

**Addendum-II To  
Request For Proposal (RFP) for engagement of service provider for Outsourcing of  
Reconciliation, Settlement and Dispute Management of Transactions of Alternate  
Channels & Payment Systems in the Bank**



**Allahabad Bank**

**RFP Ref. No: HO HO/DIT/Recon/2018-19/108 dated 17.07.2018**

The following amendments to RFP have been incorporated in connection with the above mentioned RFP.

## **Introduction**

Bank has floated the RFP No **HO/DIT/Recon/2018-19/108 dated 17.07.2018** to engage a service provider for Outsourcing of Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems in the Bank.

The following amendments to RFP have been incorporated in connection with the above mentioned RFP.

Bank is revising the Bid Submission Schedule as under:

Last date and time of sale of RFP	03.09.2018, 13:00 Hrs IST
Last date and time for submission of Bid	03.09.2018, 15:30 Hrs IST
Date and time of opening of Technical -Bids	03.09.2018, 16:00 Hrs IST

For details please visit Bank's official website: [www.allahabadbank.in](http://www.allahabadbank.in) & e-tender website [www.tenderwizard.com/abbank](http://www.tenderwizard.com/abbank)

As per the terms of the RFP, a pre-bid meeting was held on 24<sup>th</sup> July, 2018, which was attended by representatives of prospective bidders.

In response to the queries received from prospective bidders, addendum dated 17.08.2018 containing clarifications to the queries & amendments to the RFP document is issued herewith.

### **Amendments to the RFP (Including Additions/Modifications/Deletions):-**

<b>Sr. No.</b>	<b>Section Number; Page Number; Point Number</b>	<b>RFP Clause</b>	<b>Amended/Deleted/ Added Clause</b>
1	Page no 9	9.10	<p>1. "The Technical Bid is further divided into Three sections and shall comprise of the following documents".</p> <p>The Clause should be read as –</p> <p>"The Technical Bid is further divided into Two sections and shall comprise of the following documents"</p> <p>2. "Annexure-II to IIF"</p> <p>The Clause should be read as -</p>

Sr. No.	Section Number; Page Number; Point Number	RFP Clause	Amended/Deleted/ Added Clause
			"Annexure-II to IIE".
2	Page no 11	19.3	<p>The Clause should be read as:</p> <p>The bid security shall be denominated in INDIAN RUPEES only and shall be in the form of Bank Guarantee, issued by a Scheduled Commercial Bank located in India(other than Allahabad Bank), as per the format given in Annexure-V and should be valid for Ninty (90) days, beyond the validity of the bid</p>
3	Page no 13	23.2.3	<p>The Clause should be read as:</p> <p>Bidders are required to do Tender Request latest by Last Date and time of sale of RFP (13:00 Hours IST on 06/08/2018) at the portal <a href="http://www.tenderwizard.com/abbank">www.tenderwizard.com/abbank</a>. Without the tender request process within the said schedule, the bidder will not be able to submit the Indicative Commercial bid online.</p>
4	Page no 17	30.2.3	<p><b>The Clause should be read as:</b></p> <p>The Commercial Bids post Reverse Auction will be evaluated based on the Reconciliation charges per transaction and will be the basis of comparison amongst the eligible Bidders to rank them, in order to determine the lowest evaluated Bid.</p>
5	Page no 30	4.2.3	<p>"Reconciliation of All Network Application, ONUS and CBS (Banc@cs)"</p> <p><b>The Clause should be read as:</b></p> <p>"Reconciliation of All Network (VISA/MASTER/RUPAY)/Application, ONUS and CBS (Banc@cs) "</p>

Sr. No.	Section Number; Page Number; Point Number	RFP Clause	Amended/Deleted/ Added Clause
6	Page no 31	Dispute Management	<p>“Dispute management of Tie up and Third Party”</p> <p><b>The Point under clause should be read as:</b></p> <p>“Dispute management of Third Party Tie Up”</p>
7	Page no 39	Point no 7 , DELIVERY SCHEDULE	<p><b>Timeline for completion Should be read as :</b></p> <p>Once the Phase-I is completed and stabilized, Bank will intimate to start Phase-II. The Phase-II reconciliation must be started within 2 week from the date on intimation</p>
8	Page no 40	9.2 Penalty for Non-performance:	Revised “penalty for Non-Performance” attached as annexure-A.
9	Page no 41	9.2.2	<p><b>New Clause Added :</b></p> <p>If penalty, as above, reaches maximum in any month due to non-performance of the selected bidder, the bank may initiate other punitive measures including but not limited to invoking performance bank guarantee, termination of contract and other recourses available to the Bank.</p> <p>Revised “penalty for Non-Performance” attached as annexure-A</p>
10	Page no 44	4.	<p><b>New Clause Added :</b></p> <p>SPECIFICATIONS AND FORMATS (ANNEXURES: Refer To Section VI )</p>
11	Page no 47 and 48	Annexure II	Please find the Annexure B for the changes.
12	Page no 69 , 70	Annexure – VI , VII	The Revised Annexure VI and VII are Attached.
13	Page no 71	Annexure – VIII	<p>The Revises Slabs and calculation are :</p> <p>Slab 1: Up to 2 crore ---- X</p> <p>Slab 2: Above 2 crore and up to 3 crore ---- X*0.80</p>

Sr. No.	Section Number; Page Number; Point Number	RFP Clause	Amended/Deleted/ Added Clause
			Slab 3: Above 3 Crore --- X*0.60
14	Page no 77	Annexure – X	<p>“This guarantee will remain valid for a period of 3 (Three) years + 60 days from the effective date contract i.e. up to _____ and any demand in respect thereof should reach the Bank not later than the above date”</p> <p><b>The Clause should be read as :</b></p> <p>This guarantee will remain valid for a period of 3 (Three) years + 90 days from the effective date contract i.e. up to _____ and any demand in respect thereof should reach the Bank not later than the above date.</p>
15	Page no 36	4.2.17	The clause stands “deleted”
16	Page no 9	<b>9.11 INDICATIVE COMMERCIAL BID:</b>	<p>Page no - 9 , Clause 9.11 “The bidder has to submit the indicative commercial bid”</p> <p><b>The line under the clause should be read as:-</b></p> <p>“The bidder has to submit the indicative commercial bid physically with the technical Bid”</p>

**Penalty for Non-performance**

**9.1.1** The Bidder shall be charged penalty for not adhering to the TAT due to Delay attributed to selected bidder at below mentioned rate subject to cap as under:

SL No.	Work	Period	Penalty Amount in Rupees	Maximum Monthly penalty (Cap) (In Rupees)
			Per day/per GL or Per Internal Pool account	
1	Delay in settlement after T+1	T+2 to T+7 day	3,000	1,50,000
		Beyond T+7 days	10,000	
2	Delay in merchants payments after T+1	T+2 to T+7 day	3,000	1,50,000
		Beyond T+7 days	10,000	
Penalty Amount Per Day				
3	Delay in Cash at ATM reconciliation after (T+1)	T+2 Onwards	5,000	1,00,000
4	Any Penalty Levied by Any regulatory Authority/Network( VISA, MASTER, NPCI etc ) due to delay in reconciliation and dispute settlement		As per Actual	

**9.1.2** If penalty, as above, reaches maximum in any month due to non-performance of the selected bidder, the bank may initiate other punitive measures including but not limited to invoking performance bank guarantee, termination of contract and other recourses available to the Bank.

**Eligibility Criteria**

<b>Eligibility Criteria</b>	<b>Bidder's Compliance (Yes/No)</b>	<b>Supporting documents to be submitted</b>
Bidder should be a Registered entity / Company in India for a minimum period of 5 (five) years as on 30.06.2018		Certificate of Incorporation/ Certificate of Commencement of Business.
The bidder should have a experience of minimum 3 years of experience in implementation of Reconciliation and settlement solution and services of alternate channel transactions. The bidder should have provided the services in at least two Scheduled/Commercial Banks in India and handling at least total <b>15 lakh</b> transactions per day as on RFP submission date.		Performance Statement (as per format in Annexure-IIA) along with following documents should be submitted to substantiate the claim: (1) Purchase Orders with acceptance/Go-Live certificate (2) Credential Certificate (as per Annexure-IIB) or any other document providing following information: i) Name of the solution implemented ii) Exact period for which the proposed solution has been in operation iii) Number transactions handled per month
Bidder should be Original Solution Developer (OSD) or Authorized Service Provider of the Original Solution Developer (OSD)/Technology partner of the solution offered.  Both (OSD)/Technology partner and its authorized service provider cannot bid simultaneously for the same service.		Letter of Undertaking in case of (OSD) and Letter of Authorization from the (OSD) in case of Agent/Partner (as per Annexure-IIC)

<p>The Bidder should be a profit making entity (profit after tax) in the last three financial years i.e 2015-16 , 2016-17, and 2017-18 or should have maintained the positive network in the last three financial years i.e 2015-16 , 2016-17, and 2017-18</p>		<p>Copy of the audited balance Sheets of the company showing profit/loss &amp; net worth the company should be submitted. Certificate issued from Chartered Accountant for net worth also be submitted. <b>If audited balance sheet of 2017-18 is not available, provisional Balance sheet may be submitted , Later on Audited balance sheet must be submitted .</b></p>
<p>The Bidder or its technology partner should have technical support centre in Mumbai or should provide undertaking to set up such support centre in Mumbai before executing the contract with the Bank.</p>		<p>Undertaking to be given by the Bidder</p>
<p>The Bidder should have a minimum turnover of Rs.25 Crores for each of the previous 3 financial years as per the audited financial statement i.e 2015-16, 2016-17, and 2017-18</p>		<p>Copy of the audited balance Sheets of the company showing profit/loss &amp; net worth the company should be submitted. Certificate issued from Chartered Accountant for net worth also be submitted. <b>If audited balance sheet of 2017-18 is not available, provisional Balance sheet may be submitted, Later on Audited balance sheet must be submitted.</b></p>
<p>Bidder should have its own transaction reconciliation software or OSD license to use the same and further the Bidder should have capacity to process at least <b>15 Lakh</b> transactions per day</p>		<p>Copy of OSD Certificate and Certificate from such Bank to be submitted.</p>
<p>The bidder or OSD should not be a defaulter for any State Government or Central Government and should not have been blacklisted by any banking or insurance company, Financial institution/ organization operating in India, during last three years under reference.</p>		<p>Bidder should submit an Undertaking</p>



<p>The service provider should not owned or controlled by any Director, officer or employee of Allahabad Bank or by related party having the same meaning as assigned under sec2(76) of the companies act or relative having same meaning as assigned section 2(77) of companies act 2013read with rule 4 of the companies(specification of definition details) rules 2014.</p>		<p>Bidder should submit an Undertaking</p>
<p>The Bidder should submit certificates from at least two Banks that the reconciliation/settlement is system driven and services provided are satisfactory.</p>		<p>Certificate from the Banks to be submitted</p>

**MASKED INDICATIVE COMMERCIAL BID**

**RFP Ref. No. : No HO/DIT/Recon/2018-19/108 dated 17.07.2018**

Description	Transactions considered for reconciliation per month	Amount in Paise (excluding GST) up to two decimal places
Reconciliation Charge per transaction	Slab 1: Up to 2 crore	X
	Slab 2: Above 2 crore and up to 3 crore	X
	Slab 3: Above 3 Crore	X

Place:

Seal & Signature of Authorized signatory of the Bidder:

Date:

Name of the Bidder:

**INDICATIVE COMMERCIAL BID**

**RFP Ref. No. : No HO/DIT/Recon/2018-19/108 dated 17.07.2018**

Description	Transactions considered for reconciliation per month	Amount in Paise (excluding GST) up to two decimal places
Reconciliation Charge per transaction	Slab 1: Up to 2 crore	
	Slab 2: Above 2 crore and up to 3 crore	
	Slab 3: Above 3 Crore	

Place:

Seal & Signature of Authorized signatory of the Bidder:

Date:

Name of the Bidder:

**Clarifications to Pre-Bid Queries:**

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
1	9	9.9	9.9 ACCEPTANCE OF TERMS & DEVIATION Recipient shall, by responding to the Bank with a submission, be deemed to have accepted the terms of this document in totality without any condition whatsoever. Any deviation from the printed specifications and Terms & Conditions should be clearly mentioned in the offer document as per the deviation statement as per Annexure-IV. Deviation specified only in deviation statement will be taken into consideration.	Bidder requests that submission of response is made for the purpose of Bank evaluating the Bidder w.r.t RFP and to relax the deemed acceptance, since legal terms and conditions shall be agreed only upon mutual negotiation considering the interests of both the parties.	RFP Stands -No Changes
2	12	21. PERFORMANCE SECURITY:	Successful bidder also has to furnish a Performance security in the form of Bank Guarantee as per the Annexure-X) of Rs. 30 Lakh (Rupees Thirty Lakh only) issued by any reputed Scheduled Commercial Bank in India (other than Allahabad Bank) in favour of Allahabad Bank. The Guarantee shall be valid for the <b>entire period of contract and 90 days</b> from the effective date of the contract. Performance security valid for a shorter period shall be rejected by the Bank, as non responsive.	Bank has mentioned in this clause that the validity of guarantee shall be 3 years + 90 days however in Annexure-X, PERFORMANCE SECURITY FORM it is mentioned that the validity shall be 3 years + 60 days, request bank to clarify this ambiguity.	Page no - 77 , Annexure - X The Clause should be read as: This guarantee will remain valid for a period of 3 (Three) years + 90 days from the effective date contract i.e. up to _____ and any demand in respect thereof should reach the Bank not later than the above date. Revised Annexure-X attached.
3	13	23.2 SUBMISSION OF ONLINE INDICATIVE COMMERCIAL BID (E-TENDERING)	23.2.3 Bidders are required to do Tender Request latest by Last Date and time of sale of RFP (12:00 Hours IST on 14/03/2018) at the portal <a href="http://www.tenderwizard.com/abbank">www.tenderwizard.com/abbank</a> . Without the tender request process within the said schedule, the bidder will not be able to submit the Indicative Commercial bid online.	Time and sale of RFP is mentioned as (12:00 Hours IST on 14/03/2018), request bank to clarify on this.	Page no - 13 , Clause 23.2.3 The Clause should be read as: Bidders are required to do Tender Request latest by Last Date and time of sale of RFP (13:00 Hours IST on 06/08/2018) at the portal <a href="http://www.tenderwizard.com/abbank">www.tenderwizard.com/abbank</a> . Without the tender request

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
					process within the said schedule, the bidder will not be able to submit the Indicative Commercial bid online.
4	17	30.2 EVALUATION OF COMMERCIAL BIDS – ONLINE REVERSE AUCTION:	30.2.3 The Commercial Bids post Reverse Auction will be evaluated based on the Administration Fee per point and will be the basis of comparison amongst the eligible Bidders to rank them, in order to determine the lowest evaluated Bid.	We understand that bidder is to quote reconciliation charge per transaction. Hence request bank to clarify on the Administration fee per point reference in the clause.	Page no - 17 , Clause 30.2.3 The Clause should be read as: 1.1.1 The Commercial Bids post Reverse Auction will be evaluated based on the reconciliation charge per transaction and will be the basis of comparison amongst the eligible Bidders to rank them, in order to determine the lowest evaluated Bid.
5	18	37.2	37.2 Within 10(Ten) days from notification of award, the selected bidder shall sign and date the contract and return it to the Purchaser.	Bidder requests that the submission of response and participating in the RFP shall not be construed as an consent to an unilateral contractual terms and conditions and such final & binding contract shall be negotiated mutually.	RFP Stands -No Changes
6	21	3	3. APPLICABLE LAW : The contract shall be interpreted in accordance with the laws prevalent in India and shall be subject to the exclusive jurisdiction of Courts in Kolkata.	Bidder requests for Chennai jurisdiction instead of Kolkata and court jurisdiction could be agreed without prejudice to the dispute resolution through arbitration.	RFP Stands -No Changes
7	21	6.2	6.2 The Selected vendor will abide by the job safety measures prevalent in India and will free the Purchaser from all demands or responsibilities arising from accidents or loss of life, the cause of which is the selected vendor's negligence. The Selected vendor will pay all indemnities arising from such	Bidder would like to clarify that the Bank's liability for death and personal injury caused in its premises and due to Bank's negligence, if any, could not be excluded. Bidder shall not be held liable in such cases.	RFP Stands -No Changes

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
			incidents and will not hold the Purchaser responsible or obligated.		
8	22	6.3	6.3 The Selected vendor is responsible for managing the activities of its personnel or subcontracted personnel and will hold itself responsible for any misdemeanours.	Bidder would like to clarify that it would liable to the extent of its liability agreed under the agreement.	RFP Stands -No Changes
9	22	7.3	7.3 The Selected Vendor shall permit the Purchaser to inspect the Supplier's accounts and records relating to the performance of the Supplier and to have them audited by auditors appointed by the Purchaser, if so required by the Purchaser.	Any and all audit shall be restricted solely w.r.t to the performance and documents specific to the agreement. Such audits shall be permitted upon prior written notice of 15 days and subject to safety and confidentiality policies of the Bidder, performed during the business hours without any hindrance to the business operations of the Bidder.	RFP Stands -No Changes
10	22	8. Patent Right	8.1 The Selected Vendors shall indemnify the Purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Solution, Software package or any part thereof in India and abroad.	Bidder requests exception to indemnity for use in combination with any other infringing materials, modification not made by the Bidder, use not authorised by the Bidder.  Bidder also requests that control of defence shall be given to Bidder and Bank shall not enter into any settlement or accept any claims, prompt notice to be given to Bidder w.r.t claim.	RFP Stands -No Changes
11	23	SECTION III CONDITIONS OF CONTRACT (COC) 13. TERMINATION FOR CONVENIENCE	The Purchaser, by written notice sent to the selected Vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.	Request Bank to remove this clause as it restrict the termination to only service defaults/ insolvency etc.	RFP Stands -No Changes

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
12	23	9.4 to 9.7	<p>9.4 Bank at its discretion may appoint third party for auditing the activities of onsite/offsite services and operations of entire services provided to the Bank. 9.5 Bank reserves the right to conduct audits on the service provider whether by its internal or external auditors, or by external specialists appointed to act on its behalf. Bank may obtain copies of any audit or review reports and findings made on the service provider in conjunction with the services performed for the bank. The findings of the pre-launch audit need to be rectified by the selected Vendor before going live. 9.6 Bank reserves the right to allow the Reserve Bank of India or persons authorized by it to access the bank's documents, records of transactions, and other necessary information given to, stored or processed by the service provider within a reasonable time. 9.7 The external and internal auditors of the bank will be given right to review internal controls of the Vendor. Any weaknesses highlighted during the audit must be promptly rectified especially where such weaknesses may affect the integrity/internal controls of the system and/or solution offered to the bank.</p>	<p>Any such auditors shall be subject to safety and confidentiality policies of the Bidder and the Bank shall ensure that confidentiality obligations is maintained by the bank including its representatives conducting such audit. Request the bank to clarify this.</p>	RFP Stands -No Changes
13	23	10	<p>10.1 The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default of 30 days sent to the Vendor, terminate the Contract in whole or in part: 10.2 If the Selected Vendor fails to deliver any or all of the Solution and Services within the time period(s) specified in the</p>	<p>Bidder requests that any and all termination shall be mutual and have a cure period of 90 days to remedy the breach if any.</p> <p>Bidder also requests deletion of the provision to claim excess costs for procuring the solutions and services by the Bank after termination of the</p>	RFP Stands -No Changes

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
			Contract, or within any extension thereof granted by the Purchaser or 10.3 If the Selected Vendor fails to perform any other obligation(s) under the Contract. 10.4 If the Selected Vendor, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the contract. 10.5 In the event the Purchaser terminates the Contract in whole or in part, pursuant to Clause 10.1 above, the Purchaser may procure, upon such terms and in such manner, as it deems appropriate, Solution and services similar to those undelivered and the vendor shall be liable to the Purchaser for any excess costs for such similar Solution and/or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.	contract, if any.	
14	23	13	13. TERMINATION FOR CONVENIENCE : The Purchaser, by written notice sent to the selected Vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.	Bidder requests deletion of the provision to terminate for convenience. Any and all termination shall be for cause and with a cure period of 90 days to remedy the breach, if any.	RFP Stands -No Changes
15	24	16	16. ASSIGNMENT : The Selected vendor shall not assign, in whole or in part, its obligations to perform under the Contract, except with the Purchaser's prior written consent.	Bidder requests to make the assignment clause mutual. Bidder also requests to have exception for assignments to affiliates & subsidiaries and assignment pursuant to merger & acquisitions.	RFP Stands -No Changes



Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
16	24	21.1.	21.1 The selected vendor represents and warrants that the Solution/Licences/Services hereby sold to not violate or infringe upon any patent, copyright, trade secret, or other property right of any other person or other entity. The selected vendor agrees that it will and hereby indemnify the Purchaser/Bank from any claim, loss or demand action or proceeding directly or indirectly resulting from or arising out of any breach or alleged breach of Contract.	Bidder requests that indemnity could be agreed for breach of representations & warranties to be agreed in the agreement and to delete indemnity for breach of contract.	RFP Stands -No Changes
17	25	21.2	21.2 The selected vendor's aggregate liability in connection with the obligations undertaken as a part of RFP regardless of the form or nature of the action giving rise to such liability ( whether in contract or otherwise), shall be at actual and limited to the value of the total Contract. This limit shall not apply to third party claims for IP infringement indemnity and Bodily injury (including death) and damage to real property and tangible personal property caused by bidder's gross negligence.	Bidder requests that the cap on liability shall be included at 10% of the value of the total contract. Bidder also requests exclusion of liability for indirect damages etc.	RFP Stands -No Changes
18	25	21.3	21.3 The selected vendor's liability in case of claims against the purchaser/Bank resulting from misconduct/fraud or gross negligence of bidders, its employees and sub-contractors or from infringement of patents, trademarks, copy rights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	Bidder requests exclusion of liability in the event of any fraud/negligence on the part of the Bank, its employees or representatives.	RFP Stands -No Changes
19	25	21.4	21.4 Bidders declares and undertakes that the purchaser/Bank shall not be	Bidder requests that liability could not be excluded w.r.t. any claims arising due to use	RFP Stands -No Changes

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
			held liable for and shall stand absolved of any responsibility or claim/litigation arising out of the use of any third party Licences/ Software/Services supplied by the selected vendor as a part of the RFP.	not in line with the agreement, modification not approved by the Bidder, use in combination not approved by the Bidder.	
20	25	22	22. ARBITRATION :	Bidder requests that seat of arbitration shall be at Chennai.	RFP Stands -No Changes
21	25	23	23. BUSINESS TERMINATION :The purchaser reserves right to terminate contract with one month notice without citing any reason and adjusting payment of left period, if any, from performance guarantee.	Bidder requests that termination without citing any reason is not agreeable and requests deletion of the same.	RFP Stands -No Changes
22	27	SCOPE OF WORK	General	Request bank to provide dispute volumes for ATM and Debit Card Txns (NFS, RuPay, VISA, Onus, etc)	Will be shared with selected bidder.
23	27	Broad Scope of Work	xxi) Collection Services	Request bank to clarify the scope of collection services	Collection of school and College Fees and Utility Bill collection
24	27	Broad Scope of Work	xviii) BHIM Aadhaar & PoS Acquiring	Request bank to confirm if merchant payments / settlements, acquiring disputes is part of the POS acquiring scope.	It includes all activities related to Reconciliation of BHIM Aadhaar & POS
25	27	4.2	xxii) Any other Network/Channel/Application/ System being used at present or to be used in future as per bank's requirement or due to any regulatory requirement will be included under scope of the project at bank discretion without any customization charge to the bank. Bidder has to customize for any change in any file formats as per bank's requirement or due to any regulatory requirement without any additional cost to the bank.	Request the bank to modify this clause to enable pricing for future modifications on mutually agreed terms as the bidder does not have visibility on the future changes to bank's procedures. Also, all new functionalities/ changes beyond the scope listed in the RFP would need to be considered through a change management route.	RFP Stands -No Changes

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
26	28	4.2.1 Hardware, software and other infrastructure	The minimum 8 manpower is to be provided for Phase-I and minimum 15 manpower is to be provided for both Phase I & Phase II to meet the reconciliation requirement of both Phases smoothly on daily basis as per scope of the work as per the RFP.	Request Bank to confirm the activities under Phase 1 and under Phase 2 as this has not been mentioned or defined in any part of the RFP.	Phase I includes All Reconciliation and dispute management other than ATM. ATM Reconciliation and dispute management is to be included in Phase -II
27	29	4.2.1 Hardware, software and other infrastructure:	The turnaround time for reconciliation of any transaction shall be done on cycle basis and maximum upto T+1 day. The bidder will be required to follow-up with branches, Banks ATM Managed Service Provider and Ministry of Finance (MOF), Service Providers, other Banks for obtaining data files/settlement files/CBR/EJ/JP/CCTV/DVR Footage or any other information required for reconciliation of ATMs, all other transactions as specified by bank, claim settlement and Network Reconciliation of Transaction. The bidder will be required to handle queries from branches on the reconciled and pending entries etc.	T+1 reconciliation can only be done if all data is present on T+0 day but since data for the mentioned activities is dependent on other sources we request Bank to allow a buffer day for reconciliation and the penalty be made applicable only post T+2 days.	RFP Stands -No Changes
28	29	4.2.1 Hardware, software and other infrastructure:	The bidder should provide all interfaces required with CBS, ATM Switch, DCMS, Web services, other packages provided by the networks, Dispute Tracker of the bidder and any other systems.	1. Request the bank to elaborate the list of interfaces expected and 2. Request bank to explain on how the hand-shake between the systems will be done.	Technical details will be shared with selected bidder.

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
29	29	4.2.1 Hardware, software and other infrastructure:	As per requirement of the Bank, the bidder also have to handle the reconciliation of other payment systems like Mobile Banking, Credit Card, IMPS (immediate Payment Service), Mobile Wallet, Cardless Payment, Pre-Paid Card, E-Banking, Aggregators and other Payment Gateways, Mobile/DTH recharge, Online Payment Gateway, Micro ATM transactions or any other transactions as required by bank time to time, enhancement and new services from time to time during the contract period etc. with the same per transaction cost.	Since credit card transaction reconciliation is entirely a different business and processes and systems involved are a different scope, hence request the Bank to exclude credit card reconciliation from the scope.	RFP Stands -No Changes
30	29	4.2.1 Hardware, software and other infrastructure:	As per requirement of the Bank, the bidder also have to handle the reconciliation of other payment systems like Mobile Banking, Credit Card, IMPS (immediate Payment Service), Mobile Wallet, Cardless Payment, Pre-Paid Card, E-Banking, Aggregators and other Payment Gateways, Mobile/DTH recharge, Online Payment Gateway, Micro ATM transactions or any other transactions as required by bank time to time, enhancement and new services from time to time during the contract period etc. with the same per transaction cost.	Request the Bank to provide the list/ number of aggregators and the scope for reconciliation.	Presently total 6 Aggregator are engaged by bank, will increase in future. End to End reconciliation is to be performed by the selected vendor.
31	29	4.2.1 Hardware, software and other infrastructure:	The successful Bidder has to impart necessary basic training to the employees of the bank to handle the system in case of need.	Request the bank to specify the number of trainees, number of batches of training and location of training for this requirement.	Total number of trainee will be between 10 to 15 and location will be Mumbai.

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
32	29	4.2.1 Hardware, software and other infrastructure:	Successful Bidder should be able to store online data upto 2 years in the system and store all the data beyond two years in back up hard drive or Backup tapes.	Request the Bank to accept online data storage for 6 months to 1 year and any data beyond 1 year to be stored in back up hard drive/ tapes, in line with the dispute management cycle. As standard industry practice online data is kept for a maximum period of 1 year. Request the bank to revise this clause as this may impact the performance of the system.	RFP Stands -No Changes
33	29	4.2.1 Hardware, software and other infrastructure:	Bidder should be able to develop system for new products within 30 days of requirement/intimation.	1. Request the Bank to keep the time-frame for development for new products on a mutual agreement basis, since the timelines would be a factor of the nature of the requirement and the complexity involved. 2. Request bank to confirm on the number of years the backup needs to be stored	RFP Stands -No Changes
34	29	4.2.1 Hardware, software and other infrastructure:	Bidder should be able to develop system for new products within 30 days of requirement/intimation.	1. Request bank to elaborate the New Products and requirements. 2. Even though our system can configure for extraction and reconciliation, the intensity of the configuration/changes/development are analysed during system study 3. Request the Bank to keep the time-frame for development for new products on a mutual agreement basis, since the timelines would be a factor of the nature of the requirement and the complexity involved	RFP Stands -No Changes
35	29	4.2.1 Hardware, software and other infrastructure:	Bank will share the CBS host files, switch files and files from all other applications/systems running in the bank in the existing format. The selected bidder has to ensure to read and process such files. Any	Request bank to confirm if CBS interface will be provided as mentioned in clause 4.2.1 or files will be provided for extraction and reconciliation	Bank will provide the files through secure channel ( viz. SFTP ) and vendor has to process the files through Automated process . Any

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
			customization required to upload and process these files has to be done by the selected bidder without any additional cost to the bank.		customization required to upload and process these files has to be done by the selected bidder without any additional cost to the bank.
36	30	4.2.3 Reconciliation of All Network/Application, ONUS and CBS (Banc@cs)	Generation of Potential chargeback reports and vouchers	Request bank to share the use-case scenarios for the same.	Will be shared with selected bidder.
37	30	4.2.3 Reconciliation of All Network/Application, ONUS and CBS (Banc@cs)	Generation of Merchants payment file	Request bank to confirm the requirement, generally this is part of Merchant system	Will be shared with selected bidder.
38	30	4.2.4. Fees Calculation.	Computation of Fee for issuer transaction from Network Provider	Request bank to list the Network provider for whom the fee computation needs to be done	Will be shared with selected bidder.
39	30	4.2.4. Fees Calculation.	Computation of Fee for Acquirer transaction from Network Provide.	Request bank to list the Network provider for whom the fee computation needs to be done	Will be shared with selected bidder.
40	30	4.2.4. Fees Calculation.	Computation of Fee payable to Other Bank	Request bank to confirm if this is for RRB	Other bank means any bank other then Allahabad bank
41	30	4.2.4. Fees Calculation.	Computation of Fees receivable from other Bank.	Request bank to confirm if this is for RRB	Other bank means any bank other then Allahabad bank
42	30	4.2.3 Reconciliation of All Network/Application, ONUS and CBS (Banc@cs)	Generation of file for Fee collection and other records	We assume this is Fee collection & funds disbursement, kindly confirm.	Report to be generated for Fee collection and other records.

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
43	31	4.2.5. Dispute Management	1. Collection of charge slip from Merchants for chargeback ,Retrieval request and other Dispute Received 2. Age wise break up for all pending payments for merchant	Merchant Payments and Merchant-acquirer transaction reconciliation is part of another business entity, so kindly confirm if this was intended to be part of the scope? If yes, please provide more clarity on the number of merchants and merchant settlement process and volumes.	Will be shared with selected bidder.
44	31	4.2.4. Fees Calculation.	Generation of income and expenditure report weekly, monthly, quarterly and yearly	Request bank to confirm if the income and expenditure are through the network providers	It is related to banks Income Generated through Service provided quarterly , Half Yearly and Yearly Financial closing.
45	31	4.2.4. Fees Calculation.	Preparation of closing related reports.	Request bank to elaborate the requirement. Is it related to Dispute closure?	It is related to bank quarterly , Half Yearly and Yearly Financial closing.
46	31	4.2.5. Dispute Management	Validation of transaction from database	Request bank to elaborate the requirement	Selected bidder has has to validate all the Transaction details with banks CBS.
47	31	4.2.5. Dispute Management	Location details asked by branches	Request bank to elaborate the requirement and provide the locations for the branches.	Location details means the location details of the ATM/POS/Ecomm from where withdrawals/transact ion taken place.
48	31	4.2.5. Dispute Management	Dispute management of Tie up and Third Party	Request bank to kindly confirm what we mean by Tie up and Third party here	The Point under clause should be read as:  Dispute management of Third Party Tie Up
49	31	4.2.5. Dispute Management	Bidder should have different Dispute Management system to keep History of all the disputes and Management of Dispute.	Request bank to elaborate on this requirement	Bidder should have the DMS (Dispute Management System, however its Bank's discretion whether to use bidder's DMS or Bank's own DMS application.

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
50	32	4.2.6. Bills Payable reconciliation	Generation of Exchange fluctuation file and their settlement and reconciliation	1. Request bank to elaborate the requirement, 2. Also how the exchange rates are provided to the system	Host Vs Interchange reconciliation to be done. Rates are given in the settlement files.
51	33	4.2.9. "Cash In ATM" Reconciliation	The system should be capable to decrypt the error codes of the EJ of various ATM providers.	1. Request bank to share the list of ATM models current in use 2. Number of ATMs and models that are in pipeline for installation	Will be shared with selected bidder.
52	33	4.2.9. "Cash In ATM" Reconciliation	Automated Cash forecasting for ATM and cash Recyclers	This is usually part of Monitoring tool, request bank to exclude this requirement, else, Request bank to elaborate the requirement on this.	Automated cash forecasting for ATM and cash recyclers on the basis of cash balance , cash dispense pattern ,cash in transit , ATM status, and other related factors
53	33	4.2.9. "Cash In ATM" Reconciliation	Maintenance and Generation for Cash Balance Report, C3R	Recon solution handles only provision to upload CBR report and this is handled by CRA. Request for more clarity on this please.	Extract CBR report from various ATM vendors, process the same to generate a consolidated CBR report, which is to be used for cash tally/reconciliation of various ATMs. Following up for missing/incorrect CBRs
54	33	4.2.9. "Cash In ATM" Reconciliation	Cross verification of actual cash loaded and Logical cash loaded	Recon solution handles only provision to upload CBR report and this is handled by CRA. Request for more clarity on this please.	All Loading discrepancies to be identified and reported
55	33	4.2.9. "Cash In ATM" Reconciliation	Interface to upload file to branches	Request bank to elaborate the requirement	In case of Branch managed ATMs , provide details of shortages and disputes to the branches periodically



Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
56	33	4.2.10. Micro ATM transaction reconciliation	Dispute and Claim Management and reconciliation of chargeback. Coordinating with BCs & service providers for resolving customer claims and recon mismatches.	Request bank to confirm on how many BCs are in place? And if data shared from such Micro ATMs are in same format, if not, kindly share the number of formats of the file expected.	Will be shared with selected bidder.
57	33	4.2.10. Accounting and Third Party Reconciliation.	Automated Vouching system for NFS, VISA, Mastercard, Rupay and all the other network and products.	Request bank to elaborate on what vouching system is expected out of the system	System have functionality to automatically generate the Voucher.
58	33	4.2.9. "Cash In ATM" Reconciliation	Interface to upload file to branches	Request bank to elaborate the requirement	In case of Branch managed ATMs , provide details of shortages and disputes to the branches periodically
59	34	4.2.11. MIS Reports and Decision Making system.	Monthly ATM deploying reports	Is this the number of ATMs added in the Recon system for the month. If not, kindly provide more information.	It Is the number of ATMs added in the Recon system for the month
60	34	4.2.11. MIS Reports and Decision Making system.	Generate Periodical reports as per requirement	Request bank to elaborate the requirement. May we also know how many reports, types of reports are expected.	Will be shared with selected bidder.
61	34	4.2.11. MIS Reports and Decision Making system.	Exception report for Cash loading, EOD and ATM balancing	Kindly provide more clarity on this requirement	Following reports to be generated both vendorwise and consolidated: Cash taken but not loaded in ATM, Anomalous increase and decrease done during ATM EOD, Negative Balance in ATM, etc.
62	34	4.2.11. MIS Reports and Decision Making system.	Foreign transaction report according to FEMA.	Kindly elaborate the type of reports expected	The clause stands "deleted"

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
63	34	4.2.12. Activity: Aadhar Enabled Payment System (AEPS) : Settlement Agency: NPCI	GST related activities.	Kindly provide more clarity on this requirement	All GST calculation as per government Guidelines
64	34	4.2.11. MIS Reports and Decision Making system.	Card Base Report for ATM/Non ATM branches Card Base report as per card management system Monthly card base report Region wise branch wise	Card base is generally not part of Recon solution. Request bank to confirm the requirement.	The clause stands "deleted"
65	34	4.2.11. MIS Reports and Decision Making system.	Monthly Insurance reports as required by Bank	Request bank to give clarity, as this is not part of Recon solution usually	The clause stands "deleted"
66	34	4.2.10. Accounting and Third Party Reconciliation.	NFS, VISA, Mastercard, RuPay and all other Network and products of DBD.	Request bank to elaborate the requirement on Products of DBD	Tracking and report generation of Various fees and penalty levied by NFS,VISA, Mastercard ,rupay and all other Network and products of DBD.
67	35	4.2.15. Internet Banking Off-us transaction settlement and Reconciliation and Dispute Management	Reconciliation of Bank reports with Aggregator files.	1. Request bank to confirm on how many aggregators are currently in place. 2. Also, if aggregator files are in same or different format	1. Presently total 6 Aggregator are engaged by bank , will increase in future .Files may be in different format. 2. Different Aggregator may have different file formats.
68	35	4.2.15. Internet Banking Off-us transaction settlement and Reconciliation and Dispute Management	Bank charges and Commission voucher preparation.	Will the Charges be part of the raw file or should there be a master maintained for the same	Will be shared with selected bidder.
69	36	4.2.18. Fraud Monitoring Reports.	Ø System should generate Fraud Monitoring reports bases on Daily transaction processing. Ø System should be capable of	Usually this is done by fraud monitoring tool. Request the bank to exclude this from the RFP, else, explain the kind of reports expected.	Bidder has to generate the report based on criteria provided .

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
			<p>Generate frequent Chargeback report</p> <ul style="list-style-type: none"> <li>Ø System should be able to Generate High value transaction</li> <li>Ø System should be able to track transactions from same card from different location.</li> <li>Ø System should be able to generate transaction with different Pos Entry Mode.</li> <li>Ø System should be able to generate alert for Issuer transaction if reported more than usual in numbers.</li> <li>Ø Track high value Foreign transaction without MECI5 code.</li> <li>Ø Track details of customer performing more transaction at night specifically at switching time.</li> <li>Ø Track more transactions from a single card number or Mobile number .</li> <li>Ø Track all the transaction which has routed through Different account.</li> <li>Ø Generate high number of transactions from same card on single ATM.</li> <li>Ø Track all the ATM who are generating a particular error in EJ.</li> <li>Ø System should have Capability to Filing necessary reports to Master Card and VISA.</li> </ul>		
70	36	4.2.17.Reconciliation OF Entries IN NOSTRO AND MIRROR Account		It is assumed that the scope is limited to reconciling & generating match and unmatched reports, and force match option for the user to manually reconcile exception cases. GL entries generation outside scope. Kindly confirm	Removed From Scope of the RFP

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
71	37	Compliance	Bidder should comply with all the guidelines issued by RBI /NPCI/VISA/Master Card/RuPay/IBA/Govt of India and any other regulatory authority. Bidder should follow PCI DSS guidelines and standard as per PCI DSS standards.	Since all the Infrastructure is hosted in the bank's data centre. The bank' center has to be certified for PCI DSS and this will be the at the cost of the bank. Kindly clarify	Guidelines to be followed for Reconciliation software
72	37	Not numbered	Migration Support. Allahabad Bank may not renew the contract after expiry of the same. Bank may decide to terminate the contract as per clause mentioned in RFP. In such case bidder has to provide complete migration support to incoming vendor without any additional cost to Bank. Bidder has to handover all the data to Bank or vendor decided by Bank.	Bidder requests that the scope and cost of mitigation support shall be mutually agreed as and when the requirement arises.	RFP Stands -No Changes
73	38	4.2.20. Turn Around Time (TAT)	EJ monitoring and reconciliation	Request bank to elaborate, is bank looking for a missing EJ report from the Recon solution	EJ extraction, EJ report generation which is to be used in cash tally/ reconciliation, missing EJ report, following up with vendors for missing Ejs.
74	38	4.2.20. Turn Around Time (TAT)	Reconciliation (On T+1 basis) <ul style="list-style-type: none"> <li>· Reconciliation of ATM transaction and transactions of all other channels/applications/system</li> <li>· Network (Tie up reconciliation)</li> <li>· EJ reconciliation</li> <li>· Bills payable reconciliation</li> <li>· Receivable reconciliation</li> <li>· Suspense reconciliation</li> <li>· Settlement reports</li> <li>· Unreconciled reports</li> <li>· Fraud monitoring reports</li> <li>· Outstanding entries</li> </ul>	T+1 reconciliation can only be done if all data is present on T+0 day but since data for the mentioned activities is dependent on other sources we request Bank to allow a buffer day for reconciliation and the penalty be made applicable only post T+2 days.	RFP Stands -No Changes

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
75	39	7. DELIVERY SCHEDULE:	Once the Phase-II is completed and stabilised, Bank will intimate to start Phase-II. The Phase-II reconciliation must be started within 2 week from the date on intimation	We assume that it should be "Phase - I completion" and not Phase -II Completion	Page no - 39 , Delivery Schedule The Clause should be read as: Once the Phase-I is completed and stabilised, Bank will intimate to start Phase-II. The Phase-II reconciliation must be started within 2 week from the date on intimation
76	39	7. DELIVERY SCHEDULE:	Need base migration of data relating to Phase-I Networks/channels/applications and commencement of Phase-I reconciliation in live environment - 16 weeks from the date of accepting the purchase order	For the migration and implementation the proposed commencement of LIVE operations in 16 weeks will be extremely tight and unrealistic considering the various channels/ products and integration from all the bidders perspective. Hence request the bank to consider a minimum timeline of 24 weeks for migration and implementation from the date of acceptance of the purchase order.	RFP Stands -No Changes
77	40	9. SLA TERMS:	In case there is a delay, a penalty @5,000/- per day will be charged if the reason delay is attributed to the selected vendor. If there is a substantial penalty for delay maximum up to 16 (sixteen) weeks in implementation, the bank may initiate other punitive measures including but not limited to invoking performance bank guarantee, termination of contract and other recourses available to the Bank	We request Bank to reduce the quantum of penalty to Rs 5,000 per week and the clause to be reworded to (24 weeks from the date of accepting the purchase order)	Page no - 40, 9. SLA TERMS: The Clause should be read as: (ii) In case there is a delay, a penalty @5,000/- per day will be charged if the reason delay is attributed to the selected vendor. If there is a substantial penalty for delay maximum up to 24 (Twenty Four) weeks in implementation, the bank may initiate other punitive measures including but not limited to invoking performance bank guarantee, termination of contract and other recourses available

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
					to the Bank
78	41	16	16. PUBLICITY:	Bidder requests inclusion of a clause to brand and promote Bidder's products and services, such as publishing testimonials provided by the Bank, press releases in the media including social media etc. and Bank license to use the Banks' trademark/logo on Bidder's website in the form and manner agreeable to the Bank, to represent that the Bank is a customer of the Bidder and also to release case studies with the Bank's name, subject to prior written approval of the content relating to the Bank.	RFP Stands -No Changes
79	43	SECTION V - SCHEDULE OF REQUIREMENTS	4. SPECIFICATIONS AND FORMATS (ANNEXURES)	Request bank to provide the same as this is missing from the Section -V	Updated
80	47	ANNEXURE-II	The bidder or its technology partner should have minimum of 3 years of experience in implementation of Reconciliation and settlement solution and services of alternate channel transactions in at least two Scheduled/Commercial Banks in India handling at least 20 lakh transactions per day as on RFP submission date	Request the bank to rephrase the clause to one of two scheduled/ commercial banks in India handling at least 14 lakh transactions per day as on RFP submission date	Revised , Annexure - B Attached

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
81	47	ANNEXURE-II	The Bidder should be a profit making entity (profit after tax) in the last three financial years i.e. 2015- 16 , 2016-17, and 2017-18 or should have maintained the positive net worth in the last three financial years i.e. 2015-16 , 2016-17, and 2017-18	Financial statements for FY 2017-18 are under the process of preparation. Request the Bank to allow the bidder to submit the financial statements for the FY 2014-15, 2015-16 and 2016-17 for the purpose of this eligibility criteria. Also the same request for the Certificate issued from Chartered Accountant for net worth also be submitted for the same time period.	Page no - 39 , Annexure- II The Clause should be read as: Copy of the audited balance Sheets of the company showing profit/loss & net worth the company should be submitted. Certificate issued from Chartered Accountant for net worth also be submitted. If audited balance sheet of 2017-18 is not available, provisional Balance sheet may be submitted , Later on Audited balance sheet must be submitted .
82	47	ANNEXURE-II	The Bidder should have a minimum turnover of Rs.25 Crores for each of the previous 3 financial years as per the audited financial statement i.e. 2015-16, 2016-17, and 2017-18	Financial statements for FY 2017-18 are under the process of preparation. Request the Bank to allow the bidder to submit the financial statements for the FY 2014-15, 2015-16 and 2016-17 for the purpose of this eligibility criteria. Also the same request for the Certificate issued from Chartered Accountant for net worth also be submitted for the same time period.	Page no - 39 , Annexure- II The Clause should be read as: Copy of the audited balance Sheets of the company showing profit/loss & net worth the company should be submitted. Certificate issued from Chartered Accountant for net worth also be submitted. If audited balance sheet of 2017-18 is not available, provisional Balance sheet may be submitted , Later on Audited balance sheet must be submitted .

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
83	53	Annexure-II E	General	Request bank to provide Annexure IIE as this is missing from RFP	Page no - 39 , Annexure- II The Clause should be read as: Please Annexure-II to IIE
84	55	Annexure III	The software should support existing financial network (Visa/MasterCard/ NPCI//DFS/Bilateral Consortium Networks/ Subsidiary RRBs tie ups under NPCI/ and addition of any other new tie ups that the Bank enters into in future etc)	1) Please confirm the number of RRBs (Is AUPGB the only RRB?), transaction volumes and disputes volumes. 2) Are separate instances of application required for RRBs	1. AUPGB is the only RRB
85	55	Annexure-III (Part B)	Software should have Solution to identify duplicate transactions	The configuration on this for each input file source is expected from the bank. Kindly confirm.	Will be shared with selected bidder.
86	55	Annexure-III (Part B)	Modules meant for a particular level of authority should be available for operation to the user with that level of authority only. The software should allow giving Module wise rights (add/delete/modify/view/print ) for each user/ user group.	Enable/ disable Print will be at system level and not solution level. Kindly confirm	Different access to be provide at different level users.
87	56	Annexure-III (Part B)	Reconciliation of acquiring Value Added Services(VAS) through ATM. Generation of Exception Reports, and Preparation of Settlement Vouchers. Generation of unloadable files for reversals, debit adjustments and credit adjustments.	Request bank to confirm on number of such VAS aggregators	Will be shared with selected bidder.
88	57	Annexure-III (Part B)	In case of loading differences, the same have to be resolved by contacting the branch, or the MSP vendor or the MOF vendors in case of branch ATMs, offsite ATMs and MOF ATMs and any other vendor as appointed from time to time under ATM business model.	How many Vendors are currently in place. Do they all share the same CBR report format, or will it be multiple. If it is multiple how many formats are expected	Currently banks has 7 ATM Vendors and around 170 ATMs where branch staff manages the ATM . Every vendor provides CBR in his own format.
89	57	Annexure-III (Part B)	Bank maintains settlement accounts with different banks for different ATM Networks. On daily basis, the software has to provide reports for	Kindly confirm if the requirement is to generate report at interchange level based on settlement files.	Reports will be based on net settlement as given in settlement files



Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
			funding these accounts based on the settlement files. The software also has to provide the files for handling multi-currency transactions and reporting to be done to Bank's Treasury in cases of settlements received in Foreign currency.		
90	58	Annexure-III (Part B)	GL Forecasting – forecasting of optimal cash disburse in the next day/s or week and estimation of additional cash to be loaded in ATM	Usually this is not part of Recon solution. Bank to confirm if we need to provide any report to work on forecast by bank employees	Forecasting report to be provided as per tht requirement
91	59	Annexure-III (Part B)	Reconciliation of all card products including Prepaid card transactions in various currencies, preparation of settlement vouchers, preparing of uploadable files, raising of chargebacks and responding to disputes raised by customers within the prescribed TAT guidelines of the respective network. Appropriate action to be taken for incoming debits on account of Late presentments, non-authorisation and duplicate processing of cash fee, tips and exchange fluctuations.	Request bank to elaborate the Interchange used for prepaid cards and the currencies handled. Is the bank also issuing Multi-currency or just single currency	Kindly be prepared to handle both single and multi currency.
92	70	Annexure-VII INDICATIVE COMMERCIAL BID	Slab rates	We assume in a given month and for a given volume, the slab rates shall be applied sequentially. For e.g. If volume in a given month is 4 crores, initial 2 crores shall be billed basis slab 1 and next 2 crores shall be billed at slab 2. request bank to clarify	Revised The Clause should be read as:Slab 1: Up to 1 crore Slab 2: Above 1 crore and up to 3 crore Slab 3: Above 3 Crore
93	70	Annexure-VII INDICATIVE COMMERCIAL BID	Slab 1: Up to 2 crore Slab 2: Above 3 crore and up to 5 crore Slab 3: Above 5 Crore	Request bank to modify typo in the second slab from Above 3 crore to upto 5 crore to Above 2 crore and upto 5 crore.	Page no - 77 , Annexure - X The Clause should be read as:Slab 1: Up to 1 crore Slab 2: Above 1 crore and up to 3 crore Slab 3: Above 3 Crore

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
94	71	Annexure-VIII Reverse Auction Process	Reconciliation charge per transaction for the Slab 1. For Slab 2 and Slab 3, decrement of 15% and 30% respectively in last bid price of Slab 1 post auction (i.e. price for the Slab 1 post auction) will be taken into consideration for arriving rates for these slabs	Request bank to remove the condition on the discount and allow the bidder to quote slab 2 and slab 3 rates freely.	RFP Stands -No Changes
95	77	Annexure-X: PERFORMANCE SECURITY FORM	This guarantee will remain valid for a period of 3 (Three) years + 60 days from the effective date contract	In page no -12 Performance security clause it is mentioned that the validity has to be entire contract period + 90 days, however it is mentioned here as 3 years + 60 days, Request bank to clarify on this.	Page no - 77 , Annexure - X The Clause should be read as: This guarantee will remain valid for a period of 3 (Three) years + 90 days from the effective date contract i.e. up to _____ and any demand in respect thereof should reach the Bank not later than the above date. Revised Annexure-X attached.
96	78	Annexure-XI	CONTRACT FORM	Bidder requests that the contract shall be negotiable to include mutual terms and conditions agreeable to both parties and subject to the comments contained herein. Elaborate clauses on Intellectual Property Rights, mutual termination right, exceptions to indemnity, limitation of liability, non-solicitation etc. as agreeable to both parties shall be included.	RFP Stands -No Changes
97	84	Annexure-XII, Clause 10	10. Indemnity The selected vendor will indemnify the purchaser against all actions, proceedings, Claims, suits, damages and any other expenses for causes attributable to selected vendor in connection with purchase of hardware/software/goods/licenses/services under this contract. The total liability of the selected vendor under the	Bidder requests deletion of indemnity clause from NDA since the same can be appropriately included in the agreement.	RFP Stands -No Changes

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
			contract will not exceed the total cost of the project.		
98	84	Annexure-XII, Clause 11	11. Dispute Resolution Mechanism In the event of any controversy or dispute regarding the interpretation of any part of this agreement or any matter connected with, arising out of, or incidental to the arrangement incorporated in this agreement, the matter shall be referred to arbitration and the award passed in such arbitration shall be binding on the parties. The arbitral proceeding shall be governed by the provisions of Arbitration and Reconciliation Act 1996 and the place of arbitration shall be Kolkata.	Bidder requests to have Chennai as the seat of arbitration.	RFP Stands -No Changes
99	84	Annexure-XII, Clause 12	12. Jurisdiction The parties to this agreement shall submit to the jurisdiction of courts in Kolkata.	Bidder requests for Chennai jurisdiction instead of Kolkata and court jurisdiction could be agreed without prejudice to the dispute resolution through arbitration.	RFP Stands -No Changes
100	22, 24	6.5, 20, Annexure-XII	6.5 The Selected vendors will treat as confidential, all data and information about the Purchaser, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Purchaser.  20. CONFIDENTIALITY :  Non-Disclosure Agreement (NDA) as per format in Annexure-XII	Bidder requests that confidentiality obligations be made mutual so as to protect the interest of both parties.	RFP Stands -No Changes
101	Page No 5		The bidder shall furnish a bid security (as per the Annexure-V) of Rs. 15,00,000/- (Rupees Fifteen Lakhs only), as a part of their bid.	Request the Bank to kindly reconsider the amount. The EMD deposit of 15,00,000/- stays idle for entire period of the tender. Being a fin-tech-start-up it will adversely affect the advancement of	RFP Stands -No Changes

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
				the organization. Hence we request for reconsidering EMD amount to 5 Lakhs.	
102	Page No 29	4.2.1	The bidder should provide all interfaces required with CBS, ATM Switch, DCMS, Web services, other packages provided by the networks, Dispute Tracker of the bidder and any other systems.	Interfaces for various internal systems are provided by respective service providers. As far as scope of this RFP is concerned, we will be able to integrate with other bank systems like CBS, ATM Switch, DCMS etc. as per the specifications provided by them. Request the bank to kindly provide interface readiness as there at the time of commencement of project as there would be cost and efforts involved in the same which is not part of the RFP commercial reference.	Page no - 29 The Clause should be read as : The bidder should provide all interface required for upload of file ( Transaction data ) from different applications of the bank like CBS , ATM Switch , UPI , IB etc. Further the bidder should provide interface to DCMS and different networks ( VISA , Master , Rupay ) .
103	Page No 29	4.2.1	The successful Bidder has to provide the necessary resources available to manage the application as per policy of the Bank.	Request the Bank to kindly clarify if there would be need for extra manpower resource deployment other than the one mentioned in the RFP, If so it might have commercial implications associated with it.	To complete the Recon activities on time selected vendor must provide the necessary resources available to manage the application as per policy of the Bank.
104	Page No 29	4.2.1	Successful Bidder should be able to store online data upto 2 years in the system and store all the data beyond two years in back up hard drive or Backup tapes.	Request the bank to kindly clarify if data backup and associated cost is part of the scope of work in the RFP.	No Separate payment for Data Backup
105	Page No 29	4.2.1	Bidder should be able to develop system for new products within 30 days of requirement/intimation.	New requirement development and deployment depends upon different parameters which needs to be evaluated and delivery timelines may vary from case to case basis, so kindly request the Bank to relax the TAT for the same.	Bidder should be able to develop system for new products within the Time limit decided at the time of requirement/intimation.

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
106	Page No 37	Migration Support.	Allahabad Bank may not renew the contract after expiry of the same. Bank may decide to terminate the contract as per clause mentioned in RFP. In such case bidder has to provide complete migration support to incoming vendor without any additional cost to Bank. Bidder has to handover all the data to Bank or vendor decided by Bank.	Migration support involves resource allotment and efforts need to be put in at the vendor end ,Request the Bank to kindly consider and include a minimum and realistic efforts which has to be put during migration.	RFP Stands -No Changes
107	Page 40	SLA TERMS	In case there is a delay, a penalty @5,000/- per day will be charged if the reason delay is attributed to the selected vendor. If there is a substantial penalty for delay maximum up to 16 (sixteen) weeks in implementation, the bank may initiate other punitive measures including but not limited to invoking performance bank guarantee, termination of contract and other recourses available to the Bank	The delay can also be due to different unavoidable reasons for which the penalty is on a higher side, Request the bank to reconsider the penalty clause where delay reasons are attributable to bidder and bid clause "penalty of Rs.5000/-per day".	RFP Stands -No Changes
108	Page No:40	Penalty for Non-performance:	Penalty for Non-performance: The Bidder shall be charged penalty for not adhering to the TAT at below mentioned rate subject to cap	Request the bank to kindly reconsider the slab for penalty and give a relaxation on every slab to an additional day.	Revised , Annexure - A Attached
109	18	37.1	At the same time as the Purchaser notifies the Selected Bidder that its bid has been accepted for contract, the Purchaser will send the Bidder the Contract Form (Annexure-XI) incorporating all agreements between the parties and Non Disclosure Agreement (Annexure-XII).	Any agreements to be executed between the Parties shall be mutually discussed and agreed upon. It cannot be as per the formats provided in this RFP.	RFP Stands -No Changes
110	21	6.2	The Selected vendor will abide by the job safety measures prevalent in India and will free the Purchaser from all demands or responsibilities arising from accidents or loss of life, the cause of which is the selected vendor's	Not acceptable. In case any damage or death occurs to any employee/ representative/ agent of the bidder while in the premises of the Bank, then the Bank shall be liable indemnify the Bidder for the claims made	RFP Stands -No Changes

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
			negligence. The Selected vendor will pay all indemnities arising from such incidents and will not hold the Purchaser responsible or obligated.	on the Bidder for such damage or death.	
111	22	7.3	The Selected Vendor shall permit the Purchaser to inspect the Supplier's accounts and records relating to the performance of the Supplier and to have them audited by auditors appointed by the Purchaser, if so required by the Purchaser.	Not acceptable. Bidder's accounts cannot be audited by any third party or by banks. Bidder will provide only audited financials to the bank.	RFP Stands -No Changes
112	22	7.4	Bank reserves the right to access all books, records and information relevant to the outsourced activity available with the service provider	Bidder will provide only audited financials to the bank.	RFP Stands -No Changes
113	22	8.1	The Selected Vendors shall indemnify the Purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Solution, Software package or any part thereof in India and abroad	1. Solution, Software provided by the Bidder has to be used in India only. In case the Bank uses it abroad, then the Bidder is not liable to indemnify the Bank for any claims. On the contrary the Bank shall indemnify the Bidder for the claims made on the Bidder by third party. 2. The Bank shall also not, either by itself or authorise any other party to copy, modify, reverse engineer or breach the license terms of the Solution, Software provided by the Bidder to the Bank. In such cases the Bank shall be liable to indemnify the Bidder for claims made on the Bidder by the third party.	RFP Stands -No Changes

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
114	23	10.1	The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default of 30 days sent to the Vendor, terminate the Contract in whole or in part:	1. 30 days seems to be too less. Suggest to have a cure period of at least 60 days. 2. In case the Bidder rectifies the breach within this period of 60 days then the notice so issued by the Bank shall be deemed to be withdrawn.	RFP Stands -No Changes
115	23	10.4	If the Selected Vendor, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the contract.	This cannot be on the sole judgment of the Bank. Bank needs to prove such charges.	RFP Stands -No Changes
116	23	10.5	In the event the Purchaser terminates the Contract in whole or in part, pursuant to Clause 10.1 above, the Purchaser may procure, upon such terms and in such manner, as it deems appropriate, Solution and services similar to those undelivered and the vendor shall be liable to the Purchaser for any excess costs for such similar Solution and/or Services.	1. Bidder shall not be liable for any cost or excess cost which may be incurred by the Bank upon termination. In case the Bank intends to procure Solution and similar services from another vendor then it shall do so at its own cost. 2. Bank shall also forthwith make payments to the Bidder for any outstanding amounts.	RFP Stands -No Changes
117	23	13	The Purchaser, by written notice sent to the selected Vendor, may terminate the Contract, in whole or in part, at any time for its convenience.	Not acceptable. Bank cannot terminate this agreement only for breach and not for convenience. In case the Bank terminates the agreement for convenience, then the Bank shall be liable to forthwith pay such amount to the Bidder as was incurred by it for the Solution, Software.	RFP Stands -No Changes

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
118	24	16	The Selected vendor shall not assign, in whole or in part, its obligations to perform under the Contract, except with the Purchaser's prior written consent.	Bidder shall be entitled to assign this agreement with prior intimation to the Bank.	RFP Stands -No Changes
119	24	18	Bank shall have the right to make changes to the Solution implemented, provided such changes or do not prevent proper maintenance, from being performed, or unreasonably increase the cost of the selected vendor of performing maintenance service.	Any changes, upgardations, updations, (statutory or otherwise) required by the Bank for the Solution shall be at additional cost to the Bank which shall be mutually discussed and agreed upon.	RFP Stands -No Changes
120	24	20	Confidentiality	Bank shall also be bound by similar confidential obligations for the confidential information of the Bidder.	RFP Stands -No Changes
121	24	21.1	The selected vendor agrees that it will and hereby indemnify the Purchaser/Bank from any claim, loss or demand action or proceeding directly or indirectly resulting from or arising out of any breach or alleged breach of Contract.	1. Bidder will indemnify the Bank only in cases where it is directly arising from any act or action of the Bidder. 2. Bidder shall not be liable for any indirect, incidental, special or consequential losses or damages howsoever occurred to the Bank.	RFP Stands -No Changes
122	25	21.4	Bidders declares and undertakes that the purchaser/Bank shall not be held liable for and shall stand absolved of any responsibility or claim/litigation arising out of the use of any third party Licences/ Software/Services supplied by the selected vendor as a part of the RFP.	The Bank shall also not, either by itself or authorise any other party to copy, modify, reverse engineer or breach the license terms of the Solution, Software provided by the Bidder to the Bank. In such cases the Bank shall be liable to indemnify the Bidder for claims made on the Bidder by the third party.	RFP Stands -No Changes



Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
123	29	2 nd point	<p>The turnaround time for reconciliation of any transaction shall be done on cycle basis and maximum upto T+1 day. The bidder will be required to follow-up with branches, Banks ATM Managed Service Provider and Ministry of Finance (MOF), Service Providers, other Banks for obtaining data files/settlement files/CBR/EJ/JP/CCTV/DVR Footage or any other information required for reconciliation of ATMs, all other transactions as specified by bank, claim settlement and Network Reconciliation of Transaction. The bidder will be required to handle queries from branches on the reconciled and pending entries etc.</p>	<p>There is dependency from Branches , we request Head office support in this matter and Vendor should not be held responsible for delay in providing necessary data from the branches.</p>	<p>RFP Stands -No Changes</p>
124	29	7th point	<p>The bidder must have the provision to customize the solution if required during the tenure of the contract for any type of file format from any source required for reconciliation. Bank will not pay any additional cost to the selected bidder/vendor for such customization other than the reconciliation charge per transaction as quoted in the bid</p>	<p>After successful SOW sign-off, if any CR's will be floated by bank, shall we need to do it with free of cost. If yes, We request Bank to please cap free man-days efforts for a service year i.e. 100 Mandays per service year.</p>	<p>As after development of New Module , Total transactions will Increase and Income of bidder will increase.</p>
125	39	DELIVERY SCHEDULE	<p>Installation of Solution at Bank's premises.</p> <p>8 weeks from the date of accepting the purchase order</p>	<p>instead of from date of purchase order, is it possible from date of sow sign-off. (because after sow only we will come to know the scope of work)</p>	<p>RFP Stands -No Changes</p>

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
126	39	DELIVERY SCHEDULE	Need base migration of data relating to Phase-I Networks/channels/applications and commencement of Phase-I reconciliation in live environment.  16 weeks from the date of accepting the purchase order	What are all the modules included in Phase-I. Please elaborate	Phase I includes All Reconciliation and dispute management other than ATM. ATM Reconciliation and dispute management is to be included in Phase -II
127	40	9.1 (i)	Any delay in performing the obligation/defect in implementation/performance of solution by the selected vendor may result in imposition of liquidated damages, invocation of Performance Bank Guarantee and/or termination of contract.	Not acceptable. Bank is also levying penalty. Suggest that Bank impose only penalty not both (penalty & liquidate damages)	RFP Stands -No Changes
128	40	9.1 (ii)	In case there is a delay, a penalty @5,000/- per day will be charged if the reason delay is attributed to the selected vendor	Suggest to have a capping on the penalties. Cannot be open ended.	Revised , Annexure – A Attached
129	40	9.2 Penalty for Non-performance:	The Bidder shall be charged penalty for not adhering to the TAT at below mentioned rate subject to cap as under:	The Penalties are too steep , request bank to consider a reasonable level of penalty.	Revised , Annexure - A Attached

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
130	41	10.1	The payment of reconciliation charge per transaction will be made monthly basis on arrear basis after submission of the monthly invoice along with required MIS, after 15 days from the date of receipt of invoice, if invoices are found in order.	<p>1. Bank should confirm within a period of 3 days of the invoice if the invoices are in order, failing which it shall be deemed that the invoices are in order.</p> <p>2. In case the Bank delays in making payments then the Bank shall be liable to pay default interest @ 18% p.a. from the date of default till the date of actual receipt of the amount.</p> <p>3. Bidder shall also be entitled to withhold its services to the Bank in case of non payment. Bank agrees that withholding of services for such reason shall not be deemed to be a breach of the agreement by the Bidder.</p>	RFP Stands -No Changes
131	41	11	The prices/Fee once offered must remain firm and must not be subject to escalation during contract period. However, the entire benefits/advantages arising out of fall in prices, taxes, duties or any other reason, must be passed on to the Purchaser without the Bank specifically asking for it.	Prices cannot remain firm. In case of any increase in any taxes, duties or any reason the Bank shall be liable to bear such additional cost.	RFP Stands -No Changes
132	47	ANNEXURE-II Eligibility Criteria Compliance: 2nd Point	The bidder or its technology partner should have minimum of 3 years of experience in implementation of Reconciliation and settlement solution and services of alternate channel transactions in at least two Scheduled/Commercial Banks in India handling at least 20 lakh transactions per day as on	Kindly consider, Banks implemented in India & Globally. This will allow Bank to have a recon solution which is installed globally with international standards.	RFP Stands -No Changes

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
			RFP submission date		
133	47	ANNEXURE-II Eligibility Criteria Compliance: 2nd Point	The bidder or its technology partner should have minimum of 3 years of experience in implementation of Reconciliation and settlement solution and services of alternate channel transactions in at least two Scheduled/Commercial Banks in India handling at least 20 lakh transactions per day as on RFP submission date	We would request bank to consider 3 years experience in implementation of Reconciliation and settlement solution and services of alternate channel transactions in One Scheduled/ Commercial Banks in India from first implementation and handling 20 lakh transactions per day as on RFP submission date.	Revised , Annexure - B Attached
134	78	Annexure XI		Contract shall not be as per the Contract Form given in Annexure XI, but shall be mutually discussed and negotiated between parties.	RFP Stands -No Changes
135	47	Annexure II	The bidder or its technology partner should have minimum of 3 years of experience in implementation of Reconciliation and settlement solution and services of alternate channel transactions in at least two Scheduled/Commercial Banks in India handling at least 20 lakh transactions per day as on RFP submission date	Client Software License and Service agreement cannot be provided by Smart Stream. Also, Transaction volume is confidential information from the client and cannot be disclosed without client's permission We can submit reference letter to the bank	RFP Stands -No Changes
136	48	Annexure II	The Bidder should submit certificates from at least two Banks that the reconciliation/settlement is system driven and services provided are satisfactory.	We can submit reference letter to the bank	RFP Stands -No Changes

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
137	30	4.2.3	Generation of LOROentries?	Request Bank to explain more about the requirement.	The clause stands "deleted"
138	32	4.2.5	Bidder should have different Dispute Management system to keep History of all the disputes and Management of Dispute.	Is there is specific reason for a different dispute management system? How about an integrated Dispute management system with reconciliation system	Reconciliation software should have provision of dispute management which keep history of all the disputes
139	11	21. PERFORMANCE SECURITY/ 21.1	Successful bidder also has to furnish a Performance security in the form of Bank Guarantee as per the Annexure-X) of Rs. 30 Lakh (Rupees Thirt Lakh only) issued by any reputed Scheduled Commercial Bank in India (other than Allahabad Bank) in favour of Allahabad Bank. The Guarantee shall be valid for the entire period of contract and 90 days from the effective date of the contract. Performance security valid for a shorter period shall be rejected by the Bank, as nonresponsive.	Request the Bank to consider reduction in performance guarantee amount to Rs.20 Lakh against Rs. 30 Lakh	RFP Stands -No Changes
140	13	23.2 SUBMISSION OF ONLINE INDICATIVE COMMERCIAL BID (E-TENDERING)/ 23.2.3	Bidders are required to do Tender Request latest by Last Date and time of sale of RFP (12:00 Hours IST on 14/03/2018) at the portal www.tenderwizard.com/abbank. Without the tender request process within the said schedule, the bidder will not be able to submit the Indicative Commercial bid online.	Trust the date i.e. 14/03/2018 is typographical error. Request the Bank to provide the correct date	Page no - 13 , Clause 23.2.3 The Clause should be read as: Bidders are required to do Tender Request latest by Last Date and time of sale of RFP (13:00 Hours IST on 06/08/2018) at the portal www.tenderwizard.c

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
					om/abbank. Without the tender request process within the said schedule, the bidder will not be able to submit the Indicative Commercial bid online.
141	14	27. BID OPENING /27.1	As the Technical bids will be evaluated first for technical suitability, the Purchaser will open only the Technical Bids for those bidders who have submitted successfully the commercial bids as per the schedule mentioned in IFB. The Indicative Commercial bids of only technically qualified bidders will be opened on a later date, subsequent to the technical evaluation. The Purchaser will notify the date and time of opening of the Indicative Commercial bids to the technically qualified bidders.	On page No. 9 it has been stated that the bidder has to submit the indicative commercials only online. Whether the bidder has to submit the hardcopy of indicative commercial in a sealed envelope separately along with the tender documents?	Page no - 9 , Clause 9.11 The Clause should be read as:- <b>The bidder has to submit the indicative commercial bid physically with the technical Bid.</b>
142	36	4.2.17.Reconciliation OF Entries IN NOSTRO AND MIRROR Account	Process of Reconciliation	Request the Bank to delete services from the scope of work.	The clause stands "deleted"

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
143	38	4.2.20. Turn Around Time (TAT)	Reconciliation (On T+1 basis), ATM/Recycler Cash Reconciliation (Cash Load and Cash Deposit) (T+2)	The successful vendor will carry out reconciliation on T+1 basis subject to making available all the relevant files. Request the Bank to consider T+5 basis since there may be delay in getting the CTR reports from the vendors. This is the practice being followed by us for other Banks.	RFP Stands -No Changes
144	40	9.2	Penalty for Non-performance	This could be discussed with the successful vendors during the execution of the contract.	RFP Stands -No Changes
145	47	ANNEXURE-II/ Eligibility Criteria Compliance/ 2	The bidder or its technology partner should have minimum of 3 years of experience in implementation of Reconciliation and settlement solution and services of alternate channel transactions in at least two Scheduled/Commercial Banks in India handling at least 20 lakh transactions per day as on RFP submission date	Request the Bank to clarify whether the 20 lakh transaction per day is for 2 banks clubbed together. If not to consider at least one public sector bank with a transaction of 20 lakh per day. Request the Bank to consider the reference letter from banks mentioning that the commencement of the services and volume of transactions per day which is generally accepted by other public sector banks.	Revised , Annexure - B Attached
146	47	ANNEXURE-II/ Eligibility Criteria Compliance/ 4	The Bidder should be a profit making entity (profit after tax) in the last three financial years i.e 2015-16 , 2016-17, and 2017-18 or should have maintained the positive networth in the last three financial years i.e 2015-16 , 2016-17, and 2017-18	As the audit for 2017-18 is yet not completed, can we provide the provisional Balance sheet and P & L A/c certified by our Company Secretary?	Page no - 39 , Annexure- II The Clause should be read as: Copy of the audited balance Sheets of the company showing profit/loss & net worth the company should be submitted.

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
					Certificate issued from Chartered Accountant for net worth also be submitted. If audited balance sheet of 2017-18 is not available, provisional Balance sheet may be submitted , Later on Audited balance sheet must be submitted .
147	54	Annexure-III (Part A)/4	Adequate HR and other resources to be provided by the bidder for reconciliation activity subject to minimum of 15	Adequate manpower will be provided as per the volume. The details with bio data of the proposed resources will be provided only if we emerge as a L1 vendor.	RFP Stands -No Changes
148	71	Annexure-VIII/ Reverse Auction Process	On-Line Reverse Auction Date & Time	Request the Bank to consider reverse auction time as 30 min with maximum 6 extensions of 5 min each.	RFP Stands -No Changes
149		Annexure-VII	INDICATIVE COMMERCIAL BID	Request the Bank to advise how the TCO will be calculated to determine the L1 vendor.	It will Based on Slab 1 Rate only
150			General	Request the Bank to provide:1. Present level of transactions for ATMs/ debit card 2. Number of ATMs and BNA's 3. Method of cash loading. Is it by vendor or branches also?	Will be shared with selected bidder.



Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
151			General	Request the Bank to consider a week's time for submission of bid documents from the date of publication of pre-bid clarifications in the website.	Date Extended
152	47	Annexure-II , Eligibility Criteria Compliance (point no, 2)	<p>The bidder or its technology partner should have minimum of 3 years of experience in implementation of Reconciliation and settlement solution and services of alternate channel transactions in at least two Scheduled /Commercial Banks in India handling at least 20 lakh transactions per day as on RFP submission date.</p> <p>Performance Statement (as per format in Annexure-IIA) along with following documents should be submitted to substantiate the claim:</p> <p>(1) Purchase Orders with acceptance/Go-Live certificate.</p> <p>(2) Credential Certificate (as per Annexure-IIB) or any other document providing following information:</p> <p>i) Name of the solution implemented</p> <p>ii) Exact period for which the proposed solution has been in operation</p> <p>iii) Number transactions handled per month</p>	<p><u>We request you to kindly relax the Criteria as under :</u></p> <p>The bidder or its technology partner should have <b>minimum of 1 year</b> of experience in implementation of Reconciliation and settlement solution and services of alternate channel transactions in <b>at least one Scheduled</b> /Commercial Banks in India handling at <b>least 8 lakh transactions per day</b> as on RFP submission date.</p> <p>Performance Statement along with one of the below mentioned documents should be submitted to substantiate the claim:</p> <p>(1) Purchase Orders with acceptance/Go-Live certificate.</p> <p><b>OR</b></p> <p>(2) Credential Certificate (as per Annexure-IIB) or any other document providing following information:</p> <p>i) Name of the solution implemented</p> <p>ii) Exact period for which the proposed solution has been in operation</p> <p>iii) Number transactions</p>	Revised , Annexure - B Attached

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
				handled per month.	
153	48	Annexure II - Eligibility Criteria Compliance (point no. 7)	Bidder should have its own transaction reconciliation software or OSD license to use the same and further the Bidder should have capacity to process at least 20 Lakh transactions per day	<u>We request you to kindly relax the Criteria as under :</u>  Bidder should have its own transaction reconciliation software or OSD license to use the same and further the Bidder should have capacity to process at least 8 Lakh transactions per day	Revised , Annexure - B Attached
154	48	Annexure II - Eligibility Criteria Compliance (point no. 10)	The Bidder should submit certificates from at least two Banks that the reconciliation/settlement is system driven and services provided are satisfactory.	The Bidder should submit certificates from at least one Bank that the reconciliation/settlement is system driven and services provided are satisfactory.	Revised , Annexure – B Attached
155	28 & 48	Broad Scope of Work (4.2.1) and Annexure II - Eligibility Criteria Compliance (point no. 7)	Estimated number of transaction from all channels for next three years mentioned as below :- 1st Year - 23,28,00,000/- 2nd Year - 27,80,00,000/- 3rd Year - 33,30,00,000/- Total = 84,38,00,000/-  "Bidder should have its own transaction reconciliation software or OSD license to use the same and further the Bidder should have capacity to process <b>at least 20 Lakh transactions</b> per day"	In eligibility criteria point 2 & 7, the bank has asked from bidder that, they should have capacity to process at least 20 Lakh transactions/day.  If Bank requires 20 lakh transaction/day as per eligibility criteria then the transactions e required by the bank in 1st year are approx. 72 Crore, but as per estimated no. of transactions on yearly basis given on page 28 (1st , 2nd & 3rd Year) mentioned by the bank are 24, 28 & 30 Crore only. As per estimated no. of annual transaction , <u>we request that the clause needs to be modified as under, based on</u>	Revised , Annexure - B Attached

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
				<u>25 working days per month :-</u>  "Bidder should have its own transaction reconciliation software or OSD license to use the same and further the Bidder should have capacity to process at least <b>8 Lakh transactions per day</b> "	

Meeting or elsewhere, for change i.e. addition/modification/deletion in the existing clauses of RFP, the **Bank's response is 'No Changes-RFP Stands'**.

All other terms and conditions of the RFP remain unchanged. Please treat this Addendum as an integral part of the RFP under reference. No further queries pertaining to this Addendum will be entertained. Amendment incorporated through this addendum will override the concerned RFP clause/terms & condition issued earlier.

**(Chief Manager-IT)**  
**Allahabad Bank, Head Office**  
**Kolkata (WB)**

**\*\*\*End of the Document\*\*\***