, Enhancements, Bug Fixes, New Products etc) and what is the frequency of each event?	THE TESTING CAN BE BOTH PROJECT AND BAU. IN BAU THE TESTING MAY HAVE TO BE DONE ON EACH BUSINESS REQUIREMENT WHOSE SOLUTION IS DEVELOPED AND READY TO BE DEPLOYED. THE FREQUENCY WILL DEPEND ON FUTURE BUSINESS REQUIREMENTS.
9	Scope	Functional Testing including Test Preparation, Test Data Preparation and Test Execution	Please provide a list of specific Application(s) in scope and modules under each application.	PLEASE REFER "EXPERIENCE AND SUPPORT INFRASTRUCTURE" SECTION OF ANNEXURE 02 - ELIGIBILITY CRITERIA
10	Scope	Testing planning for various applications	Please specify the number of Functions/Menus in those modules in scope.	ALL THE FUNCTIONS/MENUS OF THESE MODULES ARE UNDER SCOPE. BANK HOWEVER MAY DECIDE SPECIFIC SCOPE WHEN ACTUAL REQUIREMENT FOR TESTING IS RAISED
11	Scope	Testing planning for various applications	Please list all business products in the Modules in scope.	ALL THE BUSINESS PRODUCTS OF THESE MODULES ARE UNDER SCOPE. BANK HOWEVER MAY DECIDE SPECIFIC SCOPE WHEN ACTUAL REQUIREMENT FOR TESTING IS RAISED
12	Scope	Test case Design	Does the Bank have a base repository of Test Cases which can be reused? If yes then how many Test Cases?	BANK IS HAVING TESTCASE REPOSITORY. HOWEVER AT THE TIME OF ACTUAL TESTING THE EMPANNELED VENDOR IS EXPECTED TO WRITE THE TESTCASES AFRESH ALONG WITH GENERATING TESTDATA.
13	Scope	Bank of Baroda is one of the largest Public Sector Bank (PSU) in India with a branch network of over 8,100+ branches in India and 95+ branches/offices overseas including branches of our subsidiaries, distributed in 15+ countries.	Is this empanelment for the bank's Indian entity only or for all the countries where the bank has presence?	AS OF NOW THE SCOPE OF THIS EMPANELMENT HAS BEEN SET TO DOMESTIC OPERATION ONLY. HOWEVER THE SCOPE MAY EXTEND FOR OTHER TERRITORIES AS WELL AS AND WHEN REQUIREMENT ARISES

14	Scope	<p><b>General Conditions</b></p> <p>a) For delivery &amp; commissioning of services, it shall be the responsibility of the Bidder to arrange and provide requisite tools, testing &amp; measurement equipment and all other things required for carrying out the installation job industry practice and safety norms.</p>	<ul style="list-style-type: none"> <li>- Which tools are currently being used by the Bank for test management, test automation, performance testing and application performance monitoring?</li> <li>- Do we need to use the tools that are being currently used by the Bank or can we propose new tools?</li> <li>- Does the Bank has any preference for test management, test automation, performance testing and application performance monitoring (Freeware or Licensed tool) tools?</li> <li>- Will the bidder need to buy the license for the tools at their cost or will the Bank reimburse the cost of these tools?</li> <li>- Does the Bank has any preference for open-source tools?</li> <li>- Will the bank provide necessary infrastructure to host the testing tools? If yes, please specify the hosting type (on Prem, cloud, hybrid) and the cloud service providers used by the Bank.</li> </ul>	<p>CURRENTLY WE ARE PERFORMING MANUAL TESTING IN EXCEL AND ALSO HAVE STARTED USING TESTLINK AND BUGZILLA TOOLS. GOING FORWARD WE ARE PLANNING TO GO FOR FULLY AUTOMATED TESTING. ADDITIONAL TOOLS MAY BE IMPLEMENTED. IT IS UPTO BANK TO DECIDE WHETHER TO PROCURE TOOLS AT ITS OWN COST OR EMPANNELED VENDORS, WHO MAY BE HAVING SUCH TOOLS AT THEIR DISPOSAL, USE SUCH TOOLS.</p>
15	Legal	<p><b>4.14 Visitorial Rights</b></p> <p>The Bank and its authorized representatives, including Reserve Bank of India (RBI) or any other regulator shall have the right to visit any of the Bidder's premises without prior notice to ensure that data provided by the Bank is not misused. The Bidder shall cooperate with the authorized representative/s of the Bank and shall provide all information/ documents required by the Bank.</p>	<ul style="list-style-type: none"> <li>- Do we need to set up separate data clean room at our office for the resources to work from? If yes, do you have any compliance standards (like GDPR or others) to be followed in those data clean rooms?</li> <li>- Does the Bank want any of the resources to work from the Bank premises? If yes, please specify if you have any office location preference from where the resources will need to work from.</li> </ul>	<p>No Change</p>
16	General	<p><b>C - Experience &amp; Support Infrastructure</b></p> <p>2. Bidder should able to provide 25-50 resources (Quality Assurance + Business Analyst/ Domain experts) during the contract period.</p>	<p>We understand that the Bank will require resources with various skills and experience range. Please specify a range defining the number of anticipated resources across various skills and experience range if available from previous year's data.</p>	<p>THIS IS EMPANELMENT OF VENDORS. THE ACTUAL SCOPE OF TESTING WILL BE BASED ON THE ACTUAL REQUIREMENT OF TESTING THAT MAY OCCUR AT LATER POINT OF TIME. THE SKILLSET AND ACTUAL NUMBER OF THE TESTER MAY BE SPECIFIED THEN.</p>
17	General	<p><b>C - Experience &amp; Support Infrastructure</b></p> <p>3. Bidder should have provided Quality Assurance / testing services for a Bank (which has a minimum Business Mix (Advances + Deposits of 1,00,000 Cr.) in India at least -3- years. The services must include following applications:</p> <ul style="list-style-type: none"> <li>- Core Banking,</li> <li>- Internet Banking</li> <li>- Mobile Banking</li> <li>- Payment Systems (NEFT/ RTGS / IMPS / Cards / UPI/ CTS - Any two)</li> </ul>	<ul style="list-style-type: none"> <li>- In order to qualify for empanelment, does the bidder need to have service providing credentials in all four types of application testing - core banking, internet banking, mobile banking and payments?</li> <li>- Will the bidder quality if they have provided services in some of these types of application testing - core banking, internet banking, mobile banking and payments, not all?</li> </ul>	<p>Bank Requires Bidder experience in all the fields</p>

18	Testing Support		Please provide the details on existing Testing frameworks for FT and NFT	CURRENTLY WE ARE PERFORMING MANUAL TESTING IN EXCEL AND ALSO HAVE STARTED USING TESTLINK AND BUGZILLA TOOLS. GOING FORWARD WE ARE PLANNING TO GO FOR FULLY AUTOMATED TESTING. ADDITIONAL TOOLS MAY BE IMPLEMENTED.
19	Testing Support		Please provide the details on existing Testing tools for FT and NFT	As it is empanelment process vendor will be provided with details once they will get empanelled
20	Environment		Please let us know details existing implementaion of DevOps or DevSecOps	As it is empanelment process vendor will be provided with details once they will get empanelled
21	Systems/ Applications		How many applications and systems in scope of testing?	PLEASE REFER "EXPERIENCE AND SUPPORT INFRASTRUCTURE" SECTION OF ANNEXURE 02 - ELIGIBILITY CRITERIA
22	Testing Technology		What are technologies and tech-stack of concerned applications in scope?	BANK'S ALL APPLICATIONS - EXISTING AND NEW - AS AND WHEN REQUIREMENT ARISES
23	Systems/ Applications		Please provide details on integration layers and intergration systems like ESBs, Gateways which will be considered for scope of testing	THE ACTUAL DETAILS OF INTEGRATION, ESBs, GATEWAYS WOULD BE PROVIDED ONLY AFTER EMPANNELMENT AND DURING FINALIZATION OF SOW FOR ANY SPECIFIC REQUIREMENT
24	Testing Activities		What will be frequency of Releases?	DEPENDS ON FUTURE REQUIREMENT RAISED FOR DIFFERENT APPLICATIONS
25	Core Banking System		Is it Retail or corporate banking?	BOTH
26	Testing Activities		Is scope confined to new releases testing or testing of existing Systems and Applications?	BOTH/ALL
27	CBS		We understand CBS is FINACLE. Please let us know which modules of Fincale are in scope of work? If not Finacle, Please mention the CBS and its version along with module details.	ALL MODULES AND FUNCTIONALITIES OF FINACLE CBS
28	Performance Testing		Does Bank has the required tools and its licesnse available for Performance testing activities?	WE DO MANUAL TESTING IN EXCEL AND ALSO HAVE STARTED USING TESTLINK AND BUGZILLA TOOLS. GOING FORWARD BANK MAY DECIDE TO IMPLEMENT OTHER TEST TOOLS / AUTOMATION TOOLS. BANK MAY ALSO APPROACH THE EMPANNELED VENDOR FOR SUGGESTIONS AND IMPLEMENTATION.
29	Performance Testing		Can a bidder suggest any tools meant for Automation and Performance Testing along with procurement details?	As it is empanelment process vendor will be provided with details once they will get empanelled
30	Performance Testing		Does Bank has the monitoring tools available in order to track the health of the servers, systems and networks?	THIS IS PART OF STANDARD INFRASTRUCTURE SETUP BY THE BANK AND IS APPLICABLE FOR ALL APPLICATIONS/EMPANNELED VENDORS
31	Performance Testing		Does Bank has key performance metrics and benchmarks used for evaluating the system's performance?	THIS IS PART OF STANDARD INFRASTRUCTURE SETUP BY THE BANK AND IS APPLICABLE FOR ALL APPLICATIONS/EMPANNELED VENDORS
32	Performance Testing		What are the critical performance scenarios and user load profiles that need to be tested? Please mention the system names and its modules.	ALL SCENERIOS OF ALL MODULES/FUNCTIONALITIES W.R.T "EXPERIENCE AND SUPPORT INFRASTRUCTURE" SECTION OF ANNEXURE 02 - ELIGIBILITY CRITERIA; ARE WITHIN SCOPE OF TESTING

33	Testing Support		Testing and QA activities are meant for BAU production support or meant for implementation project?	THE TESTING CAN BE BOTH PROJECT AND BAU. IN BAU THE TESTING MAY HAVE TO BE DONE ON EACH BUSINESS REQUIREMENT WHOSE SOLUTION IS DEVELOPED AND READY TO BE DEPLOYED. THE FREQUENCY WILL DEPEND ON FUTURE BUSINESS REQUIREMENTS.
34	Location of Work		Will the QA/ Testing activities are executed at Bank's DC (onsite) or remotely is possible?	INITIALLY UNTIL BANK DEVELOPS A ROBUST FRAMEWORK FOR TESTING FOR ITS MISSION CRITICAL APPLICATIONS, THE TESTING IS TO BE DONE ONSITE
35	Automation Testing		What testing tools and technologies do you plan to utilize, and do you have the required license and environments at DC or bidder has to suggest and procure the required details?	WE DO MANUAL TESTING IN EXCEL AND ALSO HAVE STARTED USING TESTLINK AND BUGZILLA TOOLS. GOING FORWARD BANK MAY DECIDE TO IMPLEMENT OTHER TEST TOOLS / AUTOMATION TOOLS. BANK MAY ALSO APPROACH THE EMPANNELED VENDOR FOR SUGGESTIONS AND IMPLEMENTATION.
36	Automation Testing		What is the level automation in current testing processes?	CURRENTLY WE ARE PERFORMING MANUAL TESTING IN EXCEL AND ALSO HAVE STARTED USING TESTLINK AND BUGZILLA TOOLS. GOING FORWARD WE ARE PLANNING TO GO FOR FULLY AUTOMATED TESTING. ADDITIONAL TOOLS MAY BE IMPLEMENTED.
37	Partner teams		Please let know whether development is handled by internal IT teams or any external vendor team.	APPLICATIONS MAY INCLUDE IHOUSE AS WELL AS VENDOR DEVELOPED SOLUTIONS
38	Earnest Money Deposit	Rs. 25 Lakh	The validity of EMD is 12 months. Please let us know if our understanding is correct. Can EMD be covered to Bank Gurantee if empanelled? Put more clarity on performance Gurantee.	EMD is valid till the RFP process. Vendor need to provide Security deposit as mentioned in the RFP once they get empanelled. PBG will be as per the RFP terms
39	Termination	Notwithstanding above, in case of change of policy or any unavoidable circumstances Bank reserve the right to terminate this assignment or any subsequent agreement and / or any particular order, in whole or in part by giving Service Provider at least 30 days prior notice in writing.	Request to add the following: Termination for convenience: "Either party may terminate this agreement, without cause, by giving the other party a notice of 30 days."	No Change
40	Annexure 15 - Annual Eligibility Evaluation Form	Enclosed: i. Reference Letters / purchase order received during last one year enclosed	Kindly clarify Bank's expectation from this clause.It will be difficult to add the entire year PO/ Work Order.Please elaborate this point.	It is post empanelment for vendor review

41	Commercial	The Bidder must have registered average annual turnover of Rs.100 Crore or above in each year during the last three completed financial years – 2020-21, 2021-22 & 2022-23 (Not inclusive of the turnover of associate companies).	<p>Yethi Consulting Pvt. Ltd. is a specialised quality assurance and testing automation service provider tailored for the global banking and financial services sector. In 2023-24 we have clocked a revenue for Rs.120 Crores all of which was from quality assurance and testing automation in BFSI. This is unlike other companies where their revenue might be from sources other than quality assurance and testing automation for BFIS. Yethi is the sole quality assurance and testing automation UAT service provider for SBI and has other large banks in India as its client as well.</p> <p>We request the relaxation of this eligibility criteria to say: "The Bidder must have registered an average annual turnover of Rs.30 Crore or above during the last three completed financial years – 2020-21, 2021-22 &amp; 2022-23 (Not inclusive of the turnover of associate companies)."</p>	No Change
42	Commercial	Rs. 25 Lakh. MSE / Startups and others will be exempted from EMD submission as per Govt. of India and/or GeM guidelines.	<p>We request you to consider MSMEs for exemption from EMD. Request you to change the condition to say:</p> <p>"Rs. 25 Lakh. MSE / Startups / MSME and others will be exempted from EMD submission as per Govt. of India and/or GeM guidelines."</p>	No Change
43	General	<p><b>28. Subcontracting</b></p> <p>The Service Provider shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required by it under the contract without the prior written consent of the Bank.</p>	<p>- Is sub-contracting allowed with prior approval from Bank?</p> <p>If yes, do you have any specific clause to be followed for subcontracting?</p> <p>Please clarify.</p>	No change refer RFP terms for details
44	Eligibility Criteria- Financial	The Bidder must have registered average annual turnover of Rs.100 Crore or above in each year during the last three completed financial years – 2020-21, 2021-22 & 2022-23 (Not inclusive of the turnover of associate companies).	we would like to request a deviation regarding the annual turnover requirement with amount of INR 50 CR	No Change