

**FS/9/2025-FS-PMU01-DOP**  
Government of India  
Ministry of Communications  
**Department of Posts**  
**(Financial Services Division)**

Dak Bhawan, New Delhi -110001  
Dated:13.08.2025

**CORRIGENDUM**

**Sub: Reply to the Pre-bid queries in the EOI No. FS/9/2025-FS-PMU01-DOP issued vide CPP Portal Tender ID No.2025\_DOP\_869048\_1 dated 15.07.2025 for the Selection of System Integrator (SI) for Post Office Savings Bank (POSB) under IT Modernization Project -DoP IT 2.0.**

In partial modification of the above-mentioned EOI, the column 'Existing' of the EOI document may be read as mentioned under column 'Revised':

|        |   | Existing  |   | Revised   |   |
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| S. No. | Section of the EOI  | Criteria  | Documentary Evidence*   | Criteria  | Documentary Evidence*   |
| 1.     | Section 7<br><br>Table 5: Pre qualification Criteria<br><br>Point # 4 | The Bidder should have relevant experience in the following areas during the last five (5) years as on the date of submission:<br><br>Successful execution of software development, implementation, and maintenance projects of Finance and its allied suite of products in Banks, Financial Institutions, or the BFSI do | i. Project Citation as per the Form A.6: Format for Project Citation<br>ii. Work order/Purchase Order/Contract Agreement clearly specifying the Scope of Work, Bill of Material and value of the contract.<br>iii. Certificate/Letter from the Competent Authority (who has issued the work order) that the Project has been declared "Go-Live" and is under the Operations & M | The Bidder should have relevant experience in the following areas during the last five (5) years as on the date of EOI submission:<br><br>Successful execution of software development / implementation / maintenance projects related to Core Banking Services and allied products for banks, financial institutions, or other entities in the BFSI domain, in India o | i. Project Citation as per the Form A.6: Format for Project Citation<br>ii. Work order/Purchase Order/Contract Agreement clearly specifying the Scope of Work, Bill of Material and value of the contract.<br>iii. Certificate/Letter from the Competent Authority (who has issued the work order) that the Project has been declared "Go-Live" and is under the Operations & M |

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|  |  | main in India.  | Maintenance phase  | or globally.   | Maintenance phase  |
|  |  | The above projects should either:   | OR<br>Certificate from the Statutory Auditor certifying that the Project has been declared "Go-Live" and is under the Operations & Maintenance phase   | The above projects should either:  | OR<br>Certificate from the Statutory Auditor/ Authorized Signatory certifying that the Project has been declared "Go-Live" and is under the Operations & Maintenance phase   |
|  |  | <ul style="list-style-type: none"> <li>Have been declared "Go-Live" by the respective Client; or</li> <li>Have completed at least seventy-five percent (75%) of the total project value, as evidenced by a Phase Completion Certificate or an appropriate Work Order/Client Certification.</li> </ul> | Note: In situations where citation details cannot be shared due to a signed NDA with the client, bidders are required to submit a self-certification of project completion or phase completion. This document should be on the company letterhead, certified by the Company Secretary or Statutory Authority, and must clearly outline the scope of work, deliverables, and timelines. Additionally, the self-certification must include a statement indicating that the information is being provided in this format because the bidder is bound by a signed NDA with the client. | <ul style="list-style-type: none"> <li>Have been declared "Go-Live" by the respective Client; or</li> <li>Have completed at least fifty percent (50%) of the total project value, as evidenced by a Phase Completion Certificate or an appropriate Work Order/Client Certification.</li> </ul> | Note: In situations where citation details cannot be shared due to a signed NDA with the client, bidders are required to submit a self-certification of project completion or phase completion. This document should be on the company letterhead, certified by the Company Secretary / Statutory Authority / Authorized Signatory, and must clearly outline the scope of work, deliverables, and timelines. Additionally, the self-certification must include a statement indicating that the information is being provided in this format because the bidder is bound by a signed NDA with the client. |
|  |  | The project/s mentioned above should meet the following criteria -  |  |  |  |
|  |  | <ul style="list-style-type: none"> <li>i. 1 project of similar nature of Contract value not less than the</li> </ul>  |  | <ul style="list-style-type: none"> <li>i. 1 project of similar nature of Contract value not less than the amount equal to INR 250 Crores</li> <li>OR</li> <li>ii. Two projects</li> </ul>  |  |

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|    |   | <p>amount equal to INR 400 Cr</p> <p>OR</p> <p>ii. Two projects project of similar nature of Contract value not less than the amount equal to INR 300 Cr each</p> <p>OR</p> <p>iii. Three projects of similar nature of Contract value not less than the amount equal to INR 200 Cr each</p>    |   | <p>cts of similar nature of Contract value not less than the amount equal to INR 190 Cr each</p> <p>OR</p> <p>iii. Three projects of similar nature of Contract value not less than the amount equal to INR 130 Cr each</p>   |   |
| 2. | <p><b>Section 7</b></p> <p><b>Table 5: Pre qualification Criteria</b></p> <p><b>Point # 5</b></p> | <p>The Bidder should have relevant experience in the following areas during the last five (5) years as on the date of submission:</p> <p>End-to-end IT infrastructure management for an on-premises data center which can be on Co-location basis or client provided location in India (IT-</p> | <p>i. Project Citation as per the Form A.6</p> <p>ii. Work order/Purchase Order/Contract Agreement clearly specifying the Scope of Work, Bill of Material and value of the contract.</p> <p>iii. Certificate/Letter from the Competent Authority (who has issued the work order) that the Project has been declared "Go-Live" and is under the Operations &amp; M</p> | <p>The Bidder should have relevant experience in the following areas during the last five (5) years as on the date of EoL submission:</p> <p>End-to-end IT infrastructure management for an on-premises data center which can be on Co-location basis or client provided location in India or globally (IT-MSP)</p> | <p>i. Project Citation as per the Form A.6</p> <p>ii. Work order/Purchase Order/Contract Agreement clearly specifying the Scope of Work, Bill of Material and value of the contract.</p> <p>iii. Certificate/Letter from the Competent Authority (who has issued the work order) that the Project has been declared "Go-Live" and is under the Operations &amp; M</p> |

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|  |  | <p>MSP)</p> <p>The above projects should either:</p> <ul style="list-style-type: none"> <li>• Have been declared "Go-Live" by the respective Client; or</li> <li>• Have completed at least seventy-five percent (75%) of the total project value, as evidenced by a Phase Completion Certificate or an appropriate Work Order/Client Certification.</li> </ul> <p>The project/s mentioned above should meet the following criteria -</p> <ul style="list-style-type: none"> <li>i. 1 project of similar nature of Contract value not less than the amount</li> </ul> | <p>aintenance phase</p> <p>OR</p> <p>Certificate from the Statutory Auditor certifying that the Project has been declared "Go-Live" and is under the Operations &amp; Maintenance phase</p> <p>Note: In situations where citation details cannot be shared due to a signed NDA with the client, bidders are required to submit a self-certification of project completion or phase completion. This document should be on the company letterhead, certified by the Company Secretary or Statutory Authority, and must clearly outline the scope of work, deliverables, and timelines. Additionally, the self-certification must include a statement indicating that the information is being provided in this format because the bidder is bound by a signed NDA with the client.</p> | <p>The above projects should either:</p> <ul style="list-style-type: none"> <li>• Have been declared "Go-Live" by the respective Client; or</li> <li>• Have completed at least fifty percent (50%) of the total project value, as evidenced by a Phase Completion Certificate or an appropriate Work Order/Client Certification.</li> </ul> <p>The project/s mentioned above should meet the following criteria -</p> <ul style="list-style-type: none"> <li>i. 1 project of similar nature of Contract value not less than the amount equal to I NR 350 Cr</li> <li>OR</li> <li>ii. Two projects of similar nature</li> </ul> | <p>aintenance phase</p> <p>OR</p> <p>Certificate from the Statutory Auditor/ Authorized Signatory certifying that the Project has been declared "Go-Live" and is under the Operations &amp; Maintenance phase</p> <p>Note: In situations where citation details cannot be shared due to a signed NDA with the client, bidders are required to submit a self-certification of project completion or phase completion. This document should be on the company letterhead, certified by the Company Secretary / Statutory Authority / Authorized Signatory, and must clearly outline the scope of work, deliverables, and timelines. Additionally, the self-certification must include a statement indicating that the information is being provided in this format because the bidder is bound by a signed NDA with the client.</p> |
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|    |   | <p>equal to<br/>INR 350<br/>Cr<br/>OR<br/>ii. Two projects project of similar nature of Contract value not less than the amount equal to INR 270 Cr each<br/>OR<br/>iii. Three projects of similar nature of Contract value not less than the amount equal to INR 180 Cr each</p>  |   | <p>of Contract value not less than the amount equal to INR 270 Cr each<br/>OR<br/>iii. Three projects of similar nature of Contract value not less than the amount equal to INR 180 Cr each</p>   |   |
| 3. | <p><b>Section 7</b></p> <p><b>Table 5: Pre qualification Criteria</b></p> <p><b>Point # 6</b></p> | <p>The Bidder should be authorized partner of Original Equipment Manufacturer (OEM) for Finacle Suite of Products with an authority to sell, upgrade, supply, service and maintain the proposed hardware/software solutions and support for CBS, Internet Banking, Mobile banking and other related solutions during the entire period of contract</p> | <p>For OEM:</p> <p>i. Self-Certification of being OEM</p> <p>For Partner of the OEM:</p> <p>i. Certification from OEM.<br/>ii. The Bidder should submit Manufacturer/Authorization Form (MAF), having reference to this EoI, from respective OEMs stating that Bidder is authorized</p> | <p>The Bidder should be authorized partner of Original Equipment Manufacturer (OEM) for Finacle Suite of Products with an authority to upgrade, service and maintain the proposed hardware/software solutions and support for CBS, Internet Banking, Mobile banking and other related solutions during the entire period of contract with DoP as on the date of EoI submission.</p> | <p>For OEM:</p> <p>i. Self-Certification of being OEM</p> <p>For Partner of the OEM:</p> <p>i. Manufacturer Authorization Form (MAF), from OEM stating that Bidder is authorized partner of OEM as per Form A. 11: Letter of Authorization from OEM.</p> <p>OR</p> <p>A valid</p> |

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|  |  | with DoP as on the date of EoI submission. | <p>zed partner of OEM and is authorized to participate in this EoI.</p> <p>iii. The Bidder must submit a letter from the OEMs confirming the “Back-to-Back” agreement / arrangement for the entire contract period to DoP, if the contract is awarded to the Bidder. The OEM letter should also specify that the Bidder have arrangements /back to back tie-ups with OEM to undertake all hardware and software upgrades / modifications necessary to conform to any changes or modifications required by DoP and in compliance of regulatory compliance (in time bound manner), from time to time, during the contract period as per the Form A.11: Letter of Authorization from</p> | <p>partnership certificate or a authorization letter from the OEM indicating that the Bidder is an authorized partner or service provider for the Finacle Suite of Products, as on the date of EoI submission.</p> <p><b>Note:</b> Selected Bidders from the EoI stage must submit the following documents at the time of RFP proposal submission failing which their bid may be summarily rejected:</p> <p>i. Manufacturer Authorization Form (MAF), from OEM stating that Bidder is authorized partner of OEM.</p> <p>ii. Letter from the OEM confirming the “Back-to-Back” agreement / arrangement for the entire contract period to DoP, if the contract is awarded to the Bidder. The OEM letter should also specify that the Bidder have arrangements/ back to back tie-ups with OEM to undertake all hardware and s</p> |
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|    |  |  | OEM.   |  | oftware upgrades / modifications necessary to conform to any changes or modifications required by DoP and in compliance of regulatory compliance (in time bound manner), from time to time, during the contract period.  |
| 4. | <b>Section 7</b><br><br><b>Table 5: Pre qualification Criteria</b><br><br><b>Point # 7</b> | <p>The Bidder, should possess below certifications which are valid at the time of EoI submission:</p> <ul style="list-style-type: none"> <li>i. ISO 27001:2013 or above</li> <li>ii. ISO/IEC 20000</li> <li>iii. ISO 9001:2015 or above</li> <li>iv. CMMi Level 5 for Capability Maturity Model Integration</li> </ul> <p><b>Note:</b> The above certificate should be in the name of the Bidder</p> | <p>Copy of accreditation / certification(s) valid as of the last date of bid submission.</p> | <p>The Bidder, should possess below certifications which are valid at the time of EoI submission:</p> <ul style="list-style-type: none"> <li>i. ISO 27001:2013 or above</li> <li>ii. ISO/IEC 20000</li> <li>iii. ISO 9001:2015 or above</li> <li>iv. CMMi Level 5 for Capability Maturity Model Integration</li> </ul> <p><b>Note:</b> The above certificate should be in the name of the Bidder</p> | <ul style="list-style-type: none"> <li>i. Copies of valid certificates in the name of the Bidder, as on the date of EoI submission.</li> <li>ii. Copy of valid CMMi Level 5 certificate;<br/>OR<br/>In case the Bidder is currently undergoing CMMi Level 5 appraisal : <ul style="list-style-type: none"> <li>- Documentary proof of ongoing CMMi Level 5 assessment (e.g., engagement letter, initiation documents),</li> <li>- Self-declaration on company letterhead stating commitment to furnish the valid CMMi Level 5 certificate at the RFP submission</li> </ul> </li> </ul> |

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|    |  |   |  |   | ion stage.<br><br><b>Note:</b> Failure to produce a CMMI Level 5 certificate at the RFP stage shall lead to summary rejection of the bid without further evaluation. |
| 5. | <b>Section 7</b><br><br><b>Table 5: Preference to Make in India), Order 2017-Revision</b><br><br><b>Point # 14</b> | Abiding Make in India Order Public Procurement (Preference to Make in India), Order 2017-Revision | Declaration for Local Content as per Form A.13 | The Bidder shall be required to submit the applicable 'Make in India' Declaration, in accordance with the provisions of Public Procurement (Preference to Make in India), Order 2017 and its subsequent amendments, at the time of submission of the Proposal in response to the RFP. Submission of the said declaration (8.13. Form A.13: Declaration for Local Content) shall not be applicable at Eol stage.   | N/A  |
| 6. | N/A  |   |  | Additional Clause:<br><br>"In case any Bidder has undergone corporate restructuring (including merger, demerger, hive-off, slump sale etc.), it may showcase credentials of its erstwhile/current entity, provided sufficient documentary proof is submitted with the proposal to exhibit that such credentials have accrued to/ transferred to/ are in the name of the bidding entity and the bidding entity is authorized to use such credentials. Notwithstanding the foregoing, credentials of the parent entity, holding entity, subsidiaries or affiliates etc. cannot be used (and shall not be consid |  |



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|    |     | ered) if such parent entity, holding entity, subsidiaries or affiliates etc. is itself bidding. Bidders may refer to Office Memorandum No. F.8/78/2023-PD dated 12.10.2023 of (Department of Expenditure (DoE), Ministry of Finance (MoF), Government of India for further details.”  |
| 7. | N/A | In case the Bidder submits credentials for projects executed outside India (global experience) as part of the documentary evidence towards meeting the Pre-Qualification Criteria, the contract value of such projects shall be considered in INR, converted at the prevailing exchange rate on the date of issuance of the respective Work Order / Purchase Order.<br>For the purpose of such conversion, the corresponding exchange rate published on <a href="https://www.xe.com/currencytables/">https://www.xe.com/currencytables/</a> on the date of the Work Order / Purchase Order shall be considered final and binding. |

II. All other conditions of the EoI shall remain unchanged.

III. In addition, clarification to the bidders on pre-bid queries is attached as **Annexure-I**.

This issues with the approval of the Competent Authority.

(Bishan Singh)  
Director (FS-PMU)

## Response to the Pre-Bid Queries (Annexure – I)

| Sl. No. | Reference from Bid Document  | Content of EOI requiring Clarification   | Query   | Clarification   |
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| 1.      | <b>Clause No. - 5.2</b><br><br><b>Current Banking Implementation Landscape</b><br><br><b>Page No 12-13</b>     | DoP currently operates through a comprehensive on-premises IT infrastructure setup. The Primary Data Centre (DC) is hosted at a Tier-III co-located facility in Navi Mumbai, while the Disaster Recovery (DR) site is situated at a Tier-III facility within the DoP's Postal Training Centre in Mysuru. | Request you to provide the existing number of racks, average power utilization per rack, total power utilization for DC and DR  | The details shall be shared with the selected bidders as part of the RFP post EOI submission. |
| 2.      | <b>Clause No. - 7.2(PQ Table)</b><br><br><b>Pre-Qualification Evaluation Criteria</b><br><br><b>Page No 37</b> | Minimum average annual turnover of at least Rs. 1000 Crores, at least 500 of which should be from Software Development and Maintenance, IT Infrastructure maintenance activities, for the last 3 financial years (i.e. 2021-22, 2022-23 and 2023-24).  | Request to revise the clause as follows,<br>Minimum average annual turnover of at least Rs. 74 Crores, which should be from Software Development and Maintenance, IT Infrastructure maintenance activities, for the last 3 financial years (i.e. 2022-24, 2023-24 and 2024-25). | As per EOI  |

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| 3. | <p><b>Clause No. 7.2(PQ Table)</b></p> <p><b>Pre-Qualification Evaluation Criteria</b></p> <p><b>Page No 37</b></p> | <p>-</p> <p>The Bidder should be profitable for the last three financial years (i.e. 2021-22, 2022-23 and 2023-24).</p>  | <p>Request to revise the clause as follows,<br/>The Bidder should be profitable for the last two financial years (2023-24 and 2024-25).</p>  | As per EOI        |
| 4. | <p><b>Clause No. 7.4(PQ Table)</b></p> <p><b>Pre-Qualification Evaluation Criteria</b></p> <p><b>Page No 38</b></p> | <p>-</p> <p>The project/s mentioned above should meet the following criteria -</p> <p>i. 1 project of similar nature of Contract value not less than the amount equal to INR 400 Cr<br/>OR</p> <p>ii. Two projects project of similar nature of Contract value not less than the amount equal to INR 300 Cr each<br/>OR</p> <p>iii. Three projects of similar nature of Contract value not less than the amount equal to INR 200 Cr each</p> | <p>Request to provide relaxation on the criteria of project value</p>  | Refer Corrigendum |
| 5. | <p><b>Clause No. 7.7(PQ Table)</b></p> <p><b>Pre-Qualification Evaluation Criteria</b></p> <p><b>Page No 40</b></p> | <p>-</p> <p>The Bidder, should possess below certifications which are valid at the time of Eol submission:</p> <p>i. ISO 27001:2013 or above</p> <p>ii. ISO/IEC 20000</p> <p>iii. ISO 9001:2015 or above</p> <p>iv. CMMi Level 5 for Capability Maturity Model Integration</p> <p>Note: The above certificate should be in the name of the Bidder</p>  | <p>Request to revise the clause as follows,<br/>The Bidder, should possess below certifications which are valid at the time of Eol submission:</p> <p>i. ISO 27001:2013 or above</p> <p>ii. ISO 9001:2015 or above</p> <p>iii. CMMi Level 3</p> <p>Note: The above certificate should be in the name of the Bidder</p> | Refer Corrigendum |
|    | <p><b>Clause No. 7.11(PQ Table)</b></p>   | <p>-</p> <p>Manpower Strength: The</p>   | <p>Request to revise the clause as follows,</p>  |                   |

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| 6. | <b>Pre-Qualification Evaluation Criteria</b><br><br><b>Page No 41</b>  | Bidder must have on its payroll at least 3500 IT professionals as on 31st March 2025.  | Manpower Strength: The Bidder must have on its payroll at least 600 IT professionals as on 31st March 2025.  | As per EOI  |
| 7. | <b>Clause No. 7.6(PQ Table)</b><br><br><b>Pre-Qualification Evaluation Criteria</b><br><br><b>Page No 40</b> | The Bidder should be authorized partner of Original Equipment Manufacturer (OEM) for Finacle Suite of Products with an authority to sell, upgrade, supply, service and maintain the proposed hardware/software solutions and support for CBS, Internet Banking, Mobile banking and other related solutions | We request relaxation in this clause to allow bidders who were empanelled partners with the OEM (Infosys) for implementation and support of Finacle through resources.<br>—as evidenced by a valid agreement in force till March 2025<br>—even if they are not authorized for sales or upgrades of the product.  | Refer Corrigendum   |
| 8. | <b>Clause No. – 5.3.2. Track 2</b><br><br><b>Page No 18</b>  | There is no clause on Regulatory and SLA related frameworks or enhancements. While DoP has its own regulatory framework - we believe that enhancements required of these Non Functional system requirements should also be explicitly called out.  | We understand that DoP Post Office Savings bank has its own regulatory framework - however we believe the same should also be separately called out and covered. This will benefit DoP especially with requirements for platform independence, Zero RTO and Zero RPO. The requirement for System software to be Unrestricted, Enterprise wide, Full Use and in the name of DoP for use perpetually should also be called out to safeguard DoP's rights of usage beyond the expiry of the contract. DoP would also benefit from calling out SI to implement best practices from other stringent regulatory frameworks for security, availability, data integrity etc. A separate section should | The details shall be shared with the selected bidders as part of the RFP post EOI submission. |

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|    |   |  | be called out for enhancement if required for the same.   |   |
| 9. | <b>Clause No. - 6.24 Para 1</b><br><br><b>Applicability of Public Procurement (Preference to Make in India), Order 2017-Revision</b><br><br><b>Page No 32</b> | <p>As per public procurement guidelines issued by the Department for Promotion of Industry &amp; Internal Trade (OM No. P-45021/2/2017-PP (BE-II)-Part (4) Vol. II dated 19th July, 2024), the SI shall be a "Class I" Local Supplier only.</p>  | <p>We request that for System Software an MII exemption be allowed as almost all banks under RBI use software from companies like Oracle Database etc.</p>  | Refer Corrigendum   |
| 10 | <b>Clause No. – 7 Point 5a</b><br><br><b>Pre-Qualification Evaluation Criteria</b><br><br><b>Page No 36</b>   | <p>Subcontracting is only allowed for manpower and DCF services which shall not exceed more than 20% of the total value of contract.</p>   | <p>We request for allowing subcontracting to System Software OEM's or OEM authorised partners as a lot of skills like performance tuning adherence to Security and Regulatory guidelines from various regulators are always done in collaboration with System Software OEM's or authorised partners. In addition in most banking setups requirement also exists for System Software OEM man-days for key support requirements on premise.</p> | OEM Professional Services shall be bundled as a part of the product & not be covered under Subcontracting |
| 11 | <b>Section – 7 Point 7 – Criteria No. 6 (PQ Table)</b><br><br><b>Pre-Qualification Evaluation Criteria</b><br><br><b>Page No 39</b>                           | <p>The Bidder should be authorized partner of Original Equipment Manufacturer (OEM) for Finacle Suite of Products with an authority to sell, upgrade, supply, service and maintain the proposed hardware/software solutions and support for CBS, Internet Banking, Mobile banking and other related solutions during</p> | <p>We request for adding a section for System Software OEM MAF for current database and middleware providers to be included as these will need to be supported during the duration of the project as a prequalification also.</p>   | As per EOI  |

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|    |  | the entire period of contract with DoP as on the date of EoI submission.  |  |                   |
| 12 | <p><b>Clause No. – 5.3 (Indicative Scope of Work)</b></p> <p><b>Track 2 – Clause 4 (Application Development &amp; Integration)</b></p> <p><b>Page No 15-22</b></p> | <p>The scope includes initiatives such as EFRM, AML-CFT, API Gateway, 2FA, IMPS, etc., but lacks mention of Email Security, DLP, DSPM, or ITDR.</p> | <p>Request inclusion of the following modules under the Application Development &amp; Integration scope:</p> <p>1. Email Security – Critical for preventing phishing, malware, spoofing, and business email compromise (BEC) attacks. With POSB's large user base and national coverage, email is a primary attack vector. Email security helps protect against credential harvesting, ransomware, and targeted attacks.</p> <p>2. Data Loss Prevention (DLP) – Inline with the asks of DPDP Act.Helps meeting customer DPDP Compliance. Essential for safeguarding sensitive citizen data such as Aadhaar, PAN, and account details. DLP can prevent unauthorized sharing of sensitive information over emails, endpoints, and cloud apps, ensuring compliance with RBI, UIDAI, and CERT-In guidelines.</p> <p>3. Data Security Posture Management (DSPM) –</p> | <p>As per EOI</p> |

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|    |   |   | <p>of sensitive data across structured and unstructured environments. Helps enforce least-privilege access and detect exposure risks in real-time.</p> <p>4. Identity Threat Detection &amp; Response (ITDR) – A vital control for detecting and responding to identity-based lateral movement attacks. Modern threats exploit credential theft to bypass traditional perimeter defenses. ITDR platforms detect misuse of privileged identities, service accounts, and domain controllers.</p> <p>We recommend that these be included as separate or integrated modules under cybersecurity or fraud risk mitigation measures to strengthen POSB's overall digital risk posture.</p> |  |
| 13 | <p><b>Section No. 5.3.2 Track 2 Clause No.-4</b></p> <p><b>Application Development Integration new functionalities</b></p> <p><b>Page No 20</b></p> | <p>– IMPS: The SI shall develop an Immediate Payment Service (IMPS) system to enhance financial transactions for developing secure application for real time fund transfers. Deployment involves careful integration with minimal disruption and support through maintenance documentation.</p> | <p>Kindly let us know if Bank is currently using any Payment Solution ? How are IMPS and AEPS payments currently handled by the bank ? Is the bank looking for a separate Payment solution?</p>  | <p>The details shall be shared with the selected bidders as part of the RFP post EOI submission.</p> |
|    | <p><b>Section No. 5.3.2 Track 2 Clause No.-4</b></p>  | <p>– Internet banking: The SI must revamp the existing internet banking platform to enhance user</p>  |  |  |

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| 14 | <b>Application Development &amp; Integration of new functionalities</b><br><br><b>Page No 20</b>                            | experience focusing on redesigning the website with UI-UX that aligns with current digital trends. The main aim should be to improve customer interaction and satisfaction, emphasizing on seamless navigation and accessibility.  | Kindly clarify the meaning of revamp in this context. Does it mean that we need to upgrade the existing Internet Banking used by bank.   | The details shall be shared with the selected bidders as part of the RFP post EOI submission. |
| 15 | <b>Section No. – 1 Factsheet</b><br><br><b>Last Date and Time for submission of Pre-Bid queries</b><br><br><b>Page No 7</b> | 24/07/2025 at 17:00 hrs  | We request you to please provide us at least 2 working days after the pre bid meeting to submit additional queries.  | Pre Bid Queries submission timeline was extended till 29th July 5 PM IST.                     |
| 16 | <b>Section No. – 1 Factsheet</b><br><br><b>Consortium/ Subcontracting</b><br><br><b>Page No 7</b>                           | No Consortium allowed. Sub-Contracting allowed in the following:<br>1. Manpower deployed for Application Development, Operations and Maintenance<br>2. DCF (Data Centre Facility) service  | We request you to please keep the sub contracting aspect open. Bidder will be overall responsible for the program.   | As per EOI  |
| 17 | <b>Section No. –2 Invitation for Eoi / First stage of Two stage bidding</b><br><br><b>Page No 8</b>                         | The Term of the Contract shall include the Takeover & Transition, Enhancement, Operations & Maintenance of the current and future state of the entire POSB IT Systems, for a period of 5 years, extendable by 2 years at DoP's discretion, on year-to-year basis on the same terms and conditions (unless terminated before expiry of Term). | The applicability of the terms and conditions (T&Cs) of this contract should be restricted to the 5 year contract period. The T&Cs for the period of extension if any shall be mutually agreed upon with the right to extend being with purchaser. | As per EOI  |
|    | <b>Section – 7</b>  |  |  |   |



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| 18 | <b>Point 7 – Criteria No. 1 (PQ Table)</b><br><br><b>Pre-Qualification Evaluation Criteria</b><br><br><b>Page No 39</b>                       | Copy of Valid Certificates of ESI/ EPF Registration/ Labor License with the concerned organization/ authority   | We believe the request here is to provide one of the asked certificates. Please confirm.   | Any one of the valid certificates to be submitted. |
| 19 | <b>Section – 7</b><br><b>Point 7 – Criteria No. 2 (PQ Table)</b><br><br><b>Pre-Qualification Evaluation Criteria</b><br><br><b>Page No 39</b> | <p>Audited financial statements (copy of consolidated balance sheets and consolidated Profit and Loss Statement) for the last 3 financial years (i.e. 2021-22, 2022-23 and 2023-24) clearly indicating that the Turnover is from Software Development and Maintenance, IT Infrastructure maintenance activities certified by the Statutory Auditor/Chartered Accountant/Company Secretary of the entity on turnover details for the last 3 financial years (i.e. 2021-22, 2022-23 and 2023-24) clearly indicating that the Turnover is from Software Development and Maintenance, IT Infrastructure maintenance activities. (As per Form A.5)</p> | <p>As a company we do report financials on the nature of work. So we request the below change to this clause:<br/> Audited financial statements (copy of consolidated balance sheets and consolidated Profit and Loss Statement) for the last 3 financial years (i.e. 2021-22, 2022-23 and 2023-24) certified by the Statutory Auditor/Chartered Accountant/Company Secretary of the entity on turnover details for the last 3 financial years (i.e. 2021-22, 2022-23 and 2023-24)</p> <p>We will provide an independent declaration from Company Secretary/ Authorized signatory clearly indicating that the Turnover from Software Development and Maintenance, IT Infrastructure maintenance activities is greater than INR 500 Crores.</p> | As per EOI.  |
| 20 | <b>Section – 7</b><br><b>Point 7 – Criteria No. 9 (PQ Table)</b><br><br><b>Pre-Qualification Evaluation Criteria</b>                          | Specific Power of Attorney for the Bidder to sign the EoI / RFP documents as per format in Form A.8: Format for   | <p>We have existing board resolution which clearly lists down the authorised signatories from our end. We request your confirmation that we do not need to submit the</p>  | Accepted   |

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|    | <b>Page No 40</b>   | Power of Attorney.  | Form A8 but will submit our existing board resolution.   |   |
| 21 | <b>Section – 5.3.2 - track 2</b><br><br><b>Page No 18</b> | SI shall be responsible for the procurement and installation of non-transferable but required IT Infrastructure. Any required software licenses not transferable from existing infrastructure shall also be procured. | Request if a list of transferable software assets can be shared with the bidder to factor or to drop any such software in the proposal   | The details shall be shared with the selected bidders as part of the RFP post EOI submission. |
| 22 | <b>Section – 5.3.2 - track 2</b><br><br><b>Page No 20</b> | API Gateway and Management,Middleware   | What are the types of integrations that are required.Will they be API based integrations / batch integration / file transfer   | The details shall be shared with the selected bidders as part of the RFP post EOI submission. |
| 23 | <b>Section – 5.3.2 - track 2</b><br><br><b>Page No 20</b> | API Gateway and Management,Middleware   | What is the (request+response) size that needs to be considered for the API Based integrations.  | The details shall be shared with the selected bidders as part of the RFP post EOI submission. |
| 24 | <b>Section – 5.3.2 - track 2</b><br><br><b>Page No 20</b> | API Gateway and Management,Middleware   | What is the total peak TPS that should be considered on at Internal and External API Gateway.<br><br>What is the total peak TPS that should be considered on ESB layer used for Application integrations | The details shall be shared with the selected bidders as part of the RFP post EOI submission. |
| 25 | <b>Section – 5.3.2 - track 2</b><br><br><b>Page No 20</b> | API Gateway and Management,Middleware   | What is the Year to Year growth that needs to be considered for API gateway traffic & ESB traffic ; and for how many years   | The details shall be shared with the selected bidders as part of the RFP post EOI submission. |
| 26 | <b>Section – 5.3.2 - track 2</b>                          | API Gateway and Management,Middleware   | How many environments (Prod,DR,UAT etc) are required and what are  | The details shall be shared with the selected bidders as part                                 |

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|    | <b>Page No 20</b>   |   | their size with respect to production  | of the RFP post EOI submission.   |
| 27 | <b>Section – 5.3.2 - track 2</b><br><br><b>Page No 20</b> | API Gateway and Management,Middleware   | How many environments will be in HA  | The details shall be shared with the selected bidders as part of the RFP post EOI submission. |
| 28 | <b>Section – 5.3.2 - track 2</b><br><br><b>Page No 20</b> | API Gateway and Management,Middleware   | If DR is required,should Prod-DR be in Active-Active or Active-Passive configuration.  | The details shall be shared with the selected bidders as part of the RFP post EOI submission. |
| 29 | <b>Section – 5.3.2 - track 2</b><br><br><b>Page No 20</b> | API Gateway and Management,Middleware   | Please let us know the RTO & RPO requirement   | The details shall be shared with the selected bidders as part of the RFP post EOI submission. |
| 30 | <b>Section – 5.3.2 - track 2</b><br><br><b>Page No 18</b> | SI shall be responsible for the procurement and installation of non-transferable but required IT Infrastructure. Any required software licenses not transferable from existing infrastructure shall also be procured. | As a part of Operation and Maintenance for this tender, Request you to please provide below details for current enviornment,<br>• Number of host/VM monitored(Virtualized/non-virtualized)<br>• Number of Nodes/Worker nodes monitored<br>• Number of business critical application monitored? What will be count of underlying VM/worker node on which business critical application will hosted<br>• What is overall Transaction Per Second for the Applications | The details shall be shared with the selected bidders as part of the RFP post EOI submission. |
|    | <b>Section – 5.3.2 - track 2</b><br><b>Clause-4</b>       | 2FA: Implement a robust Two-Factor  | As per our understanding there is requirement for centralised SSO, MFA Access management solution ? Please validate.   | The details   |

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| 31 | <p><b>Application Development &amp; Integration of new functionalities</b></p> <p><b>Page No 20</b></p>   | <p>Authentication (2FA) mechanism, focusing on biometric authentication combined with existing methods, to secure access to the CBS.</p>   | <p>Also is there any IDAM (Identity Access Management) Requirement for employees who will be accessing critical applications like CBS.</p> <p>Please provide the volumetric for total users.</p>   | <p>shall be shared with the selected bidders as part of the RFP post EOI submission.</p>             |
| 32 | <p><b>Section – 5.3.2 - track 2 Clause-6</b></p> <p><b>IT Infrastructure Operations &amp; Maintenance at new DC and DR</b></p> <p><b>Page No 20</b></p> | <p>1. Upon successful migration, the SI shall take over end-to-end operations and maintenance of the infrastructure hosted at the new DC and DR sites. This includes health monitoring, preventive maintenance, patch management, incident handling, OEM coordination, backup management, and ensuring SLA compliance.</p> | <p>Please suggest if bidder needs to consider Infrastructure Monitoring tools for existing as well as New Infrastructure devices.</p>  | <p>The details shall be shared with the selected bidders as part of the RFP post EOI submission.</p> |
| 33 | <p><b>Section – 5.3.2 - track 2 Clause-6</b></p> <p><b>IT Infrastructure Operations &amp; Maintenance at new DC and DR</b></p> <p><b>Page No 20</b></p> | <p>1. Upon successful migration, the SI shall take over end-to-end operations and maintenance of the infrastructure hosted at the new DC and DR sites. This includes health monitoring, preventive maintenance, patch management, incident handling, OEM coordination, backup management, and ensuring SLA compliance.</p> | <p>As the project also incorporates Application Development Scope, Please suggest if bidder needs to procure Application Performance Monitoring (APM) tool licenses for real time and effective monitoring of New Applications during O&amp;M.</p> | <p>The details shall be shared with the selected bidders as part of the RFP post EOI submission.</p> |
|    | <p><b>Section – 5.3.2 - track 2 Clause-6</b></p>  | <p>1. Upon successful migration, the SI shall take over end-to-end operations and maintenance of the infrastructure hosted at the new DC and DR</p>  | <p>Please suggest if bidder needs to consider Asset</p>  | <p>The details shall be</p>  |

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| 34 | <b>IT Infrastructure Operations &amp; Maintenance at new DC and DR</b><br><br><b>Page No 20</b>   | sites. This includes health monitoring, preventive maintenance, patch management, incident handling, OEM coordination, backup management, and ensuring SLA compliance.                | management and ITIL based Helpdesk Solution for SLA Compliance and Asset Inventory as a part of the RFP.   | shared with the selected bidders as part of the RFP post EOI submission.                      |
| 35 | <b>Section – 1 Fact sheet</b><br><br><b>Page No 07</b>  | No Consortium allowed   | Given that the project combines infrastructure services as well as application O&M and development for a specific product, Consortium may please be allowed so that the bidders can bring in the best of required expertise. | As per EOI  |
| 36 | <b>Section – 5.3.2 - track 2 Clause-1</b><br><br><b>Provisioning of Data Centre Facility (Co-Location) for new DC and DR</b><br><br><b>Page No 18</b> | The SI shall be responsible for provisioning Tier-III or higher compliant co-location Data Centre (DC) and Disaster Recovery (DR) facilities for hosting DoP/POSB's IT infrastructure | Are there any preferred locations or cities identified by POSB for establishing new DR/DR locations?   | The details shall be shared with the selected bidders as part of the RFP post EOI submission. |
| 37 | <b>Section – 5.3.2 - track 2 Clause-4</b><br><br><b>Application Development &amp; Integration of new functionalities</b><br><br><b>Page No 19</b>     | Assess and reconfigure the existing AML and fraud monitoring systems to meet evolving regulatory requirements and threats   | Should the existing AML system be upgraded or can the SI propose new AML system as well that meets the requirements of POSB?   | The details shall be shared with the selected bidders as part of the RFP post EOI submission. |
|    | <b>Section – 5.3.2 - track 2</b>  |   |  |   |

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| 38 | <p><b>Clause-4</b></p> <p><b>Application Development &amp; Integration of new functionalities</b></p> <p><b>Page No 20</b></p>  | <p>2FA: Implement a robust Two-Factor Authentication (2FA) mechanism, focusing on biometric authentication combined with existing methods, to secure access to the CBS</p> | <p>Please confirm if the biometric services provider also has to be brought in by the SI. Also, who would be responsible for supply of biometric devices to be used by staff for authentication?</p>   | <p>Only Biometric Devices will be provided by DoP.</p> |
| 39 | <p><b>Section – 7</b></p> <p><b>Clause- 5A</b></p> <p><b>Pre-Qualification Evaluation Criteria</b></p> <p><b>Page No 36</b></p> | <p>Subcontracting is only allowed for manpower and DCF services which shall not exceed more than 20% of the total value of contract</p>                                    | <p>It is understood that this condition is only indicative and the final distribution would be provided by POSB at the RFP stage which may allow for sub-contracting more than 20% of the total value of contract and for additional scope of work than currently provided for</p>   | <p>As per EOI</p>                                      |
| 40 | <p><b>Section – 7</b></p> <p><b>Pre-Qualification Evaluation Criteria</b></p> <p><b>Page No 37</b></p>                          | <p>The Bidder should have completed at least 5 years of Operations in India as on bid submission date.</p>   | <p>We request POSB to ammend the clause to let the demerged entiity bid. Same is also allowed by DoP for other RFP's where Companies have been in existence prior to demerger. You may pls ref the memorandum from department of expenditure which allows the demerged entities as per below:<br/>The demerged entities (by virtue of corporate restructuring exercise, etc.) may bid in this RFP in line with Office Memorandum No. F.8/78/2023-PPD dated 12.10.2023 of (Department of Expenditure (DoE), Ministry of Finance</p> | <p>Refer Corrigendum</p>                               |

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|    |  |   | (MoF), Government of India. Also, the line of business of demerged entity must be in line with the business for which this RFP is intended.  |                      |
| 41 | <p><b>Section – 7</b></p> <p><b>Clause 4</b></p> <p><b>Pre-Qualification Evaluation Criteria Table)</b></p> <p><b>Page No 38</b></p> | <p>The Bidder should have relevant experience in the following areas during the last five (5) years as on the date of Eol submission:</p> <p>Successful execution of software development, implementation, and maintenance projects of Finacle and its allied suite of products in Banks, Financial Institutions, or the BFSI domain in India.....</p> <p>The project/s mentioned above should meet the following criteria -</p> <p>i. 1 project of similar nature of Contract value not less than the amount equal to INR 400 Cr</p> <p>OR</p> | <p>As per the discussion during the pre-bid meeting, it is understood that scope for Finacle is largely limited to O&amp;M of existing product along with integration requirements. Given that there is no development, implementation required for Finacle in the present scope of this EOI, we are proposing a modification to match the scope. Moreover, the present clause pertaining to Finacle is very restrictive where most of the bidders will not qualify. Considering these aspects, we are suggesting the existing clause to be split into 2 complimenting criteria:</p> <p>The Bidder should have relevant experience in the following areas during the last five (5) years as on the date of Eol submission:</p> <p>1) Successful execution of management and maintenance projects of Finacle CBS in Banks, Financial Institutions, or the BFSI domain in India for a minimum setup of 600 branches.</p> <p>AND</p> <p>2) Successful execution of management and maintenance of any CBS and allied suite of banking products including the</p> | Refer<br>Corrigendum |

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|  |  | <p>ii. Two projects project of environmental software similar nature of Contract and underlying infra value not less than the components in Banks, amount equal to INR 300 Financial Institutions, or Cr each the BFSI domain in India:<br/>OR<br/>i) 1 project of similar nature of Contract value not less than the amount equal to INR 400 Cr<br/>OR<br/>iii. Three projects of similar nature of Contract value not less than the amount equal to INR 200 Cr each<br/>OR<br/>ii. Two projects project of similar nature of Contract value not less than the amount equal to INR 300 Cr each<br/>OR<br/>iii. Three projects of similar nature of Contract value not less than the amount equal to INR 200 Cr each</p> <p>The projects cited above for both criteria 1 and 2 should:</p> <ul style="list-style-type: none"> <li>•Have attained Go-Live/Phase completion. To be substantiated through client certificate/ Work Order/ Invoice</li> </ul> |  |
|  |  | <p>The Bidder should have relevant experience in the following areas during the last five (5) years as on the date of EoI submission:.....</p> <p>iii) Certificate/Letter from the Competent Authority (who has issued the work order) that the Project has been declared "Go-Live" and is under the Operations &amp; Maintenance phase<br/>OR</p>  | <p>Request that as documentary evidence, certificate from Authorised signatory may also be accepted and the condition modified as suggested below:</p> <p>iii) Certificate/Letter from the Competent Authority (who has issued the work order) that the Project has been declared "Go-Live" and is under the Operations &amp; Maintenance phase<br/>OR</p> |



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| 42 | <p><b>Section – 7</b><br/><b>Clause 4</b></p> <p><b>Pre-Qualification Evaluation Criteria Table)</b></p> <p><b>Page No 38</b></p> | <p>Certificate from the Statutory Auditor certifying that the Project has been declared "Go-Live" and is under the Operations &amp; Maintenance phase.</p> <p>Note: In situations where citation details cannot be shared due to a signed NDA with the client, bidders are required to submit a self-certification of project completion or phase completion. This document should be on the company letterhead, certified by the Company Secretary or Statutory Authority, and must clearly outline the scope of work, deliverables, and timelines. Additionally, the self-certification must include a statement indicating that the information is being provided in this format because the bidder is bound by a signed NDA with the client.</p> | <p>Certificate from the Statutory Auditor/<b>Authorised Signatory</b> certifying that the Project has been declared "Go-Live" and is under the Operations &amp; Maintenance phase.</p> <p>Note: In situations where citation details cannot be shared due to a signed NDA with the client, bidders are required to submit a self-certification of project completion or phase completion. This document should be on the company letterhead, certified by the Company Secretary or Statutory Authority or <b>Authorised Signatory</b>, and must clearly outline the scope of work, deliverables, and timelines. Additionally, the self-certification must include a statement indicating that the information is being provided in this format because the bidder is bound by a signed NDA with the client.</p> | Refer<br>Corrigendum |
|    |   | <p>The Bidder should have relevant experience in the following areas during the last five (5) years as on the date of EoI submission:.....</p> <p>iii) Certificate/Letter from the Competent Authority (who has issued the work order) that the Project</p>  | <p>Request that as documentary evidence, certificate from Authorised signatory may also be accepted and the condition modified as suggested below:</p> <p>iii) Certificate/Letter from the Competent Authority (who has issued the work order) that the Project has been</p>  |                      |

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| 43 | <p><b>Section – 7</b><br/><b>Clause 5</b></p> <p><b>Pre-Qualification Evaluation Criteria Table)</b></p> <p><b>Page No 39</b></p> | <p>has been declared "Go-Live" and is under the Operations &amp; Maintenance phase OR Certificate from the Statutory Auditor certifying that the Project has been declared "Go-Live" and is under the Operations &amp; Maintenance phase.</p> <p>Note: In situations where citation details cannot be shared due to a signed NDA with the client, bidders are required to submit a self-certification of project completion or phase completion. This document should be on the company letterhead, certified by the Company Secretary or Statutory Authority, and must clearly outline the scope of work, deliverables, and timelines. Additionally, the self-certification must include a statement indicating that the information is being provided in this format because the bidder is bound by a signed NDA with the client.</p> | <p>declared "Go-Live" and is under the Operations &amp; Maintenance phase OR Certificate from the Statutory Auditor/ <b>Authorised Signatory</b> certifying that the Project has been declared "Go-Live" and is under the Operations &amp; Maintenance phase.</p> <p>Note: In situations where citation details cannot be shared due to a signed NDA with the client, bidders are required to submit a self-certification of project completion or phase completion. This document should be on the company letterhead, certified by the Company Secretary or Statutory Authority or <b>Authorised Signatory</b>, and must clearly outline the scope of work, deliverables, and timelines. Additionally, the self-certification must include a statement indicating that the information is being provided in this format because the bidder is bound by a signed NDA with the client.</p> | Refer<br>Corrigendum |
|    |   |   | <p>Before the demerger we were a CMMi level 5 company. Post demerger, companies have to again apply and attain the CMM certification. This certification is a gradual process. Currently we are certified as CMMi</p>  |                      |

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| 44 | <p><b>Section – 7<br/>Clause 7</b></p> <p><b>Pre-Qualification<br/>Evaluation<br/>Criteria (PQ<br/>Table)</b></p> <p><b>Page No 40</b></p> | <p>CMMi Level 5 for Capability Maturity Model Integration</p>   | <p>level 3 company. We would be awarded CMMi level 5 certification as the same has been accessed and under progress for certification. We are expecting our CMMi Level 5 certification by end of September 2025. We request PLI to consider CMMi Level 3 currently for the EOI evaluation. We suggest that PLI may also ask for documentary evidence on CMMi 5 status by the bidder. Bidders can submit authorised document from the CMM assessing authority. As an alternative PLI may ask for CMMi level 5 Certification at the RFP participation stage.</p> | Refer<br>Corrigendum |
| 45 | <p><b>Section – 7<br/>Clause 9</b></p> <p><b>Pre-Qualification<br/>Evaluation<br/>Criteria (PQ<br/>Table)</b></p> <p><b>Page No 40</b></p> | <p>Specific Power of Attorney for the Bidder to sign the EOI / RFP documents as per format in Form A.8: Format for Power of Attorney.</p>   | <p>It is requested to allow submission of Power of Attorney in existing formats as bidders already have these signed for the Authorised signatories</p>  | Accepted             |
| 46 | <p><b>Section – 7<br/>Clause 4</b></p> <p><b>Pre-Qualification<br/>Evaluation<br/>Criteria (PQ<br/>Table)</b></p> <p><b>Page No 38</b></p> | <p>The Bidder should have relevant experience in the following areas during the last five (5) years as on the date of EOI submission:<br/>Successful execution of software development, implementation, and maintenance projects of <del>Finacle and its allied suite of products</del> in Banks, Financial</p> | <p>DoP is kindly requested to modify this clause as follows:<br/>The Bidder should have relevant experience in the following areas as on the date of EOI submission:<br/><b>At least 1 (ONE)</b> successful execution of software development, implementation, and maintenance projects of <b>any world's top 5 core banking platform</b> in</p>   | Refer<br>Corrigendum |

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|    |   | Institutions, or the BFSI domain in India.   | Banks, Financial Institutions, or the BFSI domain in India/ <b>or Globally.</b>  |                        |
| 47 | <b>Section – 7<br/>Clause 4</b><br><br><b>Pre-Qualification<br/>Evaluation<br/>Criteria<br/>(PQ<br/>Table)</b><br><br><b>Page No 38</b> | <p>The above projects should either:</p> <ul style="list-style-type: none"> <li>• Have been declared “Go-Live” by the respective Client; or</li> <li>• Have completed at least seventy-five percent (75%) of the total project value, as evidenced by a Phase Completion Certificate or an appropriate Work Order/Client Certification.</li> </ul>   | <p>The above projects should either:</p> <ul style="list-style-type: none"> <li>• Have been declared “Go-Live” by the respective Client; or</li> <li>• Have completed at least seventy-five percent (75%) of the total project value, as evidenced by a Phase Completion Certificate or an appropriate Work Order/Client Certification.</li> </ul> | <p>Query clear not</p> |
| 48 | <b>Section – 7<br/>Clause 4</b><br><br><b>Pre-Qualification<br/>Evaluation<br/>Criteria<br/>(PQ<br/>Table)</b><br><br><b>Page No 38</b> | <p><del>The project/s mentioned above should meet the following criteria –</del></p> <p><del>i. 1 project of similar nature of Contract value not less than the amount equal to INR <b>400 Cr</b></del></p> <p><del>OR</del></p> <p><del>ii. Two projects project of similar nature of Contract value not less than the amount equal to INR <b>300 Cr</b> each</del></p> <p><del>OR</del></p> <p><del>iii. Three projects of similar nature of Contract value not less than the amount equal to INR <b>200 Cr</b> each</del></p> | <p>NIL</p>   | <p>Query clear not</p> |
|    |   | <p>The Bidder should be authorized partner of</p>  | <p>DoP is kindly requested to modify this clause as follows:<br/><br/>The Bidder (<b>themselves</b></p>  |                        |

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| 49 | <p><b>Section – 7<br/>Clause 6</b></p> <p><b>Pre-Qualification<br/>Evaluation<br/>Criteria (PQ<br/>Table)</b></p> <p><b>Page No 39</b></p>            | <p>Original Equipment Manufacturer (OEM) for Finacle Suite of Products with an authority to sell, upgrade, supply, service and maintain the proposed hardware/software solutions and support for CBS, Internet Banking, Mobile banking and other related solutions during the entire period of contract with DoP as on the date of EoI submission.</p> | <p><b>or their technological collaborator)</b> should be authorized partner of Original Equipment Manufacturer (OEM) for Finacle Suite of Products with an authority to sell, upgrade, supply, service and maintain the proposed hardware/software solutions and support for CBS, Internet Banking, Mobile banking and other related solutions during the entire period of contract with DoP as on the date of EoI submission.</p>              | Refer<br>Corrigendum   |
| 50 | <p><b>Section – 5.3.1<br/>Track 1</b></p> <p><b>1. Takeover<br/>and<br/>Transition<br/>from<br/>existing<br/>vendors</b></p> <p><b>Page No 16</b></p> | <p>The SI shall take over all POSB applications, IT infrastructure, and services from the current vendor and DoP teams, ensuring no disruption to ongoing operations.</p>  | <p>Can you please help to understand how many applications (approx. application count or application list) that are part of the POSB Application set.</p> <p>On page 13 of the document there are few below applications mentioned but want more details on the "etc"</p> <p><i>Finacle Core Banking Solution (v10.2.13), Internet Banking, Mobile Banking, Anti-Money Laundering (AML), Aadhaar Data Vault, and Digital Channels, etc.</i></p> | <p>The details shall be shared with the selected bidders as part of the RFP post EOI submission.</p> |
|    | <p><b>Section – 5.3.1<br/>Track 1</b></p>   | <p>The SI shall handle complete day-to-day operations and maintenance of Core</p>  | <p>We are assuming the current incumbent vendor might be operating in 24 X 7 and 3 shift model. Can you please help to get an approximate head count split of this team</p> <p>a) Head count involved</p>   | <p>The details shall be</p>  |

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| 51 | <b>2.Existing Applications Support &amp; Maintenance</b><br><br><b>Page No 17</b>  | Banking, Delivery Channels, and related applications across all environments, with 24x7x365 support and a dedicated team as per DoP's needs.   | in Application support & ticket resolution.<br>b) Head count involved in Infra support & maintenance (i.e. AMC/ATS for IT Infra components & CYber security)<br>c) Head count involved in new application integrations and development   | shared with the selected bidders as part of the RFP post EOI submission.                      |
| 52 | <b>Section – 5.3.2 Track 2</b><br><br><b>Application Development &amp; Integration of new functionalities</b><br><br><b>Page No 19</b> | <b>Application Development &amp; Integration of new functionalities</b> - • DoP has identified a set of new functionalities to be implemented in the near future, as outlined below: | For this application development & integration of new functionality in the "Section 5.4 Indicative project Plan and Timeline: it indicated that this new development need to happen from M3 to M12 i.e. across 10 months.<br>a) Is this a correct understanding?<br>b) Is there some L0 (initial) estimates created for this piece. Or these estimates are yet to be done? | The details shall be shared with the selected bidders as part of the RFP post EOI submission. |
| 53 | <b>8.1. Form A.1: Bid Submission Checklist Point -5</b><br><br><b>Page No 42</b>   | Certificate of Incorporation, GST and Copy of PAN Card Registration Certificate for the Bidder AND Copy of Purchase Orders/Lol showing at least 5 years of operations                | It is mentioned in the checklist form that the submission of these documents is 'Not Applicable'. However, in eligibility point no. 1, it is stated that the bidder shall submit these documents to qualify the criterion. Kindly clarify  | There is no particular format for accreditation / certification(s)                            |
| 54 | <b>8.1. Form A.1: Bid Submission Checklist Point -8</b><br><br><b>Page No 42</b>   | Copy of accreditation /certification(s) valid as of the last date of bid submission.   | It is mentioned in the checklist form that the submission of these documents is 'Not Applicable'. However, in eligibility point no. 7, it is stated that the bidder shall submit these   | There is no particular format for accreditation / certification(s)                            |

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|    |   |  | documents to qualify the criterion. Kindly clarify.  |   |
| 55 | <b>2. Procurement and setup of IT Infrastructure at new DC and DR Clause 4</b><br><br><b>Page No 18</b> | The SI shall provision for appropriate <b>network security components</b> and secure access mechanisms to ensure protection against external and internal threats. Secure encryption mechanisms and <b>endpoint protection</b> should be implemented to maintain confidentiality and prevent unauthorized data access or transfer. | Today's cyber security is not about being reactive to cyber threats but to be Proactive, DOP being a National Mission Critical Organization need to implement robust cyber security solutions as a layered approach that able to eliminate silos and visibility gaps [through] centralized visibility, analysis, and a deeper understanding of what is happening using AI/ML and automation to detect and mitigate threat. | The details shall be shared with the selected bidders as part of the RFP post EOI submission. |
| 56 | <b>Generic Recommendation</b>   |  | We request DOP to look upon the following solution recommendation which includes some next generation security component for holistic security for DC and DR infra   | The details shall be shared with the selected bidders as part of the RFP post EOI submission. |
| 57 | <b>Generic Recommendation</b>   | EPP with EDR :   | 1. EPP with EDR : Provides Known signature based and Zero Day threat protection from Malwares, Cryptominers, Bots, Ransomware, Living off Land behaviour based C&C and Data Exfiltration.  | The details shall be shared with the selected bidders as part of the RFP post EOI submission. |
| 58 | <b>Generic Recommendation</b>   | HIPS :   | 2.HIPS : Provides application based security for the apps installed on Servers/VMs and Container Security accross cloud using its mulple Inbuild security Engines.   | The details shall be shared with the selected bidders as part of the RFP post EOI submission. |
| 59 | <b>Generic Recommendation</b>   | XDR  | 3. XDR : Provides Real time detection and mitigation of threats accross DC using IOC and reputation through feeds and Threat Intel.  | The details shall be shared with the selected bidders as part of the RFP post EOI submission. |
|    |   |  | 4. NIPS : Protect at gateway level and secure  | The details   |

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| 60 | <b>Generic Recommendation</b> | Next Generation IPS  | Application from shall be vulnerability Exploit using shared with Thousands of filters and the selected Policies. Provides insight bidders as part even to SSL based L3-L2 of the RFP based payload analysis. post EOI submission.   |
| 61 | <b>Generic Recommendation</b> | Network Detection and Response   | 5. NDR having Anti-APT with Sandboxing : Uses Behaviour based attack which are very difficult to be identified using traditional security component and prevent like C&C, Data Exfiltration, Lateral movement, Living Off Land attack etc, for any Zero Day unidentified Malware/URL/IP etc, Sandboxing analyse it and distribute the IOC across the DC component for immediate actions. The details shall be shared with the selected bidders as part of the RFP post EOI submission. |
| 62 | <b>Generic Recommendation</b> | Attack Management Surface  | 6.Attack Surface management (ASRM) : This is holistic approach to looking to overall security posturing it continuous monitor assests accross the DC and provides over all risk scoring of the organization and suggest methods to reduce the loopholes across the DC environment to reduce the Cyber Risk Index (CRI) of any organization. The details shall be shared with the selected bidders as part of the RFP post EOI submission.  |
|    |                               | The Bidder should have relevant experience in the following areas during the last five (5) years as on the date of EoI submission:<br>Successful execution of software development, implementation, and maintenance projects of Finacle and its allied suite of products in Banks, Financial Institutions, or the BFSI | The Bidder proposed the following :<br><br>The Bidder should have relevant experience in the following areas during the last <b>ten (10)</b> years as on the date of EoI submission:   |



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| 63 | Criteria Point #4 | <p>domain in India.</p> <p>The above projects should either:</p> <ul style="list-style-type: none"> <li>•Have been declared "Go-Live" by the respective Client; or</li> <li>•Have completed at least seventy-five percent (75%) of the total project value, as evidenced by a Phase Completion Certificate or an appropriate Work Order/Client Certification.</li> </ul> <p>The project/s mentioned above should meet the following criteria -</p> <p>i.</p> <p>1 project of similar nature of Contract value not less than the amount equal to INR 400 Cr</p> <p>OR</p> <p>ii.</p> <p>Two projects project of similar nature of Contract value not less than the amount equal to INR 300 Cr each</p> <p>OR</p> <p>iii.</p> <p>Three projects of similar nature of Contract value not less than the amount equal to INR 200 Cr each</p> | <p>Successful <b>maintenance/ Application Management and Support</b> projects of core banking and its allied suite of products <b>and /or including Security Operations</b> in Banks, Financial Institutions, or the BFSI domain in India/<b>globally</b>.</p> <p>The project/s mentioned above should meet the following criteria -</p> <p>i.</p> <p>1 project of similar nature of Contract value not less than the amount equal to INR <b>100 Cr</b></p> <p>OR</p> <p>ii.</p> <p>Two projects project of similar nature of Contract value not less than the amount equal to INR <b>80 Cr</b> each</p> <p>OR</p> <p>iii.</p> <p>Three projects of similar nature of Contract value not less than the amount equal to INR <b>50 Cr</b> each</p> | Refer Corrigendum |
|    |                   | <p>The Bidder should have relevant experience in the following areas during the last five (5) years as on the date of EoI submission: End-to-end IT infrastructure management for an on-premises data center which can be on Co-location basis or client</p>  | <p>The Bidder proposed the following: --</p> <p>The Bidder should have relevant experience in the following areas during the last <b>ten (10)</b> years as on the date of EoI submission: End-to-end IT infrastructure management for an on-premises data center</p>   |                   |

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| 64 | Criteria Point #5       | Table.  | <p>provided location in India (IT-MSP) The above projects should either:</p> <ul style="list-style-type: none"><li>• Have been declared “Go-Live” by the respective Client; or</li><li>• Have completed at least seventy-five percent (75%) of the total project value, as evidenced by a Phase Completion Certificate or an appropriate Work Order/Client Certification.</li></ul> <p>The project/s mentioned above should meet the following criteria -</p> <ul style="list-style-type: none"><li>i. 1 project of similar nature of Contract value not less than the amount equal to INR 350 Cr OR</li><li>ii. Two projects project of similar nature of Contract value not less than the amount equal to INR 270 Cr each OR</li><li>iii. Three projects of similar nature of Contract value not less than the amount equal to INR 180 Cr each</li></ul> | <p>which can be on Co-location basis or client provided location in India (IT-MSP) The above projects should either:</p> <ul style="list-style-type: none"><li>• Have been declared “Go-Live” by the respective Client; or</li><li>• Have completed at least seventy-five percent (75%) of the total project value, as evidenced by a Phase Completion Certificate or an appropriate Work Order/Client Certification.</li></ul> <p>The project/s mentioned above should meet the following criteria -</p> <ul style="list-style-type: none"><li>i. 1 project of similar nature of Contract value not less than the amount equal to INR <b>150</b> Cr OR</li><li>ii. Two projects project of similar nature of Contract value not less than the amount equal to INR <b>100</b> Cr each OR</li><li>iii. Three projects of similar nature of Contract value not less than the amount equal to INR <b>80</b> Cr each</li></ul> | Refer Corrigendum |
| 65 | Page 7 factsheet        | No consortium allowed.  | <p><u>Amendment Requested:</u></p> <p>Can consortium be allowed on a limited basis for CPSEs/PSUs working under the umbrella of the same ministry (MoC) - e.g TCIL</p>   | As per EOI   |                   |
| 66 | Page no 37, clause no 4 | <p>The Bidder should have relevant experience in the following areas during the last five (5) years as on the date of Eol submission:</p> <p>Successful execution of software development, implementation, and maintenance projects of Finacle and its allied</p> | <p><u>Clarification Sought:</u></p> <p>Provided that consortium is allowed as requested in Sr. No 1 above - can joint fulfilment of this criteria by the main bidder and consortium partner be</p>   | As per EOI   |                   |

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|    |                               | suite of products in Banks, Financial Institutions, or the BFSI domain in India.....  | considered.  |            |
| 67 | Page no 38, clause no 5       | The Bidder should have relevant experience in the following areas during the last five (5) years as on the date of Eol submission:..... | Clarification Sought:<br>Provided that consortium is allowed as requested in Sr. No 1 above - can joint fulfilment of this criteria by the main bidder and consortium partner be considered.   | As per EOI |
| 68 | page no 41, clause no 11      | Manpower Strength: The Bidder must have on its payroll at least 3500 IT professionals as on 31st March 2025.                            | Clarification Sought:<br>Provided that consortium is allowed as requested in Sr. No 1 above - can joint fulfilment of this criteria by the main bidder and consortium partner be considered.   | As per EOI |
| 69 | Consortium/<br>Subcontracting | No Consortium allowed.<br>Sub-Contracting allowed in the following:<br>1.Manpower deployed for Development, Operations and Maintenance  | While the EOI outlines the pre-qualification criteria from a requirement standpoint, it is silent on the qualification parameters from the data centre providers' perspective. Given the business-critical nature of the project and the associated security imperatives, we believe it is essential to incorporate such parameters as part of the EOI's pre-qualification framework.<br><br>In this regard, we would like to highlight the following suggestions—drawn from practices adopted by other key departments and ministries—commonly considered when selecting a colocation partner:<br>1. The data centre provider should have minimum average annual turnover of INR 1000 Crores for the last three years including FY 2021-22, 2022-23, 2023-24 from data centre colocation business only.<br>2. The data centre provider shall have a minimum Net Worth* of INR 1500 Cr (Rupees Fifteen Hundress Crores only) from data centre colocation services in India at the close of the preceding financial year i.e. FY 2023-24<br>3. The data centre colocation service provider should be an entity registered in India for the business of data centre colocation services for at least | As per EOI |

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|    |                            | 2.DCF (Data Centre Facility) service   | <p>last 10 years.</p> <p>4. The data centre provider must have operational colocation data center facilities in at least five cities</p> <p>5. The data centre provider must have at least 10 operational Tier 3 colocation data center facilities</p> <p>6. The data centre provider must have compliance with the following ISO Certifications including ISO 27001:2022, ISO 20000-1:2018, ISO 14001:2015, ISO/TL 9000, ISO 22301:2019, ISO 45001:2018 at the offered data centres.</p> <p>7. Data Centre Provider should have proven track record of successfully delivering and managing at least one advanced liquid cooling system. A self declaration for the same should provided for that.</p> <p>8. The Data Centre Provider should have at least 15 organizations collocated in its data centres across India who should belong to Central Govt / State Govt / PSUs / PSU Banks. In case an NDA is signed with these organization a self declaration for the same can be provided by the service provider.</p> |                   |
| 70 | Page 38 section 7 clause 4 | <p>The Bidder should have relevant experience in the following areas during the last five (5) years as on the date of EoI submission: Successful execution of software development, implementation, and maintenance projects of Finacle and its allied suite of products in Banks, Financial Institutions, or the BFSI domain in India..... The project/s mentioned above should meet the following criteria - i. 1 project of similar nature of Contract value not less than the amount</p> | <p>Request the condition to be modified as below: The Bidder should have relevant experience in the following areas during the last five (5) years as on the date of EoI submission: Successful execution of software development, implementation, and or management and maintenance projects of Finacle or any industry recognised CBS (like FlexCube) and its allied suite of products in Banks, Financial Institutions, or the BFSI domain in India..... The project/s mentioned above should meet the following criteria - i. 1 project of similar nature of Contract value not less than the amount equal to INR 200</p>   | Refer Corrigendum |

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|    |                   | <p>equal to INR 400 Cr OR ii. Two projects project of similar nature of Contract value not less than the amount equal to INR 300 Cr each OR iii. Three projects of similar nature of Contract value not less than the amount equal to INR 200 Cr each</p> | <p>Cr OR ii. Two projects project of similar nature of Contract value not less than the amount equal to INR 150 Cr each OR iii. Three projects of similar nature of Contract value not less than the amount equal to INR 100 Cr each</p> <p>Our understanding is that the project value would also include the value of hardware supplied/maintenance services provided for the underlying hardware, DC etc. Please confirm</p>   |                   |
| 71 | Page 40 section 7 | <p>CMMi Level 5 for Capability Maturity Model Integration</p>   | <p>Before the demerger we were a CMMi level 5 company. Post demerger, companies have to again apply and attain the CMM certification. This certification is a gradual process. Currently we are certified as CMMi level 3 company. We would be awarded CMMi level 5 certification as the same has been accessed and under progress for certification. We are expecting our CMMi Level 5 certification by end of September 2025. We request PLI to consider CMMi Level 3 currently for the EOI evaluation. We suggest that PLI may also ask for documentary evidence on CMMi 5 status by the bidder. Bidders can submit authorised document from the CMM assessing authority. As an alternative PLI may ask for CMMi level 5 Certification at the RFP participation stage.</p> | Refer Corrigendum |
|    |                   | <p>No Consortium allowed.<br/>Sub -Contracting allowed</p>  |   |                   |

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| 72 | Page no 7<br>section 1            | in the following: 1. Manpower deployed for Application Development, Operations and Maintenance 2. DCF (Data Centre Facility) service   | We request consortium to be allowed as this project will require multiple skillset and area of expertise which may not be available in one organization  | As per EOI                               |
| 73 | Page no 31<br>section 6 clause 22 | Evaluation Process   | Kindly clarify if the Commercial evaluation of the given EOI/RFP will be on Least cost basis or techno-commercial  | The RFP will be evaluated on QCBS basis. |
| 74 | Page no 39<br>section 7 clause 6  | The Bidder should be authorized partner of Original Equipment Manufacturer (OEM) for Finacle Suite of Products with an authority to sell, upgrade, supply, service and maintain the proposed hardware/software solutions and support for CBS, Internet Banking, Mobile banking and other related solutions during the entire period of contract with DoP as on the date of EOI submission. | As was understood during the pre-bid meeting, bidder is not required to sell Finacle as part of the scope. Hence, the clause is suggested to be modified as under:<br>The Bidder should be authorized partner of Original Equipment Manufacturer (OEM) for Finacle Suite of Products with an authority to <del>sell</del> , upgrade, <del>supply</del> , service and maintain the proposed hardware/software solutions and support for CBS, Internet Banking, Mobile banking and other related solutions during the entire period of contract with DoP as on the date of EOI submission.<br>Further the requirement of submission of Form A.11 should also be dropped as the services to be provided in respect of Finacle software would be defined only at RFP stage and it is not feasible to commit to the service requirements at this stage.<br><b>The form may be asked at the RFP stage.</b> | Refer Corrigendum                        |

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| 75 | <b>Page 41 section 7 clause 14</b> | Abiding Make in India Order Public Procurement (Preference to Make in India), Order 2017-Revision   | At the EoI stage, the list of services, software/hardware to be supplied are not defined. Hence, it is not feasible to provide the required declaration regarding MII. <b>The requirement may please be removed</b>                                 | Refer Corrigendum |
| 76 | <b>Page no. 37</b>                 | Minimum average annual turnover of at least Rs. 1000 Crores, at least 500 of which should be from Software Development and Maintenance, IT Infrastructure maintenance activities, for the last 3 financial years (i.e. 2021-22, 2022-23 and 2023-24). | Minimum average annual turnover of at least Rs. 100 Crores, at least 50 of which should be from Software Development and Maintenance, IT Infrastructure maintenance activities, for the last 3 financial years (i.e. 2021-22, 2022-23 and 2023-24). | As per EOI.       |