**Reply of Pre Bid Queries discussed in Pre Bid Meeting held on 04.05.2023 at Central Bank Of India, Finance & Accounts Department, Floor No. 04, Chander Mukhi Building, Nariman Point, Pin Code 400021, Mumbai**

**Tender Reference Number: CO:F&A:GST:2023-24:01**

**Request for Proposal For "Supply, Customization, Installation Implementation of Support Software for Goods and Service Tax (GST) In CENTRAL BANK OF INDIA and Two Sponsored RRBs"  Dated-19-04-2023**

| SR NO | PAGE NO OF RFP | CLAUSE NO | RFP CLAUSE | BIDDER'S QUERY | Bank Reply/Clarification of Queries |
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| 1 | Page 11 | 5. Detailed Scope of Work 5.1 GST Return Compliance : | 7. Format of sales and purchase extract/ credit/debit note file etc will be as per Bank's defined parameters and there will be minimum changes to be incorporated in CBS and other Bank's applications. Hence, vendor will have to customize the software as per the report generated by CBS and other Bank's applications. | let us know the feasibility of generating certain data from CBS/other applications in vendor specified formats | Format of sales and purchase extract/ credit/debit note file etc will be as per Bank's defined parameters and there will be minimum changes to be incorporated in CBS and other Bank's applications |
| 2 | Page 11 | 5. Detailed Scope of Work 5.1 GST Return Compliance : | 8. Format of sales and purchase extract/ credit/debit note file etc will be as per Bank's defined parameters and there will be minimum changes to be incorporated in CBS and other Bank's applications. Hence, vendor will have to customize the software as per the report generated by CBS and other Bank's applications. | Standard reports required for filing of GST returns and as per the statuary compliance will be made available in application and data of larger size would be extracted from bank end queries as and when required, hope this would be acceptable to Bank | Yes |

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| 3 | Page 14 | 5. Detailed Scope of Work 5.2 Invoice Generation: | 9. The solution should integrate with SMS gateway / E-Mail gateways for various automated letters / communications at various stages as defined by Company from time to time. The solution should handle State/centrally/union territory wise filing of various monthly/quarterly/annual Returns as per GSTN requirements | SMS /Email integration API's will be provided by the Bank. Domain would be Banks domain from which the SMS/Email will be sent. Please clarify if our understanding is correct. | Yes, Domain would be Banks domain from which the SMS/Email will be sent. |
| 4 | Page 15 | 5. Detailed Scope of Work 5.3 Input Tax Credit Compliance | 1. There should be format provided in the package for collecting the DATA of input tax credit from the branches and the same should be interfaced with the ITC return. | Vendor payment system is not required here only the purchase register data where ITC is applicable need to be captured in application via branch manual entry or bulk upload, is our understanding correct | Vendor payment system is not required here only the purchase register data will be bulk uploaded. |
| 5 | Page 15 | 5. Detailed Scope of Work 5.3 Input Tax Credit Compliance | 16. Necessary follow ups with the Bank's Branches & Vendors for optimum Input Tax Credit (ITC) ailment and minimizing the mismatches between the Bank's Purchase Register and GSTR 2A / GSTR-2B within the related statutory timelines through e-mail facility. | Is that the additional manpower to be deployed in the Bank premises for ITC follow-up with Branch & vendor. Kindly elaborate the role of vendor in detail here. | Follow-up will be done by Bank only however the solution should have the functionality of preparing letter notice mail. etc for Follow-up |
| 6 | Page 15 | 5. Detailed Scope of Work 5.3 Input Tax Credit Compliance | 15. Reconciliation report between GSTR-2A, GSTR-2B and GSTR-3B for the given period. | We assume the reconciliation would be carried for the records from the date of go live or PO not for the back dated records or filling months. Kindly confirm our understating | As per GST law the timeline for GST Input Credit is 30th Nov of subsequent year hence the reconciliation is required to be done from 1st April of Previous Financial Year. |

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| 7 | Page 15 | 5. Detailed Scope of Work 5.4 Technical Requirements: | 1. The Application Solution should be made ready for moving into production after UAT and acceptance within 30 days from acceptance of Purchase Order, so as to enable the bank for full compliance under GST. | After PO acceptance we have to have a detailed study of gap analysis, data mapping, hosting, integration and testing of application, hence 30 days is a narrow timelines kindly consider to extension to 60 days | The Application Solution should be made ready for moving into production after UAT and acceptance within 30 days from acceptance of Purchase Order. |
| 8 | Page 15 | 5. Detailed Scope of Work 5.4 Technical Requirements: | 6. The selected Bidder has to implement the entire solution (including OS & DB) in DC (with fall-back in DC), DR and UAT setup of the Bank. Solution should be highly available as mentioned elsewhere in the RFP. | Log shipping mechanism would be followed for DC & DR synchronization and hopefully this will suffice the requirement here. | Data base set up to be made in DR and then oracle data guard can be used for log shipping / application. Vendor need to insure that DC ,DR must be sink always. |
| 9 | Page 15 | 5. Detailed Scope of Work 5.4 Technical Requirements: | 8. All updates and upgrades of OS & DB (Oracle) have to be done by the selected Bidder without any extra cost to the Bank during contract period. However, these licenses will be provided by the Bank. | For db we recommend to go with MS SQL server. Kindly let us know the feasibility of the same and would request for exemption on oracle DB | Bank do not have any problem with regard to MS SQL server. However the cost of SQL Licence for DB and OS should be included in software cost. As Bank will not provide SQL Licence and any extra cost for SQL Licence . |
| 10 | Page 16 | 5. Detailed Scope of Work 5.4 Technical Requirements: | 18. The selected bidder should provide support for Data archival, retrieval and purging as per the requirement of the Bank. Also, as per GST guidelines, 10 years historic data must be available / provided to the Bank as and when required. The selected Bidder should migrate the existing data. | Will the formats of data extraction from existing db would be as per the vendor defined formats | It will be decided mutually to comply with GST Compliance. |

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| 11 | Page 16 | 5. Detailed Scope of Work<br>5.4 Technical Requirements: | 22. At present, Central Bank of India is using GST hardware on VMware platform, with OS Windows Server 2016, Database Oracle. For RRBs, physical servers are being used (details provided in this RFP), however, RRBs may opt for VMware platform in future, if required. | We recommend to go with MS SQL server as DB. Kindly let us know the feasibility of the same. | Bank do not have any problem with regard to MS SQL server. However the cost of SQL Licence for DB and OS should be included in software cost. As bank will not provide SQL Licence and any extra cost for SQL Licence . |
| 12 | Page 18 | 5. Detailed Scope of Work<br>5.4 Technical Requirements: | 42. The Bidder shall be responsible for the procurement of all type of Secure Sockets Layer (SSL) certificate / any certificate for the solution. | The solution is hosted with in Banks domain hence its recommended Bank to procure the SSL certifications accordingly, else IIS self-signed certification would be configured. Kindly clarify | The solution is hosted with in Banks domain hence Bank will procure the SSL certifications. |
| 13 | Page 18 | 5. Detailed Scope of Work<br>5.5 Facility Management Service : | 1. The vendor should ensure to deploy sufficient qualified resource persons (Minimum-2) for Onsite support to assist the Bank in complying with the above scope of work within the statutory timelines as per the following | JD for the onsite resource to be defined by the Bank based on same will evaluate the no of resource requirement. Also clarify resources to be deployed at HO or DIT location. Is that the requirement is for functional staff as well i.e. qualified CA required? | Required resource will be technical staff only. Qualified CA is not required. Location of the Resource person will be DIT Belapur, Navi Mumbai however bank may call them at HO, Nariman Point, Mumbai also as per requirement. |

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| 14 | Page 18 | 5. Detailed Scope of Work 5.5 Facility Management Service : | 4. Help desk (on site) should be dedicated for obtaining/retrieving/preparation of data for filing regular and correction returns and other work as given above as scope. Note: Proper attendance system must be in place. If any resource proceeds on leave, suitable substitute needs to be provided well in advance. The above is the minimum requirement and needs to be increase in case of exigency. | JD for the onsite team to be defined by the Bank to evaluate the no of resources required. Please specify resource would be of technical or functional requirement here. | Required resource will be technical staff only. Location of the Resource person will be DIT Belapur however bank may call them at HO also as per requirement. |
| 15 | Page 10 | 4 sr.no 12 & ANNEXURE 17 | Parameters - Evaluation of Technical Bid  The Bidder should have experience in implementing / supporting well-established GST Solutions in at least one Scheduled Commercial Bank in India with at least 1000 branches at the issuance date of RFP. | In GST - RFP's, generally it is allowed for experience in implementing till the date of submission of RFP to enable more bidders & competitive bids. Therefore, we humbly request your esteemed Bank to also consider the work implemented till the date of submission of RFP under this clause. | The Bidder should have experience in implementing / supporting well-established GST Solutions in at least one Scheduled Commercial Bank in India with at least 1000 branches at the issuance date of RFP. We will not consider any relaxation in this clause. |
| 16 | | ANNEXURE 17 - Clause no 4, 5 | Parameters - Evaluation of Technical Bid, 4. The Bidder should have successfully implemented Comprehensive GST Solution in schedule Commercial Bank, 5.The Bidder should have successfully implemented Reconciliation software of ITC with 2A/2B as on issuance of RFP date in schedule commercial banks | The RFP clause considers schedule Commercial Bank experience for evaluation. However, the RFP includes work for Two Sponsored RRBs also, therefore, we humbly request your esteemed bank to consider & allow marks for experience of GST work in RRB also. | As per Second Schedule of RBI Act 1934 RRBs are also covered under Schedule Commercial Bank. Hence experience of RRB's will also be counted as for evaluation criteria where ever applicable. |

| 17 | 16 | 5.4_Technical Requirements_ Point 22 | At present, Central Bank of India is using GST hardware on VMware platform, with OS Windows Server 2016, Database Oracle. For RRBs, physical servers are being used (details provided in this RFP), however, RRBs may opt for VMware platform in future, if required | Please clarify if the bidder's application should be in oracle database only or any other database will also be considered. | Bank do not have any problem with regard to any other data base server other than Oracle. However the cost of other data base Licence for DB and OS should be included in software cost. As bank will not provide any other data base Licence and any extra cost for Licence. |