Sr No	Page No	RFP Clause No	Original RFP Clause	Subject/Description	Query sought/Suggestions of the Bidder	Pre-bid Response (cmidpolicy)
1	3	All	Hardware support expected	Technical Requirements	The Vendor will only recommend sizing and recommend the hardware. Vendor will NOT be responsible for hardware procurement and support.	As per RFP
2	4.4	D	All data migration (as and when required) from the existing systems will be done, as a part of implementation, by the bidder. This includes extraction and transformation of data from legacy to the upload format of the proposed solution.	As per standard practice, We request Bank to arrange data in shared excel template for migration purpose. We request Bank to confirm.	Our understanding is that Bank will provide data in Vendor's format.	To be mutually decided between Successful bidder with our Software provider
3	8	-	The existing Trade Finance application FX-24 is used in all AD 'B' Category Forex branches (including International Division) and the other non-Forex branches. The Forex branches use the FX24 application for all Inland and Foreign Trade finance operations whereas the non-Forex branches use the same for Inland trade finance operations only.	INTRODUCTION & OBJECTIVE	Please let us know how many AD branches are there which use forex transactions	Presently there are 64 AD 'B' Category Branches which are authorised for handling forex transactions
4	8	-	The proposed End to End trade finance solution will also be function in Non –Forex branches the same way, for AD Branches, it should be routed through Centralized Processing Cell for all foreign exchange transactions.	INTRODUCTION & OBJECTIVE	By centralised processing cell (CPC), can we assume that it means branches will initiate the transaction which is routed to CPC which processes the rest of the transaction. Will there be a single CPC or multiple CPCs - each linked to different set of branches.	The branches will scan the documents and forward the same to CPC for processing the transaction.
5	8	-	Going forward, Central Bank of India would like to leverage on the new Trade finance solution including Customer Web Portal and supply chain finance to offer to its clients for branches located in India. The Trade Finance solution should have these modules	INTRODUCTION & OBJECTIVE	Is it the expectation of the Bank that the proposed solution should include only the interfacing for the listed modules. Or, is the expectation that the offering should contain these modules as well	The new trade finance system should have interface with the banks existing packages
6	9	-	Any ERP (Enterprise Resource Planning) solution / middleware used by our corporate clients [Corporates might be using various standard ERP solutions internally – information on which is currently not available with the Bank. However, the bidder has to clearly advise in their Technical bid whether the TF solution offered is capable of interfacing / has been interfaced, with major ERP packages]	INTRODUCTION & OBJECTIVE	Please let us know the specific ERP solutions which the existing customers are already using	Depends upon the customer
7	10	-	The product should be dynamic enough to configure for all types of operations, viz. Centralized model, Hub and Spoke model and at Regional Centers.	INTRODUCTION & OBJECTIVE	Can we assume that the Bank will use only one of these models for the entire forex module; and one other model for the remaining branches. What is the distinction between centralised model and hub & spoke model. Please explain.	The new trade finance system will be the only system for forex transaction in the bank
8	11	CONTROL SHEET TABLE	Last Date and Time for receipt of tender bids, online	16th November 2022 at 15:00 hrs	Request the bank to extend the bid submission to 30th November at 15:00 hrs	No changes can be made in the clause
9	15	1.2.23	The bidder shall not quote for the products/solution, whose End of sale/ End of Support / End of Life has been declared by the OEM/OSD. Bidder must have back to back support relation with the OEM's/OSDs whose products/solution are offered by the bidder to the Bank, in case the bidder is not an Original Equipment Manufacturer (OEM)/Original Solution Developer (OSDs), a commitment letter from the OEM/OSD at least for a period of 7 years from the date of quote has to be submitted along with the Technical bid.	in case the bidder is not an Original Equipment Manufacturer (OEM)/Original Solution Developer (OSDs), a commitment letter from the OEM/OSD at least for a period of 7 years from the date of quote has to be submitted along with the Technical bid.	Kindly request to consider if the commitment letter can be given by the bidder as an Authorized Partner of the OEM	No changes can be made in the clause
10	15	1.3 COST OF TENDER DOCUMENTS	The bidder downloading the tender document from Bank's website www.centralbankofindia.co.in must pay the cost of the tender document at the time of submission of the bids.	Tender Fee	Kindly Confirm that tender fee should be submitted at the time of bid submission	For participating in Pre-Bid Meeting

11	17	1.5.5 Note	**Note:** As per recommendations of GOI, Bank has decided to waive off EMD and tender cost for MSE entrepreneurs registered with competent authority in this regard.	Exemption from submission of EMD and tender cost shall be given to bidders who are MSE and are registered with competent authority under its "single Point Registration Scheme". The bidder has to submit necessary document issued by competent authority to avail the exemption	Kindly clarify and confirm whether UDYOG Aadhaar Memorandum (UDYAM) Registartion certificate is sufficient as a documentary proof for Tender fee and EMD waiver for MSE Bidders.		Documentary Proof is required
12	19	5.5	System should tracking of the client's IP and Network interface address	Technical Requirements	Our understanding is that WAF will be managed by Bank. Please confirm.		WAF is managed by bank, but bidder's Application must track clients IP and Network for audit logs.
13	23	2.1.1	The proposed solution should be a web-based solution and should have end to end (front end to back-end functionality-i.e. Trade finance, Supply chain and Customer web portal)	Confirmation of letter along with the documentary proof is to be provided by the Vendor	Can the reference bank names where the solution has been implemented - documentary proof be provided by OEM in their letter head?		Documentary Proof is required
14	23	2.1.2	The proposed solution in totality including frontend, customer screen & dashboard should have been implemented in at least two scheduled commercial Banks out of which one Bank must be having at least 2000 branches	Copies of purchase order and completion certificate from client to be submitted	Can the reference bank names where the solution has been implemented - documentary proof be provided by OEM in their letter head?		Documentary Proof is required
15	23	2.1.4	Bidder should have minimum annual turnover of Rs. 100 crores each (For Micro and Small Enterprises Rs.50 Crores each) during the last three financial years that is 2019-20, 2020-21 and 2021-22 as per audited financial statements. This must be individual company and not of any group of companies.	Audited Financial statements to be submitted. Additional Support Letter from CA to be submitted	1. Request the bank to make the eligibility as "Bidder should have **minimum average annual turnover of Rs.100 crores** during the last three financial years that is 2019-20, 2020-21 and 2021-22". 2. Kindly clarify if provisional statement is suffcent for FY 2021-22. 3. In case of Support letter for CA certificate, it can be submitted only for the audited financial statements for FY 2019-20 & 2020-21. CA cannot certify the provisional statement for FY 2021-22		As per RFP
16	23	2.1.5	The bidder/SI should be profitable organization i.e Net Profit for the last 3 financial years (2019-20, 2020-21 and 2021-22)	Copy of the audited balance sheet and / or Certificate of the charted Accountant	1. Kindly clarify if provisional statement is suffcent for FY 2021-22. 2. In case of CA certificate, it can be submitted only for the audited financial statements for FY 2019-20 & 2020-21. CA cannot certify the provisional statement for FY 2021-22		As per RFP
17	23	2.1.6	Bidder should have an experience of Minimum 3 years in implementing Trade Finance solutions in comparable banks. If the Trade finance is part of core banking solution itself, then it will also be considered as Trade finance implementation experience. *	Experience certificate should be provided	Kindly confirm if the bidder can provide the reference to Trade Finance which is part of Core banking solution implementation which has been done abroad.		As per RFP
18	23	2.1	The bidder/SI should be profitable organization i.e Net Profit for the last 3 financial years (2019- 20, 2020-21 and 2021-22)	2.1 ELIGIBILITY CRITERIA	Please let us know, if net profit required is for Global Operations or India Operations?		Based on the Balance Sheet of bidder
19	23	2.1	The proposed solution in totality including frontend, customer screen & dashboard should have been implemented in at least two scheduled commercial Banks out of which one Bank must be having at least 2000 branches. - Copies of purchase order and completion certificate from client to be submitted	2.1 ELIGIBILITY CRITERIA	We request Bank to waive off the eligibility criteria of having 2000 Branches		No changes can be made in the clause
20	24	2.1.9	Bidder should be Original Equipment Manufacturer (OEM) / System Integrator (SI) / Application / Service Providers or their Authorised dealer / representative. The authorized dealer should submit Manufacturers Authorization Certificate/Form (MAF)	Self-certification in case of OEM and Manufacturers' Authorization Form signed by the OEM authorizing dealer. (ANNEXURE-9)	Request for deviation in the requested format for MAF, as the OEM uses a standard format for all the Public Sector bank RFPs. Kindly request the bank to consider that and accept in OEM format.		No changes can be made in the clause
21	24	2.1.10	Bidder shall have proper service setup in Mumbai to provide post implementation support and Annual Technical Support	Self-declaration letter signed by authorized signatory should be submitted along-with the bid. (ANNEXURE-25)	Kindly clarify if self declaration is suffcent as a documentary proof.		As per RFP
22	24	2.1.11	Proposed trade finance solution should be SWIFT certified/ complied with latest version.	Certificate/Documentary proof	Kindly clarify if a self declaration from OEM/Bidder will be sufficient for the documentary proof.		As per RFP
23	27	3.3.6	Reference site visit/ Tele conference: a committee of people from the Bank would carry out Reference Site Visits and/or Telephonic interviews with the existing customers of the Bidder. The costs incurred for the reference site visits by the team representing Bank, will be borne by the Bidder.	Approach & Methodoology	How will the vendor know what will be the cost incurred by the Bank team. Can you give us a ball park figure.		Local visit to be arranged

24	28	3.3.8	The end user training should also be included in the scope. The end user must be trained on all functionalities required for efficient daily operations of the End to End Trade Finance and supply chain finance solution.	Training	Can we get an approximate number of end users required by the Bank?	Approx - 18500
25	31	4.1 Broad Scope of Work	Trade Finance Products & Services	TF Products & Services	Please elaborate on the Centralised SWIFT Operations requirement	In Centralised SWIFT Operations, any transaction done on trade finance module will be routed to Swift system and final authorisation will be done by Centralised cell
26	31	4.1	12)Forward Contracts and Other Hedging Tools	Broad scope of work	Please clarify on "Other Hedging Tools"	Hedging tools are various derivative products provided to the customer to hedge the risk
27	33	4.1	Hardware (for both DC & DR site): The Bidder should provide hardware systems, operating system, end to end trade finance including Customer Web Portal & supply chain finance application software and other necessary software & hardware required for the successful implementation of the proposed solution including DR site of equal capacity as live including data replication requirements (at the end of day) along with data replication solution and a required Test server (Application & Database Server).	BROAD SCOPE OF WORK	As we are specialized in providing Software solutions, we can recommend the hardware specifications for the application based on volumetric information shared with us, however we request the bank to de-scope the hardware components (DC & DR) from this RFP.	As per RFP
28	34		The application is expected to be accessed through handheld devices and mobile browsers by Corporate Clients. Supports select functionalities on the mobile handsets for the Corporate users	Mobile access	As per our understanding the proposed solution will interface with existing Mobile banking application of the Bank through which the corporate users can access the required functionalities. Please confirm.	Mobile application should be available on browsers
29	34	6.4	Solution is capable of multi-entity, multi-country, multicurrency, multi- language implementation with a single instance.	Technical Requirements	Is Bank expecting multi-country solution? Which Countries are in scope?	As per RFP
30	35	4.2	Data migration from existing Trade system/s should be the sole responsibility of the new bidder. No manual data entry of master and transaction records should be done by the users. Information not available in the existing software should be uploaded in the new application.	Migration volume	Please provide the volume of data to be migrated	Will be provided to the successful bidder
31	35	4.2	Migration from existing applications - Scope of Work		Please provide the number of existing active/non-active contracts per Trade finance services, such as LC, Bills, Guarantees, etc.,	In some cases - legacy contracts may be required to migrate, however active cases will be required.
32	35	4.2	Migration from existing applications - Scope of Work		Is only active contracts need to be migrated or non-active contracts to be migrated as well? How many years of past data to be considered, if non-active contracts as well to be migrated?	In some cases - legacy contracts may be required to migrate, however active cases will be required.
33	35	4.1	Total implementation time period for the project is 9 months from the date of signing the SLA / agreements. Bidder will have to complete project implementation including sample roll-out, training and documentation till production migration within 9 months. The timelines of 9 months is for all the components required in RFP. Bank will deploy adequate number of resources for doing the UAT and will ensure that there is no delay in UAT response.	BROAD SCOPE OF WORK	We presume but please confirm that the sample roll out will be inclusive of entire deliverables, but not piece-meal module wise.	As per RFP
34	35	6.5	Solution is capable and being offered in such a manner that includes installation either as a single installation	Technical Requirements	Is Bank expecting multi-country solution? Which Countries are in scope?	As per RFP
35	36	4.4 IMPLEMENTATIONS & CUSTOMISATIONS	d) All data migration (as and when required) from the existing systems will be done, as a part of implementation, by the bidder. This includes extraction and transformation of data from legacy to the upload format of the proposed solution.		Need to understand the meaning of as and when required data migration ? Is it that the previous data would be in archived format and will be migrated to new system only when required ? How will new columns be referenced ?	Data migration will be from existing system to new system directly
36	38	4.7	The escrow agreement cost or fees to be paid to escrow agent will be borne by the bidder.	ESCROW ARRANGEMENT	As per Industry Standards, Escrow Agreement Cost or fees is borne by the bank. We request Bank to modify this clause.	No changes can be made in the clause
37	38	6.8	Supports messaging features within the Corporate & between Corporate and Bank – both at transaction level and on non- transaction basis.	Technical Requirements	Please elaborate this requirement with an example	

38	39	6.9	Supports select functionalities on the mobile handsets for the Corporate users	Technical Requirements	Please elaborate this requirement with an example	The solution should be made available through Internet.
39	41	4.13	ORDER CANCELLATION (All Sub-Clauses)	ORDER CANCELLATION	We would suggest following changes to be agreed at the contracting stage: a. Bank shall invoke action under this clause only if the delay/ breach or service deficiency is solely attributable to gross misconduct/ negligence of Service Provider. b. Penalties to be applicable only in cases of reasons solely attributable to the bidder. c. The maximum applicable penalty shall be 5% of the total contract value. d. We request the bank to remove indemnities for indirect causes such as indemnity in case of reputational loss or opportunity loss.	No changes can be made in the clause
40	43	PART - V	The proposed web based solution should be compatible with Internet explorer 11 and above as the existing Core Banking application is working on Internet explorer 11	TECHNICAL & FUNCTIONAL REQUIREMENTS	IE 11 is already phased out by Microsoft themselves. It is not possible to be compatible with them any more. Please let us know whether this requirement is still mandatory. The latest browser will be supported.	Should be compatible with latest browser
41	44	Point No. 28	Database link should be provided to Bank's SDR/AML/Ad-hoc project to enable them to generate the reports in Bank's formats without any additional cost.	Integration	Please elaborate on Ad-hoc project team for generation of reports.	This requirement is for MIS purpose
42	44	Point No. 34	Solution is capable of multi-entity, multi-country, multi-currency, multi- language implementation with a single instance.	Instance	We understand it is single Instance of the solution will be deployed in India. Kindly confirm this understanding. Kindly elaborate the use case	As per RFP
43	44	PART - V	Solution is capable of multi-entity, multi-country, multi currency, multi-language implementation with a single instance.	Other Technical Requirements	Even though the solution may have capability, given the regulations within each country, it is not possible to implement in a single instance. Please let us know the Bank's views in this matter	As per RFP
44	44	29 5.12	Data migration from existing Trade system/s should be the sole responsibility of the new bidder. No manual data entry of master and transaction records should be done by the users. Information not available in the existing software should be uploaded in the new application.		How much data is there to be migrated ? Will there be hard data for migration ?	Details will be provided, No manual entry is to be done
45	45	PART - V	Log should be available for all transactions.	Other Technical Requirements	If entire details of every transaction has to be logged and stored tha hardware requirement may go up substantially. We will log basic transaction data of each request. Please let us know if this is fine .	YES. Basic transaction data of each transaction is required to be logged.
46	47	Point No. 6	System should support automatic and seamless identification / classification / segregation of documents using technology without manual intervention.	Document segregation	As per our understanding the document segregation and classification should take place at scanning level. The Bank does not require RPA solution to manage classification and segregation. Please confirm.	Bidder is required to provide the solution
47	47	Point Number 2	Document Management System (DMS):Capturing scan/photo images. Capability of multi-channel content acquisition from fax, email, scanners, mobile, file upload, folder scanning, API and documents generated within application of trade finance solution.	Document Volume	What is the expected total volume/number and size of documents to be managed through DMS per month?	Per transaction count - Average 30 pages
48	47	Point Number 7	System to have handlers to access the scanned images and attachments linked to transactions		Request the Bank of confirm what are handlers.	Solution should have feature to access the scanned images and attachments linked to transactions.
49	47	VI B.1.1	EDPMS/IDPMS and all control returns to be followed up with this cell	Integration	Is bank using TRRACS application to validate the EDPMS / IDPMS Data / Advance against Export / Advance against Imports Data. If yes, Our solution will be able to integrate with same to publish the outstanding summary to the customer as there is no direct integreation availabe with DGFT System. Please confirm ?	Should integrate with all existing system
50	47	Point No. 6	System should support automatic and seamless identification / classification / segregation of documents using technology without manual intervention.	Requirement	Is bank currently using any OCR extraction engine to extract and validate the data. Or we are required to provide for the Same.	Bidder is required to provide the solution
51	47	Point No. 10	Inbuilt capabilities to interface with other third-party software solutions of the Bank as well as Corporates like Sanctions Screening, AML, Transaction Monitoring, Fraud Risk Management etc. System should allow online AML checks during processing of the transaction.	Integration	Which system is required to be integrated with so as to carry out the AML and other sanction screenings.	All system related to AML to be integrated

52	47	Point No. 12	Interface with Treasury / CBS / SWIFT / SFMS / NEFT / RTGS / EDPMS / KYCAML / Digital e Platform/ Fraud Risk Management System / FETERS / IDPMS	Integration	Please elaborate on the use of below systems to be integrated with our solution. Digital e Platform and Fraud risk management system	Should integrate with all existing system
53	47	4.2	Document Management System		Kindly confirm if Bank is looking for Oracle's DMS solution or do we have to integrate with Bank's legacy DMS system, if any?	As per RFP
54	48	Point No. 18	The branches are obtaining rate from Centralized Dealing Room over telephone. Module should be provided for online rate request.	FX Rates	As per our understanding the proposed TF solution should integrate with FX solution of Bank to fetch FX rates. Please confirm. Also, please confirm the number of branches where proposed solution will be hosted	Should integrate with all existing system
55	56	Point No. 131	Consolidated IBSBR (Derivatives / Non-Derivatives) return of the bank should be generated at quarterly intervals	Derivatives	Pls elaborate the expectation from the proposed Trade Finance Solution on support for derivatives, options and future since these activities take place in the Treasury system and is not a part of Trade Finance Solution	It is a regulatory requirement, which includes all the forex transaction details
56	61	Point No. 254	System should support e-Stamping in BG and e-Bank Guarantee and Facility should be available for capturing the details of e-bank guarantee and generating the relevant SFMS messages for the same. System should be capable of integrating with eBG and eStamping service provider/portals.	Trade Finance Module - BG	For integrating with eBG and eStamping service provider/portals, please provide the list of Service providers/portals used by the Bank	Will be informed
57	63	Point No. 275	System should generate to send swift messages to Tracker ID (universal payment confirmation) System should automatically generate MT-199 for all inward remittances after successful credit to beneficiary account. In case of inward remittance rejected Nostro should be blocked and MT-199 should be send to tracker/correspondent.	Integration	Is Bank Swift GPI Member, as a part of this compliance is our system required to send MT 199 messages to tracker or the sending institution	As per RFP
58	76	S2	The system to capture the following details in the Program master for each Program Code 1. Effective date 2. Interest rate (as per charge Master) 3. Overdue interest rate (as per charge Master) 4. File format for bulk upload facility 5. Currency 6. Name of the Corporate (Hub) 7. Funding pattern (Hub or dealer/ bidder) 8. Types of finance (Buyer Finance, Supplier finance, Bidder Finance, Dealer Finance) 9. Differential Interest rate if any (Refer Interest rate Master) 10. Underlying instrument required 11. Underlying document expiry (period after which underlying documents gets stale) 12. Program limit cap 13. Insurance details 14. Acceptance process 15. Part payment/ recovery of principle (enabled/ disabled) 16. Part disbursement (enabled / disabled) 17. Tenor max 18. Grace period 19. Loan due from invoice date/ disbursement date 20. NPA classification date (This is a separate item under a Master) 21. Program expiry date 22. Program disablement 23. System to have provision to capture minimum and maximum lending rate	PART - V - TECHNICAL & FUNCTIONAL REQUIREMENTS:	Kindly elaborate on - "Funding pattern (Hub or dealer/bidder) - Scope for Bidder finance	As per RFP
59	77	Point No. 427, S6	The System should be able to manage due dates, renewals , insurance pending, premium commutation etc. and alert the user xxx days prior of the insurance renewal date	Insurance masters	As per our understanding the proposed solution will manage insurance masters and workflows however, the accounting and transaction part will be managed in Core Insurance solution. Please confirm	Accounting will be done in Core Banking Solution and other details to be kept in Proposed System
60	77	S4	System to support BO/RO/ZO wise holiday master.	PART - V - TECHNICAL & FUNCTIONAL REQUIREMENTS:	Kindly elaborate on impact of holiday on Supply chain finance operations.	There should be provision to make the System available for all days

61	78	S17	System should have the facility to refund charges in full or partially	PART - V - TECHNICAL & FUNCTIONAL REQUIREMENTS:	Refunds usually occur for interest collected upfront and finance is repaid early. Please provide use case for commission refunds.	System to have the capability for reversal of commission collected
62	78	S18	System to support Service Tax ,conversion tax etc. at client level or at branch level as a percentage, flat rate with minimum and maximum amount at transaction level	PART - V - TECHNICAL & FUNCTIONAL REQUIREMENTS:	- Kindly elaborate on "Conversion tax". - We assume it will be GST instead of service tax. Please confirm.	In case of Foreign Currency Conversion, Conversion tax will be applicable
63	78	S19	System to support refund of charges.	PART - V - TECHNICAL & FUNCTIONAL REQUIREMENTS:	Refunds usually occur for interest collected upfront and finance is repaid early. Please provide use case for commission refunds.	System to have the capability for reversal of commission collected
64	78	S20	Inbuilt system capability to calculate interest at deal level - Fixed and variable interest rates -tiered interest rate setup by period, by amount, even at overdue level -interest recovery from multiple accounts	PART - V - TECHNICAL & FUNCTIONAL REQUIREMENTS:	By "Interest collection from multiple accounts" we understand the interest can be split between the suppliers and buyers. Please confirm.	Facility to recover interest from multiple accounts
65	78	S22	Interest Subvention for select accounts to be enabled	PART - V - TECHNICAL & FUNCTIONAL REQUIREMENTS:	Kindly elaborate on the use case for "Interest subvention".	Interest subvention is applicable as per RBI/GoI guidelines
66	78	S23	System capability to support special rates default at customer level and at product level	PART - V - TECHNICAL & FUNCTIONAL REQUIREMENTS:	Kindly elaborate on scope and use case for "Special rates"	It is the different rates quoted to the different customers based on customer profile
67	78	S27	Inbuilt system capability to allow financing in currency other than the original currency of the underlying document	PART - V - TECHNICAL & FUNCTIONAL REQUIREMENTS:	We assume that even if financing is provided in other currency, the limits will still be in local currency i.e. INR. Please confirm.	The limits are in INR terms only
68	79	S35	Allow bunching or segregation of invoices while upload of the invoices based on user defined criteria (pull financing or individual invoice financing)	PART - V - TECHNICAL & FUNCTIONAL REQUIREMENTS:	Please elaborate on the use case for "Pull financing".	can be read as Pool Financing for bunching of invoices
69	79	S46	The System should be able to capture PDCs.	PART - V - TECHNICAL & FUNCTIONAL REQUIREMENTS:	Please confirm whether system is expected to just capture the PDCs. The actual PDC management and cheque clearing status tracking to be handled through bank's existing collection system.	There is no separate collection system avaialble with bank at present
70	80	S55	System to support matching of underlying document to that commercial invoices/ taxed invoices	PART - V - TECHNICAL & FUNCTIONAL REQUIREMENTS:	Need clarification on how the matching is to be handled.	Based on some defined parameters
71	80	S56	System to support incentivizing dealers based on an average utilization/ early payments etc.	PART - V - TECHNICAL & FUNCTIONAL REQUIREMENTS:	System can provide report on the dealer wise average limit utilization or early loan repayments. But the incentives need to be computed outside the system. Please confirm understanding.	Incentive has to be computed based on parameter
72	80	S64	The system should be able to generate a report on the event wise query	PART - V - TECHNICAL & FUNCTIONAL REQUIREMENTS:	Please elaborate on "Event wise queries".	Events are Disbursal, repayment etc
73	81	Point No. 498, S77	Interface to front end portals, host to host and charging system	Integration	Please elaborate on the below systems is bank already having these Front end portals, host to host and charging system being refered here to be integrated in the proposed SCF Solution.	As per RFP
74	81	S73	System to support report generation on the basis of data collected from Corporate Trade Finance system (web portal) and CBS.	PART - V - TECHNICAL & FUNCTIONAL REQUIREMENTS:	The system can generate data for proposed FSCM system. Reports for Trade system and CBS should be handled by respective systems. Please confirm.	No changes can be made in the clause

75	84	6.2.a	PAYMENT TERMS a) No advance payment will be made.		Request the bank to release the advance payment for license and ATS for the OEM product licenses, as it is a 3rd party license and it has to be taken in the name of end user (Bank) only. (or) 100% license cost to be paid on delivery of license	No changes can be made in the clause
76	84	Part VI: Clause 6.2	6.2 PAYMENT TERMS	6.2 PAYMENT TERMS	The Payment terms given by bank are unfavorable and we propose the following amendment to payment terms : a.Prices quoted to be exclusive of all the taxes and levies b.Interest of 18% pa on delayed payment c.Payment in 15 days of date of invoice d.No downward change in the price e.Suspension of services/ termination of agreement in case of delay in payment f. Payment for ATS/AMC to be 100% at the begenning of the year. g. We request the bank to waive off caluse 6.2 (vii) h. Any and all change request shall be on chargable basis How the bidder can convey the modifications to these clauses? We propase we can take up these clauses for discussion at contracting stage.	No changes can be made in the clause
77	85	6.3.II.	PAYMENT TERMS for Warranty & Annual Maintenance	AMC / ATS payment due shall be released for every quarter at the end of each quarter	Request the bank to release the ATS amount annually in advance for all the product license, hardware & Software environment license components, as it is a 3rd party license component	No changes can be made in the clause
78	86	6.5.a	Annual Technical / Maintenance Support	The Contract shall include the terms for Technical or Maintenance Support along with SLA as per Bank's conditions. The mutually agreed SLA need to be signed by the Bidder and the Bank. The AMC will start after the warranty period. AMC will be paid annually.	Request the bank to release the ATS amount annually in advance for all the product license, hardware & Software environment license components, as it is a 3rd party license component	No changes can be made in the clause
79	86	6.4	Warranty Period of Contract shall be one year and will start from the date the solution has gone live and been accepted by the bank by issuing the certificate of acceptance.	Warranty (one year from the date of GO live)	Our Standard Warrant term is 3 months. We request Bank to reduce the warranty to 3 months.	No changes can be made in the clause
80	87	6.6	Payment Terms for Trade Finance including Customer Web Portal and Supply Chain Finance Solution		Request the bank to release the advance payment for license and ATS for the OEM product licenses, as it is a 3rd party license and it has to be taken in the name of end user (Bank) only. (or) 100% license cost to be paid on delivery of license	No changes can be made in the clause
81	87	6.7	Payment Terms for Hardware, other Infrastructure components and Operating Systems		Request the bank to release the advance payment for Hardware, other Infrastructure components and Operating Systems along with the AMC of the respective items in advance, as it is a 3rd party license and it has to be taken in the name of end user (Bank) only. (or) 100% payment to be paid on delivery of the rspective items to the bank	No changes can be made in the clause
82	87	6.7	Payment Terms for Hardware, Other Infrastructure Components & Operating System	Payment Terms for Hardware, Other Infrastructure Components & Operating System	The vendor will be responsible only for recommending the Hardware Sizing. We request the Bank to procure Hardware, Other Infrastructure Components & Operating System.	No changes can be made in the clause
83	88	6.8	Payment Terms for Environmental Software except RDBMS		Request the bank to release the advance payment for license and ATS for the environment software licenses, as it is a 3rd party license and it has to be taken in the name of end user (Bank) only. (or) 100% license cost to be paid on delivery of license	No changes can be made in the clause

84	88	6.9	Payment Terms for Implementation Cost	1. 40% payment On successful completion of Current State Assessment, Gap Analysis (including data gap analysis) and Systems Requirement Specifications (SRS) Sign-off, On completion of Customization, Configuration, Parameterization, Documentation and Sign-off (including of Bank's Models). On Completion of Interface Building/ Documentation and Sign-off, On Completion of Data Extraction, Validation, Data Migration, Reconciliation, Documentation and Sign-off 2. 40 % payment on On successful Completion of end-to-end UAT, Documentation and Sign-off, On Completion of Sample Roll-out and Trainings, Documentation and Sign-off, On Completion of Migration to Production, Documentation and Sign-off. 3. 10 % payment After 9 months from the date of successful implementation (i.e. on Sign-off of Project Implementation and Production Migration).	Request the bank to modify the payment terms as following: 1. 25% on completion of GAP Analysis & SRS sign-off 2. 25% on completion of installation & Configuration of proposed modules 3. 25% on completion of Data Extraction, Validation & Data Migration 4. 15% on completion of UAT Sign-off of the proposed modules 5. 10% on Go-Live	No changes can be made in the clause
85	89	Part VI: Clause 6.10	The Bank wish to award this project to the selected bidder for a period of 5 (Five) years. Hence, the successful bidder shall be required to provide a Bank Guarantee for 10% (as of now, which may increase /Decrease as per Government Guidelines from time-to-time during the project period) of the TCO for the entire contract period of 5 years issued by any scheduled commercial bank (other than CENTRAL BANK OF INDIA) valid for 72 months (60+12 months claim period), from the date of acceptance of Purchase Order (PO), indemnifying any loss to the Bank, as per the format of ANNEXURE-25. The bank guarantee shall be provided to the bank either before or at the time of execution of the Service Level Agreement (SLA). Upon furnishing the Performance Bank Guarantee, the EMD of the selected bidder shall be returned.	Performance Bank Gaurantee	- We would request Bank to go by standard terms and reduce Bank Guarantee to 3%. '- We also request to agree on the detailed conditions related to PG at the contracting stage such as a.Its invocation in certain cases only after providing the notice to the bidder b.Return of the same When this guarantee will be returned? What recourse the bidder will have in case the failure is not solely attributable to the bidder?	As per RFP
86	90		The bidder should produce a plan for a phased implementation across various branches. Flexibility to add new locations in India and abroad should be inbuilt. The solution must have the ability to interface with multiple back offices [CBS] of the Bank, if required [Currently TCS Bancs24 CBS is the only back office].	Implmentation approach	Please confirm if Bank requires Phased implementation approach or Big Bang. Please provide details for various phases. Also, Assuming as of now the requirement is to host the TF and SCF solution in India and all branches / users from India will use the solution - please confirm	As per RFP
87	90	Part VI: Penalty Clause 6.12	A. Since installation of the proposed product would be a critical solution for our customer services and the Bank expects the product will have a high uptime (of 99.95% computed on monthly basis) and availability for branches and controlling offices to use the system during regular business hours and for performing regular maintenance activities at Primary Site or Secondary site. The bidder should ensure that any major issue or problem reported should be resolved at the earliest so that there is no operational issue faced by the bank. Any degradation from the agreed uptime shall invite penalties as detailed in the RFP.	Penalties	We would suggest following changes to be agreed at the contracting stage: a.Penalties to be applicable only in cases of reasons solely attributable to the bidder. b.Lesser amount for per incident. c. Reduce the maximum applicaple penalty to 5% of the total contractr value. d. Gaurantees on response times and penalties associated with it needs to be renegotiated with the bank	As per RFP

88	92	6.12.B	The successful bidder shall agree to a penalties structure in accordance with the following for delay beyond the implementation schedule. Software:	During project execution/implementation 1 % of penalty applicable for delay in project implementation / execution (per month). Maximum penalty applicable is 10 % of the total cost of project. During AMC / ATS As mentioned in RFP under clause. Maximum penalty applicable is 10 % of the total cost of the project	Request the bank to reduce the penalty to the following clauses. During project execution/implementation **0.25 %** of penalty applicable for delay in project implementation / execution (per month). Maximum penalty applicable is **10 % of the respective implementation part of the project.** During AMC / ATS As mentioned in RFP under clause. Maximum penalty applicable is **10 % of the of the respective implementation part of the project.** (Ultimately other license cost and other hardware software & environment cost should not be factored for the penalty clauses. Any delay in delivery of respective line items to be linked to the penalty clauses for the respective line items alone For example, if the Bidder is not able to supply a server at DC or the supplied server requires some more parts for its functioning, then the penalty levied will be **0.25%** of the cost of **"That server" per month** or part thereof, of delay.)	As per RFP
89	94	6.13	LIQUIDATED DAMAGE (LD)	Notwithstanding the Bank's right to cancel the order, liquidated damages at 0.5% (Half Percent) of the Total Cost of Ownership (TCO) price per week will be charged for every week's delay in the specified implementation schedule i.e. 20 weeks including 8 week for Hardware delivery and 2 week for installation of Hardware from the date of Acceptance of Purchase Order (PO). The Liquidated Damages including Service Level Penalties would be subject to a maximum of 10% of the total project cost.	Request the bank to levy liquidated damages at **0.25%** of **the repsective part of the project cost per month** will be charged for every **month**'s delay in the specified implementation schedule i.e. **12 Months** including **3 Months** for Hardware delivery and **1 Month** for installation of Hardware from the date of Acceptance of Purchase Order (PO). The Liquidated Damages including Service Level Penalties would be subject to a maximum of 10% of the the the respective parts thereof.	As per RFP
90	96	Part VI: Indemnity Clause 6.18	The selected Bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any claim for infringement of intellectual property rights.	Indemnity	We are OK to provide indemnity against IPR infringement by our proprietary product. Please let us know which are the third party claims apart from IPR infringement for which indemnity is sought. Please elaborate with examples. Can the parties mutually finalize the clause at the time of contracting stage?	
91	100	Part VI: Termination Clause 6.26	CENTRAL BANK OF INDIA reserves the right to cancel the work/purchase order or terminate the SLA by giving 90 (ninety) days' prior notice in writing and recover damages, costs and expenses etc., incurred by Bank	Termination	We would request to mutually agree upon this clause at the contracting stage containing few aspects such as: a.No termination for convenience b.termination by the Bank only in case where the failure is solely attributable to the bidder and after providing the cure period c.termination by the bidder in case of non-receipt of the fees d.Termination by bidder in case of breach of licensing terms by bank/infringement of IPR and cessation/revocation of license granted e.Impact of termination such as return of the information and payment of the accrued fees, etc.?	As per RFP
92	102	Part VI: Limitation of Liability Clause 6.32	Bidder's aggregate liability under the contract shall be limited to a maximum of the contract value. For the purpose of this section, contract value at any given point of time, means the aggregate value of the purchase orders placed by Bank on the Bidder that gave rise to claim, under this RFP	Limitation of Liability	We would request to mutually agree upon this clause at the contracting stage containing few aspects such as: a. Bidder shall not be liable for indirect, consequential, incidental or special damages. B. Maximum cap on penalty to be 5% of the total contract value.	As per RFP

93	106	Part VI: Clause 6.45	The equipment (hardware, software etc.) supplied under the contract shall be fully insured by the successful Bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation. The insurance shall be obtained by the Bidder naming Central Bank of India as the beneficiary, for an amount Equal to 100% of the invoiced value of the goods on "all risks" basis. The period of insurance shall be up to the date the supplied components are accepted and the all rights of the property are transferred to the Bank in the Bank's premises.	Insurance	We would be happy to obtain the insurance policies which are mandatory under the law. How can we modify this clause to that effect?	As per RFP
94	108	Part VI: Clause 6.52	The Bidder claims and represents that it has obtained appropriate rights to provide the Deliverables upon the terms and conditions contained in this RFP. The Bank agrees and acknowledges that save as expressly provided in this RFP, all Intellectual Property Rights in relation to the Software and Documentation and any adaptations, translations and derivative works thereof whether protectable as a copyright, trade mark, patent, trade secret design or otherwise, provided by the Bidder during, in connection with or in relation to fulfilling its obligations under this RFP belong to and shall remain a property of the Bidder or its licensor.	Intellectual Property Rights	- The arrangement will involve poviding licenses of bidder's proprietary product as per applicable licensing terms. - All IP will belong to bidder. - Further bidder will be happy to provide indemnity for its product however, the Bank may procure third party software/hardware, please help us to understand how bidder can disclaim indemnity for these third party product? - Can the parties mutually finalize the clause at the time of contracting stage?	As per RFP
95	151	ANNEXURE-18 Past Experience Details Implementation in India		List of major customers where the offered Trade Finance and supply chain finance solution is implemented in the last 3 years in INDIA and their reference details	Request the bank to confirm whether it is sufficent to provide the client references in India for the solution implemented regardless of whether it is implemented by the bidder or not. **Request the bank to accept OEM credentials** for the scoring for India based banks as the proposed solution was part of their core banking solution earlier.	No changes can be made in the clause
96	152	aining Requiremen	Training to following target groups have to be provided by the SI/OEM before Go live of the proposed solution		a) Will there be retraining required ? B) Can training be done online ? C) Will training be on ongoing process ?	Bank will decide at later stage for providing training online
97	169	ANNEXURE-23 Important Project Timelines		Timeline for delivery of hardware from the date of signing of MSA/SLA agreement.- **4-5 weeks** Period for the entire solution to be ready for GO LIVE after signing of MSA/SLA agreement.- **9 Months**	**Request the bank to modify the clause as following:** Timeline for delivery of hardware from the date of signing of MSA/SLA agreement.- **3 Months** Period for the entire solution to be ready for GO LIVE after signing of MSA/SLA agreement.- **12 Months**	As per RFP
98	472	Point No. S51	System to allow exposure management at borrower and commodity. Exposure management is the exposure of the customer to a particular sector or commodity.	Loan Management system	As mentioned in RFP Bank is using TCS Bancs as CBS for Loan management activities and CysArc for Loan Origination. As per our understanding bank must be already managing exposures in these systems. Please confirm in the presence of these two system what is use case of Loan management through the proposed application.	Real Time exposure to be checked by the proposed solution
99	-	-	-	Extension	The requirements are quite comprehensive. It will be challenging to respond to the same in such a short time. So we request Bank to extend the submission timeline by minimum 2 weeks.	No changes can be made in the clause
100	-	-	-	Additional Terms	We would like to suggest few additions/modifications at the contracting stage. Please let us know how these could be suggested.	Changes acceptable to the bank can be done till the last date of submission only
101	37-38	4.5 FACILITIES MANAGEMENT SERVICES (FMS) AND HELP DESK	The Bidder is required to provide Helpdesk & Facility Management services on site till the end the project period/contract period primarily at Core Banking Department, CBD Belapur, Navi Mumbai with support at Secondary Site at Hyderabad on need basis. The bidder is required to indicate the resource requirements for FMS in the Bill of Material. New solution will be deployed on new hardware only. FMS service Onsite support should consist of two Level 1 and two Level 2, Level 1 should have a minimum experience of 2 years. Level 2 should have a minimum experience of 3 years.		a) How many resources are required for helpdesk ? B) Can helpdesk be remotely located ? C) What are the languages to be known be Helpdesk staff ?	Onsite support is required,

102			User details SCM	Users details	Does bank already have front end portal for the Supply chain finance transactions or bank would be requiring us to provide for the same. For the below mentioned products Supplier Finance Buyer Finance Dealer Finance Bidder Finance	System should be capable for Co-lending Model
103			User details SCM	Users details	Please provide total volume of Corporate Users who would be accessing the portal for Buyer Finance, Supplier finance, Bidder Finance, Dealer Finance Requests	System should be capable to allow maximum users
104			User details SCM	Users details	Please provide the Total and Concurrent number of users requiring access to Supply Chain finance solution (for handling of Buyer Finance, Supplier finance, Bidder Finance, Dealer Finance Requests) Kindly share the break-up of the number of users as per the initiation channels for TF solution, 1. Scanning users 2. Number of users accessing SCF Portal (Including Corporate and Bank users) 3. Web based Bank users accessing the proposed SCF solution	System should be capable to allow maximum users
105			User details SCM	Users details	Please provide the yearly volume of Buyer Finance, Supplier finance, Bidder Finance, Dealer Finance Requests to be processed through our system.	Will be provided to the successful bidder
106			User details Trade Finance	Users details	Please provide the Total and Concurrent number of users requiring access to Trade Finance solution Kindly share the break-up of the number of users as per the initiation channels for TF solution, 1. Scanning users 2. Number of users accessing Trade Portal (Including Corporate and Bank users) 3. Web based Bank users accessing the proposed Trade Finance solution	In all the branches
107			Integrations	Integration	Please provide the number of system with which integration is required with the proposed solution	As per RFP
108		General	General	Modules	Kindly provide the list of all the Trade Finance and Supply Chain Finance modules	Details mentioned in RFP
109			General	General	Please share a use case for the functioning of Product "Bidder Finance" in SCF.	Will be provided to the successful bidder
110			General	General	What is the current solution landscape? Please list out the name of the below solutions, their versions and usage in processing of Trade Transctions- Core Banking System, Trade Core engine Treasury System Limit Liability System if resides outside Core Banking System Sanction Screening System - AML/FCC Customer Online Portal Onboarding Solution Swift Gateway Vessel Tracking System Transaction monitoring System SIEM Solution Digital Signature Solution	will share this information to successful bidder

111			General	General	As per the understanding we draw from this RFP Bank is looking to replace their existing Trade Core Engine. and we will be required to perform below mentioned activities. A.) we are required to provide for the web portal and replacement the existing Trade Core Engine of the bank and carry out end to end processing of the trade transaction and we need to calculate the charges generate accounting entries and push the accounting entries to bank's Core Banking system and post successful response handover the swift to the Swift system. We would be Integrating with other sub-systems also we will be doing migration of outstanding data as we are replacing the bank's existing trade core engine. Please confirm if our understanding is correct.	As per scope of RFP
112			General	General	Kindly share the break-up of trade finance transactions volume details product wise initiated through various channels the present and expected scalability volume	Details are provided below.
113			General	General	Kindly elaborate on the integration of existing Trade Finance application with OMS	Should integrate with all existing system
114			General	General	Please clarify on the requirement of any approval to be done through mobile interface.	As per RFP

Number of Transactions per Annum - Trade Finance		
S.No	Type of Transaction	No of Transaction
1	Bank Guarantee	20000
2	Letter of Credit (Inland / Import /amendment) / Advising	8000
3	Remittances (Inward / Outward)	110000
4	Inland Inward Bills	5500
5	Inland Outward Bills	28000
6	Forward contract Booking	5000
7	Pre-shipment	12000
8	Post-Shipment	8000
9	Export Bills	45000
10	Import Bills	4500
11	Foreign Cheques / DDs	900
12	EEFC Withdrawal	3000
	TOTAL	249900