Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	2	A. BID SCHEDULE & ABBREVIATIONS	1. BID SCHEDULE	Tender Fee (Non-refundable) Rs.5,900/- (including 18% GST)	As per MSME clause, an organisation (comes under MSME) is exempted from paying Bid & EMD cost. Hence, we request you to exempt us from paying Bid & EMD cost. Please refer MSME clause and MSME Certificate attached	Bidder to refer Amendment-1
2	2	A. BID SCHEDULE & ABBREVIATIONS	1. BID SCHEDULE	Earnest Money Deposit (Refundable) Rs.15,00,000/-		Bidder to refer Amendment-1
3	6	LIST OF CONTENTS	Section D - Bid Process Submission of Bids	"Bid sent through Courier/Post will not be accepted/evaluated. Bids should be deposited in the tender box"	Considering the current pandemic situation, could you please allow the Bidder to submit the bid through Courier also reason being traveling to submit the bid Physically for depositing in tender box would be a challenge	Bidder to refer Amendment-1
4	10	B. INTRODUCTION	5. Requirement Details 5.3.Primary focus of the Project is to leverage services to assure Testing & Quality Assurance primarily for the products under:	5.3.1. Lead Management System including digital market place 5.3.2. Digital Lending for Retail and SME 5.3.3. Digital Lending for Cash Flow based Lending 5.3.4. Loan Management System for Retail and SME 5.3.5. Tech enabled Agriculture lending 5.3.6. Queue Management System 5.3.7. Mobile Banking Platform 5.3.8. IT Based Collection Management System 5.3.9. Recovery Management System	Request Bank to provide more details on the below applications listed: (i) Queue Management System, IT Collection Management system and Recovery Management system - Please clarify, whether this a common system for all Lending products ? (ii) Mobile Banking Platforms- Please confirm whether all the lending applications provided in scope is covered as part of the mobile banking platforms?	Information will be shared with selected bidder
5	10	B. INTRODUCTION	5. Requirement Details 5.3.Primary focus of the Project is to leverage services to assure Testing & Quality Assurance primarily for the products under:	5.3.1. Lead Management System including digital market place 5.3.2. Digital Lending for Retail and SME 5.3.3. Digital Lending for Cash Flow based Lending 5.3.4. Loan Management System for Retail and SME 5.3.5. Tech enabled Agriculture lending 5.3.6. Queue Management System 5.3.7. Mobile Banking Platform 5.3.8. IT Based Collection Management System 5.3.9. Recovery Management System	For Digital Banking applications in Scope, Requesting Bank to provide us the following information: For Desktop & Mobile browser testing for Internet Banking: Please provide the list and number of devices, OS and its versions to be tested or Expleo can suggest "Latest OS versions in Tablet & Mobile - overall 4 device combination for Android & IOS"	All browsers support is required Android : v9.0 & above iOS : v9.0 & above
6	10	B. INTRODUCTION	6. Participation Methodology	6.1. A dedicated testing firm/ a firm having dedicated business line/ practice for testing software products can participate in this tender.	We as development organization/System Integrator is allowed to participate by aligning with testing agency fulfiling the eligiblity, Technical & Functional criteria	Bidder to comply with RFP terms.
7	10	B. INTRODUCTION	6. Participation Methodology		We as prime bidder wants to participate along with testing agency is that allowed?	Bidder to comply with RFP terms.
8	12	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Project Timelines 1.3. Bidder should meet the deadlines as mentioned below for the completion of the Scope of Work of the RFP:	3. Phase III -Implementation of Projects/Sub-Projects identified in Phase-I above -Within 90 days from the date of completion of phase 1. 4. Phase IV - Implementation of Projects/Sub-Projects identified in Phase-I above -Within 6 Months from the date of completion of Phase 1.	Expleo understands from the clause mentioned in section 1.3 that post phase 1 and phase 2, based on the outcome of volume of testing, the number of applications in scope of testing will be segregated as small, medium and complex. We understand: 1. All the applications in scope of testing under small and medium to be completed Within 90 days from the date of completion of phase 1. This will form part of Phase 3 2. All the applications in scope of testing under complex to be completed Within 6 Months from the date of completion of Phase 1. This will form part of Phase 4 Kindly confirm our understanding	The details will be shared in Phase-1. Please refer Project timelines as per RFP document.

9	12	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Penalties/Liquidated Damages	3.1. Liquidated Damages for non-delivery of Services: Failure to complete the activities as per phases mentioned in Clause 1 shall attract penalty at the rate of Rs.500/- (plus GST) per day or part thereof for each phase. However, the total penalty under this Clause shall be restricted to 10% (plus GST) of the project cost excluding GST.	The Penalties charged per day basis is very high hence we propose to amend this clause as below; Failure to complete the activities as per the phases mentioned in Clause 1 shall attract penalty at the rate of Rs. 500/-(plus GST)per WEEK or part thereof for each phase. However the total penalty under this Clause shall be restricted to 5% (plus GST) of the Total project cost excluding GST.	Bidder to comply with RFP terms.
10	12	DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Penalties/Liquidated Damages	3.2. Penalties/Liquidated Damages for non-performance: If the bidder does not meet the requirements of the RFP during various assessments, the bidder shall rectify the same at bidders cost to comply with the requirements immediately to ensure completion of the activity, failing which the Bank reserves its right to invoke the Bank Guarantee.	Proposed employee details along with certifications signed by authorized signatory to be produced	Bidder to comply with RFP terms.
11	27	Annexure-2 Eligibility Criteria Declaration	BIDDER EXPERIENCE Point e	**Eligibility Criteria** Bidder should have completed End to End software testing & quality assurance services and it should be currently operational for more than three years as on date of the RFP covering Manual, Automation and Performance testing in at least two BFSI organisations in India. **Documents to be submitted for Eligibility Criteria Compliance** Bidder should provide Proof of Purchase Order/s and Client reference/s as proof of execution in Bidder's name duly mentioning the start date and end date of the project.	Please consider Oversease references also	Bidder to comply with RFP terms.
12	27	Annexure-2 Eligibility Criteria Declaration	BIDDER EXPERIENCE Point e	**Eligibility Criteria** Bidder should have completed End to End software testing & quality assurance services and it should be currently operational for more than three years as on date of the RFP covering Manual, Automation and Performance testing in at least two BFSI organisations in India. **Documents to be submitted for Eligibility Criteria Compliance** Bidder should provide Proof of Purchase Order/s and Client reference/s as proof of execution in Bidder's name duly mentioning the start date and end date of the project.	We request you to consider experiences in BFSI organizations in India and outside India	Bidder to comply with RFP terms.
13	27	Annexure-2	BIDDER EXPERIENCE Point e	**Eligibility Criteria** Bidder should have completed End to End software testing & quality assurance services and it should be currently operational for more than three years as on date of the RFP covering Manual, Automation and Performance testing in at least two BFSI organisations in India. **Documents to be submitted for Eligibility Criteria Compliance** Bidder should provide Proof of Purchase Order/s and Client reference/s as proof of execution in Bidder's name duly mentioning the start date and end date of the project.	We request to consider international experience also	Bidder to comply with RFP terms.

14	27	Annexure-2 Eligibility Criteria Declaration	BIDDER EXPERIENCE Point f	**Eligibility Criteria** Bidder should have a dedicated testing team of at least 100 personnel on its permanent rolls. **Documents to be submitted for Eligibility Criteria Compliance** Bidder should submit letter/certificate from Company Secretary for having 100 dedicated testing team stating that they are on permanent payroll of the company.	We request to amend this clause as "Bidder should have a dedicated testing team of at least 200 ISTQB certified personnel on its permanent rolls".	The RFP clause is modified as under: "**f. Eligibility Criteria:** Bidder should have a dedicated testing team of at least 50 ISTQB personnel on its permanent rolls. **Documents to be submitted for Eligibility Criteria Compliance:** Bidder should submit letter/certificate from Company Secretary for having 50 ISTQB dedicated testing team stating that they are on permanent payroll of the company."
15	27	Annexure-2 Eligibility Criteria Declaration	BIDDER EXPERIENCE Point f	**Eligibility Criteria** Bidder should have a dedicated testing team of at least 100 personnel on its permanent rolls. **Documents to be submitted for Eligibility Criteria Compliance** Bidder should submit letter/certificate from Company Secretary for having 100 dedicated testing team stating that they are on permanent payroll of the company.	Permanent rolls doesn't make any diffrence as subcontracting is not allowed as per RFP. We request to change permanent employees of 100 testing team from banking vertical or Functional test engineers certified in ISTQB,TOGAF.	The RFP clause is modified as under: "**f. Eligibility Criteria:** Bidder should have a dedicated testing team of at least 50 ISTQB personnel on its permanent rolls. **Documents to be submitted for Eligibility Criteria Compliance:** Bidder should submit letter/certificate from Company Secretary for having 50 ISTQB dedicated testing team stating that they are on permanent payroll of the company."
16	27	Annexure-2	Eligibility Criteria Declaration		Can we show case my partner testing team as proof ; they have more than 300+ISTB resources	Bidder to comply with RFP terms.
17	28	Annexure-7	Technical & Functional Requirement for Selection of Service Provider for Software Testing & Quality Assurance Services In Canara Bank	**Consolidated Score for Relative Technical Evaluation (RTE):** Evaluation based on Presentation/Demo/Site Visit =15 Marks	Whether Bank want to visit at any client place ?	Bidder to comply with RFP terms.
18	29	Annexure-7(A) Bidder's Capabilities	1.Bidder Capabilities	Accreditation Bidder has valid accreditation as below: • ISO/IEC 17025:2017 certificate for the last 2 completed years -5 Marks • ISO/IEC 17025:2017 certificate for the last one completed year - 0 Marks	STQC was the body which used ISO 17025 as base for their assessment. Their certificate is not ISO 17025 certificate. The only valid authorised body for 17025 is NABL which has started assessing organization in India from 2019 onward. We have applied for assessment. We want bank to give waiver and allow ISO 9001 as valid certification.	Bidder to comply with RFP terms.
19	29	Annexure-7(A) Bidder's Capabilities	1.Bidder Capabilities	Test Automation Consultants • Minimum 100 Automation OEM certified engineers (10 marks)	Is there any specific OEM certification needed? Open source seems to be sufficient for the scoped applications. It will also save TCO for bank and freedom from any specific vendor binding and AMC. We request bank to allow open source automation engineers also to be counted for qualification.	Bidder may propose any tool. Certification/Reference letter from OEM is required for verification.

20	29	Annexure-7(A)	Bidder's Capabilities	NA	Definition of a Start-up as per Ministry of Commerce and Industry, dated: 19th February 2019 (https://www.startupindia.gov.in/content/dam/invest-india/Templates/public/198117.pdf) is - (a) An entity shall be considered as a Start-up: i. Up to a period of ten years from the date of incorporation/ registration, if it is incorporated as a private limited company (as defined in the Companies Act, 2013) or registered as a partnership firm (registered under section 59 of the Partnership Act, 1932) or a limited liability partnership (under the Limited Liability Partnership Act, 2008) in India. ii. Turnover of the entity for any of the financial years since incorporation/ registration has not exceeded one hundred crore rupees. iii. Entity is working towards innovation, development or improvement of products or processes or services, or if it is a scalable business model with a high potential of employment generation or wealth creation. Request the Bank to relax the scoring based on Years of Existence for start-ups. Alternatively, the number of testing projects executed could be considered.	Bidder to refer Amendment-1
21	29	Annexure-7(A)	Bidder's Capabilities	Accreditation Bidder has valid accreditation as below • ISO 9001: 2015 certification for the last 2 completed years - 5Marks • ISO 9001: 2015 certification for the last one completed year - 0 Marks • ISO/IEC 17025:2017 certificate for the last 2 completed years -5 Marks • ISO/IEC 17025:2017 certificate for the last one completed year - 0 Marks	ISO 17025 accreditation is primarily applicable for Testing and Calibration Laboratories and the sole accreditation agency in India is NABL. As per data available on NABL, there are no Software Testing Organizations that have been certified for Software Testing. https://nabl-india.org/nabl/index.php?c=searchlab&m=index&Itemid=177 Request the Bank to do away with this scoring criteria.	Bidder to comply with RFP terms.
22	29	Annexure-7(A)	Bidder's Capabilities	Bidder has valid accreditation as below • ISO 9001: 2015 certification for the last 2 completed years - 5Marks • ISO 9001: 2015 certification for the last one completed year - 0 Marks • ISO/IEC 17025:2017 certificate for the last 2 completed years -5 Marks • ISO/IEC 17025:2017 certificate for the last one completed year - 0 Marks	Start-ups like ours who have been in existence for nearly 7 years have implemented processes that have enabled us grow. However, we do not have certification. Request the Bank to do away with this scoring criteria for Start-ups / MSME organizations.	Bidder to comply with RFP terms.
23	29	Annexure-7(A)	Bidder's Capabilities	Test Consultants • Minimum 200 ISTQB certified engineers. (10 marks) • Minimum 100 ISTQB certified engineers (5 marks) • Minimum 50 ISTQB certified engineers (3 marks) • Less than 50 ISTQB certified engineers (0 marks)	The Bank's requirement is 8 people as per the RFP. This criteria is discriminatory against Startups and MSME organizations. Request the Bank to provide lenience for Start-ups for this clause.	Bidder to comply with RFP terms.
24	29	Annexure-7(A)	Bidder's Capabilities	NA	Should all certificates be enclosed or is a letter from the HR / Authorized signatory be sufficient?	Bidder to submit supporting documents for verification.
25	30	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters 1. Bidder should have conducted testing and quality assurance for Digital Lending solution covering Manual Testing, Automation Testing and Performance Testing with Scheduled Commercial Banks in India.	Bank is looking for experince in all the product as per RFP , where similar products are used in NBFC also so we request you to consider experience in BFSI instead of only Schedule commercials Banks.	Bidder to comply with RFP terms.

26	30	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters 2. Bidder should have carried out Minimum Two out of following 6 Testing Assignments in Scheduled Commercial Banks in India: • Digital Lending (Lead Management System, LOS, Business rule engine, Account Aggregator, KYC, CBS/LMS) • CRM Application • Lead Management System • Gold Loan/KCC Loans • NPA and Loan Collection • Anti-Money Laundering • Loan Management System If Bidder has not completed any two of the Assignments in Scheduled Commercial Banks in India out of the above 6, Bidder will not be qualifying under Evaluation of Part-B	Bank is looking for experince in all the product as per RFP , where similar products are used in NBFC also so we request you to consider experience in BFSI instead of only Schedule commercials Banks.	Bidder to comply with RFP terms.
27	30	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters 4. Testing services contract with minimum of 25 resources deployed to do Quality Assurance for multiple Banking Applications in Schedule Commercial Banks	Bank is looking for experince in all the product as per RFP , where similar products are used in NBFC also so we request you to consider experience in BFSI instead of only Schedule commercials Banks.	Bidder to comply with RFP terms.
28	30	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters 6. Bidder Should have conducted integrated testing services on Loan Management system with LOS, Collection & Payment Systems in Scheduled Commercial Banks in India	Bank is looking for experince in all the product as per RFP , where similar products are used in NBFC also so we request you to consider experience in BFSI instead of only Schedule commercials Banks.	Bidder to comply with RFP terms.
29	30	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters 3. Bidder should have Experience in testing through Manual and automation testing for both of the following in any schedule commercial Bank in India • Mobile Banking • Internet Banking Criteria 1 Reference-10 Marks 2 Reference -20 marks 3 Reference-30 Marks	Whether 5 years back executed project considered as reference ?	Bidder to comply with RFP terms.
30	30	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters 10. Bidder should have Remote Project execution capability with certified Information Security Compliance. (Minimum ISO standards) Bidder has to submit the valid certificate. If Bidder is not able to submit the relevant certificate, Bidder will not qualifying under Evaluation of Part-B.	This point refers to ISO 27001 which we are yet to receive. Requesting not consider this as mandate for evaluation of PartB.	Bidder to refer Amendment-1
31	30	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters 1.Bidder should have conducted testing and quality assurance for Digital Lending solution covering Manual Testing, Automation Testing and Performance Testing with Scheduled Commercial Banks in India.	We have Banking experiences outside india for these points; Hence we request bank to change and consider international references	Bidder to comply with RFP terms.

32	30	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters 2.Bidder should have carried out Minimum Two out of following 6 Testing Assignments in Scheduled Commercial Banks in India: • Digital Lending (Lead Management System, LOS, Business rule engine, Account Aggregator, KYC, CBS/LMS) • CRM Application • Lead Management System • Gold Loan/KCC Loans • NPA and Loan Collection • Anti-Money Laundering • Loan Management System If Bidder has not completed any two of the Assignments in Scheduled Commercial Banks in India out of the above 6, Bidder will not qualifying under Evaluation of Part-B	We have Banking experiences outside india for these points; Hence we request bank to change and consider International references	Bidder to comply with RFP terms.
33	30	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters 3. Bidder should have Experience in testing through Manual and automation testing for both of the following in any schedule commercial Bank in India • Mobile Banking • Internet Banking	We have Banking experiences outside india for these points; Hence we request bank to change and consider International references	Bidder to comply with RFP terms.
34	30	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters 9. Bidder should have experience of Testing Integration Adaptors covering API's, Micro services, ESB for scheduled commercial banks in India	We have Banking experiences outside india for these points; Hence we request bank to change and consider International references	Bidder to comply with RFP terms.
35	30	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters 7. Bidder Should have conducted integrated testing services on Digital Collection system with CBS/LMS in Scheduled Commercial Banks in India	We have Banking experiences outside india for these points; Hence we request bank to change and consider International references	Bidder to comply with RFP terms.
36	30	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters 6. Bidder Should have conducted integrated testing services on Loan Management system with LOS, Collection & Payment Systems in Scheduled Commercial Banks in India	We have Banking experiences outside india for these points; Hence we request bank to change and consider International references	Bidder to comply with RFP terms.
37	30	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters 1.Bidder should have conducted testing and quality assurance for Digital Lending solution covering Manual Testing, Automation Testing and Performance Testing with Scheduled Commercial Banks in India.	Please change this criteria as "Manual testing/Automation Testing/Performance Testing with experiences in India & International.	Bidder to refer Amendment-1
38	30	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters 4.Testing services contract with minimum of 25 resources deployed to do Quality Assurance for multiple Banking Applications in Scheduled Commercial Banks	Is this need to be currently operational?	Yes
39	30	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters 4.Testing services contract with minimum of 25 resources deployed to do Quality Assurance for multiple Banking Applications in Scheduled Commercial Banks	Can we give references outside india for this pt?	Bidder to comply with RFP terms.
40	30	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters 1.Bidder should have conducted testing and quality assurance for Digital Lending solution covering Manual Testing, Automation Testing and Performance Testing with Scheduled Commercial Banks in India.	Automation testing is generally taken as optional & considered for CBS kind of applications. We request consider to experience as "Manual/Automation" for this point	Bidder to refer Amendment-1
41	30	Annexure-7(B)	Functional and Technical Aspects	Table	We request to consider International experiences also	Bidder to comply with RFP terms.
42	30	Annexure-7(B)	Functional and Technical Aspects		Do we need to submit sign off / reference document/Purchase order for the listed points. Please clarify	Yes

43	30	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters 2. Bidder should have carried out Minimum Two out of following 6 Testing Assignments in Scheduled Commercial Banks in India: • Digital Lending (Lead Management System, LOS, Business rule engine, Account Aggregator, KYC, CBS/LMS) • CRM Application • Lead Management System • Gold Loan/KCC Loans • NPA and Loan Collection • Anti-Money Laundering • Loan Management System If Bidder has not completed any two of the Assignments in Scheduled Commercial Banks in India out of the above 6, Bidder will not qualifying under Evaluation of Part-B	We understand testing assignment for these application is only for Functional/UAT? Please confirm	Both
44	30	Annexure-7(B)	Functional and Technical Aspects	10. Bidder should have Remote Project execution capability with certified Information Security Compliance. (Minimum ISO standards) Bidder has to submit the valid certificate. If Bidder is not able to submit the relevant certificate, Bidder will not qualifying under Evaluation of Part-B.	We request to remove this clause"Bidder will not qualifying under Evaluation of Part-B."	Bidder to refer Amendment-1
45	30	Annexure-7(B)	Functional and Technical Aspects		We request to consider International experiences for all these points	Bidder to comply with RFP terms.
46	30	Annexure-7(B)	Functional and Technical Aspects		Can we give overseas experiences	Bidder to comply with RFP terms.
47	30	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters Bidder should have Remote Project execution capability with certified Information Security Compliance. (Minimum ISO standards)	Can we submit partner ISO 27001 as proof of evaluation for this point	Bidder to comply with RFP terms.
48	30	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters Bidder should have conducted testing and quality assurance for Digital Lending solution covering Manual Testing, Automation Testing and Performance Testing with Scheduled Commercial Banks in India.	pls keep automation testing as optional	Bidder to refer Amendment-1
49	30	Annexure-7(B)	Functional and Technical Aspects	Bidder should have conducted testing and quality assurance for Digital Lending solution covering Manual Testing, Automation Testing and Performance Testing with Scheduled Commercial Banks in India.	We don't have automation testing in digital lending. Pls make that as optional	Bidder to comply with RFP terms.
50	30	Annexure-7(B)	Functional and Technical Aspects	Bidder should have conducted testing and quality assurance for Digital Lending solution covering Manual Testing, Automation Testing and Performance Testing with Scheduled Commercial Banks in India.	is it refers to ISO27001?	Yes
51	30	Annexure-7(B)	Functional and Technical Aspects		Shall we submit Outside India experiences	Bidder to comply with RFP terms.
52	30	Annexure-7(B)	Functional and Technical Aspects	3. Bidder should have Experience in testing through Manual and automation testing for both of the following in any schedule commercial Bank in India • Mobile Banking • Internet Banking	Request the Bank to change the clause to "Digital Mobile Applications, Digital Lending Applications, Mobile Banking and Internet Banking" rather than making it specific to India.	Bidder to comply with RFP terms.
53	30	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters 4.Testing services contract with minimum of 25 resources deployed to do Quality Assurance for multiple Banking Applications in Scheduled Commercial Banks	There seems to be a scoring mismatch between Criteria and Max Scores. Request the Bank to confirm the correct scoring.	Bidder to refer Amendment-1
54	31	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters 7. Bidder Should have conducted integrated testing services on Digital Collection system with CBS/LMS in Scheduled Commercial Banks in India	Bank is looking for experince in all the product as per RFP , where similar products are used in NBFC also so we request you to consider experience in BFSI instead of only Schedule commercials Banks.	Bidder to comply with RFP terms

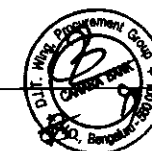| 55	31	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters 9. Bidder Should have experience of Testing Integration Adaptors covering API's Micro Services, ESB for scheduled commercial banks in India	Since API, Micro Services and ESB are technical requirements, we request bank to permit the experience in these technical area from BFSI / Non BFSI sector as well.	Bidder to comply with RFP terms.
56	31	Annexure-7(B)	Functional and Technical Aspects	Evaluation Parameters 10. Bidder should Have remote project excution capability with certified information secuirty complinace (Min ISO standards)	We request bank to allow ISO 27001 certification.	Bidder may submit ISO 27001 as part of compliance
57	31	Annexure-7(B)	Functional and Technical Aspects	10.Bidder should have Remote Project execution capability with certified Information Security Compliance. (Minimum ISO standards) Bidder has to submit the valid certificate. If Bidder is not able to submit the relevant certificate, Bidder will not qualifying under Evaluation of Part-B.	Is this a minimum eligibility criteria? If yes, Request the Bank to do away with this criteria for start-ups / MSME organizations.	Bidder to comply with RFP terms.
58	31	Annexure-7(B)	Functional and Technical Aspects	Bidder should have Remote Project execution capability with certified Information Security Compliance. (Minimum ISO standards) Bidder has to submit the valid certificate. If Bidder is not able to submit the relevant certificate, Bidder will not qualifying under Evaluation of Part-B.	We have been providing Remote Testing Services for Banks within and Outside India from our Facilities. We follow some of the stringent guidelines applicable. However, we do not have a certificate for the same. Request the Bank to change the criteria to "Should be providing Remote Testing Services to at least 3 clients" rather than make it certification specific.	Bidder to comply with RFP terms.
59	32	Annexure-7(C)	Presentation and Customer (references) feedback	2. Detailed Walkthrough of Reusable Test assets mentioned in Annexure-7(B) and Demo or POC on Test Automation tool.	Is there any specific automation tool required by bank? Open source seems to be sufficient for the scoped applications. It will also save TCO for bank and freedom from any specific vendor binding and AMC. We request bank to allow open source tool demo and POC	Bidder may propose any tool. Certification/Reference letter from OEM is required for verification.
60	33	Annexure-8	Scope of Work	2. Scope Of Work 2.5.7. Relevant Experience: QA Partner should have experience in testing all the listed application (2.6.1.) services for last 10+Years and executed at least in 2PSU Banks in last 3Years.	we request to remove this clause. As PSU banks in india are recently completed EASE2.0	Bidder to comply with RFP terms.
61	33	Annexure-8 Scope of Work	2. Scope Of Work	2.5. Canara Bank has identified Key drivers for successful implementation of EASE 3.0 Strategies and that should be focus area of Quality Assurance Partner as listed below 2.5.7 Relevant Experience: QA Partner should have experience in testing all the listed application (2.6.1.) services for last 10+Years and executed at least in 2PSU Banks in last 3Years.	We request to amend this clause this cluase as "QA Partner should have experience in testing all the listed application (2.6.1.) services executed at least in private banks ". As EASE 3.0 on newly getting introduced in PSU banks; not all banks in india implemented it. Please consider	Bidder to comply with RFP terms.
62	33	Annexure-8 Scope of Work	2. Scope Of Work	2.5. Canara Bank has identified Key drivers for successful implementation of EASE 3.0 Strategies and that should be focus area of Quality Assurance Partner as listed below 2.5.7 Relevant Experience: QA Partner should have experience in testing all the listed application (2.6.1.) services for last 10+Years and executed at least in 2PSU Banks in last 3Years.	This section is contradictory to Eligibility or Scoring ; kindly amend this claue relevant to RFP	Bidder to comply with RFP terms.
63	33	Annexure-8 Scope of Work	2. Scope Of Work	2.6. The High-Level scope of the engagement includes- 2.6.6. Deploy a bespoke team for the bank with required skills sets as per the project roadmap and requirements given by the Bank. The high-level requirements may include: 2.6.6.6. Security Testing	We request to remove this clause as Security testing being done by banks from CERT-In empanelled agency.	The RFP Clause 2.6.6.6 stands deleted.
64	34	Annexure-8 Scope of Work	2. Scope Of Work	2.6. The High-Level scope of the engagement includes-	What is the approximate number of sub products under retail and SME portfolio.	Information will be shared with selected bidder

65	34	Annexure-8 Scope of Work	2. Scope Of Work	2.6. The High-Level scope of the engagement includes-	What is the size of data to be covered under migrated data to be validated.	Information will be shared with selected bidder
66	34	Annexure-8 Scope of Work	2. Scope Of Work	2.6. The High-Level scope of the engagement includes-	List of integration needed with touch points to be considered.	Information will be shared with selected bidder
67	34	Annexure-8 Scope of Work	2. Scope Of Work	2.6. The High-Level scope of the engagement includes-	Scope of mobile banking covers only retail or corporate/SME is also covered.	Information will be shared with selected bidder
68	34	Annexure-8 Scope of Work	Scope of Work	2.6. The High-Level scope of the engagement includes- 2.6.1. Providing Onsite services at the premises of Bank and carrying out Integrated and Managed Quality Assurance Services for below listed applications. 2.6.1.1. Lead Management System including digital market place 2.6.1.2. Digital Lending for Retail and SME 2.6.1.3. Digital Lending for Cash Flow based Lending 2.6.1.4. Loan Management System for Retail and SME 2.6.1.5. Tech enabled Agriculture lending 2.6.1.6. Queue Management System 2.6.1.7. Early Warning System 2.6.1.8. Mobile Banking Platform 2.6.1.9. IT Based Collection Management System 2.6.1.10. Recovery Management System	Which applications are new and which are all upgrading applications? This will help to determine in understanding Regression Testing, map ready made test case assets	Information will be shared with selected bidder
69	34	Annexure-8 Scope of Work	Scope of Work	2. Scope Of Work 2.5.7. Relevant Experience: QA Partner should have experience in testing all the listed application (2.6.1.) services for last 10+Years and executed at least in 2PSU Banks in last 3Years.	This clause is not relevant in scope of work	Bidder to refer Amendment-1
70	34	Annexure-8 Scope of Work	2. Scope Of Work 2.5. Canara Bank has identified Key drivers for successful implementation of EASE 3.0 Strategies and that should be focus area of Quality Assurance Partner as listed below	2.5.2. Testing Repository: QA Partner should bring readymade test scenarios, test cases asset, templates, frameworks of listed applications defined in this scope document.	Do you maintain test case history for various projects/reports and enhancements?	Information will be shared with selected bidder
71	34	Annexure-8 Scope of Work	2. Scope Of Work 2.5. Canara Bank has identified Key drivers for successful implementation of EASE 3.0 Strategies and that should be focus area of Quality Assurance Partner as listed below	level of industry expertise, best practices, and hand's on experience of listed applications defined in this scope document. 2.5.2. Testing Repository: QA Partner should bring readymade test scenarios, test cases asset, templates, frameworks of listed applications defined in this scope document. 2.5.3. Scalability: QA Partner should have experience on benchmarking various digital applications and bring the necessary tools required for assuring the performance of listed applications in this scope document. 2.5.4. Comprehensive Quality Assurance of Releases: QA Partner should do 100% Test coverage and achieve nearly 100% accuracy of identifying any software bugs prior to production deployment and nearly 99% prior to User Acceptance Testing by business users. 2.5.5. Best In Class Technology & Processes: QA partner should follow standardize methodology for entire test life cycle management including test management, test execution and logging, testing automation, system performance, reporting and monitoring. 2.5.6. Domain Consultant: QA Partner should bring pool of experienced resources that have relevant software testing knowledge and provide significant input the testing process for successful Go-Live. 2.5.7. Relevant Experience: QA Partner should have experience in testing all the listed application (2.6.1.) services for last 10+Years and executed at least in 2PSU Banks in last 3Years.	What is current backup strategy?	Information will be shared with selected bidder

72	34	Annexure-8 Scope of Work	2. Scope Of Work 2.5. Canara Bank has identified Key drivers for successful implementation of EASE 3.0 Strategies and that should be focus area of Quality Assurance Partner as listed below	level of industry expertise, best practices, and hand's on experience of listed applications defined in this scope document. 2.5.2. Testing Repository: QA Partner should bring readymade test scenarios, test cases asset, templates, frameworks of listed applications defined in this scope document. 2.5.3. Scalability: QA Partner should have experience on benchmarking various digital applications and bring the necessary tools required for assuring the performance of listed applications in this scope document. 2.5.4. Comprehensive Quality Assurance of Releases: QA Partner should do 100% Test coverage and achieve nearly 100% accuracy of identifying any software bugs prior to production deployment and nearly 99% prior to User Acceptance Testing by business users. 2.5.5. Best In Class Technology & Processes: QA partner should follow standardize methodology for entire test life cycle management including test management, test execution and logging, testing automation, system performance, reporting and monitoring. 2.5.6. Domain Consultant: QA Partner should bring pool of experienced resources that have relevant software testing knowledge and provide significant input the testing process for successful Go-Live. 2.5.7. Relevant Experience: QA Partner should have experience in testing all the listed application (2.6.1.) services for last 10+Years and executed at least in 2PSU Banks in last 3Years.	Master Data Management - Please confirm if any third party system/software/tool being used for master data. If yes, please provide the details?	Information will be shared with selected bidder
73	34	Annexure-8 Scope of Work	2. Scope Of Work 2.6. The High-Level scope of the engagement includes-	2.6.1. Providing Onsite services at the premises of Bank and carrying out Integrated and Managed Quality Assurance Services for below listed applications. 2.6.1.8. Mobile Banking Platform	Do we have dedicated Quality Assurance Manager to validate the global changes and provide his review before making any changes to PRD?	Information will be shared with selected bidder
74	34	Annexure-8 Scope of Work	2. Scope Of Work 2.6. The High-Level scope of the engagement includes-	2.6.1. Providing Onsite services at the premises of Bank and carrying out Integrated and Managed Quality Assurance Services for below listed applications. 2.6.1.8. Mobile Banking Platform	We have assumed that onsite support location will be Bengaluru. Please confirm if this assumption is correct	Yes
75	34	Annexure-8 Scope of Work	2. Scope Of Work	2.6. The High-Level scope of the engagement includes-	Kindly clarify the no. of Audits performed in a Year and at what frequency, for which support is expected across all entities in Scope?	Information will be shared with selected bidder
76	35	Annexure-8 Scope of Work	2. Scope Of Work 2.6. The High-Level scope of the engagement includes-	2.6.6. Deploy a bespoke team for the bank with required skills sets as per the project roadmap and requirements given by the Bank. The high-level requirements may include: 2.6.6.5. Performance Testing	Which Test Management/Defect Tracking tool, API testing, Automation Testing & Non-Functional Testing tools are used?	Information will be shared with selected bidder
77	35	Annexure-8 Scope of Work	2. Scope Of Work 2.6. The High-Level scope of the engagement includes-	2.6.6. Deploy a bespoke team for the bank with required skills sets as per the project roadmap and requirements given by the Bank. The high-level requirements may include: 2.6.6.6. Security Testing	Please outline the Testing Transport strategy and the frequency of transport moved between various environments on daily/weekly/monthly basis. What are the tools and processes used for Transport Management?	Information will be shared with selected bidder
78	35	Annexure-8 Scope of Work	2. Scope Of Work	2.6.2. Key characteristics of QA partner are the combination of Process, People and Technology to deliver operational efficiency and addressing business needs with highly efficient testing services, particularly to a large Bank like us which consists of: 2.6.2.13. Common tools and technology	Could you please confirm if any knowledge transition activity will be planned with the existing support vendor and what will be the duration of the knowledge transfer? Will the documents related to modules implemented, user manuals, configuration, functional specification, technical specificatioons and third party interfaces be shared as a part of KT?	Information will be shared with selected bidder
79	36	Annexure-8 Scope of Work	2. Scope Of Work 2.6. The High-Level scope of the engagement includes-	2.6.12. Providing the latest technology that is needed for creating the testing environment.	Whether dedicated IT support team is in place to take care of data servers, system outages?	Bidder to comply with RFP terms.

80	36	Annexure-8 Scope of Work	2. Scope Of Work 2.6. The High-Level scope of the engagement includes-	2.6.7. Initially Bank shall extend help in understanding test cases for the existing applications only. However that can be taken as initial baseline which need to be reviewed for coverage, completeness and accuracy. For the new applications, QA partner to bring the test asset based on earlier experience and that needs to be customized as needed to Canara Bank.	Is there any separate DBA team available? Who is responsible for DB Patch upgrade?	Bidder to comply with RFP terms.
81	36	Annexure-8 Scope of Work	2. Scope Of Work 2.6. The High-Level scope of the engagement includes-	2.6.16. QA Partner should comply all the regulatory requirements and should always be ready to provide logs, reports or cases as and when demanded.	Is there any process/step followed for handling critical incident after office hours?	Information will be shared with selected bidder
82	36	Annexure-8 Scope of Work	2. Scope Of Work 2.6. The High-Level scope of the engagement includes-	2.6.6. Deploy a bespoke team for the bank with required skills sets as per the project roadmap and requirements given by the Bank. The high-level requirements may include: 2.6.6.7. Data Migration validation	What will be the support window in terms of days of the week and hours in the day?	Bidder to comply with RFP terms.
83	36	Annexure-8 Scope of Work	2. Scope Of Work 2.6. The High-Level scope of the engagement includes-	2.6.11. The application with all the associated components as in the illustrative list of Services to be covered under the scope of the Testing Services are mentioned below. Based on the requirement, testing of multiple applications has to be undertaken in parallel. The team involved in testing has to be proficient in multitasking as they will have to handle multiple projects at a time. However, BANK reserves the right to change the priority order and may assign required applications for testing as decided during service delivery.	Are the requests priortized (Critical, High, Medium etc) and catgeorized (complexity-wise)? Who performs this activity?	Information will be shared with selected bidder
84	39	Annexure- 13 Bill of Material	Table - A Price Details		Who is the owner of maintenance of Hardware & Network Infrastructure?	Bidder to comply with RFP terms.
85	39	Annexure- 13 Bill of Material	Bill of Material	Table - A Price Details No. of Months	What third-party tools, Addon do you use in the Testing environment?	Bidder to comply with RFP terms.
86	39	Annexure- 13 Bill of Material	Table	Type of Services/Items	Is any external (3rd pty) monitoring tool used currently to monitor the server hardware, OS, network, databases etc.?	Bidder to comply with RFP terms.
87	39	Annexure- 13 Bill of Material	Bill of Material	Table Type of Services/Items	We request to include one more linetime for Scope analysis, documentation, Framework setup (Automation/Performance). This ensure testing best practices are setup and resources can be taken as when needed for applications.	Bidder to comply with RFP terms.
88	39	Annexure- 13 Bill of Material	Bill of Material	Table - A Price Details Type of Services/Items: 1.Project Manager (Educational Qualifications and experience as mentioned in Annexure-14) 2.Test Engineer (Educational Qualifications and experience as mentioned in Annexure-14) 3.Automation Engineer and Analyst (Educational Qualifications and experience as mentioned in Annexure-14) 4.Test Lead (Educational Qualifications and experience as mentioned in Annexure-14)	How the scope would be identified; whether bank will provide the same or we need to work along with application vendor; if so how please include that activity & also testing automation,Performance testing tool setup cost?	Bidder to comply with RFP terms.
89	39	Annexure- 13 Bill of Material	Bill of Material	Table-A Sl.No. 1 Type of Services/Items Project Manager (Educational Qualifications and experience as mentioned in Annexure-14) A. Cost per onsite/ offsite resource per month (exclusive of taxes) B. No. of Resources 1 Onsite	What will be the support window in terms of days of the week and hours in the day?	Bidder to comply with RFP terms.

90	40	Annexure- 14	Resource Profile	Experience and Major roles are described below: ALL	Do we need to submit letter with Proposed employee details along with certifications signed by authorized signatory as proof	Yes. It should be duly signed by company secretary
91	40	Annexure- 14	Resource Profile	Experience and Major roles are described below:	We understand CV and listed certifications to be produced as part of technical response- Please confirm	Yes. It should be duly signed by company secretary
92	41	Annexure- 14	Resource Profile	Experience and Major roles are described below: Bidder has to submit a certicate duly signed by Company Secretary in Bidder's letter head as per the format mentioned below.	Can the Authorized Signatory sign instead of the Company Secretary?	No.
93	44	Annexure-15	Penalties For Defects	Penalties For Defects	Are the requests priortized (Critical, High, Medium etc) and catgeorized (complexity-wise)? Who performs this activity?	Information will be shared with selected bidder
94	45	Annexure-15	Penalties For Defects	The maximum Pentaly under the Annexure-15 will be limited to 20% of total Project Cost.	Penalties capped at 20% are very high. We propose to reduce it to 5% as per the below clause; The maximum penalty under the Anneuxure 15 will be limited to 5% of the Total Project Cost.	Bidder to comply with RFP terms.
95	45	Annexure-15	Penalties For Defects	Classification of Severity of Defects and penalties thereof: The maximum Pentaly under the Annexure-15 will be limited to 20% of total Project Cost.	Can the Bank change the clause to 20% of the pay-out for the month instead of overall project cost?	Bidder to comply with RFP terms.
96	NA	NA	General	General	Request Bank to provide, 1. The complete application landscape for all applications in scope 2. List and details of interface applications under testing scope 3. Data flow across modules / applications 4. Development technology (e.g:J2EE,.Net etc) and Platform (Web,Desktop,Mainframe, Mobile Web, Mobile Native, Mobile Hybrid) for all applications in scope	Details will be shared with the selected/successful bidder.
97	NA	General	NA	NA	Request Bank to clarify what is the current testing approach followed i.e. Big Bang approach or Phased approach • For phased approach, please share the code drop plan, if any	Details will be shared with the selected/successful bidder.
98	NA	General	NA	NA	Mobile App testing: Please confirm if the necessary mobile/tab devices for testing would be provided by Bank.	Bidder to comply with RFP terms.
99	NA	General	NA	NA	Please confirm whether any mobile app testing in scope, If yes kindly confirm the channel of Mobile Testing (1) Native / Hybrid App (2) Web App	Both
100	NA	General	NA	NA	Request Bank to confirm whether any customizations are planned in the respective system / application implementation. If so, what would be the approximate percentage of the planned customizations.	Information will be shared with selected bidder
101	NA	Scope	NA	NA	Please provide the number of reports, MIS/regulatory reports, statements and advices to be tested?	Information will be shared with selected bidder
102	NA	Testing & QA	NA	NA	Will bank staff involved in joint testing with the vendor ? If so Please provide the maximum size of bank staff/team involved in UAT Test execution	Information will be shared with selected bidder
103	NA	Tools	NA	NA	Please confirm if Bank has any existing Test and Defect Management Tool If not, can Expleo propose for an Open source tool for test and defect management or Bank would require Licensed tool to be considered.	Information will be shared with selected bidder

104	NA	Tools	NA	NA	Please confirm if Bank has any existing Test Artefacts available for the applications in scope	Information will be shared with selected bidder
105	NA	Generic	Scope	NA	Please provide the total No of Source tables/files, Staging Tables and Target tables considered for data migration scope	Information will be shared with selected bidder
106	NA	Generic	Scope	NA	How much complex is the transformation logic involved during data migration? Please specify the % of transformation logic involved e.g. Simple - 20%, Medium - 40%, Complexity - 60%,	Information will be shared with selected bidder
107	NA	Generic	Scope	NA	Please provide the No of Source tables (current legacy system considered for migration) having more volume of records greater than 1 million.	Information will be shared with selected bidder
108	NA	Generic	Scope	NA	What is the Maximum volume of records in a Source database tables (current legacy system considered for migration) having more volume of records greater than 1 million?	Information will be shared with selected bidder
109	NA	Generic	Scope	NA	Please provide the Average number of fields per Source table considered for Migration.	Information will be shared with selected bidder
110	NA	Generic	Scope	NA	How many rounds/mock run of Data Migration Testing to be performed?	Information will be shared with selected bidder
111	NA	Generic	Source data	NA	Kindly confirm if the source data be provided in Table or File format	Information will be shared with selected bidder
112	NA	Generic	Source Formats	NA	Who is responsible for formatting the source files?	Information will be shared with selected bidder
113	NA	Generic		NA	Kindly list down the different types of Source data formats to be used for migration 1. CSV files 2. Flat Files (Delimiter's used e.g.: Tab, Positioned, etc.,) 3. Database tables etc.,	Information will be shared with selected bidder
114	NA	Generic	Database Tool	NA	What are the Source & Target databases used? Please provide the same along with versions e.g. Oracle 11G, SQL Server 2008, etc.,	Information will be shared with selected bidder
115	NA	Generic	ETL Tool	NA	What are the ETL tools considered for this activity e.g. Oracle ODS, Informatica, Abnitio, Data Stage, etc.,	Information will be shared with selected bidder
116	NA	Generic	Reconciliation Tools	NA	Kindly confirm if licensed tool or Expleo 'Talend DI' tool to be used for Data reconciliation - Licensed data reconciliation : Query Surge - Expleo reconciliation : Expleo Talend DI framework	Information will be shared with selected bidder
117	NA	Generic	Architecture	NA	What architecture is being used? Is there a Staging Area involved during Data Migration Testing. If yes, how many staging areas are maintained before moving the records from Source to Target	Information will be shared with selected bidder
118	NA	Generic	Strategy	NA	What is the migration strategy followed for the current engagement? - One time migration approach (Big Bang) - Migration in multiple phases (Iterative)	Information will be shared with selected bidder
119	NA	Generic	Approach	NA	Based on prior experience in the data migration project, Expleo proposes all mock rounds to be comprehensively tested. Please confirm if this approach is fine	Information will be shared with selected bidder
120	NA	Generic	Staging	NA	How many staging layers are involved in Migrating the Data from Source to Target	Information will be shared with selected bidder
121	NA	Generic	DM Reports	NA	Are there any Reconciliation/ Control reports that are generated from the tool for migration, if yes please provide the number of such reports that will be available for testing	Information will be shared with selected bidder

122	NA	Generic	Tools	NA	Does the bank have any licensed tools for automation such as MF-UFT, experitest etc that should be used for this engagement., if yes the following details are required: a. Tool name (with version details) b. Number / type of licenses available	Information will be shared with selected bidder
123	NA	Generic	Tools	NA	Is the bank okay to use open source / free tools for automation such as Selenium, Appium etc.	Bidder may propose any tool. Certification/Reference letter from OEM is required for verification.
124	NA	Generic	Platforms	NA	Does the bank have any license for cloud platforms like Browserstack, experitest, etc that can be used for this engagement., if yes details required (name with details of partnership / licencing model)	Information will be shared with selected bidder
125	NA	Generic	APIs	NA	Are there APIs to be tested? If so are they REST or SOAP and what is the count of APIs	Information will be shared with selected bidder
126	NA	Generic	APIs	NA	Do any of the applications in scope expose documented APIs which can be used by the automation team. If Yes, are they REST or SOAP	Information will be shared with selected bidder
127	NA	Generic	Application & Scope	NA	Kindly share Overview of application under test (AUT)	Information will be shared with selected bidder
128	NA	Generic	Application & Scope	NA	Kindly share high-level application architecture diagram for AUT	Information will be shared with selected bidder
129	NA	Generic	Application & Scope	NA	Kindly share technology stack for AUT	Information will be shared with selected bidder
130	NA	Generic	Application & Scope	NA	Kindly share the list of business use cases that are in-scope for performance tests for each application in scope e.g. 1. Account Opening 2. Cash Deposit 3. Cash Withdrawal	Information will be shared with selected bidder
131	NA	Generic	Application & Scope	NA	List of authentication methods used by the Application? E.g. Kerberos, NTLM, LDAP, Application Login using custom encryption methods	Information will be shared with selected bidder
132	NA	Generic	Application & Scope	NA	Please confirm if the mobile application is native or hybrid?	Both
133	NA	Generic	External Dependencies	NA	For business use cases that in scope of performance tests, do you have any dependency on external interfaces and/or third party service providers? If yes, kindly provide the details	Information will be shared with selected bidder
134	NA	Generic	External Dependencies	NA	Will there be differences in requests and/or its sequence based on Operating system, form factor of the mobile device?	Information will be shared with selected bidder
135	NA	Generic	External Dependencies	NA	Should Expleo make provision for mobile devices or will you provide the device to capture request/response data pairs?	Bidder to comply with RFP terms.
136	NA	Generic	PT SLA and Specifics	NA	Kindly provide indicative # users for performance tests 1. Nominal Load 2. Peak Load 3. Stress 4. Endurance	Information will be shared with selected bidder
137	NA	Generic	PT SLA and Specifics	NA	Details on performance specific SLAs which you would like to ascertain/achieve from performance tests	Information will be shared with selected bidder
138	NA	Generic	PT SLA and Specifics	NA	Devices network conditions	Information will be shared with selected bidder
139	NA	Generic	PT SLA and Specifics	NA	Are there any specific version and/or operating system to be considered for mobile performance tests?	Information will be shared with selected bidder
140	NA	Generic	PT SLA and Specifics	NA	Do you have any specific need to emulate network quality conditions? If so provide details	Information will be shared with selected bidder
141	NA	Generic	Test Environment & Tools	NA	Are performance tests to be done in multiple environments viz. QA, Staging and DR ?	Information will be shared with selected bidder
142	NA	Generic	Test Environment & Tools	NA	Is performance test environment dedicated or shared? If shared, are there any availability constraints for performance tests? Provide detailed information.	Information will be shared with selected bidder

143	NA	Generic	Test Environment & Tools	NA	Do you have any commercial Load testing and/or monitoring tool?	Information will be shared with selected bidder
144	NA	Generic	Test Environment & Tools	NA	Do you have any restrictions to use Open source tools?	Bidder may propose any tool. Certification/Reference letter from OEM is required for verification.
145	NA	Generic	Scope	NA	Request Bank to confirm whether only vulnerability assessment in scope and No Penetration is required ?	Bidder to comply with RFP terms.
146	NA	Generic	Scope	NA	We understand from the RFP that No Infrastructure Vulnerability assessment is required, Pls confirm.	Bidder to comply with RFP terms.
147	NA	Generic	Scope	NA	We understand from the RFP that Web services VAPT testing requirement is not listed. Pls confirm.	Bidder to comply with RFP terms.
148	NA	NA	NA	NA	We request consider consortium between us & testing organization for meeting RFP requirement to participate	Bidder to comply with RFP terms.
149	NA	NA	NA	NA	We as development organization is allowed to participate by meeting the eligiblity, Technical & Functional criteria directly or thorugh partner	Bidder to comply with RFP terms.
150	NA	NA	NA	NA	100 Personnel refers to specific domain/skill set or total employees	Bidder to comply with RFP terms.
151	NA	General	NA	NA	Who is the owner of maintenance of Hardware & Network Infrastructure?	Bidder to comply with RFP terms.
152	NA	General	NA	NA	What third-party tools, Addon do you use in the Testing environment?	Bidder to comply with RFP terms.
153	NA	General	NA	NA	Is any external (3rd pty) monitoring tool used currently to monitor the server hardware, OS, network, databases etc.?	Bidder to comply with RFP terms.
154	NA	G. GENERAL CONDITIONS	The Bidder agrees not to hire, solicit accept solicitation either directly or through a third party from any of the employees of the Bank directly involved in this contract during the period of the contract and one year thereafter, except as the parties may agree on the case to case basis	NA	The Non Solicitation clause should be mutual as follows; Either party agrees not to hire, solicit, accept solicitation either directly or through a third party from any of the employees directly involved in this contract during the period of the contract and one year thereafter.	Bidder to comply with RFP terms.

Date: 21/09/2020
Place: Bengaluru

Deputy General Manager