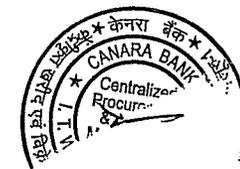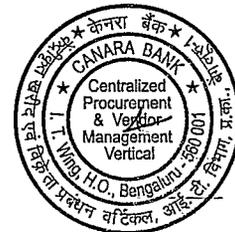| Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Banks Reply
1	Page 63	Annexure-2 Pre-Qualification Criteria, Point No.7	The bidder/OEM should have implemented and maintaining AML or any other similar solution in any PSU Organization / in any organization in BFSI sector with minimum 1000 branches in India as on RFP date.	The bidder should submit purchase Order and reference letter / satisfactory letter/reference letter from the customer duly mentioning the details of the solution.	**We Request to modify the clause as follow:** The bidder/OEM should have implemented and maintaining AML or any other similar solution in any PSU Bank / in any organization in BFSI sector with minimum 5000 branches in India as on RFP date. **Reasoning:** The participant bidder/oem should be capable enough to take up the mentioned requirement and should have executed similar Projects in Scheduled Banks with asset size similar to Canara Bank.	Bidder to refer the corrigendum for the same.
2	Page 63	Annexure-2 Pre-Qualification Criteria, Point No.8	The bidder should have a minimum annual turnover of Rs.50 Crores during last 3 financial years (i.e., 2020-21, 2021-22 & 2022-23) from Indian operations. This must be the individual company turnover and not of any group of companies.	Bidder should submit Audited Balance Sheet copies for last 3 financial years i.e., 2020-21, 2021-22 & 2022-23 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	**We Request to modify the Clause as follow:** The bidder should have a minimum annual turnover of Rs.500 Crores during last 3 financial years (i.e., 2020-21, 2021-22 & 2022-23) from Indian operations. This must be the individual company turnover and not of any group of companies. **Reasoning:** The participant bidder/oem should be capable enough to take up the mentioned requirement and should have executed similar Projects in Scheduled Banks.	Bidder to refer the corrigendum for the same.
3	Page 69	Annexure-6 List of Major Customers of the bidder in last 3 Years and references in providing AML/CFT related Services	List of Major Customers of the bidder in last 3 Years and references in providing AML/CFT related Services	NA Internal	**We Request to kindly modify the clause as follow:** List of Major Customers of the **bidder/OEM** in last 3 Years and references in providing AML/CFT related Services **Reasoning:** The mentioned Clause must be Inline with the eligibility point Annexure-2 Pre-Qualification Criteria, Point No.7 The bidder/OEM should have implemented and maintaining AML or any other similar solution in any PSU Organization / in any organization in BFSI sector with minimum 1000 branches in India as on RFP date.	Bidder to comply with RFP terms and conditions.
4	Page 87	Annexure-10	Technical Evaluation Criteria Point 1	Implementation experience of AML /CFT Solution by the Bidder • Scheduled Commercial Banks in India: 10 Marks • NBFCs /Small finance Banks in India: 5 Marks • Insurance companies in India: 3 Marks Note: Bank will accept maximum of two implementation under each category for scoring and at least 1 artifact in the last three years.	**Kindly Amend the mentioned Clause:** Implementation experience of AML /CFT Solution by the Bidder/ OEM •Scheduled Commercial Banks in India: 10 Marks •NBFCs /Small finance Banks/ Payments Banks in India: 5 Marks **Reasoning:** The requirement of **Insurance companies** are different from Bank as there are no much transaction based monitoring and trade activity, hence it is not representing the complexcity or true picture like a bank functioning thus we request you to please remove the insurance experience. Note: Bank will accept maximum of two implementation under each category for scoring and at least 1 artifact in the last three years.	Bidder to refer the corrigendum for the same.

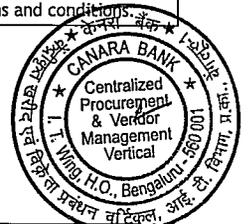| 5	Page 88	Annexure-10 Technical Evaluation	Annexure-10 Technical Evaluation Criteria Point 3	Implementation experience of AML /CFT Solution by the OEM. The proposed AML should have been implemented in at least any 2 BFSI sector Organizations having at least 1000 branches in India or in any PSU Organization.	We request Bank to Modify the clause as: Implementation experience of AML /CFT Solution by the OEM. The proposed AML should have been implemented in at least any 2 BFSI sector Organizations having at least 5000 branches in India or in any PSU Bank. (Reasoning: A PSU organization will not have function and transaction similar to schedule commercial Banks hense requesting to replace the mentioned PSU Oranization word with PSU Bank in the clause)	Bidder to refer the corrigendum for the same.
				Implementation Experience • 4 or more implementations - 20 marks • 3 implementations - 15 marks • 1 implementation - 5 marks Of the above, at least 1 implementation should be in a Scheduled Commercial Bank with at least 1000 branches. It is mandatory for the OEM to submit past experience/ credentials.	Implementation Experience •4 or more implementations - 20 marks •3 implementations - 15 marks •1 implementation - 5 marks Of the above, at least 1 implementation should be in a Scheduled Commercial Bank with at least 5000 branches. It is mandatory for the OEM to submit past experience/ credentials. Reasoning: The participant bidder/oem should be capable enough to take up the mentioned requirement and should have executed similar Projects in Scheduled Banks with asset size similar to Canara Bank.	
6	Page 82, 83	b.Non-Mandatory (Preferred) Requirements		A 2. Integration with the bank's subscribed Sanctions list data providers like LexisNexis, apart from those provided by the bidder as part of their proposal. 1b The solution should be able to monitor Trade-Based Money·Laundering. 4. Expose it's APIs to enable Bank's Software to integrate and call for Customer Screening. 2 a. Cleanse and normalize data to remove inconsistencies and errors. 5 b. Develop scenarios that encompass various transaction attributes, such as·transaction amount, frequency, source, destination, and more. 6 a. Deploy anomaly detection algorithms to identify transactions that deviate significantly from normal behaviour.	Reasoning: These points are critical from a AML Program presepective so we request bank to consider following points as part of Mandatory (Essential) Requirements rether than Non Mandatory preffered requirements.	Bidder to comply with RFP terms and conditions.

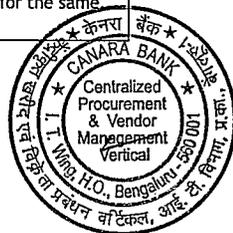| 7 | Page 85 | 1)Functional and Technical Requirements | Identification of transactional patterns and typologies, incl. Link analysis.(additional) | | **Reasoning:**
These points are critical from a AML Program presepective so we request bank to consider following points as part of Mandatory (Essential) Requirements rether than Non Mandatory preffered requirements.

Further below capabilties are very critical to analyse money laundering pattern, in terms of understanding layering, structuring, etc., -

- The Solution should provide Intuitive network graphic to demonstrate account linkages, transaction movement across various entities. Network should be capable to capture relationships based on transactions , accounts, customer profile, customer demographics etc., It should have capability to provide transaction pattern analysis to decipher money laundering stages - Placement, Integration or Layering

- Should identify linkages among seemingly unrelated transactions and uncover unknown relationships through a network visualization interface

- Should help analysts to visualize complex network of relationships between entities - such as people, organizations, places/ locations, things and events over time and across multiple dimensions | Bidder to comply with RFP terms and conditions. |
8	Page 79	1)Functional and Technical Requirements		Customer/ Transaction Screening: Real-time screening of the following, at the time of Customer onboarding, KYC updating, foreign remittance and trade-based transactions against Terrorist names / Sanction Watchlists: • Customer name & other KYC details, eg. Date of Birth, Place of residence, Passport details, etc., etc. • SWIFT messages, and other transactional details.	**Query/ Clarification Request:** 1. We understand that in any typical trade based transaction / remmittance screenings, the bank official would perform multiple checks before making the remmittance transaction. What is TAT for processing foreign remmittance transactions? What is the turnaround time expected for realtime alert? 2. Do we need to integrate with Core Banking system to obtain data? How will the data provided for trade related transactions? 3 For SWIFT screening, whether we need to integrate with SWIFT system or data will be provided through CBS?	Details will be shared with selected bidder.
9	Page 85	b.Non-Mandatory (Preferred) Requirements		Integration to Bank's Single Authentication System (SAS) for enabling User creation/ deletion and Biometric login to the solution.	**Query/ Clarification Request:** We understand that Bank expects solution to integerate with Banks LDAP authentication system for accessing the system. Pls clarify more on biometric feature?	Details will be shared with selected bidder.
10	Additional Suggestion	System Capability	The Solution/application must be capable enough to integrate Kubernetes Ecosystem and DevSecOps workflows including CI/CD Pipelines.		**Reasoning:** The mentioned capabilties are very critical to New age technology. Modern solutions are cloud native which allows flexibility to scale up.	Bidder to comply with RFP terms and conditions.

11	1	Canara Payment Terms	Payment Terms 1.1. The payment schedule will be as under and will release after execution of contract agreement:	Enterprise License cost: 90% On delivery and successful implementation in UAT, DC and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents. 10% On successful implementation in DR and golive of the proposed solution and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents.	As some of the major OEM suppliers like Oracle have a policy of payment of 100% License fee upfront along with 22% AMC for first year, can this condition be relaxed?	Bidder to comply with RFP terms and conditions.
12	1	GeM bid document	Bid End Date/Time/बड बंद होने कत तारतख/समय 11-01-2024 15:00:00	Not Applicable	We request bank to grant additional two weeks bid extension. We believe Canara Bank being one of the top three Banks in the country, with 11 Crores Customer base, the solution needs to be properly designed to meet this huge requirement and response to be framed. Additional time is needed to help in this.	Bidder to refer the corrigendum for the same.
13	63	Annexure-2 Pre-Qualification Criteria	Annexure-2 Pre-Qualification Criteria	The bidder/OEM should have implemented and maintaining AML or any other similar solution in any PSU Organization / in any organization in BFSI sector with minimum 1000 branches in India as on RFP date. The bidder should submit purchase Order and reference letter / satisfactory letter/reference letter from the customer duly mentioning the details of the solution	As Canara Bank is a global bank, we request relaxation to this criteria to - implementation experience in BFSI section across the globe, duly relaxing the number of branches criteria.	Bidder to refer the corrigendum for the same.
14	1	Annexure-10 Technical Evaluation Criteria	Annexure-10 Technical Evaluation Criteria	Implementation experience of AML /CFT Solution by the Bidder ▫ Scheduled Commercial Banks in India: 10 Marks ▫ NBFCs /Small finance Banks in India: 5 Marks ▫ Insurance companies in India: 3 Marks Note: Bank will accept maximum of two implementation under each category for scoring and at least 1 artifact in the last three years.	Same as above	Bidder to refer the corrigendum for the same.

15	2	Annexure-10 Technical Evaluation Criteria	Annexure-10 Technical Evaluation Criteria	Implementation experience of AML /CFT Solution by the OEM. The proposed AML should have been implemented in at least any 2 BFSI sector Organizations having at least 1000 branches in India or in any PSU Organization. Implementation Experience □ 4 or more implementations - 20 marks □ 3 implementations - 15 marks □ 1 implementation - 5 marks Of the above, at least 1 implementation should be in a Scheduled Commercial Bank with at least 1000 branches. It is mandatory for the OEM to submit past experience/ credentials	We request you to consider the volume of transactions handled and number of Customers as one of the key critieria in view of the complexity involved in AML solution implementations.	Bidder to refer the corrigendum for the same.
16	18-19	AMLATC_Canara	6.3. Penalties/Liquidated damages for not maintaining uptime:	6.3.1. If the selected bidder fails to maintain the guaranteed monthly uptime of 99.90% for the solution as per Scope of Work (Annexure-8) & Functional and Technical requirements (Annexure-9) during Warranty and AMC/ATS period, the penalty for monthly Uptime will be deducted as under: Level of availability calculated on monthly basis Penalty Amount 99.90% and above No penalty Above 98.90% and up to 99.90% 0.10% of contract price* for every hour or part thereof. Above 97.90% and up to 98.90% 0.20% of contract price * for every hour or part thereof. Above 96.90% and up to 97.90% 0.30% of contract price * for every hour or part thereof. Above 95.00% and up to 96.90% 0.50% of contract price * for every hour or part thereof. Less than 95.00% 1.00% of contract price * for every hour or part thereof. *contract price excluding onsite resources charges, any additional requirements/ customization/ enhancement man-days charges	Can this penalty be waived considering the fact that AML and Compliance is a niche area. While every effort would be made by the vendor to meet the uptime, kindly consider relaxing the penalty aspect.	Bidder to refer the corrigendum.
17	Na	General	General	General	Kindly confirm that required data for running the AML system would be made available by the Bank at the time of commencement of the Project and as per the specified template for running the AML solution. Typically, for a complex project we need SIX months for implementation from the time good quality data is made available. This information helps in planning. Considering the SIX months criteria, is the Bank open to implement an out-of-the-box solution without customizations.	Bidder to comply with RFP terms and conditions.
18	Na	General	General	General	Considering the complexity of the solution, can you please relax the condition of sub-contracting as outlined in item 17.1	Bidder to comply with RFP terms and conditions.

19	Na	General	General	General	For arriving at Hardware and technology requirements, can you please share average number of transactions that needs to be monitored on a daily basis. Also, share expected growth in the volume of Customers and transactions for the next five years for sizing purposes.	We estimate a Mean Year-on-year growth of 25% in transaction volume over the next 5 years
20	71	Annexure-8	Annexure-8 Scope of Work	Annexure-8 Scope of Work	As Canara Bank is a global bank, kindly confirm the scope for this project is limited to India operations only. If so, can you pl. share the total assets and expected growth over the next five years for the purpose of arriving at License pricing.	The project is limited to Domestic operations and Treasury
21	71	Annexure-8	Annexure-8 Scope of Work	Annexure-8 Scope of Work	Kindly share the number of users who are expected to access the KYC and Case Management System.	Details will be shared with selected bidder.
22	71	Annexure-8	Annexure-8 Scope of Work	Annexure-8 Scope of Work	Kindly let us know the number of reports that need to be delivered along with the associated templates. This would help us in arriving at the efforts and timelines.	Details will be shared with selected bidder.
23		AMLATC_Canara	1.3.2. Delivery of Hardware & other Items (including OS) at DC, DRC & UAT Locations: Within four (4) weeks from the date of acceptance of Purchase Order or five (5) weeks from the date of issue of Purchase Order.	Not Applicable	Providing hardware is part of scope or out of scope? Or Only sizing Please clarify If yes, Please share the existing IT infrastructure (Server, Storage, Network, Backup specification and configuration)? Providing technology licences (Database & Middleware) are part of scope or out of scope? Or Only sizing Please clarify	yes, End-to-end solution with Hardware, Software & Facility Management to be provided by the bidder.
24	Na	General	General	General	Technology software implemtation is part of scope or our of scope?	Yes
25	15	Section C - Deliverables and Service Level Agreements	1.3.Delivery, Installation, Integration, Implementation and Go-Live	1.3.2.Delivery of Hardware & other Items (including OS) at DC, DRC & UAT Locations: Within four (4) weeks from the date of acceptance of Purchase Order or five (5) weeks from the date of issue of Purchase Order.	Requesting bank to change the timeline for Delivery of hardware and system software to 12 Weeks from the PO or beginning of UAT, whichever is earlier	Bidder to refer the corrigendum for the same.
26	17	Section C - Deliverables and Service Level Agreements	5.Uptime	5.1. The selected bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.90% for the solution as per Scope of Work (Annexure-8) and Technical and Functional requirements (Annexure-9), during contract period, which shall be calculated on monthly basis	Request the bank to change the clause as follows: "The selected bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.00% for the solution as per Scope of Work (Annexure-8) and Technical and Functional requirements (Annexure-9), during contract period, which shall be calculated on monthly basis". The 99.90% availability requested by the bank is too stringent.	Bidder to refer the corrigendum for the same.
27	20	Section C - Deliverables and Service Level Agreements	8.Payment Terms	8.1. The payment schedule will be as under and will release after execution of contract agreement Hardware cost (including OS) - 70% - On delivery of Hardware and required Software items for the setup of infrastructure for the proposed solution and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents.	Requesting bank to release 100% of the hardware cost upon Delivery of hardware and system software.	Bidder to comply with RFP terms and conditions.
28	22	Section C - Deliverables and Service Level Agreements	9.Warranty	9.3. The warranty of proposed Solution including Hardware, Software, OS, licenses etc., will start from the date of acceptance of Solution	Does the bank mean by the Date of Acceptance of Solution? The bank to kindly confirm	Bidder to refer the corrigendum for the same.

29	23	Section C - Deliverables and Service Level Agreements	10.Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)	10.6.During the Warranty and AMC/ATS (if contracted) period, the Bidder should extend On Site Service and Support whenever and wherever required. The scope of Warranty and AMC (if contracted) shall include: 10.6.1.Rectification of Bugs/defects if any 10.6.2.Ensuring uptime of 99.90% 10.6.3.Preventive Maintenance 10.6.4.Maintenance of Hardware/Software/License supplied	We assume that the following points will only be in scope of preventive maintenance. The preventive maintenance scope covers Check CPU,RAM,LOAD,DISK utilization APP Server and DB Server, Check the slow queries, query execution time, DB disks,log-files,job schedulers, Restart CC platform services and nodes, Reindex and perform gather stats for both Schema(DB), database table purging. Request bank to confirm.	Bidder to comply with RFP terms and conditions.
30	32	Section D - Bid Process	13.Submission of Bids	13.1.The bidder has to submit their response in GeM portal before the bid end date & time mentioned in the GeM bid document. The physical documents (viz., EMD, Integrity Pact etc.,) should be submitted to the below mentioned officials before the bid end date & time at the Venue specified in the Bid Schedule	The bank to kindly list the documents that need to be submitted physically at the bank.	This clause is self explanatory, Bidder to comply with RFP terms and conditions
31	32	Section D - Bid Process	13.Submission of Bids	13.1.The bidder has to submit their response in GeM portal before the bid end date & time mentioned in the GeM bid document. The physical documents (viz., EMD, Integrity Pact etc.,) should be submitted to the below mentioned officials before the bid end date & time at the Venue specified in the Bid Schedule	In case the commercial bid has to be submitted offline, then commercials will be added in a separate sealed envelope and other technical bid documents to be submitted in separate envelope. The bank to confirm.	This clause is self explanatory, Bidder to comply with RFP terms and conditions
32	35	Section E - Selection of Bidder	3.6.Bidders Presentation /Site Visits / Product Demonstration/POC	3.6.2. The Bank at its discretion call for providing of Proof of Concept (PoC) of proposed solution at the location which is identified by the Bank. Hence, Bidder is required to arrange the required software in prior and need to submit the pre-requisites document in order to complete the POC within 10 Days. 3.6.5. Bidder has to complete the Proof of Concept (POC) of the proposed Solution/Services within the time limit which is defined by Bank	The bank to brief on the scope / expectation of the PoC and the duration of PoC.	The scope and duration of the PoC will be as per the bank's discretion and will be informed in advance.

33	35	Section E - Selection of Bidder	3.6.Bidders Presentation /Site Visits / Product Demonstration/POC	3.6.2. The Bank at its discretion call for providing of Proof of Concept (PoC) of proposed solution at the location which is identified by the Bank. Hence, Bidder is required to arrange the required software in prior and need to submit the pre-requisites document in order to complete the POC within 10 Days. 3.6.5. Bidder has to complete the Proof of Concept (POC) of the proposed Solution/Services within the time limit which is defined by Bank	Is the bank expecting a live PoC where the proposed solution is integrated with the bank's transaction source systems	The process of the PoC will be as per the bank's discretion and will be informed in advance.
34	35	Section E - Selection of Bidder	3.6.Bidders Presentation /Site Visits / Product Demonstration/POC	3.6.2. The Bank at its discretion call for providing of Proof of Concept (PoC) of proposed solution at the location which is identified by the Bank. Hence, Bidder is required to arrange the required software in prior and need to submit the pre-requisites document in order to complete the POC within 10 Days. 3.6.5. Bidder has to complete the Proof of Concept (POC) of the proposed Solution/Services within the time limit which is defined by Bank	The bank to explain on the PoC process including the evaluation pattern.	The process of the PoC will be as per the bank's discretion and will be informed in advance.
35	49	Section - G General Conditions	17.Business Continuity Plan	17.2.The service provider/vendor/ Bidder shall periodically test the Business Continuity and Management of Disaster Recovery Plan. The Bank may consider joint testing and recovery exercise with the Service provider/vendor	Requesting bank to provide frequency of periodic testing of business continuity during the contract period. If this query is not addressed, it is assumed that the successful bidder will review the BCP once a year.	Bidder to comply with RFP terms and conditions.

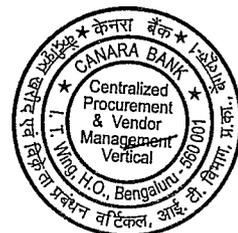| 36 | 63 | Annexures | Annexure-2 Pre-Qualification Criteria | 3. Any bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means:
 a. An entity incorporated, established or registered in such a country; or
 b. A subsidiary of an entity incorporated, established or registered in such a country; or
 c. An entity substantially controlled through entities incorporated, established or registered in such a country; or
 d. An entity whose beneficial owner is situated in such a country; or
 e. An Indian (or other) agent of such an entity; or
 f. A natural person who is a citizen of such a country; or | If the OEM belongs to India, the bank to confirm if Self-declaration for the same can be provided. | Bidder to comply with RFP terms and conditions. |
37	63	Annexures	Annexure-2 Pre-Qualification Criteria	7. The bidder/OEM should have implemented and maintaining AML or any other similar solution in any PSU Organization / in any organization in BFSI sector with minimum 1000 branches in India as on RFP date.	Request the bank to modify the clause as follows: "7. The bidder/OEM should have implemented and maintaining AML or any other similar solution in any PSU Organization / in any organization in BFSI sector with minimum 1000 branches in India as on RFP date." *Justification: Since this is an AML implementation, request the bank to consider the AML implementation only.*	Bidder to refer the corrigendum for the same.
38	63	Annexures	Annexure-2 Pre-Qualification Criteria	8. The bidder should have a minimum annual turnover of Rs.50 Crores during last 3 financial years (i.e., 2020-21, 2021-22 & 2022-23) from Indian operations. This must be the individual company turnover and not of any group of companies.	Request the bank to modify the clause as follows (remove 'minimum annual' which is striked-off and add 'an average'): - "8. The bidder should have an average turnover of Rs.50 Crores during last 3 financial years (i.e., 2020-21, 2021-22 & 2022-23) from Indian operations. This must be the individual company turnover and not of any group of companies."	Bidder to refer the corrigendum for the same.
39	63	Annexures	Annexure-2 Pre-Qualification Criteria	8. The bidder should have a minimum annual turnover of Rs.50 Crores during last 3 financial years (i.e., 2020-21, 2021-22 & 2022-23) from Indian operations. This must be the individual company turnover and not of any group of companies.	In case the bank is not willing to modify the Pre-Qualification Clause as above, requesting the bank to modify the clause as follows: "8. The bidder should have a minimum annual turnover of Rs.40 Crores during last 3 financial years (i.e., 2020-21, 2021-22 & 2022-23) from Indian operations. This must be the individual company turnover and not of any group of companies." *Justification: By reducing the annual turnover to Rs. 40 Crores will allow the MSEs and Startups to participate in this RFP.*	Bidder to refer the corrigendum for the same.
40	63	Annexures	Annexure-2 Pre-Qualification Criteria	11. The bidder should have support office in Bengaluru or Mumbai for 24x7 supports. The Bidder should submit the details viz., address, phone no., email id and contact person Name & Mobile no. etc.,	Is the bank looking for the Contact Person in charge of Support as part of this requirement.	Bidder to comply with RFP terms and conditions.

41	72	Annexure-8	Annexure-8 Scope of Work	13.The Solution should stay up-to-date with current AML regulations and ensure the system aligns with the latest compliance requirements	It is assumed that the vendor will consolidate the new regulatory requirements and provide as part of half yearly releases to the bank , subjected to the vendor receiving the new regulatory requirements within one week of the bank receiving the same from the regulator. Requesting bank to confirm.	Bidder to comply with RFP terms and conditions.
42	72	Annexure-8	Annexure-8 Scope of Work	15. The proposed solution would need to be integrated with all business channels of the Bank, and other third-party solutions if any and all-Watch list portals subscribed by the bank, etc. and the integration with all such channels should facilitate STP (Straight Through Processing) without any manual intervention	We request bank to help in understanding the STP mechanism at the bank.	The information will be shared with the selected bidder
43	74	Annexure-8	Annexure-8 Scope of Work	17.6.10.Rectification of any VAPT observations raised during periodic audit of applications by bank team within stipulated provided timelines.	VAPT test is assumed to be performed annually. In the absence of any explicit clarification from the bank, it will be assumed VAPT will be done once in a year and only this cost for resolution of VAPT observations is factored into the RFP costing. The bank to confirm.	Bidder to comply with RFP terms and conditions.
44.	74	Annexure-8	Annexure-8 Scope of Work	18.1.The selected bidder should provide four (4) dedicated onsite resources and two (2) dedicated offsite resources (B.E./B. Tech in IT/communication/MCA and should have OEM Certification for the proposed solution with minimum 2 years' experience) 24x7 during contract period post go-live. However, charges for onsite resources will be paid from the date of acceptance of the solution of the Bank. The cost agreed upon for the resource will be frozen during the contract period	For the 4 dedicated onsite resources mentioned in this requirement, the bank has requested for the cost in the commercials (Annexure 17- Bill of Materials - Table E - Charges for Onsite Resources) whereas for the 2 dedicated offsite resources, there is no mention in the commercials, requesting the bank to add the same in the commercials.	Bidder to refer the corrigendum.
45.	74	Annexure-8	Annexure-8 Scope of Work	18.1.The selected bidder should provide four (4) dedicated onsite resources and two (2) dedicated offsite resources (B.E./B. Tech in IT/communication/MCA and should have OEM Certification for the proposed solution with minimum 2 years' experience) 24x7 during contract period post go-live. However, charges for onsite resources will be paid from the date of acceptance of the solution of the Bank. The cost agreed upon for the resource will be frozen during the contract period	The 2 Offsite Resources mentioned in this requirement are to be available in each of the three shifts or during the bank's business hours. Kindly confirm.	Bidder to refer the corrigendum.

46	74	Annexure-8	Annexure-8 Scope of Work	18.1.The selected bidder should provide four (4) dedicated onsite resources and two (2) dedicated offsite resources (B.E./B. Tech in IT/communication/MCA and should have OEM Certification for the proposed solution with minimum 2 years' experience) 24x7 during contract period post go-live. However, charges for onsite resources will be paid from the date of acceptance of the solution of the Bank. The cost agreed upon for the resource will be frozen during the contract period	In case of the 2 Offsite resources are to work in shifts, the bank to confirm on the number of shifts	Bidder to refer the corrigendum.
47	74	Annexure-8	Annexure-8 Scope of Work	18.1.The selected bidder should provide four (4) dedicated onsite resources and two (2) dedicated offsite resources (B.E./B. Tech in IT/communication/MCA and should have OEM Certification for the proposed solution with minimum 2 years' experience) 24x7 during contract period post go-live. However, charges for onsite resources will be paid from the date of acceptance of the solution of the Bank. The cost agreed upon for the resource will be frozen during the contract period	In case of the 2 Offsite resources are to work in shifts, the bank to confirm on the number of offsite resources per shift	Bidder to refer the corrigendum.
48	82	Annexures	Annexure-9 Functional and Technical Requirement	A. Customer/ Transaction Screening 1. Screening of news media websites for adverse media reports involving bank customer and alert the users.	Is the bank looking for screening against structured adverse media data available as part of watchlists or the requirement is to screen the unstructured adverse media data available on the web. The bank to kindly explain.	Screening against both structured and unstructured data sources are acceptable.
49	82	Annexures	Annexure-9 Functional and Technical Requirement	A. Customer/ Transaction Screening 2. Integration with the bank's subscribed Sanctions list data providers like LexisNexis, apart from those provided by the bidder as part of their proposal.	We assume that the bank will provide the lists such as LexisNexis or any other list. The bank to kindly confirm. The bank to confirm if the licenses for any 3rd party watchlists will be provided by bank.	The solution is to be integrated with the existing lists used by bank as well as any customised lists made by bank. However, the bidder may provide any additional inhouse lists.
50	82	Annexures	Annexure-9 Functional and Technical Requirement	A. Customer/ Transaction Screening 2. Integration with the bank's subscribed Sanctions list data providers like LexisNexis, apart from those provided by the bidder as part of their proposal. 6. Access to Watchlists designed by the OEM in addition to those already subscribed by the bank (E.g. Domestic PEP lists, Beneficial Owner details, High Crime areas, etc.)	The bank to provide the lists of the watchlists including the 3rd party lists the bank wants to screen against and the bank to confirm if the licenses for any 3rd party watchlists will be provided by bank.	The solution is to be integrated with the existing lists used by bank as well as any customised lists made by bank. However, the bidder may provide any additional inhouse lists.
51	83	Annexures	Annexure-9 Functional and Technical Requirement	B. Transaction Monitoring b. The solution should be able to monitor Trade-Based Money Laundering.	Request the bank to provide details on the scope of Trade-based Money Laundering.	Will be shared with the selected bidder
52	83	Annexures	Annexure-9 Functional and Technical Requirement	2. Data Preprocessing a. Cleanse and normalize data to remove inconsistencies and errors.	Request the bank to confirm if ETL is also part of the RFP scope.	Yes, Bidder to RFP terms and conditions.

53	83	Annexures	Annexure-9 Functional and Technical Requirement	Rule-Based Detection b. Module accessible by Branches and Other offices for reporting Behavioural (Non-Transaction Based) alert scenarios.	Which module is the bank referring to as part of this requirement? Is the bank referring to the communication with the branches?	Yes. The Module is for reporting of suspicious transactions by branches
54	85	Annexures	Annexure-9 Functional and Technical Requirement	Optical Character Recognition (OCR) for capturing information from PDFs/Images (such as Customer OVDs, Invoices, Election Candidate Affidavits, etc.)	This is not a typical AML requirement, hence requesting the bank to remove this requirement	Bidder to comply with RFP terms and conditions.
55	85	Annexures	Annexure-9 Functional and Technical Requirement	Optical Character Recognition (OCR) for capturing information from PDFs/Images (such as Customer OVDs, Invoices, Election Candidate Affidavits, etc.)	The bank to explain on what type of information will be captured from OCR	Clause is self explanatory. Bidder to comply with RFP terms and conditions.
56	87	Annexures	Annexure-10 Technical Evaluation Criteria	Implementation experience of AML /CFT Solution by the Bidder •Scheduled Commercial Banks in India: 10 Marks •NBFCs /Small finance Banks in India: 5 Marks •Insurance companies in India: 3 Marks Note: Bank will accept maximum of two implementation under each category for scoring and at least 1 artifact in the last three years.	Requesting the bank to accept foreign implementations also. Justification: This clause restricts many OEMs to score participate in this RFP. Hence, requesting the bank to consider foreign implementations also.	Bidder to refer the corrigendum.
57	88	Annexures	Annexure-10 Technical Evaluation Criteria	Implementation experience of AML /CFT Solution by the OEM. The proposed AML should have been implemented in at least any 2 BFSI sector Organizations having at least 1000 branches in India or in any PSU Organization. Implementation Experience • 4 or more implementations – 20 marks • 3 implementations - 15 marks • 1 implementation - 5 marks Of the above, at least 1 implementation should be in a Scheduled Commercial Bank with at least 1000 branches. It is mandatory for the OEM to submit past experience/ credentials.	As per this requirement, we understand that the bank is looking for a vendor with at least 1 AML implementation in a Scheduled Commercial Bank with at least 1000 branches in India. The bank to confirm.	Bidder to refer the corrigendum.

58	88	Annexures	Annexure-10 Technical Evaluation Criteria	Implementation experience of AML /CFT Solution by the OEM. The proposed AML should have been implemented in at least any 2 BFSI sector Organizations having at least 1000 branches in India or in any PSU Organization. Implementation Experience • 4 or more implementations - 20 marks • 3 implementations - 15 marks • 1 implementation - 5 marks Of the above, at least 1 implementation should be in a Scheduled Commercial Bank with at least 1000 branches. It is mandatory for the OEM to submit past experience/ credentials.	Request the bank to modify the clause as follows: "The proposed AML should have been implemented in at least any 2 BFSI sector Organizations having at least 1000 branches in India or in any PSU Organization. Implementation Experience • 3 or more implementations - 20 marks • 2 implementations - 15 marks • 1 implementation - 10 marks Of the above, at least 1 implementation should be in a Scheduled Commercial Bank with at least 1000 branches. It is mandatory for the OEM to submit past experience/ credentials."	Bidder to refer the corrigendum.
59	88	Annexures	Annexure-10 Technical Evaluation Criteria	Implementation experience of AML /CFT Solution by the OEM. The proposed AML should have been implemented in at least any 2 BFSI sector Organizations having at least 1000 branches in India or in any PSU Organization. Implementation Experience • 4 or more implementations - 20 marks • 3 implementations - 15 marks • 1 implementation - 5 marks Of the above, at least 1 implementation should be in a Scheduled Commercial Bank with at least 1000 branches. It is mandatory for the OEM to submit past experience/ credentials.	Requesting the bank to accept foreign implementations also. Justification: This clause restrict many OEMs to score high in the technical evaluation. Hence requesting the bank to change this.	Bidder to refer the corrigendum.
60	97	Annexures	Annexure-17 Bill of Material	Table E - Charges for Onsite Resources Project Manager, Database Engineer, Network Engineer	It is our understanding that 1 Project Manager, 1 Database Engineer and 1 Network Engineer must be available during the working hours of Banking Business Days. Kindly confirm.	Bidder to refer the corrigendum.
61	97	Annexures	Annexure-17 Bill of Material	Table E - Charges for Onsite Resources Onsite resources Number of Resources: 4	The Onsite Resources are to be available only during the working hours of Banking Business Days or in shifts? The bank to confirm.	3 onsite resources will be in shift and one has to be present during the Bank working hours
62	97	Annexures	Annexure-17 Bill of Material	Table E - Charges for Onsite Resources Onsite resources Number of Resources: 4	In case of the Onsite resources are to work in shifts, how the 4 onsite resources will be divided between the 3 shifts?	3 onsite resources will be in shift and one has to be present during the Bank working hours
63	97	Annexures	Annexure-17 Bill of Material	Table E - Charges for Onsite Resources Onsite resources Number of Resources: 4	In case of the Onsite resources are to work in shifts, the bank to confirm on the number of shifts	3 onsite resources will be in shift and one has to be present during the Bank working hours

64	97	Annexures	Annexure-17 Bill of Material	Table E - Charges for Onsite Resources Onsite resources Number of Resources: 4	In case of the Onsite resources are to work in shifts, the bank to confirm on the number of onsite resources per shift	3 onsite resources will be in shift and one has to be present during the Bank working hours
65	Page No. 15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.3.2/ 1.3.2.Delivery of Hardware & other Items (including OS) at DC, DRC & UAT Locations:	Within four (4) weeks from the date of acceptance of Purchase Order or five (5) weeks from the date of issue of Purchase Order.	Considering the limited delivery time, please allow a relaxation for Harware & OS delivery, set at <u>11 weeks from the date of issuing the PO or 10 weeks from the date of acceptence of the PO</u>	Please refer corrigendum for the same.
66	Page No.15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.3.Delivery, Installation, Integration, Implementation and Go-Live	1.3.4.Delivery of Enterprise Licenses for AML Solution, Installation, Integration, Implementation and Go-Live of the proposed solution at DC, DRC & UAT Locations: The selected bidder should ensure delivery of the Enterprise Licenses for AML Solution, installation, integration, implementation and go-live of the proposed AML Solution within sixteen (16) weeks from the date of installation (as per clause no. 1.3.3) of AML Solution for each ordered locations.	We request bank to change the AML solution installation timeline to 26 weeks instead of 16 weeks after hardware installation.	Please refer corrigendum for the same.
67	Page No.15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.3.Delivery, Installation, Integration, Implementation and Go-Live	1.3.4.Delivery of Enterprise Licenses for AML Solution, Installation, Integration, Implementation and Go-Live of the proposed solution at DC, DRC & UAT Locations: The selected bidder should ensure delivery of the Enterprise Licenses for AML Solution, installation, integration, implementation and go-live of the proposed AML Solution within sixteen (16) weeks from the date of installation (as per clause no. 1.3.3) of AML Solution for each ordered locations.	Kindly amend it to 16 weeks or amended timeline <u>from the date of installation of H/w & S/w</u> or 24 weeks or the amended timeline for the ovearll completion of the project from the date of PO, whichever is later.	Please refer corrigendum for the same.
68	Page No.18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6.Penalties/Liquidated Damages	6.1.4.Non-compliance of the delivery of Enterprise Licenses for AML Solution, installation, integration, implementation and go-live as per clause 1.3.4 will result in imposing penalty of 0.50% of the total cost of AML Solution excluding AMC/ATS, Additional requirement /customization Cost, Onsite resource costs on delay in delivery and implementation per week or part thereof by the Bank. 6.1.5.However, the total Penalty/LD to be recovered under clause 6.1.4 shall be restricted to 10% of the total cost of AML Solution excluding AMC/ATS, Additional requirement /customization Cost, Onsite resource costs	Kindly consider imposing penalty only on the One-time implementation charges (Table- C) and not on total AMl solution cost	Bidder to comply with RFP terms and conditions.

69	Page No.18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6.3.Penalties/Liquidated damages for not maintaining uptime:	Above 98.90% and up to 99.90%0.10% of contract price* for every hour or part thereof. Above 97.90% and up to 98.90%0.20% of contract price * for every hour or part thereof. Above 96.90% and up to 97.90%0.30% of contract price * for every hour or part thereof. Above 95.00% and up to 96.90%0.50% of contract price * for every hour or part thereof. Less than 95.00%1.00% of contract price * for every hour or part thereof.	Kindly amend this to .10%, .20% .30% etc of the yearly AMC/ATS cost only and not on the contract price.	Bidder to comply with RFP terms and conditions.
70	Page No. 20 & 21	8. Payment terms	Sl.No.1/Hardware cost (including OS)	70% - On delivery of Hardware and required Software items for the setup of infrastructure for the proposed solution and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents.20% -On successful go-live of the proposed solution and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents. 10% - On completion of warranty or on submission of BG for the equivalent amount.	Please considering the relaxation for the payment terms as **80% - On delivery of Hardware and required Software items for the setup of infrastructure for the proposed solution and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents.10% -On successful go-live of the proposed solution and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents. 10% - On completion of warranty or on submission of BG for the equivalent amount.**	Bidder to comply with RFP terms and conditions.
71	Page No.20	Payment Terms	8.1 Payment Terms	2.Enterprise License cost • 90% On delivery and successful implementation in UAT, DC and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents. • 10% On successful implementation in DR and go-live of the proposed solution and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents. 4. AMC/ATS-Payment will be made Quarterly in arrears after deducting applicable penalties and Liquidated damages.	Request bank to change the payments as below 1. License Fees - 90% on delivery 10% on successful implementation in DR and go-live 2.AMC/ATS - 100% in advance yearly against submission of Bank Guarantee	Bidder to comply with RFP terms and conditions.

72	Page No.20	Payment Terms	8.1 Payment Terms	3.One time implementation cost • 30%On successful implementation in UAT and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents. • 60%On successful implementation in DC, DR and go-live and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents. • 10%On successful completion of DR Drill and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents.	Kindly clarify whether the payment terms mentioned here are for both infrastructure and application deployment or only for the infrastructure deployment.	Bidder to comply with RFP terms and conditions.
73	Page No.95	Annexure-17 Bill of Material	Table-C One-time Implementation Charge	Details One time installation & commissioning Charges for DC, DRC & UAT infrastructure	Please confirm should we also include the implementation cost of AML application software in this table C.Also pls clarify whether this is only for the infrastructure implementation.	One time implementation cost is for the end to end implementation of the proposed solution. Hence bidder has to comply with RFP terms and conditions
74	Page No.49	SECTION G - GENERAL CONDITIONS	18.Corrupt and Fraudulent Practices:	18.2.Bidder/Vendor/Service Provider/Bidder shall ensure compliance of CVC guidelines issued or to be issued from time to time for selection of Bidder/vendor for Supply, Implementation, Migration and Support of the Solution by the Bank.	Please confirm the Data size to be considered for Data migration.	Bidder to comply with RFP terms and conditions.
75	Page No. 87	Annexure-10/ Technical Evaluation Criteria	Sl.No.1/ Implementation experience of AML /CFT Solution by the Bidder •Scheduled Commercial Banks in India: 10 Marks •NBFCs /Small finance Banks in India: 5 Marks •Insurance companies in India: 3 Marks Note: Bank will accept maximum of two implementation under each category for scoring and at least 1 artifact in the last three years.	Satisfactory performance certificate from client/ copy of purchase order/ contract agreement/ work order to this effect.	As a bidder, we have not implemented AML solution for any customer. However, we have several references in BFSI / non-BFSI sector for various solutions. We hereby state our request as below: 1. Kindly modify the experience as "Implementation experience of <u>any solution of comparable value </u>by the Bidder" OR 2. Kindly club this criteria into Sl. No. 3 for OEM Implementation Experience and distribute the marks accordingly. If this criteria is not relaxed, we will be losing 20 straight points in the evaluation, which may even risk our technical qualification, even when we have all other required credentials to participate as an eligible and competitive bidder in this tender. Kindly consider our request.	Please refer Corrigendum for the same.

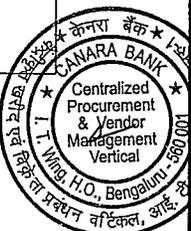|						
76	88	Annexure - 10	Technical Evaluation Criteria	Implementation experience of AML /CFT Solution by the OEM. The proposed AML should have been implemented in at least any 2 BFSI sector Organizations having at least 1000 branches in India or in any PSU Organization. Implementation Experience • 4 or more implementations - 20 marks • 3 implementations - 15 marks • 1 implementation - 5 marks Of the above, at least 1 implementation should be in a Scheduled Commercial Bank with at least 1000 branches. It is mandatory for the OEM to submit past experience/ credentials.	Implementation experience of AML /CFT Solution by the OEM. The proposed AML should have been implemented in at least any 2 BFSI sector Organizations having at least 750 branches in India/Global OR in any PSU Organization which is having more than 750 Branches in India as Scheduled Commercial bank or having business figure of Rs.150,000 Crore in India as scheduled commercial bank during the last financial year (2022- 2023) and should run as on bid submission date Implementation Experience • 4 or more implementations - 20 marks • 3 implementations - 15 marks • 1 implementation – 5 marks Of the above, at least 1 implementation should be in a Scheduled Commercial Bank with at least 750 branches. It is mandatory for the OEM to submit past experience/ credentials.	Please refer Corrigendum for the same.
77	12	Requirement details	5.2	The term of contract will be for a period of five (05) years. However, Bank reserves the right to have an annual review on completion of 12 months the date of acceptance of purchase order. If the services are found to be unsatisfactory Bank reserves the right to discontinue the Services.	Please clarify the term of contract is for a period of 5 years from the date of issue of Purchase order.	Please refer Corrigendum for the same.
78	15	Project timelines	1.3.1	The selected bidder should complete the Delivery, Installation, Integration, Implementation and Go-Live of the entire proposed AML Solution within twenty-three (23) weeks from the date of acceptance of the Purchase Order or within twenty-four (24) weeks from the date of issue of Purchase Order.	The selected bidder should complete the Delivery, Installation, Integration, Implementation and Go-Live of the entire proposed AML Solution within Thirty (30) weeks from the date of acceptance of the Purchase Order or within Thirty-two (32) weeks from the date of issue of Purchase Order.	Please refer Corrigendum for the same.
79	15	Project timelines	1.3.2	Delivery of Hardware & other Items (including OS) at DC, DRC & UAT Locations: Within four (4) weeks from the date of acceptance of Purchase Order or five (5) weeks from the date of issue of Purchase Order.	Delivery of Hardware & other Items (including OS) at DC, DRC & UAT Locations: Within Eight (8) weeks from the date of acceptance of Purchase Order or Nine (9) weeks from the date of issue of Purchase Order.	Please refer Corrigendum for the same.
80	15		1.3.4	The selected bidder should ensure delivery of the Enterprise Licenses for AML Solution, installation, integration, implementation and go-live of the proposed AML Solution within sixteen (16) weeks from the date of installation (as per clause no. 1.3.3) of AML Solution for each ordered locations.	The selected bidder should ensure delivery of the Enterprise Licenses for AML Solution, installation, integration, implementation and go-live of the proposed AML Solution within Twenty (20) weeks from the date of installation (as per clause no. 1.3.3) of AML Solution for each ordered locations.	Please refer Corrigendum for the same.

81	32	Submission of Bid	13.1	The physical documents (viz., EMD, Integrity Pact etc.,) should be submitted to the below mentioned officials before the bid end date & time at the Venue specified in the Bid Schedule	As per the GeM RFP "Buyer Added Bid Specific Terms and Conditions" Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer **within 5 days of Bid End date / Bid Opening date**. Pls allow the hardcopy submission as per the GeM terms.	Clause is self explanatory. Bidder to comply with RFP terms and conditions.
82		GeM RFP document		Bid Submission on 11th Jan 2024 at 15:00 hrs	Please extend the bid submission at **least 3 weeks** from the date of release of final pre-bid queries response/corrigendum by Bank.	Please refer Corrigendum for the same.
83	21	Payment terms	8.1.3	One time implementation cost	40% - On successful SRS sign-off and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents. 40% - On successful implementation in UAT and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents. 20% - On successful implementation in DC, DR and go-live and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents.	Bidder to comply with RFP terms and conditions.
84	20	Section C	9 Warranty	9.2 and 9.3	Warranty standard term is 30 days from date of delivery, request to change the same	Please refer Corrigendum for the same.
85	50	Section G	23 Indemnity	23.1.The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of: 23.1.1.The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder; 23.1.2.Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;	Request to delete sub parts (23.1.1) and (23.1.2) as breach of terms and wrongful acts should be coveerd under damages.	Bidder to refer Corrigendum
86	50			New Insertion	Notwithstanding any provisions in this Agreement, none of the Parties will under any circumstances be liable under the law of contract, tort or otherwise, for any loss of profits or savings or goodwill or for any consequential or incidental or indirect or special loss or damage, anticipated savings, or any loss or corruption of data (regardless of whether any of these types of loss or damage are direct, indirect or consequential), however caused, arising out of or in connection with this Agreement if not specifically detailed in this Agreement. The Parties affirm that any and all damages that is foreseeable at time of signing of this Agreement is specifically mentioned in this Agreement.	Bidder to comply with RFP terms and conditions.

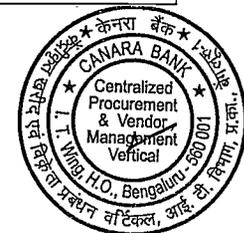| 87	41	Section F	12 Order Cancellation/Termination	12.1.The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:	Request to revise the clause as the termination notice should be specified and opportunity should be provided to cure the breach: The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by giving a written notice of 30 days assigning appropriate reasons. Provided the bidder is not able to cure the breach with 30 days after providing such notice and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:	Bidder to comply with RFP terms and conditions.
88	42	Section F	12 Order Cancellation/Termination	12.5.After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one-month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	The liability of step in should be capped	Bidder to comply with RFP terms and conditions.
89	7	Section C	Acceptance	New Insertion	Request to add the provision of deemed acceptance: In the event no Defect Notice is received within 30 days of submission of Deliverable, the Deliverable shall be deemed accepted by the Bank	Bidder to comply with RFP terms and conditions.
90	62	Annexure - 2	Pre-Qualificstaion Criteria point# 7	The bidder/OEM should have implemented and maintaining AML or any other similar solution in any PSU Organization / in any organization in BFSI sector with minimum 1000 branches in India as on RFP date.	Please consider the any one below criteria - The bidder/OEM should have implemented and maintaining AML or any other similar solution in any PSU Organization / in any organization in BFSI sector with minimum750+ branches/banking outlets in India as on RFP date. OR The bidder/OEM should have implemented and maintaining AML or Risk/Compliance management solutions in any PSU Organization / in any organization in BFSI sector with minimum 1000 branches in India as on RFP date. OR The bidder/OEM should have implemented and maintaining AML or any other similar solution in any PSU Organization / in any organization in BFSI sector in India/Abroad with minimum 1000 branches in India or having a business figure of Rs. 150,000 crores in India as scheduled commercial bank during the last financial year (2022- 2023) as on RFP date.	Please refer Corrigendum for the same.

91	12	Requirement details	5.2	The term of contract will be for a period of five (05) years. However, Bank reserves the right to have an annual review on completion of 12 months the date of acceptance of purchase order. If the services are found to be unsatisfactory Bank reserves the right to discontinue the Services.	Please clarify the term of contract is for a period of 5 years from the date of issue of Purchase order.	Please refer Corrigendum for the same.
92	15	Project timelines	1.3.1	The selected bidder should complete the Delivery, Installation, Integration, Implementation and Go-Live of the entire proposed AML Solution within twenty-three (23) weeks from the date of acceptance of the Purchase Order or within twenty-four (24) weeks from the date of issue of Purchase Order.	The selected bidder should complete the Delivery, Installation, Integration, Implementation and Go-Live of the entire proposed AML Solution within **Thirty (30) weeks** from the date of acceptance of the Purchase Order or within **Thirty-two (32) weeks** from the date of issue of Purchase Order.	Please refer Corrigendum for the same.
93	15	Project timelines	1.3.2	Delivery of Hardware & other Items (including OS) at DC, DRC & UAT Locations: Within four (4) weeks from the date of acceptance of Purchase Order or five (5) weeks from the date of issue of Purchase Order.	Delivery of Hardware & other Items (including OS) at DC, DRC & UAT Locations: Within **Eight (8) weeks** from the date of acceptance of Purchase Order or **Nine (9) weeks** from the date of issue of Purchase Order.	Please refer Corrigendum for the same.
94	15		1.3.4	The selected bidder should ensure delivery of the Enterprise Licenses for AML Solution, installation, integration, implementation and go-live of the proposed AML Solution within sixteen (16) weeks from the date of installation (as per clause no. 1.3.3) of AML Solution for each ordered locations.	The selected bidder should ensure delivery of the Enterprise Licenses for AML Solution, installation, integration, implementation and go-live of the proposed AML Solution within **Twenty (20) weeks** from the date of installation (as per clause no. 1.3.3) of AML Solution for each ordered locations.	Please refer Corrigendum for the same.
95	21	Payment terms	8.1.3	One time implementation cost	40% - On successful SRS sign-off and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents. 40% - On successful implementation in UAT and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents. 20% - On successful implementation in DC, DR and go-live and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents.	Bidder to comply with RFP terms and conditions.
96	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.3.Delivery, Installation, Integration, Implementation and Go-Live	1.3.4.Delivery of Enterprise Licenses for AML Solution, Installation, Integration, Implementation and Go-Live of the proposed solution at DC, DRC & UAT Locations: The selected bidder should ensure delivery of the Enterprise Licenses for AML Solution, installation, integration, implementation and go-live of the proposed AML Solution within sixteen (16) weeks from the date of installation (as per clause no. 1.3.3) of AML Solution for each ordered locations.	We request bank to change the AML solution installation timeline to 24 weeks instead of 16 weeks after hardware installation.	Please refer Corrigendum for the same.

97	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.3.Delivery, Installation, Integration, Implementation and Go-Live	1.3.4.Delivery of Enterprise Licenses for AML Solution, Installation, Integration, Implementation and Go-Live of the proposed solution at DC, DRC & UAT Locations: The selected bidder should ensure delivery of the Enterprise Licenses for AML Solution, installation, integration, implementation and go-live of the proposed AML Solution within sixteen (16) weeks from the date of installation (as per clause no. 1.3.3) of AML Solution for each ordered locations.	Request the Bank not to limit the AML solution implementation & Go-Live to 16 weeks or amended timeline, because if the H/w & S/w gets installed earlier, the bidder may loose the overall time given for the AML solution implementation & Go-Live. The Bank may amend it to 16 weeks or amended timeline from the date of installation of H/w & S/w or 24 weeks or the amended timeline for the overall completion of the project from the date of PO, whichever is later.	Please refer Corrigendum for the same.
98	18	6.3.Penalties/Liquidated damages for not maintaining uptime:	6.3.Penalties/Liquidated damages for not maintaining uptime:	6.3.1.If the selected bidder fails to maintain the guaranteed monthly uptime of 99.90% for the solution as per Scope of Work (Annexure-8) & Functional and Technical requirements (Annexure-9) during Warranty and AMC/ATS period, the penalty for monthly Uptime will be deducted as under 99.90% and above- No penalty	We request the bank to change the uptime to 99% instead of 99.90% and above.	Please refer Corrigendum for the same.
99	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Intergration & interfaces	2.1.The selected bidder has to work with different application vendors in order to integrate new solution to the existing workload or new workloads during contract period. 2.2.The selected bidder has to work with different teams of Bank & application OEMs to understand the policies requirement and configurations of respective applications for the offered solution	We presume the bank will facilitate liasioning with the existing vendors of the Bank, wherever integration/hand-shaking is required. Any delay from the Bank's vendor's side shall not be considered as the bidder's delay & no penalty shall be applicable for the said period	Bidder to comply with RFP terms and conditions.
100	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6.Penalties/Liquidated Damages	6.1.4.Non-compliance of the delivery of Enterprise Licenses for AML Solution, installation, integration, implementation and go-live as per clause 1.3.4 will result in imposing penalty of 0.50% of the total cost of AML Solution excluding AMC/ATS, Additional requirement /customization Cost, Onsite resource costs on delay in delivery and implementation per week or part thereof by the Bank. 6.1.5.However, the total Penalty/LD to be recovered under clause 6.1.4 shall be restricted to 10% of the total cost of AML Solution excluding AMC/ATS, Additional requirement /customization Cost, Onsite resource costs	Request the Bank to impose penalty only on the One-time implementation charges (Table- C) and not on total AMl solution cost	Bidder to comply with RFP terms and conditions.

102	22	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	9.Warranty	9.2.The selected bidder has to provide comprehensive On-site warranty for Three (3) years from the date of supply for proposed Solution including Hardware, Software, OS, licenses etc.	We presume this is applicable only for the H/w, S/w & OS licenses and not for AML solution. Pls clarify. We presume AML License has to be quoted with 1 yr support & 4 yrs AMC/ATS cost	Bidder to refer the corrigendum for the same.
103	23	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	10.Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)	10.1.At the time of submission of bids, the bidder has to quote AMC/ATS for Hardware (including OS), software, License Items for Two (2) years after completion of Three (3) years warranty period, in the commercial bid separately for comprehensive maintenance contract	License items referred here is only OS & other infrastructure related license items only and not AML license. pls clarify	Clause 10.1 refers to Hardware and system softwares (including OS and required licenses) and doesn't refers to solution License
104	50	SECTION G - GENERAL CONDITIONS	23. Indemnity	23.1.1.The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;	We request bank to waive off this clause.	Bidder to comply with RFP terms and conditions and refer the corrigendum.
105	96	ANNEXURE 17- BILL OF MATERIAL	Table - B Enterprise License cost for the proposed AML Solution	Enterprise License cost of AML Software Solution for 5 years with 1 year of support.	Just for clarity, we are supposed to quote AML Enterprise License cost with only one year warranty or support cost in this table. Pls clarify.	Bidder to provide the proposed solution with 1 year of comprehensive support and ATS for 4 years
106	63	Annexure-2	Pre-Qualification Criteria	The bidder should have a minimum annual turnover of Rs.50 Crores during last 3 financial years (i.e., 2020-21, 2021-22 & 2022-23) from Indian operations. This must be the individual company turnover and not of any group of companies.	Azentio Software Pvt Limited is a three year old company and is carved out from 3i Infotech which has been in India business for almost 2 decades. We shall be able to submit the carved out statements from 3i Infotech and Azentio registration certificate/ Incorporation certificate dated 2020.Kindly allow us to share CA certificate in the absense of Audited Annual Reports. Pls confirm.	Bidder to refer the corrigendum.
107	63	Annexure-2	Pre-Qualification Criteria	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013	Azentio Software Pvt Limited is a three year old company and is carved out from 3i Infotech which has been in India business for almost 2 decades. We shall be able to submit the carved out statements from 3i Infotech and Azentio registration certificate/ Incorporation certificate dated 2020. Please Confirm.	Bidder to comply with RFP terms and conditions.
108	64	Annexure-2	Pre-Qualification Criteria	The bidder should have positive Net Worth in the last three financial years (i.e., 2020-21, 2021-22 & 2022-23) and also should have not been eroded more than 30% in the last three financial years ending on 31/03/2023.	Azentio Software Pvt Limited is a three year old company and is carved out from 3i Infotech which has been in India business for almost 2 decades. We shall be able to submit the carved out statements from 3i Infotech and Azentio registration certificate/ Incorporation certificate dated 2020.Kindly allow us to share CA certificate in the absense of Audited Annual Reports. Pls confirm.	Bidder to comply with RFP terms and conditions.
109	87	Annexure-10	Technical Evaluation Criteria	Implementation experience of AML /CFT Solution by the Bidder •Scheduled Commercial Banks in India: 10 Marks •NBFCs /Small finance Banks in India: 5 Marks •Insurance companies in India: 3 Marks Note: Bank will accept maximum of two implementation under each category for scoring and at least 1 artifact in the last three years.	Please consider the implemetation experience of AML /CFT Solution by Bidder/OEM. •Scheduled Commercial Banks in India: 10 Marks •NBFCs /Small finance Banks in India: 5 Marks	Bidder to refer the corrigendum.
110	74	Annexure 8 Scope of Work	17.6.AML Online Screening	17.6.7.Must support screening of SWIFT ISO 20022 CBPR+ messages.	Kindly share the details of SWIFT message type available for screening.	will be shared with the selected bidder.

111	20	Payment Terms	8.1 Payment Terms	2.Enterprise License cost • 90% On delivery and successful implementation in UAT, DC and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents. • 10% On successful implementation in DR and go-live of the proposed solution and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents. 4. AMC/ATS-Payment will be made Quarterly in arrears after deducting applicable penalties and Liquidated damages.	Request bank to change the payments as below 1. License Fees - 100% on advance after contract signing 2.AMC/ATS - 100% in advance yearly.	Bidder to comply with RFP terms and conditions.
112	20	Payment Terms	8.1 Payment Terms	3.One time implementation cost • 30%On successful implementation in UAT and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents. • 60%On successful implementation in DC, DR and go-live and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents. • 10%On successful completion of DR Drill and on submission of Invoice and Acceptance/Sign	Please confirm that the payment terms mentioned for One time implementation cost will be applicable for both infrastructure and application deployment or only for the infrastructure deployment.	Bidder to comply with RFP terms and conditions.
113	95	Annexure-17 Bill of Material	Table-C One-time Implementation Charge	Details One time installation & commissioning Charges for DC, DRC & UAT infrastructure	Please confirm should we also include the implementation cost of AML application software in this table C.Also pls clarify whether this is only for the infrastructure implementation.	Table-c refers to the cost of one time implementation of the proposed AML solution.
114	83	Annexure-9 Functional and Technical Requirements	b.Non-Mandatory (Preferred) Requirements	1.Data Preprocessing: a. Cleanse and normalize data to remove inconsistencies and errors. b. Transform data into a unified format for analysis, including standardizing date and time formats, currency codes, and other relevant data points.	We presume that data preprocessing will be a part of the Analytics Solution. Please confirm and clarify if it is otherwise.	Clause is self explanatory. Bidder to comply with RFP terms and conditions.
115	85	Annexure-9 Functional and Technical Requirements	b.Non-Mandatory (Preferred) Requirements A.Artificial Intelligence and Machine Learning capabilities	A.Artificial Intelligence and Machine Learning capabilities Optical Character Recognition (OCR) for capturing information from PDFs/Images (such as Customer OVDs, Invoices, Election Candidate Affidavits, etc.)	Please clarify the functionality/broader module requires this feature.	This feature is a non-mandatory requirement intended for scoring under Technical evaluation/Demo, based on the availability scores will be allotted. However the bidder should have capability to implement the functional requirement as per Banks requirement.

116	85	Annexure-9 Functional and Technical Requirements	b.Non-Mandatory (Preferred) Requirements A.Artificial Intelligence and Machine Learning capabilities	Natural Language Processing (NLPs) (Eg. To detect transactions with suspicious descriptions/ narrations such as Bomb, Gun, Drugs, Murder, etc., Detection of adverse media news reports, etc.)	Please confirm whether NLP would be a part of the SWIFT message screening solution.	Yes.
117	83	Annexure-9 Functional and Technical Requirements	b.Non-Mandatory (Preferred) Requirements	The solution should be able to monitor Trade-Based Money Laundering.	Please elaborate the use case for trade based money laundering. Please confirm the scenarios need to be monitored in TBML.	Details will be shared with the selected bidder.
118	49	SECTION G - GENERAL CONDITIONS	18.Corrupt and Fraudulent Practices:	18.2.Bidder/Vendor/Service Provider/Bidder shall ensure compliance of CVC guidelines issued or to be issued from time to time for selection of Bidder/vendor for Supply, Implementation, Migration and Support of the Solution by the Bank.	Please confirm the Data size to be considered for Data migration.	Details will be shared with the selected bidder.
119			13 INTELLECTUAL PROPERTY RIGHTS	13 INTELLECTUAL PROPERTY RIGHTS	Kindly replace orignal clause with below mentioned text : **Intellectual Property Rights** a.the Licensor hereby confirms that: i.to the best of Licensor's knowledge, the Software Solution does not infringe upon any intellectual property of any third party. ii.All Intellectual Proprietary Rights in Software Solution, Updates, Confidential Information and Trademarks belong to Licensor and have been duly procured by Licensor from authorised sources. b.the Licensee hereby states that; i.The Licensee hereby expressly disclaims any and all Intellectual Proprietary Rights in the Software Solution. ii.The Licensee shall promptly notify the Licensor of any unauthorized third-party duplication, distribution or use of Software Solution which comes to attention of Licensee and shall provide the Licensor with whatever reasonable assistance as necessary to (i) stop such activities and (ii) recover and / or destroy such unauthorized copies. iii.The Licensee shall not attempt to register any of Trademarks, company names or trade names or any logo used or associated with Software Solution nor shall the Licensee attempt to develop or in any way develop any products, which is similar to any portion of Software Solution. iv.All Intellectual Property Rights in respect of Software Solution delivered to Licensee under this Contract and subsequent support and services including but not limited to product fixes, modifications or enhancements that are either release generally (such as commercial product service packs) or that are provided to Licensee when performing services (such as workarounds, patches,	Bidder to comply with RFP terms and conditions.

120	50		23. Indemnity	23. Indemnity	Kindly replace orignal clause with below mentioned text : a.Indemnification The Licensor hereby indemnifies Licensee from costs and expenses arising from infringement of unaffiliated third party rights by the Software Solution provided that: (1) Licensor is given prompt notice of the claim; (2) Licensor is given immediate and complete control over defence and/or settlement of claim, and Licensee fully cooperates with Licensor in such defence and/or settlement; (3) Licensee does not prejudice in any manner Licensor's conduct of such claim; and (4) the alleged infringement is not based upon use of Software Solution in a manner prohibited under this Contract, in a manner for which Software Solution was not designed, or in a manner not in accordance with Specifications. b.Altered Version The Licensor shall have no liability for any claim of infringement based on (a) use of a superseded or altered version of Software Solution if infringement would have been avoided by use of a current or unaltered version of Software Solution which Licensor made available to Licensee or (b) combination, operation or use of Software Solution with software, hardware or other materials not furnished by Licensor. c.Liability The foregoing states Licensor's entire obligation and liability with respect to infringement of any intellectual property right. Limitation of Liability Licensor's liability under this contract is limited to the amount of fees considerations received by it reduced by the associated costs, till such time as the Software Solution is under warranty from Licensor. After expiry of warranty	Bidde to refer the Corrigendum
121	16	3.Security - 3.1	The selected bidder has to use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security.		Bank to elaborate on standard procedures for hardening. Is it OS hardening , if yes pls share parameters	Bidder to comply with RFP terms and conditions.
122	16	3.Security - 3.4	The selected bidder has to do necessary changes in the configuration directed by security team of the bank after security audits like VAPT, Code Audit etc., without disturbing the production and existing backed up copies and at no additional cost to the Bank.		Bank to confirm frequency for VAPT & Source code audit	As per the Banks requirement as and when required.
123	22	9. Warranty 9.3	The warranty of proposed Solution including Hardware, Software, OS, licenses etc., will start from the date of acceptance of Solution.		Requesting the Bank to consider Warranty from date of delivery of devices/Hardware.	Bidder to refer the corrigendum
124	Na	Generic	Generic	Generic	Requesting the Bank to confirm if load balancing is required	Bidder has to provide complete comprehensive AML solution including Hardware, Software, Resources and any other assets required to manage the solution.

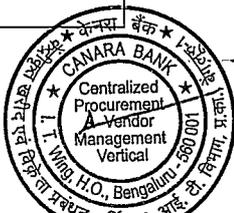| 125	Na	Generic	Generic	Generic	Requesting the Bank to confirm that Connectivity from DC to DR would be provided by the bank	Yes.
126	Na	Generic	Generic	Generic	Requesting the Bank to share its Backup Policy	Details will be shared with the selected bidder.
127	Na	Generic	Generic	Generic	Requesting the Bank to share DC DR location	Details will be shared with the selected bidder.
128	Na	Generic	Generic	Generic	Requesting the Bank to share Onsite resources location	At present Bangalore. But location is subject to changes as per Banks requirement.
129	Na	Generic	Generic	Generic	Requesting the Bank to confirm Names/categories of lists bank has with Lexus Nexus and what other Sanction Screening lists are required by the bank.	Details will be shared with the selected bidder.
130	Na	Generic	Extension for Submission	Generic	Requesting the Bank to give atleast 10 working days of extension on the timeline given in the RFP	Bidder to refer the corrigendum
131	63	Request for Proposal	Pre-qualification criteria	The bidder/OEM should have implemented and maintaining AML or any other similar solution in any PSU Organization / in any organization in BFSI sector with minimum 1000 branches in India as on RFP date.	In order to maximize credentials, request to remove the cap on Bank branches.	Bidder to refer the corrigendum
132	88	Request for Proposal	Annexure 10	Implementation experience of AML /CFT Solution by the OEM. The proposed AML should have been implemented in at least any 2 BFSI sector Organizations having at least 1000 branches in India or in any PSU Organization. Implementation Experience •4 or more implementations - 20 marks •3 implementations - 15 marks •1 implementation - 5 marks Of the above, at least 1 implementation should be in a Scheduled Commercial Bank with at least 1000 branches. It is mandatory for the OEM to submit past experience/ credentials.	In order to maximize credentials, request to remove the cap on Bank branches.	Bidder to refer the corrigendum
133	Na	Generic	Generic	Generic	The GeM bidding document states that the terms of RFP shall prevail over GTCs of GeM. We have hence reviewed the RFP. Please confirm if any aspect of GeM GTC are applicable. We understand GeM is only used for submission purpose	Bidder to comply with RFP terms and conditions.

134	NA	Limitation of Liability	NA	Indirect and consequential losses are not excluded from liability	Request to include to clause to state that we will not be liable for any indirect and consequential losses or damages. This is as per GFR and MeitY guidelines and also the industry standard. Even the Contract Act, stipulates and remote and consequential damages are not payable. Client is requested to include the below clause: "Purchase/Client agrees that Consultant will not be liable for (i) loss or corruption of data from your systems, (ii) loss of profit, goodwill, business opportunity, anticipated savings or benefits or (iii) indirect or consequential loss."	Bidder to comply with RFP terms and conditions.
135	123	Request for Proposal	18	18. CONFIDENTIALITY AND NON-DISCLOSURE Obligations to survive is perpetual	We request client to reduce the survival period of confidentiality obligations to one year post expiry or termination.	Bidder to comply with RFP terms and conditions.
136	NA	Confidentiality Obligations	NA	Obligation to return all confidential information / destroy all confidential and no right to retain a copy	We request client to allow us to retain our working papers and a copy of confidential information for our records and any future reference or audit requirements, subject to confidentiality obligations under this Agreement.	Bidder to comply with RFP terms and conditions.
137	45	Request for Proposal	9	9. Publicity: Any publicity by the selected bidder in which the name of the Bank is to be used will be done only with the explicit written permission of the Bank	Please appreciate that this is a prestigious project for us and we would like to showcase this project in our future proposals. We request client to allow us to refer to you and the services we have performed for you for citation / reference purposes, as long as we do not disclose your confidential information.	Bidder to comply with RFP terms and conditions.
138	50	Indeminity	23.2	Indemnities for IPR infringement claims without exceptions	We request client to include the following exceptions and procedure as these are industry standards and reasonable. They are also mentioned in the MeitY guidelines. "1. Notwithstanding anything contained in this agreement, if the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages, that may be finally awarded against Indemnified Party. 2. Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by: a) Indemnified Party's misuse or modification of the Service; b) Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party; c) Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party; However, if any service, information, direction, specification or materials provided by Indemnified Party or any third party contracted to it, is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either: i. Procure the right for Indemnified Party to continue using it; ii. Replace it with a non-infringing equivalent; iii. Modify it to make it non-infringing. 3. The foregoing remedies constitute Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect to infringement."	Bidder to comply with RFP terms and conditions and refer the Corrigendum.

139	50	Indemnity	23	Indemnity for breach of contract obligations	There are several remedies available under law and contract to you for such breach of obligations. For eg., there are penalties and LDs that may be imposed for some of these breaches. Seeking indemnities for such breaches frustrates the entire purpose of such remedies available to you. We understand that remedies other than indemnity will be sufficient for such breaches. We request you to kindly delete this section. If you still insist on retaining this section, then we request you to make it subject to final determination of court/arbitrator.	Bidder to comply with RFP terms and conditions refer the Corrigendum.
140	NA	Indemnity	NA	Indemnities for tax non payment	In the GST regime, this clause may not be feasible. We request you to kindly delete this clause. Alternatively, kindly limit liability under this clause to reimburse you any penalty / fine that may be imposed on you solely due to breach of GST laws on our part, subject to overall cap of one time the fees payable to us under this agreement.	Bidder to comply with RFP terms and conditions refer the Corrigendum.
141	NA	Indemnity	NA	Indemnities for death and bodily injury	Request client to kindly delete these. Alternatively, kindly cap these indemnities to limitation of liability cap or one time the fees payable to us under this Agreement.	Bidder to comply with RFP terms and conditions refer the Corrigendum.
142	50	Indemnity	23	No process for indemnity	The indemnities set out in this agreement shall be subject to the following conditions: (i) the Indemnified Party as promptly as practicable informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise; (ii) the Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the Defense of such claim including reasonable access to all relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such Defense; (iii) if the Indemnifying Party does not assume full control over the Defense of a claim as provided in this clause, the Indemnified Party may participate in such defense at its sole cost and expense, and the Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be included in losses; (iv) the Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party; (v) all settlements of claims subject to indemnification under this Clause will: a) be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff for all liability in respect of such claim; and b) include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement; (vi) the Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs (if any) finally awarded in favour of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings; (vii) the Indemnified	Bidder to comply with RFP terms and conditions refer the Corrigendum.
143	42	Cancellation	12	Cancellation / Recission of Contract	Cancellation / Rescission means voiding the contract and making the contract ineffective from its inception, thereby restoring the parties to the positions they would have occupied if no contract had ever been formed. In this scenario, bidder may be deprived of any payment and refund of all payments made already may be sought. Request deletion of this clause	Bidder to comply with RFP terms and conditions.

144	18	Penalties/Liquidated Damages	6	Cancellation / Recission of Contract	We request client to cap the liquidated damages/penalties cumulatively to 5% of the total contract value.	Bidder to comply with RFP terms and conditions.
145	NA	Liquidated damages	NA	Not sole and exclusive remedy	We understand that as per Contract Act, where LDs are stipulated, generally any other damages cannot be claimed. Therefore we request you to kindly make imposition of liquidated damages as sole and exclusive remedy for corresponding breaches.	Bidder to comply with RFP terms and conditions.
146	NA	Liquidated damages	NA	Not limited to solely our fault	We understand that we would be liable to pay liquidated damages to the extent corresponding breach is solely attributable to us. Kindly confirm.	Bidder to comply with RFP terms and conditions.
147	18	Penalties/liquidated damages for Onsite resources	6	Penalties linked to replacement / no exceptions provided (death, illness, resignation, etc.)	There may be circumstances beyond the reasonable control of the Consultant, where a replacement of personnel may be necessary, such as illness, death, resignation or disciplinary action against the concerned personnel, etc. In such cases, Client is requested to allow exceptions to this clause and make penalties inapplicable. The Consultant shall exercise reasonable efforts to provide a suitable replacement to the Client.	Bidder to comply with RFP terms and conditions.
148	46	IPR	12	No protection to our pre-existing IPRs	There are innumerable IPRs that exist with us which we would like to use to your benefit while delivering our services to you. These are our pre-existing IPRs and we use it for all clients. We will not be able to give ownership in such IPRs to you just because we are using them for providing services to you, like we use these for other clients. We request that we are allowed to retain ownership of our pre-existing IPRs, else we might be not be able to use these in providing services to you in order to protect our ownership in them. We request you to kindly include the below clause. This is also the standard mentioned by MeitY in its guidelines. "Notwithstanding anything to the contrary in this agreement, Consultant will retain the ownership of its pre-existing intellectual property rights (including any enhancement or modification thereto) even if such IPRs are used for creating deliverables, are incorporated in the deliverables, etc. To the extent such pre-existing IPRs are included/incorporated in the deliverables, upon receipt of all due and payable payment in full, the Consultant shall grant a non-exclusive, perpetual and fully paid up license to the Purchaser/Client to use such pre-existing IPRs for use of deliverables for the purpose for which such deliverables are meant for client's internal business operations."	Bidder to comply with RFP terms and conditions.
149	121	Right to Audit	15	Widely worded audit rights	We wish to clarify that we will retain our records as per our records retention policies. Upon reasonable notice, we will allow Client to inspect our invoicing records under this engagement; such inspection shall be done in a pre-agreed manner and during normal business hours. For avoidance of doubt, such inspection should not cause us to be in breach of our organizational confidentiality requirements. Please acknowledge that our audit related obligations will be subject to foregoing statement.	Bidder to comply with RFP terms and conditions.
150	NA	No third party disclaimer	NA	There is no restriction on the usage of deliverable. No third party disclaimers.	We will be providing services and deliverables to you under the contract. We accept no liability to anyone, other than you, in connection with our services, unless otherwise agreed by us in writing. You agree to reimburse us for any liability (including legal costs) that we incur in connection with any claim by anyone else in relation to the services. Please confirm our understanding is correct.	Bidder to comply with RFP terms and conditions.

151	NA	Acceptance	NA	No acceptance criteria	If the project is to be completed on time, it would require binding both parties with timelines to fulfil their respective part of obligations. We request you that you incorporate a deliverable acceptance procedure, perhaps the one provided by MeitY in their guidelines, or the one suggested below, to ensure that acceptance of deliverables is not denied or delayed and comments, if any, are received by us well in time. You may consider including the below simple clause: *"Within 10 days (or any other agreed period) from Client's receipt of a draft deliverable, Client will notify Consultant if it is accepted. If it is not accepted, Client will let Consultant know the reasonable grounds for such non acceptance, and Consultant will take reasonable remedial measures so that the draft deliverable materially meets the agreed specifications. If Client does not notify Consultant within the agreed time period or if Client uses the draft deliverable, it will be deemed to be accepted."*	Bidder to comply with RFP terms and conditions.
152	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.3.Delivery, Installation, Integration, Implementation and Go-Live	1.3.2.Delivery of Hardware & other Items (including OS) at DC, DRC & UAT Locations: Within four (4) weeks from the date of acceptance of Purchase Order or five (5) weeks from the date of issue of Purchase Order.	We request bank to amend the clause as "Delivery of Hardware & other Items (including OS) at DC, DRC & UAT Locations: Within **eight (8)** weeks from the date of acceptance of Purchase Order or **ten (10)** weeks from the date of issue of Purchase Order"	Bidder to refer the corrigendum .
153	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.3.Delivery, Installation, Integration, Implementation and Go-Live	1.3.3.Installation, Integration and Commissioning of Hardware & Other Items (including OS) at DC, DRC & UAT Locations	We assume Bank will be responsible for providing and configuring a physical load balancer to support the Anti-money laundering (AML) system, kindly clarify	Bidder has to provide complete comprehensive AML solution including Hardware, Software, Resources and any other assets required to manage the solution.
154	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.3.Delivery, Installation, Integration, Implementation and Go-Live	1.3.3.Installation, Integration and Commissioning of Hardware & Other Items (including OS) at DC, DRC & UAT Locations	We understand that the physical load balancer will provided by bank. Hence we assume that the SSL certificate for AML solution URL will also be provided by bank.	Bidder has to provide complete comprehensive AML solution including Hardware, Software, Resources and any other assets required to manage the solution.
155	30	SECTION D - BID PROCESS	6.1.The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) amount as mentioned in the Bid Schedule by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Canara Bank, payable	Bidder has to submit the Earnest Money Deposit (EMD) of Rs.72 Lakhs (Rupees Seventy Two Lakhs Only)	We are registered under Medium Catergory form Udyog Aadhar under MSME and have the valid certificate. Please confirm if we are eligble for waiver of EMD.	Kindly refer to the GTC for EMD Exemption.

156	31	SECTION D - BID PROCESS	8	8. Software Version: The bidder should ensure usage of latest licensed software with proper update/patches and their subcomponents as has been sought in the technical/functional requirements. The Offer may not be evaluated and / or will be liable for rejection in case of non submission or partial submission of Software Version of the items offered. Please note that substituting required information by just software name is not enough. Bidder should not quote Software which is already End of Sale. Bidder also should not quote Software which are impending End of Sale.	We understand Patch management system requeired for updation of patches for OS, DB etc will be taken care by bank.	Bidder to comply with RFP terms and conditions.
157	69	Annexure-6	(List of Major Customers of the bidder in last 3 Years and references in providing AML/CFT related Services)	Column with title "Satisfactory Letter from customer to be Enclosed or Purchase Orders to be enclosed"	Column with title "Satisfactory Letter from customer to be Enclosed or Purchase Orders to be enclosed" should be numbered as 5 rather than 6	refer corrigendum
158	72	Annexure-8	Annexure-8 Scope of Work	16.The AML Solution with license and hardware must be scaled based on the following data.	In future if bank undergoes any merger or amalgamation process in that case the current hardware requirements submitted will have changes and which will have an additional costs and resources. bank will have to pay in addition. Request you to kindly confirm.	Bidder to comply with RFP terms and conditions.
159	73	Annexure-8	Annexure-8 Scope of Work	17.6.2.The AI/ML module within the AML Solution should leverage advanced AI techniques such as Predictive Analytics, Adaptive Learning, Natural Language Processing, Behavioral Analytics, false positive, fuzzy logic etc. to enhance the detection, investigation and prevention of money laundering and terrorist financing.	Identification of false positive reduction algorithm needs to be trained on new solution or using existing solution. If both solution has to be used then bank has to normalise features from both the database ie. Rule Id, Alert value etc. Request for the clarity on the same	Bidder to perform the training of algorithms under any of the given scenarios.
160	74	Annexure-8	Annexure-8 Scope of Work	18.1 The selected bidder should provide four (4) dedicated onsite resources and two (2) dedicated offsite resources (B.E./B. Tech in IT/communication/MCA and should have OEM Certification for the proposed solution with minimum 2 years' experience) 24x7 during contract period post go-live. However, charges for onsite resources will be paid from the date of acceptance of the solution of the Bank. The cost agreed upon for the resource will be frozen during the contract period.	Resources count mismatched as compared with Commercial offer -Annexure-17 Bill of Material (Table E), request bank to clarify the same.	Bidder to refer the corrigendum.

161	74	Annexure-8	Annexure-8 Scope of Work	18.1 The selected bidder should provide four (4) dedicated onsite resources and two (2) dedicated offsite resources (B.E./B. Tech in IT/communication/MCA and should have OEM Certification for the proposed solution with minimum 2 years' experience) 24x7 during contract period post go-live. However, charges for onsite resources will be paid from the date of acceptance of the solution of the Bank. The cost agreed upon for the resource will be frozen during the contract period.	Bank to clarify and confirm if the four resources specified for onsite work will be in shifts or not? This information is important for us as it has commercial impact.	3 onsite resources will be in shift and one has to be present during the Bank working hours
162	76	Annexure-8	Annexure-8 Scope of Work	18.11.6.The Skill Set for the Resources (Sr. 2, Resource Type - Database Engineer) Resources to be Strong Python/Perl scripting skill and experience in tools like Ansible	Do you require the resources to have strong Python/Perl scripting skills and experience in tools like Ansible? If so, please provide more details on the level of proficiency and the scope of work that they will be expected to perform.	Bidder to refer the corrigendum.
163	76	Annexure-8	Annexure-8 Scope of Work	18.11.6.The Skill Set for the Resources (Sr. 3, Network Engineer)	We request bank to confirm on network availability either is it on Fiber or Copper network availablity at all locations	Bidder to refer the corrigendum.
164	82	Annexure-9	Functional and Technical Requirements	b. Non-Mandatory (Preferred) Requirements A. Customer/ Transaction Screening 1. Screening of news media websites for adverse media reports involving bank customer and alert the users.	We understand that Bank will provide the required Watchlist / datafeed for PEPs / Blacklist/ Negative list/ Sanction/ Adverse Media.	This feature is a non-mandatory requirement intended for scoring under Technical evaluation/Demo, based on the availability scores will be allotted. However the bidder should have capability to implement the functional requirement as per Banks requirement.
165	85	Annexure-9	Functional and Technical Requirements	E. Artificial Intelligence and Machine Learning capabilities	Request bank to clarify, AI modules has to be retrained periodically to maintain their accuracy and performance. This is a crucial factor for us as bidders, since we need to estimate the cost of running simulations on the data periodically to ensure the effectiveness of the AI solution. Request bank to provide with the details	The selected vendor must ensure effectiveness of the solution by whatever means necessary.
166	85	Annexure-9	Functional and Technical Requirements	E. Artificial Intelligence and Machine Learning capabilities 4. Estimation of optimum thresholds for alert scenarios based on history of True/ False positives and True/ False negatives.	We request bank to explicite the process of optimum threshhold.	Details will be shared with the selected bidder.

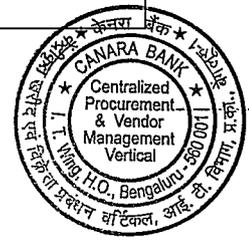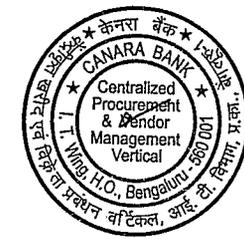|						
167	85	Annexure-9	Functional and Technical Requirements	E. Artificial Intelligence and Machine Learning capabilities 6. Natural Language Processing (NLPs) (Eg. To detect transactions with suspicious descriptions/ narrations such as Bomb, Gun, Drugs, Murder, etc., Detection of adverse media news reports, etc.)	For NLP does bank require data to be sourced from internet. Will bank guide the bidder to setup connection from bank environment, kindly confirm.	This feature is a non-mandatory requirement intended for scoring under Technical evaluation/Demo, based on the availability scores will be allotted. However the bidder should have capability to implement the functional requirement as per Banks requirement.
168	85	Annexure-9	Functional and Technical Requirements	E. Artificial Intelligence and Machine Learning capabilities 7. Optical Character Recognition (OCR) for capturing information from PDFs/Images (such as Customer OVDs, Invoices, Election Candidate Affidavits, etc.)	We assume bank will provide OCR hardware & software request to confirm the same.	Bidder has to provide complete comprehensive AML solution including Hardware, Software, Resources and any other assets required to manage the solution.
169	85	Annexure-9	Functional and Technical Requirements	E. Artificial Intelligence and Machine Learning capabilities	We request bank to clarify - Who will provide simulation and production environment as it requires GPU and elastic compute.	Bidder has to provide complete comprehensive AML solution including Hardware, Software, Resources and any other assets required to manage the solution.
170	95	Annexure-17	Bill of Material	Bidder has to provide the details of all items quoted such as Hardware, Storage, Software, Middleware, Database, Operating System, Licenses, etc. along with its specification details in a separate sheet	Request bank to confirm on Storage restoration procedure	Details will be shared with the selected bidder.
171	95	Annexure-17	Bill of Material	Bidder has to provide the details of all items quoted such as Hardware, Storage, Software, Middleware, Database, Operating System, Licenses, etc. along with its specification details in a separate sheet	Bank to update, who will provide rack for hardware	Vendor to provide the rack

172	21	8.1	Payment Terms point 1	1. Hardware cost (including OS) 70% On delivery of Hardware and required Software items for the setup of infrastructure for the proposed solution and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents. 20% On successful go-live of the proposed solution and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents. 10% On completion of warranty or on submission of BG for the equivalent amount.	1. Hardware cost (including OS) 90% On delivery of Hardware and required Software items for the setup of infrastructure for the proposed solution and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents. 10% On completion of warranty or on submission of BG for the equivalent amount.	Bidder to comply with RFP terms and conditions.
173	21	8.1	Payment Terms point 4	4. AMC/ATS Payment will be made Quarterly in arrears after deducting applicable penalties and Liquidated damages.	4. AMC/ATS Payment will be made Quarterly in **advance** after deducting applicable penalties and Liquidated damages.	Bidder to comply with RFP terms and conditions.
174	96	4	Table - A	Cost of Database Licenses (In case proposed database is Oracle then, Database cost to be indicated as Zero)	Since Oracle will be provided by Bank we assume that Bank to provide Oracle RAC.	Bank will provide Oracle RAC
175	97	Annexure-17 Bill of Material	Table -E Onsite resources	Onsite resource	Request Bank to please specify the location where onsite resources will be deployed	At present Bangalore. But location is subject to changes
176	97	Annexure-17 Bill of Material	Table -E Charges for Onsite Resources	Project Manager Database Engineer Network Engineer	Please specify the location where Project Manager, Database Engineer and Network Engineer will be deployed	Bidder to refer the corrigendum
177	Na	Generic	Generic	Generic	Will bank provide SAN switch with required cables	Bidder has to provide complete comprehensive AML solution including Hardware, Software, Resources and any other assets required to manage the solution.
178	Na	Generic	Generic	Generic	Bank will be having existing backup policy and we assume that the backup storage and backup solution will be provided by bank.	Please refere corrigendum
179	87	Annexure 10	Implementation experience of AML /CFT Solution by the Bidder	1.Scheduled Commercial Banks in India: 10 Marks . 2. NBFCs /Small finance Banks in India: 5 Marks 3. Insurance companies in India: 3 Marks	We request removal of the conditions for the DPIIT recognised startup or MSMEs as long as the Startup is meeting product quality and technical specifications.	Please refere corrigendum

180	88	Annexure 10	Compliance to Functional and Technical Requirements	Implementation experience of AML /CFT Solution by the OEM. The proposed AML should have been implemented in at least any 2 BFSI sector Organizations having at least 1000 branches in India or in any PSU Organization	We request removal of the conditions for the DPIIT recognised startup or MSMEs as long as the startup is meeting product quality and technical specifications Alternatively, we ask for relaxation to include cooperative banks and NBFCs in the list with relaxed conditionalities as	Please refere corrigendum
181	88	Annexure - 10	Technical Evaluation Criteria	Implementation experience of AML /CFT Solution by the Bidder • Scheduled Commercial Banks in India: 10 Marks • NBFCs /Small finance Banks in India: 5 Marks • Insurance companies in India: 3 Marks	Request bank to consider following: Implementation experience of AML /CFT/Risk & Compliance management Solution by the Bidder/OEM • Scheduled Commercial Banks in India: 10 Marks • NBFCs /Small finance Banks in India: 5 Marks • Insurance companies in India: 3 Marks	Bidder to refer corrigendum.
182	88	Annexure - 10	Technical Evaluation Criteria	Implementation experience of AML /CFT Solution by the OEM. The proposed AML should have been implemented in at least any 2 BFSI sector Organizations having at least 1000 branches in India or in any PSU Organization. Implementation Experience • 4 or more implementations - 20 marks • 3 implementations - 15 marks • 1 implementation - 5 marks Of the above, at least 1 implementation should be in a Scheduled Commercial Bank with at least 1000 branches. It is mandatory for the OEM to submit past experience/ credentials.	Request bank to consider following: Implementation experience of AML /CFT /Risk & Compliance management Solution by the OEM. The proposed AML should have been implemented in at least any 2 BFSI sector Organizations having at least 750 branches in India/Global OR in any PSU Organization which is having more than 750 Branches in India as Scheduled Commercial bank or having business figure of Rs.150,000 Crore in India as scheduled commercial bank during the last financial year (2022- 2023) and should run as on bid submission date Implementation Experience • 4 or more implementations - 20 marks • 3 implementations - 15 marks • 1 implementation - 5 marks Of the above, at least 1 implementation should be in a Scheduled Commercial Bank with at least 750 branches. It is mandatory for the OEM to submit past experience/ credentials.	Bidder to refer corrigendum.

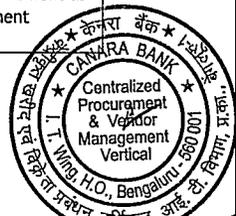|						
183	62	Annexure-2	Pre-Qualification Criteria	8. The bidder should have a minimum annual turnover of Rs.50 Crores during last 3 financial years (i.e., 2020-21, 2021-22 & 2022-23) from Indian operations. This must be the individual company turnover and not of any group of companies.	Looking to the size of the project, we request that this criteria may be relaxed to Rs.25 Cr. as annual turnover. If so considered, you may give more mark or marginal importance to Rs.50 Cr. Turnover vendor.	Bidder to refer corrigendum.
184	15	1.3. Delivery, Installation, Integration, Implementation and Go-Live	1.3.2. 1.3.3.	Delivery of Hardware & other Items (including OS) at DC, DRC & UAT Locations Installation, Integration and Commissioning of Hardware & Other Items (including OS) at DC, DRC & UAT Locations	Kindly provide the volume and type of data to be migrated so as to allow proper estimates. Also request to provide the solution name.	Bidder to comply with RFP terms and conditions.
185	15	1.4	Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank.	NA	Kindly confirm the current locations, both DC and DR, for the Delivery & Installation of hardware as well as software.	Details will be shared with the selected bidder.
186	7		The bidder/OEM should have implemented and maintaining AML or any other similar solution in any PSU Organization / in any organization in BFSI sector with minimum 1000 branches in India as on RFP date.		We request the Bank to revise the minimum braches in India to 750 Branches	Bidder to refer corrigendum.
187	19	6. Penalties/Liquidated Damages	6.6	6.6. If any act or failure by the selected bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.	As a standard practice, penalties should be subject to a cap so that it is not open ended. Kindly provide a reasonable capping on the penalty amount.	Bidder to comply with RFP terms and conditions.
188	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8. Payment Terms	Hardware cost (including OS)	Request the Bank to consider advance payment of at least 50% to ensure better cash flow management for the Bidders.	Bidder to comply with RFP terms and conditions.

189	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8. Payment Terms	Enterprise License cost	As the product is proven product and since the License fees is paid upfront across the industry. Kindly accept the payments milestones as 100% License fees to be paid along with PO and for Implementation • 50% on Project Kick-off • 30% on completion of UAT • 20% on Go Live AMC charges to be provided annually in adavance. Onsite support charges to be paid quarterly in adavance. Training charges, can be paid after successful training at each location	Bidder to comply with RFP terms and conditions.
190	22	9. Warranty	9.4	9.4. The hardware deployed for this project shall be under Comprehensive Onsite Replacement Warranty covering update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of Three years from the date of acceptance of the Solution.	Kindly suggest the server resource utilization benchmark in %, as per Bank's internal policy. This will guide us in sizing for CPUs, Cores, and Disk.	Bidder to refer corrigendum.
191	22	8. Payment Terms	9.3. The warranty of proposed Solution including Hardware, Software, OS, licenses etc., will start from the date of acceptance of Solution.	NA	We request the Bank to accept the Warranty for Hardware, Software, OS, etc. from the date of delivery which will be in line with 3rd party procurement such as servers, licenses.	Bidder to refer corrigendum.
192	40	9. Performance Security	9.1	9.1. The successful bidder should submit a Security Deposit / Performance Bank Guarantee equivalent to 10% of the Total Cost of Ownership (TCO) value as specified in Bid Schedule within 15 days from the date of acceptance of the Purchase Order.	Considering the administrative tasks involved, and possible iterations, please allow 30 days for submission of Performance Bank Guarantee.	Bidder to comply with RFP terms and conditions.
193	48	14 Exit Management Plan	14.6	14.6. The transition & exit management period will start minimum six (6) months before the expiration of the contract or as decided by Canara Bank.	This plan will require substantial efforts & costs. Kindly confirm whether the same needs to be quoted in the commercials or to be decided mutually as & when such event occurs.	Bidder to comply with RFP terms and conditions.
194	72	Annexure-8 Scope of Work	Point no.2)	The AML-CFT Solution should provide the AML Software, corresponding Databases and all kind of Hardware assets including but not restricted to Servers, Storage, Network Switches, Racks etc. and skilled resources required to support the complete Solution.	Kindly confirm that the Network Switches mentioned here, are required for establishing connectivity between AML-CFT servers and Bank's internal network. If the response to above is 'Yes' then the Bank needs to also confirm basic specifications for the Network Switches since these will be the connecting points to Bank's existing network.	Bidder has to provide complete comprehensive AML solution including Hardware, Software, Resources and any other assets required to manage the solution.

195	73	Annexure-8 Scope of Work	12	12. The Solution must be designed to accommodate increasing transaction volumes without compromising system performance, Timely alert generation and system responsiveness.	We request the Bank to provide the following estimates for the period of 5 year contract since it has implications for hardware sizing, commercials, SLAs and other contractual obligations. 1) Total No. of Users of AML-CFT 2) Concurrent Users of AML-CFT 3) Total No. of Accounts that will be monitored through AML-CFT 4) Total No. of Transactions per month that will be monitored through AML-CFT 5) Data Retention period for Production Environment and for UAT environment Kindly suggest the server resource utilization benchmark in %, as per Bank's internal policy. This will guide us in sizing for CPUs, Cores, and Disk.	Details will be shared with the selected bidder. No.of users - 18000 concurrent users:200 Retention - 6 years.
196	73	Annexure-8 Scope of Work	15.1. Some of the channels currently being used are as follows.	15.1.1. Core Banking Solution (CBS), 15.1.2. SWIFT 15.1.3. Remit Money, International UPI 15.1.4. All Digital Channels (Mobile Banking, Internet Banking, UPI, AEPS, NEFT, RTGS, IMPS, BBPS, Debit Card, Credit Card, Pre-Paid Cards, ATM Switch, CBDC etc.) 15.1.5. API Banking	AML solution is primarily integrated with Core Banking system for the purpose of transaction monitoring since it is doen in batch mode. Please clarify on the no. of integrations required for transaction monitoring. Please clarify on the no. of integrations required for online KYC and AML checks.	Details will be shared with the selected bidder.
197	73	Annexure-8 Scope of Work	16	The AML Solution with license and hardware must be scaled based on the following data	We request the Bank to provide transaction estimates for the period of 5 year contract since it has implications for hardware sizing, commercials, SLAs and other contractual obligations.	Please refer corrigendum
198	75	18. Onsite/Offsite Resources	18.1	18.1. The selected bidder should provide four (4) dedicated onsite resources and two (2) dedicated offsite resources (B.E./B. Tech in IT/communication/MCA and should have OEM Certification for the proposed solution with minimum 2 years' experience) 24x7 during contract period post go-live.	Kindly confirm that at all times ongoing work allocation & monitoring of any Onsite Resource will be Bank's responsibility. The Bidder will only need to step-in if there is any deficiency or dis-satisfaction reported by the Bank.	Please refer corrigendum
199	75	18. Onsite/Offsite Resources	18.5	18.5. Any customization requiring efforts up to 20 man days should be done by onsite resources and Bank will not pay separately for this customization. No ATS/AMC is payable on such customizations.	As per prudent practice that has been adopted worldwide, no code modification is done at client sites. This is to ensure integrity of application and due compliance with quality assurance processes. Considering the above, request to remove the requirement of customization to be done onsite.	Bidder to comply with RFP terms and conditions.
200	75	18. Onsite/Offsite Resources	18.5	18.5. Any customization requiring efforts up to 20 man days should be done by onsite resources and Bank will not pay separately for this customization. No ATS/AMC is payable on such customizations.	Request to allow all Customizations to be charged at Pre-determined professional rates as per Table-F. Alternatively, suggest to include additional line item in Table-F stating preferential cost for bulk utilization of person-days in a year.	Bidder to comply with RFP terms and conditions.

201	77	Annexure-8 Scope of Work	18.11.6	Network Engineer	We undertsnad that the Bidder will not be supplying any network devices. We therefore request to remove this role & responsibilities from the resource list.	Corrigendum. Bidder has to provide complete comprehensive AML solution including Hardware, Software, Resources and any other assets required to manage the solution.
202	83	Annexure-9 Functional and Technical Requirements	Non-Mandatory/ Preferred Technical and Functional Requirements by giving the compliance level	Compliance Marks	Many of the features wouldrequire specialized 3rd party applications e.g. OCR. Request the Bank to allot full marks to complaince through 3rd party applications.	This feature is a non-mandatory requirement intended for scoring under Technical evaluation/Demo, based on the availability scores will be allotted. However the bidder should have capability to implement the functional requirement as per Banks requirement
203	84	Annexure-9 Functional and Technical Requirements	4) Machine Learning and AI Models	Utilize machine learning and artificial intelligence techniques to build predictive models that can identify complex and evolving patterns of suspicious behaviour.	Request the Bank to confirm that in addition to RBI mandated scenarios, the Bank would also like to implement AIML based transaction monitoring for AML Compliance. If the above assumption is correct then please explain how does this requirement differ from point nos. 2 and 4 of this section E.	This feature is a non-mandatory requirement intended for scoring under Technical evaluation/Demo, based on the availability scores will be allotted. However the bidder should have capability to implement the functional requirement as per Banks requirement
204	86	Annexure-9 Functional and Technical Requirements	E - Artificial Intelligence and Machine Learning capabilities	Point Nos. 1) Risk scoring of AML alerts based on history of alert resolutions and reporting. and 3) Identification and Reduction of False Positives	Both the points relate to similar capability of identifying false positives. Request the Bank to clarify the expectations with detailed explanation and examples.	This feature is a non-mandatory requirement intended for scoring under Technical evaluation/Demo, based on the availability scores will be allotted. However the bidder should have capability to implement the functional requirement as per Banks requirement

205	86	Annexure-9 Functional and Technical Requirements	E - Artificial Intelligence and Machine Learning capabilities	2) Identification of transactional patterns and typologies, incl. Link analysis.	Link Analysis is an independent feature of AML solution. Request the Bank to clarify with some examples how it would like to use AIML for Link Analysis.	This feature is a non-mandatory requirement intended for scoring under Technical evaluation/Demo, based on the availability scores will be allotted. However the bidder should have capability to implement the functional requirement as per Banks requirement
206	86	Annexure-9 Functional and Technical Requirements	E - Artificial Intelligence and Machine Learning capabilities	2) Identification of transactional patterns and typologies, incl. Link analysis.	Request the Bank to confirm that in addition to RBI mandated scenarios, the Bank would also like to implement AIML based transaction monitoring for AML Compliance.	This feature is a non-mandatory requirement intended for scoring under Technical evaluation/Demo, based on the availability scores will be allotted. However the bidder should have capability to implement the functional requirement as per Banks requirement
207	86	Annexure-9 Functional and Technical Requirements	E - Artificial Intelligence and Machine Learning capabilities	4) Estimation of optimum thresholds for alert scenarios based on history of True/ False positives and True/ False negatives.	Kindly clarify how the Bank intends to implement this requirement. The thresholds are defined as per RBI mandated guidelines. Kindly clarify Bank's stand on how the Bank intends to maintain RBI compliance.	Bidder to comply with RFP terms and conditions.
208	86	Annexure-9 Functional and Technical Requirements	E - Artificial Intelligence and Machine Learning capabilities	5) Utilize machine learning algorithms to identify emerging and non-obvious patterns of financial crime.	Request the Bank to confirm that in addition to RBI mandated scenarios, the Bank would also like to implement AIML based transaction monitoring for AML Compliance. If the above assumption is correct then please explain how does this requirement differ from point nos. 2 and 4 of this section E.	This feature is a non-mandatory requirement intended for scoring under Technical evaluation/Demo, based on the availability scores will be allotted. However the bidder should have capability to implement the functional requirement as per Banks requirement
209	86	Annexure-9 Functional and Technical Requirements	E - Artificial Intelligence and Machine Learning capabilities	6) Natural Language Processing (NLPs) (Eg. To detect transactions with suspicious descriptions/ narrations such as Bomb, Gun, Drugs, Murder, etc., Detection of adverse media news reports, etc.)	It is highly unlikely that any such mentioned terms could be included in the narration. Can the Bank confirm whether this is standard practice at the Bank. Please explain how the Bank intends to implement and use adverse media, news reports. Will the Bank review such information and update the AML solution with requisite data such as asverse media flag.	The mentioned terms are examples. This feature is a non-mandatory requirement intended for scoring under Technical evaluation/Demo, based on the availability scores will be allotted. However the bidder should have capability to implement the functional requirement as per Banks requirement

210	86	Annexure-9 Functional and Technical Requirements	E - Artificial Intelligence and Machine Learning capabilities	7) Optical Character Recognition (OCR) for capturing information from PDFs/Images (such as Customer OVDs, Invoices, Election Candidate Affidavits, etc.)	This feature is required at Customer on-boarding stage. How many Customer on-boarding point & applications are implemented at the Bank? E.g. CRM, LOS, etc. Any OCR capability will require installation of OCR tool at Branches. 1) How does the Bank intend to use the OCR output with the primary Customer on-boarding systems? Please explain the workflow. 2) Is the Bank using any OCR currently? If yes, what are its limitations? 3) Estimates on monthly no. of documents to be processed under OCR.	This feature is a non-mandatory requirement intended for scoring under Technical evaluation/Demo, based on the availability scores will be allotted. However the bidder should have capability to implement the functional requirement as per Banks requirement
211	89	Annexure - 10	The proposed AML should have been implemented in at least any 2 BFSI sector Organizations having at least 1000 branches in India or in any PSU Organization.		Request to make this criteria in line with the Pre-Quaification criteria as per Annexure - 2, which as follows. "The bidder/OEM should have implemented and maintaining AML or any other similar solution in any PSU Organization / in any organization in BFSI sector with minimum 1000 branches in India as on RFP date."	Please refer corrigendum
212	95	Annexure-15 Escalation Matrix	Level of Contact a. First Level Contact b. Second level contact (If response not received in 24 Hours) c. Regional / Zonal Head (If response not received in 48 Hours) d. Country Head (If response not received in One week)		Request the Bank to define the roles as per Bidder's organization structure.	Bidder to comply with RFP terms and conditions.
213	98	Annexure-17 Bill of Material	Table - B Enterprise License cost for the proposed AML Solution	Note: Enterprise License should be valid till the end date of the Contract Period.	Kindly clarify whether the Bank wishes to get a perpetual Enterprise License without any limitation on No. of Users, No. of Branches, No. of Transactions, No. of Rules / Scenarios or any such limitations.	Please refer corrigendum
214	Na	Generic	Infrasturcture/Hardware	Generic	Requesting the Bank to kindly remove the Hardware procurement from RFP's scope of Work And Requesting the bank to procure the necessary Hardware/Infrastructure.	Bidder to comply with RFP terms and conditions.

Date: 10/01/2024
Place: Bengaluru

Deputy General Manager