



**ODISHA GRAMYA BANK**

Information Technology Department  
Head Office, Gandamunda, P.O.-Khandagiri, Bhubaneswar

**GEM Tender Number: GEM/2024/B/4521703 dated 24.01.2024, Amendment\_1 Date: 09-02-2024**

**AMENDMENT\_1:** L1 Support and L2 Customization resource engagement as parallel service provider to manage CBS (through GeM Portal)

**All bidders are hereby informed that based on the discussion in the Pre-bid meeting held at Head Office of Odisha Gramya Bank, on date 07.02.2024, the response to queries submitted by all bidders are in Table# 2 and necessary amendments to GeM bid are provided in Table#1. The necessary changes have been made to the ATC document and the same shall be valid.**

**Table#1: Amendment\_1**

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
1	10) Service Level Agreement:	10	a) SLA for engagement:	All deliverable in this contract shall be delivered and made live within 45 days from date of release of GEM Contract.	Vendor shall complete the final round of interview with Bank's interview panel for L1 and L2 resources within 15 days from the date of release of GeM Contract. After receiving email acceptance confirmation for a resource, the same shall be engaged within 45 days from the date of confirmation email.
2	11) Penalty Clauses	10	a) Penalty for engagement	For non-completion of implementation timeline of the project in full, penalty of 0.5% of the undelivered line item for each week delay or part thereof, shall be deducted from payable up to maximum of 5% of the undelivered item.	For non-completion of implementation timeline of the project in full, penalty of 0.5% of the undelivered line item for each week delay or part thereof, shall be deducted from <u>monthly</u> payable up to maximum of 5% of the undelivered item.

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
3	21) Order Cancellation	13		<p>OGB reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to OGB alone;</p> <p>i. Delay in delivery and services beyond the specified period as set out in the Purchase Order before acceptance of the product; or,</p> <p>ii. Serious discrepancy in the quality of service expected.</p> <p>iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or bidder conceals or suppresses material information.</p> <p>In case of order cancellation, any payments made by OGB to the Bidder for the particular service would necessarily have to be returned to OGB with interest @ 10% per annum from the date of each such payment. Further the Bidder would also be required to compensate OGB for any direct loss incurred by OGB due to the cancellation of the Purchase Order and any additional expenditure to be incurred by OGB to appoint any other Bidder.</p>	<p>OGB reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to OGB alone;</p> <p>i. Delay in delivery and services beyond the specified period as set out in the Purchase Order before acceptance of the product; or,</p> <p>ii. Serious discrepancy in the quality of service expected.</p> <p>iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or bidder conceals or suppresses material information.</p> <p><del>In case of order cancellation, any payments made by OGB to the Bidder for the particular service would necessarily have to be returned to OGB with interest @ 10% per annum from the date of each such payment. Further the Bidder would also be required to compensate OGB for any direct loss incurred by OGB due to the cancellation of the Purchase Order and any additional expenditure to be incurred by OGB to appoint any other Bidder.</del></p>
4	12) Payment Term	10		<p>Payment will be done as follows:</p> <p>1. Payment for Support Cost</p> <p>a) Payment for Support Cost shall be released on monthly arrear basis after deduction of penalties and prorate payment towards absence period, if any.</p> <p>b) Cumulative absence period of more than 2 days in a month shall be consider for deduction of payment on prorate basis.</p>	<p>Payment will be done as follows:</p> <p>1. Payment for Support Cost</p> <p>a) Payment for Support Cost shall be released on monthly arrear basis after deduction of penalties and prorate payment towards absence period, if any.</p> <p>b) Cumulative absence period of more than <u>1 working day</u> in a month shall be consider for deduction of payment on prorate basis. <u>The holidays declared as per Bank's calendar including all Sundays, 2<sup>nd</sup> Saturday and 4<sup>th</sup> Saturday will not be considered as absence period.</u></p>

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
					c) <u>One compensatory leave will be provided against each complete day of engagement of L1 or L2 resources during Bank's holidays as per Bank's Calendar in Odisha. The compensatory leave will be provided only for Bank's preapproved engagement during holiday. The approval shall be taken from CBS Administrator or from Head of the Department, IT.</u>
5	37) Eligibility Criteria	18	2	<p><b>Eligibility Criteria</b></p> <p>Bidder should be currently supporting application L1, L2 or Customization for banking operations in at least one bank in India.</p> <p><b>Document to be submitted</b></p> <p>Bank reference letter should be submitted.</p>	<p><b>Eligibility Criteria</b></p> <p>Bidder should be currently supporting application L1, L2 or Customization for banking operations in at least one bank in India.</p> <p><b>Document to be submitted</b></p> <p>Bank reference letter <u>Purchase Order Or implementation sign-off report Or Invoice Or Client Reference Letter containing details of the project</u> should be submitted.</p>
6	19) Exit option and contract re-negotiation	12,13	d)	d) Reverse transition mechanism would be activated in the event of cancellation of the RFP/contract or exit by the parties prior to expiry of the RFP/contract. The Bidder should perform a reverse transition mechanism to OGB or its selected SERVICE PROVIDER. The reverse transition mechanism would facilitate an orderly transfer of services to OGB or to an alternative 3rd party / vendor nominated by OGB. Where OGB elects to transfer the responsibility for service delivery vendor(s), OGB will nominate a service provider who will be responsible for all dealings with the Bidder regarding the delivery of the reverse transition services.	d) Reverse transition mechanism would be activated in the event of cancellation of the RFP/contract or exit by the parties prior to expiry of the RFP/contract. The Bidder should perform a reverse transition mechanism to OGB or its selected SERVICE PROVIDER. The reverse transition mechanism would facilitate an orderly transfer of services to OGB or to an alternative 3rd party / vendor nominated by OGB. Where OGB elects to transfer the responsibility for service delivery vendor(s), OGB will nominate a service provider who will be responsible for all dealings with the Bidder regarding the delivery of the reverse transition services. <u>Same terms (including payment terms) which were applicable during the term of the contract should be applicable for reverse transition services.</u>
7	8) Performance Bank Guarantee	9,10		The vendor shall, within 30 days of receipt of Purchase Order, submit a Performance Guarantee in the form of Bank Guarantee (PBG) equal to 10% of total value of the Purchase order (exclusive of taxes), valid for 5 years, with a claim period	The vendor shall, within 30 days of receipt of Purchase Order, submit a Performance Guarantee in the form of Bank Guarantee (PBG) equal to <u>3%</u> of total value of the Purchase order (exclusive of taxes), valid for <b>5 years</b> , with a claim period

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				of 1 year from the date of expiry of the validity period of the Bank Guarantee (BG), as per statutory provisions in force. Format for Performance Bank Guarantee provided in "Annexure B".	of <b>1 year</b> from the date of expiry of the validity period of the Bank Guarantee (BG), as per statutory provisions in force. Format for Performance Bank Guarantee provided in "Annexure B". <u>The Performance Bank Guarantee shall be invoked only on occurrence of material breach and after providing a 30 days cure period to the vendor to rectify the material breach for which the PBG is sought to be invoked.</u>
8	11) Penalty Clauses	10	b) Penalty for availability and issue resolutions	<p>The breach in SLA for issue resolutions and penalty thereon shall be mutually decided by Bank and vendor during the contract period.</p> <p>Absence of a resource for more than 2 days in a month shall be deducted from the monthly billing against the absent resource billing.</p>	<p>The breach in SLA for issue resolutions and penalty thereon shall be mutually decided by Bank and vendor during the contract period.</p> <p>Absence of a resource for more than <u>1 working day</u> in a month shall be deducted from the monthly billing against the absent resource billing. <u>The holidays declared as per Bank's calendar including all Sundays, 2<sup>nd</sup> Saturday and 4<sup>th</sup> Saturday will not be considered as absence period.</u></p>
9	22)Termination of Contract	13	For Non-Performance	<b>For Non-Performance:</b> OGB reserves its right to terminate the contract in the event of Bidder's repeated failures (more than 3 occasions in a calendar year in maintaining the service level as defined in the Contract).	<b>For Non-Performance:</b> OGB reserves its right to terminate the contract in the event of Bidder's repeated failures (more than 3 occasions in a calendar year in maintaining the service level as defined in the Contract). <u>Bank will provide 30 days of cure period over email notification before invocation of termination clause.</u>
10	Bid Details	1	Bid Details	<p><b>Bid End Date/Time:</b> 13-02-2024 14:00:00</p> <p><b>Bid Opening Date/Time:</b> 13-02-2024 14:30:00</p>	<p><b>Bid End Date/Time:</b> 22-02-2024 14:00:00</p> <p><b>Bid Opening Date/Time:</b> 22-02-2024 14:30:00</p>

**Table#2: Clarification on queries of bidders**

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
1	IDBI Intech Ltd.	6	ENGINEER RESOURCES Project Director	Remote or Bhubaneswar based on convenience of vendor	<p>We understand that the Project Director Role is to manage the L1 and L2 resources from remote location.</p> <p>Please confirm on our understanding.</p> <p>The Project Director as mentioned can work from Remote location.</p> <p>Please confirm this resource should be full time utilised for Odisha Gramya Bank or can be shared resource.</p>	<p><b>Clarification:</b></p> <p>The project director shall be a shared resource and shall be a non-billable resource. Vendor may either deploy the project director in Bank's premise or in remote location. The L1 and L2 resources shall report to Bank's CBS administrator. Bank's CBS administrator will assign work and manage the L1 and L2 resources deployed at Bank's premise in Bhubaneswar.</p> <p>The project director will be engaged for overall project review, escalation, monitoring and Vendor's organizational hierarchy.</p>
2	IDBI Intech Ltd.	8	Scope of Work C. Project Director	Shall hold weekly review meeting with CBS Administrator	<p>The weekly meeting to be hold Onsite or it can be done remotely through Online apps like Teams etc.</p> <p>For any Weekly meeting is done Onsite at Banks Head Office, then will bank pay the To &amp; Fro charges along with Lodging and Boarding charges separately.</p>	<p><b>Clarification:</b></p> <p>The weekly meeting preferably shall be held through remotely in VC mode. However, it is desirous to have physical visit during initial engagement and setup and there after weekly once based on requirement or on escalation, if any.</p> <p>The expenses towards project manager's visits shall be under scope of vendor.</p>
3	IDBI Intech Ltd.	9	7) Acceptance Procedure	Bidder should prepare and submit agreed Scope of Work (SOW) document within 30 days of award of contract. The SOW should be agreed and signed between Bank and Selected Bidder.	<p>Since the bidder has to provide L1 and L2 Resources only. The scope of work for these resources is already provided by Bank in the RFP.</p> <p>Request Bank to kindly clarify, what scope of work needs to be prepared and submitted to Bank by the bidder.</p>	<p><b>Clarification:</b></p> <p>The broad scope of work has been provided in GeM tender. However, the detailed scope of work within the SOW mentioned in the GeM tender will be discussed and mentioned in SOW document after award of order.</p>

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
4	IDBI Intech Ltd.	10	10) Service Level Agreement: a) SLA for engagement:	All deliverable in this contract shall be delivered and made live within 45 days from date of release of GEM Contract.	We understand from this clause that the resources required onsite at banks Head office are to be deployed within 45 Days from the date of acceptance of Purchase Order. Please confirm.	<b>Amendment:</b> Please refer to Table#1, point # 1.
5	IDBI Intech Ltd.	10	11) Penalty Clauses: a) Penalty for engagement:	For non-completion of implementation timeline of the project in full, penalty of 0.5% of the undelivered line item for each week delay or part thereof, shall be deducted from payable up to maximum of 5% of the undelivered item.	As per RFP, bidder has to provide resources and in that case how bank is going to calculate the non-completion of Implementation timeline. Please clarify how and what will be the penalty applicable.	<b>Amendment:</b> Please refer to Table#1, point # 2.
6	IDBI Intech Ltd.	13	21) Order Cancellation	In case of order cancellation, any payments made by OGB to the Bidder for the particular service would necessarily have to be returned to OGB with interest @ 10% per annum from the date of each such payment. Further the Bidder would also be required to compensate OGB for any direct loss incurred by OGB due to the cancellation of the Purchase Order and any additional expenditure to be incurred by OGB to appoint any other Bidder.	This clause should not be applicable in this kind of Resource RFP. Hence request bank to delete this clause.	<b>Amendment:</b> Please refer to Table#1, point # 3.
7	IDBI Intech Ltd.	10	12) Payment Term	b) Cumulative absence period of more than 2 days in a month shall be considered for deduction of payment on prorated basis.	We assume that Bank Holiday Calendar will be applicable to the deployed resources.	<b>Amendment:</b> Please refer to Table#1, point # 4.
8	IDBI Intech Ltd.	18	37) Eligibility Criteria Bidder should be currently supporting application L1, L2 or Customization for banking operations in at least one bank in India	Bank reference letter should be submitted.	Request bank to accept the Purchase Order copy / Banks Reference Letter.	<b>Amendment:</b> Please refer to Table#1, point # 5.
9	IDBI Intech Ltd.	25	Minimum qualification Annexure D, E & F		Is Self-Declaration by the Bidder is to be provided to substantiate the Minimum Qualifications of L1, Customization & Project Director Request Bank to Clarify	<b>Clarification:</b> Bidder shall submit self-declaration against all minimum qualification. Bank will interview and evaluate the L1 and L2 candidates during Bank's

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						interview based on the qualification mentioned in Annexure D, E and F.
10	DBI Intech Ltd.		Commercial Bid Format Type of Engineer	Project Director is not mentioned in the Commercial Bid Format	Request Bank to Clarify	<b>Clarification:</b> Project Director shall be a non-billable resource.
11	DBI Intech Ltd.		General	Evaluation/ Selection Criteria	Please provide the selection Criteria basis to finalise the Successful bidder.	<b>Clarification:</b> Two Packet Bidding without Reverse Auction will be followed to finalise the successful bidder.
12	EIT India Services India Pvt Ltd		Indemnity, Clause 15	<p>The bidder shall indemnify,protect and save OGB and hold OGB harmlessfrom and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting from any act or omission or negligence or misconduct of the bidder and its employees and representatives, breach of the terms and conditions of the agreement or purchase order, false statement by the bidder, employment claims of employees of the bidder, third party claimsarising due to infringement of intellectual property rights, death or personal injury attributable to acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology and intellectual property rights, breach of confidentiality obligations, breach of warranty.</p> <p>Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensation. Bidder shall indemnify OGB, provided OGB promptly notifies the Bidder in</p>	<p>The bidder shall indemnify,protect and save OGB and hold OGB harmlessfrom and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting from any <u>willful</u> act or omission or <u>gross</u> negligence or <u>willful</u> misconduct of the bidder and its employees and representatives, <del>breach of the terms and conditions of the agreement or purchase order, false statement by the bidder,</del> employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property rights, death or personal <u>bodily</u> injury attributable to <u>negligent</u> acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology <u>to the extent applicable to the bidder</u> and <del>intellectual property rights, breach of confidentiality obligations, breach of warranty.</del></p> <p>Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages, <u>special, loss of revenue or profits or business or goodwill,</u></p>	<b>Clarification:</b> No change to the existing clause.

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				writing of such claims and the Bidder shall have the right to undertake the sole defense and control of any such claim	<u><b>anticipated savings, and or business interruption.</b></u> Bidder shall indemnify OGB, provided OGB promptly notifies the Bidder in writing of such claims and the Bidder shall have the right to undertake the sole defense and control of any such claim	
13	EIT India Services India Pvt Ltd		Bidders Liability, Clause 16	<p>The selected Bidder will be liable for all the deliverables.</p> <p>The Bidder's aggregate liability in connection with obligations undertaken under the purchase order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort, indemnity or otherwise), shall be at actual and limited to the value of the contract/purchase order.</p> <p>The Bidder's liability in case of claims against OGB resulting from willful and gross misconduct, or gross negligence, fraud of the Bidder, its employees, contractors and subcontractors, from infringement of patents, trademarks, and copyrights or other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.</p> <p>In no event shall either party be liable for any indirect, incidental or consequential damages or lost profits or lost revenue, howsoever such liability may arise. Losses means any claims.</p>	<p>The selected Bidder will be liable for all the deliverables.</p> <p>The Bidder's aggregate liability in connection with obligations undertaken under the purchase order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort, indemnity or otherwise), shall be at actual and limited to the value of the contract/purchase order.</p> <p>The Bidder's liability in case of <u><b>all third party</b></u> claims against OGB resulting from willful and gross misconduct, or gross negligence, fraud of the Bidder, its employees, contractors and subcontractors, from infringement of patents, trademarks, and copyrights or other Intellectual Property Rights or breach of confidentiality obligations(<u><b>excluding personal data</b></u>) shall be unlimited.</p> <p>In no event shall either party be liable for any indirect, incidental or consequential damages or lost profits <del>or</del> lost revenue, <u><b>loss of use, loss of revenue or profits or business, anticipated savings, goodwill and loss of production or business interruption</b></u> howsoever such liability may arise. Losses means any claims.</p>	<p><b>Clarification:</b> No change to the existing clause.</p>
14	EIT India Services		Intellectual Property, Clause 30	Bidder requests to add the paragraph to clause 30	<u><b>To the extent Bidder provides deliverables to the Bank from a software subvendor, as part of the support services described in</b></u>	<p><b>Clarification:</b> No change to the existing clause.</p>



Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
	India Pvt Ltd				<u>the Statement of Work, the software subvendor will own all right, title and interest in and to such software existing prior to the "Effective Date" and all modifications and enhancements to, and derivative works from, such software (collectively, the "Third Party Intellectual Property"). Nothing in this Contract transfers any ownership in or any title to any Third Party Intellectual Property to the Bank.</u>	
15	EIT India Services India Pvt Ltd		Exit Option and Contract re-negotiation, Clause 19	Reverse transition mechanism would be activated in the event of cancellation of the RFP/contract or exit by the parties prior to expiry of the RFP/contract. The Bidder should perform a reverse transition mechanism to OGB or its selected SERVICE PROVIDER. The reverse transition mechanism would facilitate an orderly transfer of services to OGB or to an alternative 3rd party / vendor nominated by OGB. Where OGB elects to transfer the responsibility for service delivery vendor(s), OGB will nominate a service provider who will be responsible for all dealings with the Bidder regarding the delivery of the reverse transition services	Reverse transition mechanism would be activated in the event of cancellation of the RFP/contract or exit by the parties prior to expiry of the RFP/contract. The Bidder should perform a reverse transition mechanism to OGB or its selected SERVICE PROVIDER. The reverse transition mechanism would facilitate an orderly transfer of services to OGB or to an alternative 3rd party / vendor nominated by OGB. Where OGB elects to transfer the responsibility for service delivery vendor(s), OGB will nominate a service provider who will be responsible for all dealings with the Bidder regarding the delivery of the reverse transition services. <b><u>Same terms (including payment terms) which were applicable during the term of the contract should be applicable for reverse transition services</u></b>	<b>Amendment:</b> Please refer to Table#1, point # 6.
16	EIT India Services India Pvt Ltd		Order Cancellation, 21	Bidder requests to add the paragraph to clause 21	<b><u>Bidder's non-performance or delays resulting from Bank's failure or delay to comply with its responsibilities and obligations, will be excused and Bidder will not be liable for such non-performance or delays/failure caused or contributed by Bank. Bidder shall be entitled to extension of time or payment of additional cost incurred as a result of such delay or failure</u></b>	<b>Clarification:</b> No change to the existing clause.

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17	EIT India Services India Pvt Ltd		<b>8) Performance Bank Guarantee</b>	The vendor shall, within 30 days of receipt of Purchase Order, submit a Performance Guarantee in the form of Bank Guarantee (PBG) equal to 10% of total value of the Purchase order (exclusive of taxes), valid for 5 years, with a claim period of 1 year from the date of expiry of the validity period of the Bank Guarantee (BG), as per statutory provisions in force.	Please make the following modifications: a) Bidder seeks PBG to be provided at 10% of Annual Contract Value, to be renewed each year at subsequent years contract value b) Customer shall invoke the PBG only on occurrence of material breach and after providing a 30 days cure period to the bidder to rectify the material breach for which the PBG is sought to be invoked.	<b>Clarification:</b> No change to the existing clause.
18	EIT India Services India Pvt Ltd		<b>9) Taxes and Duties</b>	All taxes, if any, shall be deducted at source as per then prevailing rates at the time of release of payments. Prices shall be inclusive of all taxes, duties. The bidder should meet the requirements of Goods & Services Tax (GST) of India.	We would like to clarify that prices shall be inclusive of all taxes except GST. GST would be charged separately as part of invoice.	<b>Amendment:</b> Please refer to Table#1, point # 7.
19	EIT India Services India Pvt Ltd		<b>11) Penalty Clauses</b>	b) Penalty for availability and issue resolutions The breach in SLA for issue resolutions and penalty thereon shall be mutually decided by Bank and vendor during the contract period. Absence of a resource for more than 2 days in a month shall be deducted from the monthly billing against the absent resource billing.	Penalty shall be subject to maximum 5% of total monthly invoice value	<b>Amendment:</b> Please refer to Table#1, point # 8.
20	EIT India Services India Pvt Ltd		<b>12) Payment Term</b>	1. Payment for Support Cost a) Payment for Support Cost shall be released on monthly arrear basis after deduction of penalties and prorate payment towards absence period, if any.	Request payment for support cost to be made quarterly in advance	<b>Clarification:</b> No change to the existing clause.
21	EIT India Services India Pvt Ltd		<b>21) Order Cancellation</b>	OGB reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to OGB alone; i. Delay in delivery and services beyond	Please delete the requirements for return of payment as the payments are specifically made on completion of deliverable. Also, there are other remedies available to the customer such as	<b>Amendment:</b> Please refer to Table#1, point # 3.

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				<p>the specified period as set out in the Purchase Order before acceptance of the product; or,</p> <p>ii. Serious discrepancy in the quality of service expected.</p> <p>iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or bidder conceals or suppresses material information.</p> <p>In case of order cancellation, any payments made by OGB to the Bidder for the particular service would necessarily have to be returned to OGB with interest @ 10% per annum from the date of each such payment. Further the Bidder would also be required to compensate OGB for any direct loss incurred by OGB due to the cancellation of the Purchase Order and any additional expenditure to be incurred by OGB to appoint any other Bidder.</p>	termination for default, Penalty, PBG invocation etc.	
22	EIT India Services India Pvt Ltd		<b>22) Termination of Contract</b>	<p><b>Termination of Contract For Non Performance</b></p> <p>OGB reserves its right to terminate the contract in the event of Bidder's repeated failures (more than 3 occasions in a calendar year in maintaining the service level as defined in the Contract). In the event of termination, OGB will issue notice to SERVICE PROVIDER for a period of 90 days over e-mail/ registered mail.</p>	<p>Please make the following changes:</p> <p>a) Customer shall provide 30 days cure period before exercising the right to terminate for default.</p>	<p><b>Amendment:</b></p> <p>Please refer to Table#1, point # 9.</p>
23	EIT India Services India Pvt Ltd		<b>Invoicing term</b>	Missing in RFP	Customer shall pay invoice within 30 days from the date of invoice.	<p><b>Clarification:</b></p> <p>No change to the existing clause. However, the payment of invoices shall be governed by GeM rules.</p>

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
24	EIT India Services India Pvt Ltd		<b>Non-payment Remedy</b>	Missing in RFP	Late payment of undisputed invoice will bear an interest of 1% per month beyond the due date. Bidder seeks right to terminate or suspend services in the event of delay in payment of undisputed invoice beyond 15 days from the due date of payment	<b>Clarification:</b> No change to the existing clause.
25	EIT India Services India Pvt Ltd		10.b	The SLA for issue tickers and Change Requests shall be defined mutually between Bank and Vendor based on the business requirement. The resource engaged shall be available at site during the contract period. Any absence of engineer beyond 2 days in a month shall be treated as absence period and shall be consider as non-billable period	Can the compensatory off in lieu of working on a holiday or a non-working day be considered for attendance?	<b>Amendment:</b> Please refer to Table#1, point # 8.
26	EIT India Services India Pvt Ltd		19	Reverse Transition	Is Reverse Transition a CR activity mutually agreed by the bank and the bidder?	<b>Amendment:</b> Please refer to Table#1, point # 6.
27	EIT India Services India Pvt Ltd		19	Reverse Transition	What is the expected duration of Reverse Transition?	<b>Clarification:</b> The duration of reverse transition will be mutually decided while initiating the Reverse Transition process.
28	EIT India Services India Pvt Ltd		19	Reverse Transition - The Bidder shall suitably and adequately train OGB or its designated team or new service provider for fully and effectively changeover of bank's CBS and allied services.	Does the reverse transition include Finacle training or only the knowledge transfer?	<b>Clarification:</b> Inclusion of Finacle training and (or) scope of knowledge transfer for reverse transition will be mutually decided while initiating the Reverse Transition process.
29	Writer Business Services				If the existing vendor participate how it can be taken care as they have the knowledge to existing scenarios?	<b>Clarification:</b> The objective of this GeM tender is to have parallel setup to manage CBS

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						and to mitigate the risk of dependency on single vendor.  Participation of existing vendor will dilute the primary objective of this tender. Bank at its discretion may consider or reject such bid based on bidder's availability.
30	Writer Business Services				Extension of id submission for at least 8-10 days	<b>Amendment:</b> Please refer to Table#1, point # 10.