

PRE BID REPLIES FOR NPCI:RFP/13-14/0032 dated: 30/12/2013 - REQUEST FOR PROPOSAL FOR ENGAGING AGENCY FOR IMPLEMENTATION OF OPERATIONAL RISK MANAGEMENT TOOL

S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification sought	Additional Remarks (if any)	Response
1	Eligibility Criterion	15	4.2.7	The Bidder should have implemented the Operational Risk Solution for at least two (Global/ Indian) BFSI Clients in the past one year.	Is the contract should have been awarded last year/ go live/ UAT. Can this criterion be changed to "The Bidder should have implemented/implementing the Operational Risk Solution for at least two (Global/ Indian) BFSI Clients in the past one year.		Copies of credential letters from Clients containing scope of work, timelines and OEM partners for the project. Case studies of implementation where ever available in the past 1 year.
2	Section 10 - A1	40		The tool should document and assess operational risks, define controls, manage audits, and implement recommendations and remediation plans.	Pl. clarify if NPCI is looking for Audit Management module in addition to Operational risk module.		NPCI wishes to have Audit Management process which would involve Audit calender, Audit plan, Audit reports & tracking of closures & reports. How ever a separate module is not required
3	Section 7 - Bid Evaluation	23	7.4	Bidders qualified in the technical evaluation process, would be eligible for commercial bid opening. Bidder with the lowest commercial bid will be declared as successful evaluated Bidder who will be called L1 Bidder.	Request NPCI to consider techno-commercial score with 70 % technical and 30 % commercial to arrive at final evaluations score.		No change in RFP
4	Facilities mgmt.	10	3.1	FMS services should be provided for entire project duration (3 years of warranty & 3 years of maintenance)	While in rest of the document project duration in 5 years, 3 years warranty and 2 years AMC. Please clarify		FM should be for 5 years
5	Annexure N	73		Period of the entire solution to be ready for commissioning after award of the contract- 3 months	We request for NPCI to allow solution provider to propose implementation period based on judgment of scope and time required for implementation		Bidder may propose but the same can't vary too much from the defined implementation period
6	Scope of Work	8	3.1	The Bidder will have to provide the necessary interface to the existing applications as required.	Please provide the number of applications to which interfaces required, also provide the details of the applications and parameters.no.of apps, Is the data transfer required is real time or end of the day?		As of now atleast the interface is required for eight applications. For few applications the data transfer would be required on real time
7	Scope of Work	12		KRI	Please provide break up of frequency wise KRIs		The defined KRI's needs to be mapped in the tool during the installation process. Further the KRI's would be added as per requirement
8	Scope of Work	13		Risk Reporting	What is RCSA frequency? Is it event based or periodic or combination, of periodic event based.		The frequency of RCSA would be quarterly & need based in expectional cases

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9	Scope of Work	8		Installation	The software is expected to be web based in that case please clarify. What is expected from centralized or Hybrid approach? Is it centralized installation or hybrid. If it multi-location please clarify expectations from multi-location deployment also provide total number of locations		The centralized location would be Mumbai & other locations would also have access to the tool
10	Scope of Work	9		Implementation-The Bidder should implement an enterprise version of Operational Risk Management System including Advanced Approaches.	Our understanding-advance approach means advance statistical modeling required, please confirm if it is line with your expectation. Please clarify if it also should include capital adequacy as per Basel guidelines.		Basel guidelines are not applicable to NPCI
11	Scope of Work	9		As part of implementation all data migration (as and when required) from the existing systems will be done by the Bidder.	Please provide the details about existing system, periodicity of data migration required and volume		Currently there is no existing tool
12	Scope of Work	9		The Bidder will also support parallel run of the existing systems (as and when required).	Please clarify about our scope in executing the parallel run of the existing system		The Vendor is expected to support the parallel run in terms of fixing the issues and provide training on the required areas
13	Scope of Work			Volumetric	Please provide volumes of current transactions, application data and growth expected in each of the product segments. Also provide guidance of additional product launches to be considered		This would be specified later as the system would not be processing the data
14	Scope of Work	8		The solution will be implemented in all locations as decided by NPCI. The Bidder should assist for implementation in below mentioned 4 locations.	RFP asks for DC at four sites and DR as well. Please confirm relationship between DC and its associated DR location. Whether all four DC will have single DR, or each location will act as DR to each other. We request NPCI, to confirm about locations of DR site for each DC site.		DR is not required as of now. Amendments will be made in the RFP.Please refer to corrigendum 1
15	Scope of Work	9		The Bidder has to upgrade servers/ storage at no extra cost to NPCI, in case the offered configuration does not meet the requirements, for six years from the implementation start-date.	Please confirm, if Bidder need to supply hardware for 6 years requirement on Day-1, or it will be in phase wise manner		It would be as per requirements/ Phase wise
16	Scope of Work	9		At any point of time during the contract period, the CPU utilization should neither exceed 60% of its capacity nor should the Hard Disk utilization exceed 60% of its capacity at the Primary Data Centre.	We request NPCI, to change the measurement criteria as - performance should neither exceed 60% of capacity Measured on average basis. Because for any system, CPU spikes are bound to happen due scenarios like boot storm, momentarily spikes due to applications, etc. It is industry practice to measure the utilization on average basis.		The overall capacity should not exceed the desired %. In case trigger dropped the Vendor may suggest for upgrading the systems

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17	Scope of Work	9		At any point of time during the contract period, the CPU utilization should neither exceed 60% of its capacity nor should the Hard Disk utilization exceed 60% of its capacity at the Primary Data Centre.	Please confirm, if HDD utilization asked 60% is for HDD capacity or for IOPS measurement.		The overall capacity should not exceed the desired %. In case trigger dropped the Vendor may suggest for upgrading the systems
18		32		SLA for Hardware & Software - Audits will normally be done on monthly/quarterly basis	Please confirm, SLA will be measured on Quarterly basis or monthly basis, since downtime permissible for same SLA% is different on quarterly measurement and monthly measurement		Will be measured on a quaterly basis
19				General	Please confirm, if NPCI is looking for any specific backup window requirement		Backup would be taken after office hours & on week ends
20				General	Please confirm, if NPCI is looking for any specific backup and retention policies requirement		Yes
21				General	Please confirm, if NPCI is looking for any specific mode of replication (Database level, storage level, etc) between DC and DR site.		No
22		9	3.1	The bidder is required to indicate the resource requirements for FMS in the Bill of Material.	Whether we should propose the complete onsite model or we can consider remote model from NOC for the same?		The onsite model may be proposed
23		14	3.1	The number of registered users for the Tool would be 50 and the number of users for the tool is expected to grow at 10% within 6 months of the implementation.	What will the the approx number of users for the entire project duration of 6 years (3 years warranty and 3 years AMC)		The current requirement is 50 users & the same would be increased on need basis/ Business requirements

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24		30	9.9	<p>The frequency of these reports would be Weekly, Monthly, Quarterly and Yearly. Apart from reports on each availability and performance measurement parameter mentioned below, the reporting should also include the following:</p> <ol style="list-style-type: none"> <li>1. Utilization of CPU, RAM, Hard Disk, I/O (Peak and Average)</li> <li>2. Percent of CPU utilized by the system and user activity.</li> <li>3. CPU utilization broken down by user CPU and system CPU. Tabular report of CPU, Memory, NIC and I/O utilization (peak and average) by application, if possible.</li> <li>4. Percent of physical memory utilized by system and user processes.</li> <li>5. Problem Trends</li> <li>6. Call Resolution Time</li> </ol>	<p>Who will provide the tools for the monitoring and reporting. Should the vendor propose the same or Vendor can leverage the existing tools made available by NPCI? Will vendor be able to leverage the patch management tool made available by NPCI? Or vendor should propose the same.</p>		The Vendor should propose the same
25		30	9.9	Service Level agreement	What is the service window for the FMS services.		The Helpdesk should be available 24X7 for atleast 6 months from the date of set up of the tool. Further this would be decided & communicated
26		9	9.9	FMS	<p>What will be ticket logging system available for the FMS team after implementation phase?</p> <p>What will be the ticket logging process after implementation phase?</p>		Will be defined during the implementation process

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27	EMD forfeiture			<p>5.9 Forfeiture of EMD The EMD made by the bidder will be forfeited if:</p> <p>5.9.1 The Bidder withdraws his Bid before opening of the Bids.</p> <p>5.9.2 The Bidder withdraws his Bid after opening of the Bids but before Notification of Award.</p> <p>5.9.3 Failure to accept the order by the Selected Bidder within 14 days from the date of receipt of the Notification of Award makes the EMD liable for forfeiture at the discretion of NPCI. However, NPCI reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.</p> <p>5.9.4 The selected Bidder withdraws his Bid / proposal before furnishing Performance Guarantee.</p> <p>5.9.5 The Bidder violates any of the provisions of the RFP up to submission of Performance Bank Guarantee.</p> <p>5.9.6 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 conceals or suppresses material information.</p>	<p>5.9 Forfeiture of EMD The EMD made by the bidder will be forfeited if:</p> <p>5.9.1 The Bidder withdraws his Bid before opening of the Bids.</p> <p>5.9.2 The Bidder withdraws his Bid after opening of the Bids but before Notification of Award.</p> <p><del>5.9.3 Failure to accept the order by the Selected Bidder within 14 days from the date of receipt of the Notification of Award makes the EMD liable for forfeiture at the discretion of NPCI. However, NPCI reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.</del></p> <p>5.9.4 The selected Bidder withdraws his Bid / proposal before furnishing Performance Guarantee.</p> <p>5.9.5 The Bidder violates any of the provisions of the RFP up to submission of Performance Bank Guarantee.</p> <p>5.9.6 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 conceals or suppresses material information.</p>		No change in RFP

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29	Term of contract			NPCI will avail services of the selected bidder for a period of 5 years. The engagement would be reviewed on half-yearly basis and will be renewed annually subject to satisfactory services. In case, any of the bidders continuously fail to meet the defined performance obligation, NPCI reserves the right to award the entire work for the remaining period to other successful bidder, upon cancellation of the contract with the bidder who failed to meet the performance obligation. However, this is without prejudice to NPCI's right to cancel/terminate the engagement based on the other provisions of the RFP.	NPCI will avail services of the selected bidder for a period of 5 years. The engagement would be reviewed on half-yearly basis and will be renewed annually subject to satisfactory services. In case, any of the bidders continuously fail to meet the defined performance obligation, NPCI reserves the right to award the entire work for the remaining period to other successful bidder, upon 30 days prior notice cancellation of the contract with the bidder who failed to meet the performance obligation. However, this is without prejudice to NPCI's right to cancel/terminate the engagement based on the other provisions of the RFP. In the event of termination Bidder shall be paid for the goods and services delivered till the date of termination..		No change in RFP
30	Taxes & Duties			The benefits realized by Bidder due to lower rates of taxes, duties, charges and levies shall be passed on by the Bidder to NPCI	The benefits / Disadvantage realized by Bidder due to lower / Higher rates of taxes, duties, charges and levies shall be passed on by the Bidder to NPCI		No change in RFP
31	Penalty for default in delivery			Non Delivery of above at NPCI - at the rate of 0.5% of the total Purchase Order value for each week's delay beyond the stipulated delivery period subject to a maximum of 5%.	Non Delivery of above at NPCI - at the rate of 0.5% of the undelivered Purchase Order value for each week's delay beyond the stipulated delivery period subject to a maximum of 5% of undelivered purchase order value.		No change in RFP
32	Penalty for default in delivery			Without any prejudice to NPCI's other rights under the Applicable Law, NPCI may recover the liquidated damages, if any, accruing to NPCI, as above, from any amount payable to the bidder, as per this Purchase Order.	Without any prejudice to NPCI's other rights under the Applicable Law, NPCI may recover the liquidated damages, if any, accruing to NPCI, as above, from any amount payable to the bidder under this contract, as per this Purchase Order.		No change in RFP
33	Service Level Agreement			SLA for hardware and software - As per RFP	Please provide clarity		Pls refer clause 9.9 of RFP

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34	penalty on SLA			If any act or failure by the Bidder under the agreement results in failure or inoperability of systems and if NPCI has to take corrective actions to ensure functionality of its property, NPCI reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.	If any act or failure solely by the Bidder under the agreement results in failure or inoperability of systems and if NPCI has to take corrective actions to ensure functionality of its property, NPCI reserves the right to impose penalty, which may be equal to the cost it incurs <del>or the loss it suffers for such failures.</del> Also the failure of bidder has to be proved.		No change in RFP
35	n of Contract and Repeat Orders			NPCI has right to alter (increase or decrease) the number of quantities in the Bill of Materials (equipment and links) mentioned in the RFP.	Any change in qty beyond the price validity period shall be charged at the then prevailing rates.		No change in RFP
36	n of Contract and Repeat Orders			NPCI has right to place repeat order to the Supplier for any or all of the equipment or links or any services mentioned in this RFP for one year from the date of first PO.	Any repeat order beyond the price validity period shall be charged at the then prevailing rates.		No change in RFP

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37	Indemnity			<p>and save NPCI and hold NPCI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from:</p> <p>(i) an act of omission or commission of the Bidder, its employees, its agents, or employees of its sub-contractors in the performance of the services provided by the Purchase Order,</p> <p>(ii) breach of any of the terms of the Purchase Order or breach of any representation or warranty or false statement or false representation or inaccurate statement or assurance or covenant by the Bidder,</p> <p>(iii) bonafide use of the deliverables and or services provided by the Bidder,</p> <p>(iv) misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project,</p> <p>(v) employment claims made by the employees, sub-contractor, sub-contractor's employees, who are</p>	<p>The Bidders shall indemnify, protect and save NPCI and hold NPCI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from:</p> <p><del>(i) an act of omission or commission of the Bidder, its employees, its agents, or employees of its sub-contractors in the performance of the services provided by the Purchase Order,</del></p> <p><del>(ii) breach of any of the terms of the Purchase Order or breach of any representation or warranty or false statement or false representation or inaccurate statement or assurance or covenant by the Bidder,</del></p> <p><del>(iii) bonafide use of the deliverables and or services provided by the Bidder,</del></p> <p>(iv) misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project,</p> <p>(v) employment claims made by the employees, sub-contractor, sub-contractor's employees, who are deployed by the Bidder, under this Purchase Order,</p> <p>(vi) breach of confidentiality obligations of the Bidder,</p> <p>(vii) gross negligence or gross misconduct solely attributable to the Bidder or by any agency, contractor, subcontractor or any of their employees by the bidder for the purpose of any or all of the obligations under this contract.</p>		No change in RFP



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38	Indemnity			<p>The Bidder shall further indemnify NPCI against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on NPCI for malfunctioning of the equipment or software or deliverables at all points of time, provided:</p> <p>(i) NPCI notifies the Bidder in writing immediately on being aware of such claim,</p> <p>(ii) The Bidder has sole control of defense and all related settlement negotiations.</p> <p>Bidder shall be responsible for any loss of data, loss of life, etc. due to willful misconduct of Bidder's representatives, and not just arising out of gross negligence or misconduct, etc., as such liabilities pose significant risk.</p> <p>The Bidder shall indemnify NPCI (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:</p> <ol style="list-style-type: none"> <li>1. Non-compliance of the Bidder with Laws / Governmental Requirements.</li> <li>2. Intellectual Property infringement or misappropriation.</li> </ol>	<p>The Bidder shall further indemnify NPCI against any loss or damage arising out of <del>loss of data</del>, claims of infringement of third-party copyright, patents, or other intellectual property, <del>and third-party claims on NPCI for malfunctioning of the equipment or software or deliverables at all points of time</del>, provided:</p> <p>(i) NPCI notifies the Bidder in writing immediately on being aware of such claim,</p> <p>(ii) The Bidder has sole control of defense and all related settlement negotiations.</p> <p>Bidder shall be responsible for <del>any loss of data</del>, loss of life, etc. due to willful misconduct of Bidder's representatives, <del>and not just arising out of gross negligence or misconduct, etc., as such liabilities pose significant risk.</del></p> <p>The Bidder shall indemnify NPCI (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:</p> <ol style="list-style-type: none"> <li>1. Non-compliance of the Bidder with Laws / Governmental Requirements.</li> <li>2. Intellectual Property infringement or misappropriation.</li> <li>3. Gross Negligence and Willful misconduct of the Bidder, its employees, sub-contractor and agents.</li> <li>4. <del>Breach of any terms of Agreement, Representation or Warranty.</del></li> <li>5. <del>Act of omission or commission in performance of service.</del></li> <li>6. <del>Loss of data.</del></li> </ol>		

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39	Indemnity			<p>indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities, compensation suffered by NPCI arising out of claims made by its customers and/or regulatory authorities.</p> <p>Bidder shall indemnify, protect and save NPCI against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements under any laws including the Copyright Act, 1957 or Information Technology Act 2000 in respect of all the hardware, software and network equipment's or other systems supplied by them to NPCI from whatsoever source, provided NPCI notifies the Bidder in writing as soon as practicable when NPCI becomes aware of the claim, however:</p> <p>(i) the Bidder has sole control of the defense and all related settlement negotiations</p> <p>(ii) NPCI provides the Bidder with</p>	<p>indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However, <del>indemnity would cover damages, loss or liabilities, compensation suffered by NPCI arising out of claims made by its customers and/or regulatory authorities.</del></p> <p>Bidder shall indemnify, protect and save NPCI against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements under any laws including the Copyright Act, 1957 or Information Technology Act 2000 in respect of all the hardware, software and network equipment's or other systems supplied by them to NPCI from whatsoever source, provided NPCI notifies the Bidder in writing as soon as practicable when NPCI becomes aware of the claim, however:</p> <p>(i) the Bidder has sole control of the defense and all related settlement negotiations</p> <p>(ii) NPCI provides the Bidder with the assistance, information and authority reasonably necessary to perform the above and</p> <p>(iii) NPCI does not make any statements or comments or representations about the claim without the prior written consent of the Bidder, except where NPCI is required by any authority/ regulator to make a comment / statement/ representation. Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensations. However <del>indemnity would cover damages, loss or liabilities suffered by NPCI arising out of claims made by its customers and/or regulatory authorities.</del></p>		No change in RFP

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40	Bidders Liability			<p>9.22 The selected Bidder will be liable for all the deliverables.</p> <p>8.18.1 The Bidder's aggregate liability in connection with obligations undertaken as part of the Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract/Purchase Order.</p> <p>8.18.2 The Bidder's liability in case of claims against NPCI resulting from gross misconduct or gross negligence of the Bidder, its employees, contractors, and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.</p> <p>8.18.3 Liquidated Damages: The parties hereby agree that if due to negligent act of the Bidder or non-fulfillment of any obligations under the Purchase Order, NPCI suffers any losses or incurs damages the Bidder would be fully liable to the total value of the contract/Purchase Order.</p>	<p>9.22 The selected Bidder will be liable for all the deliverables.</p> <p>8.18.1 The Bidder's aggregate liability in connection with obligations undertaken as part of the Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract/Purchase Order.</p> <p>8.18.2 The Bidder's liability in case of claims against NPCI resulting from gross misconduct or gross negligence of the Bidder, its employees, contractors, and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.</p> <p><del>8.18.3 Liquidated Damages: The parties hereby agree that if due to negligent act of the Bidder or non-fulfillment of any obligations under the Purchase Order, NPCI suffers any losses or incurs damages the Bidder would be fully liable to the total value of the contract/Purchase Order.</del></p>		No change in RFP
41	Effect of Termination			<p>NPCI shall make such prorated payment for services rendered by the Bidder and accepted by NPCI at the sole discretion of NPCI in the event of termination, provided that the Bidder is in compliance with its obligations till such date.</p>	<p>NPCI shall make such prorated payment for services rendered by the Bidder and accepted by NPCI at the sole discretion of NPCI in the event of termination, provided that the Bidder is in compliance with its obligations till such date.</p> <p>In the event of termination by owner, the Bidder shall be paid for the:</p> <ol style="list-style-type: none"> <li>1. goods delivered</li> <li>2. services rendered</li> <li>3. work in progress</li> <li>4. unpaid AMCs</li> <li>5. third party orders in pipeline which cannot be cancelled despite Bidder's best efforts</li> <li>6. unrecovered investments shall be paid by customer as per termination schedule till the date of termination.</li> </ol>		No change in RFP

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42	Termination of Contract			For Convenience NPCI by written notice sent to the Bidder may terminate the contract in whole or in part at any time for its convenience giving three months prior notice. The notice of termination shall specify that the termination is for convenience the extent to which performance of the bidder under the contract is terminated and the date upon which such termination become effective.	In the event of termination by owner, the Bidder shall be paid for the: 1. goods delivered 2. services rendered 3. work in progress 4. unpaid AMCs 5. third party orders in pipeline which cannot be cancelled despite Bidder's best efforts 6. unrecovered investments shall be paid by customer as per termination schedule till the date of termination.		No change in RFP
43	Termination of Contract			NPCI reserves its right to terminate the contract in the event the Bidder repeatedly fails to deliver in accordance with the scope of work given in the Contract.	Requesting a cure period of 30 days and in the event of termination, Bidder shall be paid for the goods and services delivered till the date of termination.		No change in RFP
44	Order Cancellation			In case of order cancellation, any payments made by NPCI to the Bidder for the particular product would necessarily have to be returned to NPCI with interest @ 15% per annum from the date of each such payment. Further the Bidder would also be required to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the Purchase Order and any additional expenditure to be incurred by NPCI to appoint any other Bidder. This is after repaying the original amount paid. The Bidder should treat the details of the documents as secret and confidential. Responses submitted by the bidder to this RFP represent a firm offer to contract on the terms and conditions described in the RFP document.	Either Party shall have the right to terminate this Agreement at any time: With Cause - in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days.  In the event of termination by owner, the Bidder shall be paid for the: 1. goods delivered 2. services rendered 3. work in progress 4. unpaid AMCs 5. third party orders in pipeline which cannot be cancelled despite Bidder's best efforts 6. unrecovered investments shall be paid by customer as per termination schedule till the date of termination. 7. Money for delivered goods cannot be refunded. 8. The compensation for additional expenditure to be incurred by NPCI for appointing addl bidder shall not exceed 10% of the value of current contract with bidder		No change in RFP

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45				Until receipt of Purchase Order, this offer will be binding on us. We also certify that the information/data/particulars furnished in our bid are factually correct. We also accept that in the event of any information / data / particulars are found to be incorrect, NPCI will have the right to disqualify /blacklist us and forfeit bid security.	Until receipt of Purchase Order, this offer will be binding on us. We also certify that the information/data/particulars furnished in our bid are factually correct. <del>We also accept that in the event of any information / data / particulars are found to be incorrect, NPCI will have the right to disqualify /blacklist us and forfeit bid security.</del>		No change in RFP
46				We undertake to comply with the terms and conditions of the bid document. We understand that NPCI may reject any or all of the offers without assigning any reason whatsoever.	We undertake to comply with the terms and conditions of the bid document subject to the deviations submitted. We understand that NPCI may reject any or all of the offers without assigning any reason whatsoever.		No change in RFP
47				We have complied with all the terms and conditions of the RFP. We understand that you are not bound to accept the lowest or any Bid you may receive	We have complied with all the terms and conditions of the RFP subject to the deviations submitted. We understand that you are not bound to accept the lowest or any Bid you may receive		No change in RFP
48	NDA			As per Draft	1. Verbal/Oral disclosure shall be reduced in writing and submitted to the recipient within 30 days. 2. The obligations of confidentiality shall survive for a period of 1 year from the date of termination/expiry fo this Agreement.		No change in RFP
49	Deemed Acceptance				Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Bidder within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Bidder shall have 15 days time to correct in case of any rejection by Client.		No change in RFP

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50	SNR				Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Bidder shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement.		No change in RFP
51	Risk and Title				The risk, title and ownership of the products shall be transferred to the customer upon dispatch of such products to the customer		No change in RFP
52	Savings Clause				Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidder's performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.		No change in RFP
53	Annexure E			The Bidder should have implemented the Operational Risk Solution for at least two (Global/ Indian) BFSI Clients in the past one year.		<b>AMMENDMENT REQUESTED TO CHANGE TO " The proposed Product /solution should have been implemented and live in at least two (Global/ Indian) BFSI Clients.Since it is an SI led Project request NPCI to consider reference of OEM partner as well"</b>	Bidder to provide a self declaration on the implementations/ services
54	Annexure E			The proposed Original Equipment Manufacturer (OEM) must have a presence in India for at least last 3 years and should have Indian revenues in excess of 5 Cr. for the last 3 financial years i.e. 2010-11, 2011-12 & 2012-13		<b>AMMENDMENT REQUESTED TO CHANGE TO " The proposed Original Equipment Manufacturer (OEM) must have a global presence for at least last 3 years"</b>	No change in RFP
55			9.6.1	The solution shall be implemented within 12 weeks		Request NPCI to consider revising implementation time to 16 weeks	This would be discussed with the successful bidder/ as per requirement
56			9.11	Payment terms of software :90% after installation and 10% after 3 months		Request NPCI to consider revising the same to 100 % after installation	No change in RFP
57	4.2	15	4.2.7	The Bidder should have implemented the Operational Risk Solution for at least two (Global/ Indian) BFSI Clients in the past one year	Can this clause be replaced with " The Bidder should have implemented/ under active post-implementation support the Operational Risk Solution for at least two (Global/ Indian) BFSI Clients in the past one year"		Copies of credential letters from Clients containing scope of work, timelines and OEM partners for the project. Case studies of implementation where ever available in the past 1 year.

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58	3.1	9	3.1	As part of implementation all data migration (as and when required) from the existing systems will be done by the Bidder.	What is the expected volume for the data migration from the existing systems		Volumes can't be mentioned as of now but the historic data for 2 years plus needs to be migrate
59	3.1	12	C 11 / C21	Tool should have capability to integrate all the data elements viz. external loss data, internal loss data, scenario data, business environment and internal control factors and generate capital numbers.	Why does the organization require advance approach for calculation of capital required. Who is the regulator for them and are there any regulatory requirements for the same or it is a pro active approach of the organization		Basel guidelines are not applicable to NPCI. How ever advanced approach is desirable due to the nature of Business & services
60	3	8	3.1	The solution offered should be web based, three tier architecture, open platform and support data transfer and consolidation both from the networked and stand-alone system either online or dial up.	Please provide more details for "support data transfer and consolidation both from the networked and stand-alone system either online or dial up"		The bidder should suggest the same
61	3	8	3.1	The Bidder should provide hardware systems, operating system, database, ORMS (Operational Risk Management System) application software and other necessary software & hardware required for the successful implementation of the proposed solution.	Does the Bank have existing infrastructure for the components mentioned below. Please clarify if one or more of the existing components can be leveraged for the implementation of the software. <ul style="list-style-type: none"> <li>Existing Backup solution used by the Bank.</li> <li>Existing Hardware monitoring tool</li> <li>Existing SAN infrastructure</li> <li>Existing Network Components (Switches, Routers..)</li> </ul>		The infrastructure details in DC would be discussed with the successful bidder
62	3	8	3.1	The Bidder should provide hardware systems, operating system, database, ORMS (Operational Risk Management System) application software and other necessary software & hardware required for the successful implementation of the proposed solution.	Is there any preference of Database ? Can the bidder leverage on the existing license of the various softwares like Operating System, Database, Application Server Software.		No specific brand but should be widely accepted brand
63	3	8	3.1	The Bidder should provide hardware systems, operating system, database, ORMS (Operational Risk Management System) application software and other necessary software & hardware required for the successful implementation of the proposed solution.	Is the Bank open to any brand of hardware? Please clarify preferences for the Hardware, if any.		No specific brand but should be widely accepted brand

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64	3	8	3.1	The Bidder should provide hardware systems, operating system, database, ORMS (Operational Risk Management System) application software and other necessary software & hardware required for the successful implementation of the proposed solution.	Vendor shall only propose indicative cost for proposed hardware. Bank will need to procure the same, please confirm.		Bidder is expected to provide the indicative cost for the proposed hardware
65	3	9	3.1	The Bidder may propose a storage to meet the requirements.	<p>Operations Risk Engine Sizing Inputs</p> <ul style="list-style-type: none"> <li>• Number of organizations structure</li> <li>• Number of Locations</li> <li>• Number of function per branch</li> <li>• Processes per unit-location</li> <li>• Risks per process</li> <li>• Controls per process-risk</li> <li>• Loss data entries per day</li> <li>• KRI's</li> <li>• Risk factor mapped to each KRI's</li> <li>• Application Users - 50</li> <li>• Growth % (per year) -</li> </ul>		4 Locations as of now. The tool will be used/ accessed by Business & Support functions. The other factors shall be discussed at the implementation phase
66	3	9	3.1	The Bidder may propose a storage to meet the requirements.	Please clarify if Disaster Recovery Environment is required. In our experience, we have observed that some Banks use a scaled down hardware configuration for Disaster Recovery as compared to the Production Environment. Please clarify if the disaster recovery environment has to be same as the Production Environment.		DR is not required as of now. Pls refer corrigendum-1
67	3	9	3.1	3. As part of implementation all data migration (as and when required) from the existing systems will be done by the Bidder.	Can we leverage on banks existing Middleware / ETL tool? In case vendor has to propose the same, are there any preferences for open source or Licenses tool?		Vendors may propose the same
68	3	9	3.1	4. The Bidder will also support parallel run of the existing systems (as and when required).	Please provide more details for "The Bidder will also support parallel run of the existing systems (as and when required)." What are the existing systems ? Should the bidder support the existing systems ? Data migration will be one time activity or ongoing ?		The Vendor is expected to support the parallel run in terms of fixing the issues and provide training on the required areas. The bidder would not support the existing systems
69					Does the bank require physical separation of Web Server, Application Server & Database Server? Or Can we propose all three environments combined on a single box?		Can be proposed in a single box
70					Can the deployment be done in a virtualized environment?		Yes



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71					Is the application expected to access through handheld devices, mobile browsers?		The application would be accessed through IPAD
72	P:13-14/0032 dated:30/12/2013	6	1	Last date and time for Bid Submission - 31.01.2014 - 3.00 PM	In order to go through all available solutions in detail, request for 2 weeks of extension to submit the response.		This could be considered if required
73	NPCI:RFP:13-14/0032 dated:30/12/2013	8	3.1	The system should be implemented in all the locations within 3 months of signing of contract and/or issue of purchase order.	Usually the process of H/W procurement, installation and commissioning takes around 6-8 weeks. The implementation can start only after that. Hence 3 months is not a realistic timeframe for implementation from PO sign-off. Industry benchmark for quality Operational Risk implementation is 6 to 7 months. Can the timelines be revisited as per the industry standard?		This could be discussed later
74	NPCI:RFP:13-14/0032 dated:30/12/2013	8	3.1	NPCI has a comprehensive system of internal controls, systems and procedures to monitor and mitigate risk. NPCI carries out a comprehensive Self-Assessment exercise spanning all the risk areas and evolved a road map to move towards implementation of the framework.	Is there any Operational risk frame work already in place at NPCI? Can NPCI provide an overview of the existing framework?		Yes there is an ORM framework but there is no existing tool for managing the same
75	NPCI:RFP:13-14/0032 dated:30/12/2013	8	3.1	NA	Is NPCI looking to implement all the following approaches for Operational risk . Kindly confirm. 1. Basic Indicator Approach 2.The Standardized Approach 3.Advanced approach		NPCI is looking to implement Advanced approach
76	NPCI:RFP:13-14/0032 dated:30/12/2013	8	3.1	The solution will be implemented in all locations as decided by NPCI.	ORMS implementation would be restricted only to following four locations as a part of current RFP scope. 1. Mumbai 2.Chennai 3.Hyderabad 4. Delhi  Kindly confirm and also can you please share number of offices at each locations?		Mumbai - 3 premises/ offices Chennai - 2 premises/ offices Hyderabad - 1 premise/ office Delhi - 1 premise/ office
77	NPCI:RFP:13-14/0032 dated:30/12/2013	8	3.1	The system should have the capacity to integrate via two factor authentication.	How is two factor authentication currently implemented at NPCI?		Passwords/ code through email
78	NPCI:RFP:13-14/0032 dated:30/12/2013	9	3.1	The Bidder is required to provide Helpdesk services till the completion of the implementation across all locations at NPCI.	After completion of implementation, who will route the tickets to Bidder Support team? Is there an existing L1 team at NPCI who will take over this activity?		This will be defined during the process

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79	NPCI:RFP:13-14/0032 dated:30/12/2013	9	3.1	The Bidder should also provide NPCI with the number of racks required for the servers / equipment and associated infrastructure, as well as power requirements (average, peak and rated power) and any other requirements for the servers / equipment (Network and security requirements, switches, routers,etc.) and associated infrastructure for DC (data centre).	This point mentions requirement only for Data Centre. Are requirements for DR (Disaster Recovery) also to be included?		DR is not required as of now. Amendments will be made in the RFP.Please refer to corrigendum 1
80	NPCI:RFP:13-14/0032 dated:30/12/2013	9	3.1	The Bidder should also provide NPCI with the number of racks required for the servers / equipment and associated infrastructure, as well as power requirements (average, peak and rated power) and any other requirements for the servers / equipment (Network and security requirements, switches, routers etc.) and associated infrastructure for DC (data centre).	Rack Space will be provided in Existing Datacentre or new DC/DR has to be implemented for ORMS?		Will be provided in the existing Datacentre
81	NPCI:RFP:13-14/0032 dated:30/12/2013	9	3.1	Facilities Management (FMS) and Helpdesk The Bidder is required to provide Helpdesk services till the completion of the implementation across all locations at NPCI. Facility Management services will be provided by the bidder till the end of the project. The bidder is required to indicate the resource requirements for FMS in the Bill of Material. Facilities Management: Facilities Management would include support for all hardware, application software, etc. which would be provided by the Bidder.	Please provide Helpdesk / FMS Support timings, Working days, Holiday Support details.		The Helpdesk should be available 24X7 for atleast 6 months from the date of set up of the tool. Further this would be decided & communicated

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82	NPCI:RFP:13-14/0032 dated:30/12/2013	9	3.1	Facilities Management (FMS) and Helpdesk The Bidder is required to provide Helpdesk services till the completion of the implementation across all locations at NPCI. Facility Management services will be provided by the bidder till the end of the project. The bidder is required to indicate the resource requirements for FMS in the Bill of Material. Facilities Management: Facilities Management would include support for all hardware, application software, etc. which would be provided by the Bidder.	FMS support will be for ORMS implementation under this RFP. Any existing Infrastructure will be out of scope. Please confirm.		Scope of the support is required only for ORM tool purpose
83	NPCI:RFP:13-14/0032 dated:30/12/2013	9	3.1	Facility Management services will be provided by the bidder till the end of the project. The bidder is required to indicate the resource requirements for FMS in the Bill of Material.	Is it mandatory for the Helpdesk/Support team to provide support from any of the client premises or any other Bidder locations are allowed?		Initially during the implementation phase the support is required at NPCI's premises. Later the requirements will be communicated
84	NPCI:RFP:13-14/0032 dated:30/12/2013	9	3.1	The Bidder should also provide NPCI with the number of racks required for the servers / equipment and associated infrastructure, as well as power requirements (average, peak and rated power) and any other requirements for the servers / equipment (Network and security requirements, switches, routers, etc.) and associated infrastructure for DC (data centre).	Please clarify the DC and DR location. Is the SI free to propose a location for DC/DR or will there be any preference for location, tier etc. ?		Currently DR is not required.Please refer to corrigendum 1

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85	NPCI:RFP:13-14/0032 dated:30/12/2013	9	3.1	The Bidder should also provide NPCI with the number of racks required for the servers / equipment and associated infrastructure, as well as power requirements (average, peak and rated power) and any other requirements for the servers / equipment (Network and security requirements, switches, routers, etc.) and associated infrastructure for DC (data centre).	Please clarify if WAN and Internet links are in the scope of SI. If yes, please elaborate on any applicable SLAs like jitter, latency etc.		Not applicable
86	NPCI:RFP:13-14/0032 dated:30/12/2013	9	3.1	The Bidder should also provide NPCI with the number of racks required for the servers / equipment and associated infrastructure, as well as power requirements (average, peak and rated power) and any other requirements for the servers / equipment (Network and security requirements, switches, routers, etc.) and associated infrastructure for DC (data centre).	Please clarify the scope of work for passive cabling, electrical (including but not limited to RAW, UPS power) to the SI at DC and at the required implementation locations.		Not applicable
87	NPCI:RFP:13-14/0032 dated:30/12/2013	9	3.1	As part of implementation all data migration (as and when required) from the existing systems will be done by the Bidder.	Please clarify the size of existing data which needs to be migrated.		Size can't be mentioned as of now but the historic data for 2 years plus needs to be migrated
88	NPCI:RFP:13-14/0032 dated:30/12/2013	9	3.1	The Bidder will also support parallel run of the existing systems (as and when required).	Please clarify details of existing systems - model, make, function, warranty status. Will any SLAs be applicable?		The Vendor is expected to support the parallel run in terms of fixing the issues and provide training on the required areas

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89	NPCI:RFP:13-14/0032 dated:30/12/2013	9	3.1	Sizing of equipment, hardware etc. as required, depending on the functionalities required by NPCI as mentioned in the RFP, should be provided by the Bidders for processing of existing portfolio of NPCI with increase in volumes at approximately 20% p.a. and addition of new products/instruments and data maintenance for a minimum period of six years	Please clarify the size of existing transaction volumes at NPCI in order for the SI to estimate the YoY growth and determine the required sizing.		Volumes can't be mentioned as of now but the historic data for 2 years plus needs to be migrate
90	NPCI:RFP:13-14/0032 dated:30/12/2013	9	3.1	At any point of time during the contract period, the CPU utilization should neither exceed 60% of its capacity nor should the Hard Disk utilization exceed 60% of its capacity at the Primary Data Centre	Please consider revising the CPU utilization max to 70%, also this needs to be measured for a duration of atleast 30 minutes in operation and not the occasional peak activity on servers.		The overall capacity should not exceed the desired %. In case trigger dropped the Vendor may suggest for upgrading the systems
91	NPCI:RFP:13-14/0032 dated:30/12/2013	10	A2	The tool should integrate all ORM related data and processes including a reusable library of risks and their corresponding controls and assessments, results from individual assessments, key risk indicators, events such as losses and near-misses, and issues and remediation plans in an integrated solution.	Data from how many source system need to be integrated from an ORMS perspective? Please provide the names of the system with a brief description.		As of now atleast the interface is required for eight applications. This would be specified during the implementation process
92	NPCI:RFP:13-14/0032 dated:30/12/2013	10	A-3	The tool should have the features to upload, plan and facilitate, track and report the risk and control self-assessment process on an organization wide basis. The tool should support uploads & downloads via xlsx, docx, pptx, csv, pdf formats.	Does Upload/download refer to the RCSA assessment questions only? Or is NPCI also looking at a capability to upload/download any other data?		The upload & download facility is not restricted to RCSA assessments
93	NPCI:RFP:13-14/0032 dated:30/12/2013	10	A-12	The tool should have the capability to automatically communicate the identified outliers to the respective users for further clarifications through e-mail, SMS or other appropriate modes.	Is SMS alert mandatory for notifications? Is this required for all modules or for selected modules?		SMS would be required as per the defined user needs/ roles.

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94	NPCI:RFP:13-14/0032 dated:30/12/2013	10	3.1	FMS services should be provided for entire project duration (3 years of warranty & 3 years of maintenance)	Clarification is required on the total duration of contract. As per Clause 3.1 on Page 10, total duration is mentioned as 6 years (3 years of warranty and 3 years of maintenance), whereas Section 9.2 on Page 28 says "NPCI will avail services of the selected bidder for a period of 5 years." What is the exact duration of contract?		It would be 5 years as mentioned in Sec 9.2
95	NPCI:RFP:13-14/0032 dated:30/12/2013	10	3.1	Bidder should elaborate on FMS like number of resources required post implementation and detail it accordingly in Bill of Material. FMS services should be provided for entire project duration (3 years of warranty & 3 years of maintenance)	Please confirm if Sub-Contracting is acceptable for few support activities.		No change in RFP
96	NPCI:RFP:13-14/0032 dated:30/12/2013	11	B-4	The external loss data points in the external loss database should have the following data points, - Loss information - Description - Supplementary analytic data	What is meant by Supplementary Analytics Data? Please share an example.		Supporting data/ case studies/ scenarios
97	NPCI:RFP:13-14/0032 dated:30/12/2013	14	3.1	The number of registered users for the Tool would be 50 and the number of users for the tool is expected to grow at 10% within 6 months of the implementation	Please clarify the user distribution, estimated concurrency and the mode of user access for tool: Internet, intranet?		The users should be able to access the tool through intranet but the provision for accessing the tool through internet should be made on user specific requirement
98	NPCI:RFP:13-14/0032 dated:30/12/2013	14	3.1	The number of registered users for the Tool would be 50 and the number of users for the tool is expected to grow at 10% within 6 months of the implementation.	Please confirm whether Branch to DC/DR connectivity is to be provided for access to ORMS application or existing Branch network connectivity can be utilized?		DR is not required as of now.Please refer to corrigendum 1
99	NPCI:RFP:13-14/0032 dated:30/12/2013	14	3.1	The number of registered users for the Tool would be 50 and the number of users for the tool is expected to grow at 10% within 6 months of the implementation.	Whether Application will be accessed 24X7 or only during Business hours? If only during Business hours, please specify the Business hours.		Usually the applications will be accessed during Business hours but would be accessed 24X7 during expectations/ need basis
100	NPCI:RFP:13-14/0032 dated:30/12/2013	15	4.2.7	The Bidder should have implemented the Operational Risk Solution for at least two (Global/ Indian) BFSI Clients in the past one year.	Is it mandatory for the reference to be related to Advanced approach implementation?		The bidder is expected to have experience in this

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101	NPCI:RFP:13-14/0032 dated:30/12/2013	15	4.2.7	The Bidder should have implemented the Operational Risk Solution for at least two (Global/ Indian) BFSI Clients in the past one year.	Can the OEM references for Op Risk implementation be considered for eligibility? This is for scenarios where the Bidder may be proposing an OEM, which is a best fit for the listed requirements, but the bidder may not have implemented that OEM in the past.		The bidder to provide a self declaration on the same
102	NPCI:RFP:13-14/0032 dated:30/12/2013	23	7.4	Bidders qualified in the technical evaluation process, would be eligible for commercial bid opening. Bidder with the lowest commercial bid will be declared as successful evaluated Bidder who will be called L1 Bidder.	Request NPCI to consider techno-commercial score with 70% technical and 30% commercial to arrive at final evaluation score.		No Change in RFP
103	NPCI:RFP:13-14/0032 dated:30/12/2013	26	8	Section 8 - Training Please refer sub-sections 1.1 Product Training, 1.2 Operational Training, 1.3 Technical Training, 1.4 General Requirements for Training for complete description in RFP.	1. Can NPCI consider a Train-the-Trainer (TTT) approach as explained below: a. 1 batch for Product training, comprising of 15 participants b. 1 batch of Operational training comprising of 10 participants c. 1 batch of Technical training comprising of 10 participants Any further trainings can be internally handled by the participants attending these trainings  2. In case TTT approach is not acceptable, then kindly provide the number of users to be considered for Product Training, Operational Training, and Technical Training. The training location is assumed to be Mumbai.		The training needs to be provided across all locations. The Product, Operational & Technical training could be given to a batch of 15 participants
104	NPCI:RFP:13-14/0032 dated:30/12/2013	27	1.4	The bidder shall bear all the cost of the training program if it conducted at any location other than Mumbai. The cost would include travelling charges (Economy class airfare), boarding & lodging expenses for the required trainings as a part of the solution.	Please confirm if the training is conducted in Mumbai, NPCI will bear the complete cost and provide infrastructure and logistics.		Training is required for all mentioned locations. The details of the training cost would be as mentioned in point no. 1.4
105	NPCI:RFP:13-14/0032 dated:30/12/2013	30	9.9	End to End response time within the DC (from the ORMS Application to the Database and back) should be < 0.5 ms	System response time seems to be very stringent. Can this be revisited?		Could be revisited & shall be discussed later

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106	NPCI:RFP:13-14/0032 dated:30/12/2013	30	9.9	Availability of Business Infrastructure (Core Application Servers, Core Database Servers, Storage, Switch, Tape Library, and related components etc.) in DC	For Remote Support of the DC/DR/Branch Infrastructure, will remote connectivity be provided to Support team?		DR is not required as of now. Please refer to corrigendum 1
107	NPCI:RFP:13-14/0032 dated:30/12/2013	30	9.9	<p>The frequency of these reports would be Weekly, Monthly, Quarterly and Yearly. Apart from reports on each availability and performance measurement parameter mentioned below, the reporting should also include the following:</p> <ol style="list-style-type: none"> <li>1. Utilization of CPU, RAM, Hard Disk, I/O (Peak and Average)</li> <li>2. Percent of CPU utilized by the system and user activity.</li> <li>3. CPU utilization broken down by user CPU and system CPU. Tabular report of CPU, Memory, NIC and I/O utilization (peak and average) by application, if possible.</li> <li>4. Percent of physical memory utilized by system and user processes.</li> <li>5. Problem Trends</li> <li>6. Call Resolution Time</li> </ol>	Whether Helpdesk/Support team will use the existing Monitoring / Ticketing tools or Bidder has to provide separate tools for ORMS Support?		Separate tool is not required as of now
108	NPCI:RFP:13-14/0032 dated:30/12/2013	30	9.9	Expected Service Levels 99.9%	Please confirm whether 99.9% individual DC/DR device(both Primary/Secondary) availability should be adhered or overall services should be available for 99.9%?		DR is not required as of now. Please refer to corrigendum 1
109	NPCI:RFP:13-14/0032 dated:30/12/2013	30	9.9	Base Amount on which the penalty will be calculated Value of the said business Infrastructure for DC, as the case may be.	Please provide Penalty details.		As per details mentioned in point 9.7
110	NPCI:RFP:13-14/0032 dated:30/12/2013	40	10	The tool should document and assess operational risks, define controls, manage audits, and implement recommendations and remediation plans.	Please clarify if NPCI is looking for Audit Management module in addition to Operational risk module.		NPCI wishes to have Audit Management process which would involve Audit calender, Audit plan, Audit reports & tracking of closures & reports. How ever a separate module is not required



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111	NPCI:RFP:13-14/0032 dated:30/12/2013	52	Annexure E	The Bidder should have implemented the Operational Risk Solution for at least two (Global/ Indian) BFSI Clients in the past one year. Copies of credential letters from Clients containing scope of work, timelines and OEM partners for the project.	1) Due to Non-Disclosure agreements with customers, it will not be possible to get Credential Letters from 2 customers. Credential Letter from 1 customer can be provided; for the 2nd Customer Infosys will provide self-declaration. Please confirm if this is acceptable. 2) As part of eligibility criteria, it is required that Bidder should have implemented the ORMS for the client in the past 1 year. Bidder will be able to provide one reference wherein implementation was done in the past 1 year. The other reference which will be provided was implemented more than 1 year ago, but the engagement with the customer is still active and in progress. Please confirm if this is acceptable.		No Change in RFP
112	NPCI:RFP:13-14/0032 dated:30/12/2013	NA	NA	NA	Do the source system reside at one location or at distributed location?		The centralized location would be Mumbai & other locations would also have access to the tool
113	NPCI:RFP:13-14/0032 dated:30/12/2013	NA	NA	NA	Could you please share the architecture topology adopted at NPCI? For Example Operating system:AIX, Windows etc. Data base: Oracle, DB2 etc. Web Application : Web sphere, Weblogic, Jboss etc.		This would be discussed during the successful bidder
114	NPCI:RFP:13-14/0032 dated:30/12/2013	NA	NA	NA	What is the current volume of data residing in disparate source system from an ORMS perspective ?		This could be discussed with succesful Bidder
115	NPCI:RFP:13-14/0032 dated:30/12/2013	NA	NA	NA	What is the % growth in data volume expected Y-o-Y?		This could be discussed with succesful Bidder
116	NPCI:RFP:13-14/0032 dated:30/12/2013	NA	NA	NA	What is the Number of concurrent sessions?		This could be discussed with succesful Bidder
117	NPCI:RFP:13-14/0032 dated:30/12/2013	NA	NA	NA	What is the Number of concurrent Users?		The current requirement is 50 users & the same would be increased on need basis
118	NPCI:RFP:13-14/0032 dated:30/12/2013	NA	NA	NA	Can you please share organizational structure of NPCI? For example Line of Business , Management Organization hierarchy, Geography hierarchy etc.		This would be discussed during the implementation phase with Successful Bidder
119	NPCI:RFP:13-14/0032 dated:30/12/2013	NA	NA	NA	How many Risk event type does NPCI have? Example : Cash shortage, Internal Fraud.		The various defined events would be discussed during the implementation process
120	NPCI:RFP:13-14/0032 dated:30/12/2013	NA	NA	NA	Will there be one investigator or multiple investigators assigned to an incident?		There should be provisions for multiple investigators

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121	NPCI:RFP:13-14/0032 dated:30/12/2013	NA	NA	NA	How many incidents will be recorded per year?		This would be discussed during the implementation phase with Successful Bidder
122	NPCI:RFP:13-14/0032 dated:30/12/2013	NA	NA	NA	How many levels of approval will be there in incident management?		Atleast 2 levels but provisions should be made for more
123	NPCI:RFP:13-14/0032 dated:30/12/2013	NA	NA	NA	Is there a requirement to capture Global Loss data?		Yes
124	NPCI:RFP:13-14/0032 dated:30/12/2013	NA	NA	NA	If yes, then what will be the source for Global Loss data?		Vendor is expected to support the requirement
125	NPCI:RFP:13-14/0032 dated:30/12/2013	NA	NA	NA	How many assessments will be performed per year?		Atleast 4 RCSA assessments but would be more on need basis
126	NPCI:RFP:13-14/0032 dated:30/12/2013	NA	NA	NA	How many levels of approval will be there in RCSA?		Atleast 2 levels but would be more on need basis
127	NPCI:RFP:13-14/0032 dated:30/12/2013	NA	NA	NA	How many historical assessments will be loaded into the system ?		2 years plus historic data would be loaded
128	NPCI:RFP:13-14/0032 dated:30/12/2013	NA	NA	NA	How many tests will be performed on each control per year?		Atleast 4 RCSA assessments but would be more on need basis
129	NPCI:RFP:13-14/0032 dated:30/12/2013	NA	NA	NA	How many levels of approval will be there in Control testing?		Atleast 2 levels but would be more on need basis
130	NPCI:RFP:13-14/0032 dated:30/12/2013	NA	NA	NA	How many people will interact with a test over the course of its lifecycle? Note: This includes creating the test, entering in test results, reviewing test results, and approving test results.		Atleast 2 people for testing and 2 will be required for approvals. The need could be discussed during implementation process
131	NPCI:RFP:13-14/0032 dated:30/12/2013	NA	NA	NA	Is there a requirement to save and archive OpRisk VAR data snapshot for future references? Example: Data used for OpRisk VAR calculation as on 31Dec 2013 may again be required for reference in April 2014.		Yes
132	NPCI:RFP:13-14/0032 dated:30/12/2013	NA	NA	NA	How many concurrent OpRisk VaR sessions need to be supported?		Atleast for the last 2 years
133	NPCI:RFP:13-14/0032 dated:30/12/2013	N/A	N/A	NA	Is there an existing Incident Management tool used by NPCI?		Yes
134	Section 3 - Scope of Work	8	3.1	The system should have the capacity to integrate via two factor authentication.	Why is a 2-factor authentication needed for an internal Operational Risk Management system?		Passwords/ code through email

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135	Section 3 - Scope of Work	8	3.1	The solution will be implemented in all locations as decided by NPCI. The Bidder should assist for implementation in below mentioned 4 locations.	Please suggest out of 4 locations i.e. Mumbai, Chennai, Delhi and Hyderabad, which location will have a Data Center running a centralised solution.		Mumbai Data centre will be centralised location
136	Section 3 - Scope of Work	8	3.1	By means of diagrammatic / pictorial representations, the Bidder should provide complete details of the hardware, software and network architecture of the Operational Risk Management System for Advanced Approaches including source / method of data capture and transfer, validation, updation and database maintenance for all locations.	As per our understanding of RFP we believe that network and security components, Rack space, Power for infra, cooling etc. will be provided by NPCI to the bidder. Please confirm.		Yes
137	Section 3 - Scope of Work	9	3.1	The Bidder may propose a storage to meet the requirements. The proposed hardware at the data centre must be in active-passive cluster with external storage with back up tape library and support with no single point of failure.	Does bidder need to quote for Storage and Backup Infrastructure or just recommend the same?		The bidder can recommend the same
138	Section 3 - Scope of Work	9	3.1	The Bidder may propose a storage to meet the requirements. The proposed hardware at the data centre must be in active-passive cluster with external storage with back up tape library and support with no single point of failure.	Please suggest the backup window that bidder can consider while taking data backup on tapes.		The bidder can recommend the same
139	Section 3 - Scope of Work	9	3.1	The Bidder has to upgrade servers/ storage at no extra cost to NPCI, in case the offered configuration does not meet the requirements, for six years from the implementation start-date.	Are these configuration upgrades being referred to, resulting out of future scalability considerations or changes to requirements from NPCI?	A similar reference is made in 5th para of same page, where bidder has to take responsibility of upgrading hardware at no extra cost to NPCI, if at the time of implementation or any time subsequently, it is found that hardware is inadequate to meet performance standards. Does the phrase "any time subsequently" include situations where there could be an increase or change to requirements from NPCI?	Configuration upgrades

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140	Section 3 - Scope of Work	9	3.1	In case the hard disk utilization exceeds 60%, the additional hardware has to be provided by the Bidder at no further cost.	Based on data and transaction volumes available currently, at what point in the contract period is Hard Disk utilisation likely to exceed 60%?	Any expected system scalability in the future will impact hard disk utilisation.	The overall capacity should not exceed the desired %. In case trigger dropped the Vendor may suggest for upgrading the systems
141	Section 3 - Scope of Work	10	3.1	FMS services should be provided for entire project duration (3 years of warranty and 3 years of maintenance).	Are FM services needed onsite or can they be provided offsite on Shared Services basis without the need for deploying full time FTEs?	If the system is not Mission Critical there may not be a need for dedicated support/FMS. SLAs could also be relaxed as a result.	Full time on site support is required during the implementation phase. Further the requirement will be communicated as per requirement
142	Section 3 - Scope of Work	10	3.1	Helpdesk services should be only provided till implementation of the system.	Are Helpdesk services needed onsite or can they be provided offsite on Shared Services basis without the need for deploying full time FTEs?	If the system is not Mission Critical there may not be a need for a Helpdesk. If Helpdesk is required then it can be proposed offsite on Shared Services basis.	Full time on site support is required during the implementation phase. Further the requirement will be communicated as per requirement
143	Section 3 - Scope of Work	10	3.1	Helpdesk services should be only provided till implementation of the system.	Unlike FMS, Helpdesk services do not seem to be required during the warranty and maintenance period. Who is expected to do the work of Helpdesk during that time?		Full time on site support is required during the implementation phase. Further the requirement will be communicated as per requirement
144	Section 3 - Scope of Work	10	A4	Tool should have customized templates for rolling out RCSA across all the business and Support units. The Bidder should assist in customizing the RCSA templates to suit the requirements of NPCI.	What are the number of Business units? What are the number of Support units?		This would be discussed during the implementation phase with Successful Bidder
145	Section 3 - Scope of Work	11	A27	The Bidder should conduct a sample run of the entire RCSA exercise as per the process mentioned by NPCI.	We assume that all the processes are documented in the Comprehensive Operational Risk Management Policy and would be made available. Please clarify.		Yes the process is documented
146	Section 3 - Scope of Work	12	C9	The Bidder should extend assistance in customizing various reports and MIS.	Is there enough info available at this stage on various expected internal MIS reports?		Yes
147	Section 3 - Scope of Work	12	C14	The tool should support Extreme Value theory for fat tail events (Low frequency high severity -LFHS). The Bidder should be able to develop operational VAR for LFHS events using Extreme value theory.	Is developing VaR and LFHS events using EVT actually required? If so, then the scope of work needs to be refined.	Advanced distribution-fitting techniques that are designed to work with multiple parametric families like Extreme Value Distributions for severity. These techniques enable the fitting of data drawn from distributions that are subject to different truncation levels.  Inclusion of advanced functionalities and services, necessitate additional costing. Relaxation of such modelling clause will help reduce cost and manpower deployment.	The providing of VAR is required

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148	Section 3 - Scope of Work	12	C15	The tool should have a functionality to combine frequency and severity distributions via statistical techniques to form a total loss distribution for each loss type/business line combination. The Bidder should independently develop and validate the mixing of frequency and severity distribution using statistical tools.	Is mixing of frequency and severity distribution using statistical tool actually required?	Inclusion of advanced functionalities and services, necessitate additional costing. Relaxation of such modelling clause will help reduce cost and manpower deployment.	The providing of severity distribution is required
149	Section 3 - Scope of Work	12	C16	The tool should have advanced analytics functions such as: tool capability to extrapolate from the distribution of observed total loss points curve to determine the likely amount of total losses, etc. The Bidder should be able to carry out advanced analytics function.	What is the scope on the part of bidder to 'carry out advanced analytics function?	Inclusion of advanced analytics functionality and services, necessitate additional costing. Relaxation of Advance Analytics will help reduce cost and manpower deployment.	Predictions, Assumptions & Simulations
150	Section 3 - Scope of Work	13	C19	Tool should support back testing and the Bidder should be able to carry out back testing.	What is the scope on the part of bidder to 'carry out back testing?		Perform analysis & predictions using historic data
151	Section 3 - Scope of Work	13	C21	All the processes of the tool (including approaches for stress testing) should be adequately documented for ease of review and verification by NPCI, external parties or by the regulator. The Bidder should provide adequate assistance during such reviews. All the documentation of models should include the key assumptions and key sensitivities of the models. The Bidder should be able to carry out stress testing.	What is the scope on the part of bidder to 'carry out stress testing?		To test the effectiveness of the process and systems
152	Section 3 - Scope of Work	14	3.1	The number of registered users for the Tool would be 50 and the number of users for the tool is expected to grow at 10% within 6 months of the implementation.	What is the expected concurrency of number of users?	Ideally 10% concurrency is more than sufficient for NPCI kind of setup.	The current requirement is 50 users & the same would be increased on need basis/ Business requirements

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153	Section 3 - Scope of Work	14	3.1	The number of registered users for the Tool would be 50 and the number of users for the tool is expected to grow at 10% within 6 months of the implementation.	Is there any growth expected Y-O-Y?		Yes
154	Section 3 - Scope of Work	14	3.1	The number of registered users for the Tool would be 50 and the number of users for the tool is expected to grow at 10% within 6 months of the implementation.	Is there any metric available or that can be assumed on data volumes expected to be generated per user?		Not as of now
155	Section 5 - Instruction to Bidders	17	5.6	Bid Price	We request to clarify that the Bid price shall be exclusive of all applicable taxes, duties levies, VAT/Sales Tax/ Service Tax/Octroi. All taxes including any newly introduced taxes shall be to the account of NPCI. Any increase or decrease in taxes shall be to the account of NPCI.		No Change in RFP
156	Section 8 - Training	26	1.1	The Bidder should provide product training to NPCI team and NPCI nominated personnel/members.	What will be the number of participants and training frequency for product, operational and technical training?	Usually 10 participants for product, operational and technical training would be sufficient. NPCI should leverage their own trained staff for Train the Trainer approach.	No Change in RFP
157	Section 8 - Training	26	1.4	General Requirements of Training	We would like to clarify that the cost of training shall be borne by NPCI. We shall provide only 3 hard copies of the training material and shall also provide soft copies of the same.		Training is required for all mentioned locations. The details of the training cost would be as mentioned in point no. 1.4
158	Section 8 - Training	27	1.4	The bidder shall bear all the cost of the training program if it conducted at any location other than Mumbai.	Are there locations other than Mumbai where NPCI plans trainings?		Yes
159	Section 9 - Terms and Conditions	28	9.2	Term of the contract	We request to clarify that any renewal of the contract shall be subject to mutually agreed terms and conditions between NPCI and the Bidder.		Pls refer clause 9.13 of RFP
160	Section 9 - Terms and Conditions	28	9.2	Term of the contract	We request to clarify that if NPCI cancels the contract, the Bidder shall be entitled to be paid for all the Services rendered till that date of termination. Also a prior written notice of 30 days should be provided prior to such termination.		No Change in RFP
161	Section 9 - Terms and Conditions	29	9.5.2	Taxes and Duties	We request to clarify that the Bid price shall be exclusive of all applicable taxes, duties levies, VAT/Sales Tax/ Service Tax/Octroi. All taxes including any newly introduced taxes shall be to the account of NPCI. Any increase or decrease in taxes shall be to the account of NPCI.		No Change in RFP

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162	Section 9 - Terms and Conditions	29	9.7.2	Penalty for default in delivery	We request to clarify that Penalty at the rate of 0.5% of the value of the defaulted goods/services up to a maximum of 5% of the value of the defaulted goods/services will be imposed on the bidder due to reasons solely and entirely attributable to the Bidder. This penalty shall be the sole and exclusive remedy for NPCI.		No change in RFP
163	Section 9 - Terms and Conditions	29	9.8.2	Warranties and Maintenance	We would like to clarify that we do not provide an guarantees. We can only state that the tool shall be as per specifications provided in the scope of work. The warranties for 3rd party software, hardware and tools will be as per the terms and conditions signed between OEM and NPCI.		No Change in RFP
164	Section 9 - Terms and Conditions	29	9.8	Warranties and Maintenance	We request you to add standard exclusions to Warranty.		No Change in RFP
165	Section 9 - Terms and Conditions	29	9.8	Warranties and Maintenance	We request you to please insert - Except as set forth in this Agreement, Bidder makes no warranties to NPCI, express or implied, with respect to any services or deliverables provided hereunder or under any statement of work, including, without limitation, any implied warranties of merchantability or fitness for a particular purpose. All such other warranties are hereby disclaimed by the Bidder.		No Change in RFP
166	Section 9 - Terms and Conditions	30	9.8	Warranties and Maintenance	Request to insert warranties that NPCI needs to provide the Bidder.		No Change in RFP

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167	Section 9 - Terms and Conditions	30	9.9	Service Level Agreement	<p>Request you to please insert standard Uptime exclusions to this clause -</p> <p>The time lost due to any of the following reasons shall be taken into account while calculating the availability/uptime requirement: (a) Time lost due to power or environmental failures; (b) Time taken to recover the system because of power or environmental failures; (c) Time lost due to damage or malfunction in the system or any units thereof due to causes attributable to Bidder such as attachment of additional devices, making alteration to the system, maintenance of the system, etc. without Bidder's consent and/ or failure to maintain the site as required by the Bidder; (d) Time taken for scheduled maintenance/ troubleshooting either for preventive purposes or improvement in function or other purposes; (e) Time taken for reconfiguration or other planned downtime situations; (f) Scheduled shutdowns as required by Bank; (Bidder may also request Bank for a shutdown for maintenance purpose, which request will not be denied unreasonably by Bank); (g) Time taken for booting the system (h) Time lost due to unavailability of links.</p>		No Change in RFP
168	Section 9 - Terms and Conditions	30	9.9 (Para 3)	Service Level Agreement	We request to clarify that Audit conducted shall be with at least 15 days prior written notice to the Bidder and cost of such an Audit shall be borne by NPCI. Confidentiality of such an Audit shall be preserved. The auditor shall comply with confidentiality and security requirements of the Bidder. NPCI shall ensure that the auditors appointed are not competitors of Bidder.		The Vendor would be intimated before the Audit. The cost of the Audit would be borne by NPCI. The appointment of the Auditors would be as per NPCI's policies.
169	Section 9 - Terms and Conditions	30	SLA 1	Availability of business infrastructure - 99.9%	Can the infrastructure be available with 95% or 97% uptime?	We believe the system is not Mission Critical. Lowering the availability SLA will help reduce cost and manpower deployment.	The SLA defined in the RFP for Hardware & Software will remain the same
170	Section 9 - Terms and Conditions	30	SLA 3	System Response Time <0.5ms with SLA of 99.9%	Why is such a high response time needed?	Impact of risk of latency in Operational Risk measurements is minimal in comparison to other very low latency business critical operations. Hence the requirement related to response time may be relaxed to reduce cost of 'Business Infrastructure'.	The SLA defined in the RFP for Hardware & Software will remain the same
171	Section 9 - Terms and Conditions	31	SLA 4	DR Site Availability within 4 hours	Please provide the DR site location. And also the expected RPO and RTO.		Currently DR is not required. Please refer to corrigendum 1



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172	Section 9 - Terms and Conditions	31	SLA 4	DR Site Availability within 4 hours	If Disaster Recovery process is also in scope of this RFP then please confirm that bandwidth requirements will be taken care of by NPCI and bidder will only recommend the size.		Currently DR is not required. Please refer to corrigendum 1
173	Section 9 - Terms and Conditions	31	SLA 5	Recovery Point Objective (RPO) of 30 minutes with SLA of 100%	Can this SLA be made in terms of hours (e.g. 4 or 8 hours) instead of minutes?	Such a short RPO setting would mean that a mirror copy of production data must be continuously maintained at the DR site and close to dedicated recovery hardware must also be available at the DR site; thereby increasing costs.	DR is not required as of now. Amendments will be made in the RFP. Please refer to corrigendum 1
174	Section 9 - Terms and Conditions	31	9.10	Penalty on SLA	We request to clarify that SLA Penalty under this clause shall be to the maximum of 10% of the contract amount. Also such penalty shall only be levied for delays/defaults solely attributable to Bidder.		Yes
175	Section 9 - Terms and Conditions	32	9.11.1	100% of the additional training cost would be paid on completion of the training.	Does training for users > 50 constitute "additional training"?		In total the training would be required for approx 50 users
176	Section 9 - Terms and Conditions	32	9.11.1	Hardware and Software	We request to clarify that 10% of cost of goods will be paid after expiry of the warranty period of 3 years .		Pls refer clause 9.11.1 of RFP
177	Section 9 - Terms and Conditions	33	9.13	Extension of Contract and Repeat Orders	We request to clarify that any extension/renewal of the contract shall be subject to mutually agreed terms and conditions between NPCI and the Bidder.		Pls refer RFP
178	Section 9 - Terms and Conditions	33	9.13.3	Extension of Contract and Repeat Orders	We request to clarify that any alteration to the number of quantities in the Bill of Material shall be with an advance written notice of 30 days to the Bidder.		No Change in RFP

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179	Section 9 - Terms and Conditions	33	9.14	Intellectual Property	<p>Request to insert the following provisions -</p> <p>Provision for protection and usage of "Pre-existing intellectual property" of the Bidder.</p> <p>Also, request to insert a clause wherein the intellectual property of any third party products shall be owned by the respective third party rights and NPCI shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software.</p> <p>Each Party shall be entitled to use in the normal course of its business and in providing same or similar services or development of similar deliverables for its other clients, the general knowledge and experience gained and retained in the unaided human memory of its personnel in the performance of this Agreement and Statement of Work(s) hereunder. For the purposes of clarity the Bidder shall be free to provide any services or design any deliverable(s) that perform functions same or similar to the Deliverables being provided hereunder for the NPCI, for any other client or customer of the Bidder (including without limitation any affiliate, competitor or potential competitor of the NPCI). Nothing contained in this Section shall relieve either party of its confidentiality obligations with respect to the proprietary and confidential information or material of the other party.</p> <p>NPCI shall indemnify the Bidder in the event of infringement of intellectual property rights of third parties regarding the information and other assistance provided by the Bank.</p>		No Change in RFP
180	Section 9 - Terms and Conditions	33	9.15	Confidentiality	<p>Request to insert the definition of 'Confidential Information', language to keep Confidential Information of both the parties confidential i.e. mutual confidential obligation and all standard exclusions to the confidential information need to be included.</p> <p>Need to have detailed clause including standard exceptions to Confidential Information and such provision for survival of Confidential Obligation for the term of the Agreement and for a period of two (2) years thereafter.</p>		No Change in RFP
181	Section 9 - Terms and Conditions	33	9.16	Indemnity	Need to add standard exceptions to Bidder's indemnity.		No Change in RFP
182	Section 9 - Terms and Conditions	33	9.16	Indemnity	We request to clarify that we provide indemnity only for (1) 3rd party claims for IPR infringement (2) 3rd Party claims for confidentiality breach.		No Change in RFP
183	Section 9 - Terms and Conditions	34	9.16	Indemnity	We request indemnification provisions for NPCI as well.		No Change in RFP

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184	Section 9 - Terms and Conditions	35	9.20 (Para 1)	Replacement of Resources	<p>We request to clarify that the termination right given to NPCI shall be subject to advance written notice of 30 days to the Bidder.</p> <p>NPCI shall be liable to make payments to the Bidder for all services and deliverables rendered up to effective date of termination and all work in progress costs.</p>		No Change in RFP
185	Section 9 - Terms and Conditions	36	9.21	Bidder's Liability	<p>Bidder shall not be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if NPCI has been advised of the possibility of such damages.</p> <p>Request Bidder's liability to be limited to the total contract price paid in preceding 12 months by NPCI to the Bidder.</p> <p>We also request that Bidder shall not be held liable for any delay/default by Customer and should be given extension of time in such scenarios.</p>		No Change in RFP
186	Section 9 - Terms and Conditions	36	8.18.3	Liquidated Damages	There is already a penalty clause for defective deliverables and a SLA penalty clause. Request the deletion of this clause.		No Change in RFP
187	Section 9 - Terms and Conditions	36	9.23	Force Majeure	We request to clarify that NPCI shall be liable to make payments to the Bidder for all services and deliverables rendered up to effective date of termination due to force majeure.		No Change in RFP
188	Section 9 - Terms and Conditions	37	9.27	Termination of Contract for convenience	We request to clarify that termination for convenience shall be subject to advance written notice of 90 days to the Bidder. Also Bidder shall be entitled to receive payments for all Services rendered as well as all work in progress costs and resource demobilization costs.		No Change in RFP
189	Section 9 - Terms and Conditions	37	9.27	Termination of Contract for Non-performance	<p>We request to add a mutual right of termination for non-performance for the Bidder.</p> <p>We request to clarify that termination for non-performance shall be subject to advance written notice of 30 days to the Bidder.</p>		No Change in RFP
190	Section 9 - Terms and Conditions	38	9.28(1)	Effect of Termination	Reverse transition should be at mutually agreed costs and mutually agreed time.		No Change in RFP

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S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification sought	Additional Remarks (if any)	Response
191	Section 9 - Terms and Conditions	38	9.28(2)	Effect of Termination	We request to clarify that upon completion/termination of the contract, both NPCI and Bidder shall mutually agree on terms and condition in order to continue providing facility to NPCI.		No Change in RFP
192	Section 9 - Terms and Conditions	38	9.28	Effect of Termination	We wish to clarify that payments shall be made to Bidder for all completed Services as well as for all work in progress costs.		No Change in RFP
193	Section 9 - Terms and Conditions	38	9.28	Effect of Termination	We request to clarify that upon termination of contract/completion of period of services, NPCI shall return all the documents including confidential information back to the Bidder.		No Change in RFP
194	Section 9 - Terms and Conditions	38	9.29	Order Cancellation	Need clarity on what products we shall be taking from NPCI and moreover a full clarity on this clause.		All products which are available in NPCI webiste as of now
195	Section 9 - Terms and Conditions	38	9.29 (Para 5)	Order Cancellation	This is not acceptable to the Bidder hence request to delete.		No Change in RFP
196	Format: Performa of Bank Guarantee	45	-	Format: Performa of Bank Guarantee	<p>Regarding 1 year expiry of the validity if the Bank Guarantee.</p> <p>Request to add the following- This Bank Guarantee issued by _____ Bank, on behalf of Bidder in favour of _____ NPCI in respect of a new Contract / extension of Contract dated_____.</p> <p>As communicated by Bidder on the date of execution of this Bank Guarantee an amount of Rupees _____ (Rupees _____ only) is outstanding and payable to Bidder / by _____ NPCI, in respect of previous contracts between Bidder and _____ NPCI</p> <p>As communicated by Bidder on the date of execution of this Bank Guarantee, there are no outstanding disputes related to any pervious contracts between Bidder and _____ NPCI.</p>		No Change in RFP
197	10 - Technical Require	42	C13	The tool should rank arrive at scaling methodology for losses at each cell based on the above relationship.	Is Quant Calculation engine like VaR Calculation and Capital Calculation also required?	At this stage NPCI does not need Ops Risk Quant engine.	Basel guidelines are not applicable to NPCI

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S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification sought	Additional Remarks (if any)	Response
198	10 - Technical Require	42	C14	The tool should support Extreme Value theory for fat tail events (Low frequency high severity - LFHS). The Bidder should be able to develop operational VAR for LFHS events using Extreme value theory.	Is Quant Calculation engine like VaR Calculation and Capital Calculation also required?	At this stage NPCI does not need Ops Risk Quant engine.	Basel guidelines are not applicable to NPCI
199	Section 10 - Technical Requirements	42	C15	The tool should have a functionality to combine frequency and severity distributions via statistical techniques to form a total loss distribution for each loss type/business line combination. The Bidder should independently develop and validate the mixing of frequency and severity distribution using statistical tools.	Is Quant Calculation engine like VaR Calculation and Capital Calculation also required?	At this stage NPCI does not need Ops Risk Quant engine.	Basel guidelines are not applicable to NPCI
200	Annexure C2 - Commercial Bid Format	70	-	Item Description	There is no mention of Helpdesk as a separate line item. Is it assumed to be bundled inside FMS?		Initially during the implementation phase the support is required at NPCI's premises during Business . Later the requirements will be communicated
201	Annexure Z - Non Disclosure Agreement	78	Article 12	Term	We request to clarify that the obligations of each party hereunder will survive for a period of 2 years after the termination/expiry of this agreement.		No Change in RFP
202	Additional Clauses	-	-	Terms and Conditions	1. Detailed Acceptance clause 2. Non-exclusivity 3. Non-solicitation 4. Assignment 5. Entire understanding 6. Tata Code of Conduct 7. Change Management		No Change in RFP
203	General	-	-	Warranty and AMC	After implementation, will 3 year Warranty and 3 year AMC be needed for all components including hardware and software?		2 year AMC
204	General	-	-	Warranty and AMC	Will 8x5 support be needed for an onsite-offsite operating model?		Initially during the implementation phase the support is required at NPCI's premises during Business . Later the requirements will be communicated

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S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification sought	Additional Remarks (if any)	Response
205	General	-	-	Other Information	What are the total KRI used at NPCI?		The various defined events would be discussed during the implementation process
206	General	-	-	Other Information	Does NPCI have historical information related to incidents? If Yes, approx count per period (Y-O-Y).		2 years plus historic data would be available
207	General	-	-	Other Information	How frequently does NPCI assess Operational Risk Indicators, Incidents?	We assume that all the processes are documented in the Comprehensive Operational Risk Management Policy and would be made available. Please clarify.	The KRI/ incidents would be accessed as per requirement/ atleast once in a month. The process is documented
208	General	-	-	Other Information	How many users exist in each location where Operational Risk is used?		Majority of the users will be from Mumbai. This will be communicated during the implementation process
209	General	-	-	Other Information	How does NPCI currently assess Operational Risk?		Through RCSA process
210	General	-	-	Other Information	How many years of historical data is available with NPCI? What is the size of the available data?  Loss Data: Risk Data:  How many years of such data needs to be migrated?		Two years plus data would be available
211	RFP document	15	4.2.7	The Bidder should have implemented the Operational Risk Solution for at least two (Global/ Indian) BFSI Clients in the past one year.	The Bidder should have implemented or under implementation an Operational Risk Solution for at least one (Global/ Indian) BFSI Client in the past one year.	We are currently implementing Operational Risk solution at CORDEX for 14 member banks consortium. We would like this experience to be considered.	Yes
212	RFP document	15	4.2.3	The Bidder should have made Net Profit (after all taxes etc.) during the last three financial years i.e. 2010-11, 2011-12 & 2012-13.	Please change the criteria to <u>any one</u> of the following: - Bidder should be profitable in at least 2 years during the last three financial years. - Bidder should have a positive networth in each of the last three financial years - Bidders PBIT (Profit before Interest expense & taxes) for each of the last three financial years should be Positive.	Please alter the profitability criteria. We have made Profit before tax & interest but overall there is a loss in last FY due to one -time write-off.	No change in RFP
213	Eligibility Criteria	15	4.2	The Bidder should have implemented the Operational Risk Solution for at least two (Global/ Indian) BFSI Clients in the past one year.	Will NPCI consider the case studies from OEM where the OEM product is implemented in global/indian organizations but the bidder was not involved?		No change in RFP
214	Eligibility Criteria	15	4.2	The Bidder should have implemented the Operational Risk Solution for at least two (Global/ Indian) BFSI Clients in the past one year.	Do we need to provide the case studies of the same product which we are proposing in NPCI or any other similar product experience will do.		Pls refer RFP

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215	Liquidated Damages	31,36	9.10/8.18.3	Clause 9.10-"If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, NPCI reserves the right either to cancel the order or to recover up to 10% of the contract amount as deemed reasonable as Penalty / Liquidated Damage for non-performance." Clause 8.18.3-"The parties hereby agree that if due to negligent act of the Bidder or non-fulfillment of any obligations under the Purchase Order, NPCI suffers any losses or incurs damages the Bidder would be fully liable to the total value of the contract/Purchase Order"	Please clarify the % of LD applicable.		No Change in RFP
216	Submission Date	4	7	Bid Submission on 31.12.2014 at 3PM	Request NPCI to provide two weeks post release of Pre Bid Replies for Preparing the Bid		Date of Submission of RFP-10th Feb 2014, 3.00. Pls refer corrigendum-1
217	Facilities Management (FMS) and Helpdesk	9		The Bidder is required to provide Helpdesk services till the completion of the implementation across all locations at NPCI	Please specify the Number of Resources, Shifts and Skills of the Resources that need to be On-Site to ensure a common understanding amongst all Bidders		Atleast 2 resources during the implementation process (Tech & Functional) with experience of tool implementation
218	Number of Users	14	NA	Solution to be sized for 50 number of users with a 10% growth for first 6 months	Kindly confirm that solution to be sized for 55 number of users	55 user's will be sufficient for NPCI	The current requirement is 50 users & the same would be increased on need basis/ Business requirements
219	Number of Users	14	NA	Solution to be sized for 50 number of users	Please also let us know the concurrency of number of users	Ideally 10% concurrency is more that sufficient for NPCI kind of organizations	The current requirement is 50 users & the same would be increased on need basis/ Business requirements
220	Training	26	NA	Training	Kindly let us know the number of participant's and training frequency for product, operational & technical training	Usually 10 participant's for product, operational & technical training will be sufficient and NPCI should leverage there own trained staff for train the trainer approach	The training needs to be provided across all locations. The Product, Operational & Technical training could be given to a batch of 15 participants
221	SLA for Hardware & Software	30	NA	SLA for Hardware & Software	Kindly let us know NPCI require High availability kind of set up for this solution	As risk management solution will not be mission critical application so High Availability will not be needed for this bid	DR is not required as of now. Amendments will be made in the RFP.Please refer to corrigendum 1
222	Facility management	32	NA	Facility management	Kindly let us know if Facility management services is needed as onsite or Onsite off site combined model will work for NPCI	onsite or Onsite off site combined model will more suitable for NPCI	Initially during the implementation phase the support is required at NPCI's premises. Later the requirements will be communicated

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223	Technical Requirement	42	NA	Technical Requirement	The tool should rank arrive at scaling methodology for losses at each cell based on the above relationship:- kindly let us know if NPCI also require quant calculation engine like Vary calculation and capital calculation	At this stage NPCI does not need ops Risk quant engine	Basel guidelines are not applicable to NPCI. Provisioning for VAR would be required
224	Technical Requirement	42	NA	Technical Requirement	The tool should support Extreme Value theory for fat tail events (Low frequency high severity -LFHS). The Bidder should be able to develop operational VAR for LFHS events using Extreme value theory :-kindly let us know if NPCI also require quant calculation engine like VaR calculation and capital calculation	At this stage NPCI does not need ops Risk quant engine	Basel guidelines are not applicable to NPCI. Provisioning for VAR would be required
225	Technical Requirement	42	NA	Technical Requirement	The tool should have a functionality to combine frequency and severity distributions via statistical techniques to form a total loss distribution for each loss type/business line combination. The Bidder should independently develop and validate the mixing of frequency and severity distribution using statistical tools:-:kindly let us know if NPCI also require quant calculation engine like VaR calculation and capital calculation	At this stage NPCI does not need ops Risk quant engine	Basel guidelines are not applicable to NPCI. Provisioning for VAR would be required
226	Warranty & AMC		NA	Warranty & AMC	Kindly confirm that after implementation 3 Year warranty and 3 year AMC will be needed for all component including hardware and software		2 year AMC
227	Warranty & AMC		NA	Warranty & AMC	Please let us know if NPCI need 8*5 support on mixed model (Off shore And onsite combined)	8*5 support on mixed model (Off shore And onsite combined will be sufficient for NPCI	Initially during the implementation phase the support is required at NPCI's premises during business hours. Later the requirements will be communicated
228	Payment Terms	32	9.11.1	Software & Hardware Payment	We suggest to make the software payment 100% on delivery.		No Change in RFP
229	Bid Schedule	6	7	Bid Submission	For Bid submission we request for a minimum of three weeks from the date of publishing the sought pre bid clarifications by NPCI.		No Change in RFP
230	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013	8	Intro	The solution offered should be web based, three tier architecture, open platform and support data transfer and consolidation both from the networked and stand-alone system either online or dial up	Can you please provide an example of the standalone dial up systems that NPCI would like integrated with their Operational Risk processes?		Vendor could suggest the same
231	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013	8	Intro	The system should have the capacity to integrate via two factor authentication.	Please identify what form of two-factor authentication is used by NPCI?		Eg: Password/ code via email



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234	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013	11	A27	The Bidder should conduct a sample run of the entire RCSA exercise as per the process mentioned by NPCI	Is this to be done during evaluation stage / implementation or post implementation stage?		This should be done during the implementation stage
					How many Risks and controls have been identified by NPCI for this exercise.		The defined Risks will be discussed during the implementation process
					Are these already identified and documented or is the implementer expected to identify risks and controls?		Yes NPCI has a library of risk. Would expect the Vendor to put efforts into the risk library
					Please also confirm at what stage of the evaluation or the project or evaluation, and in which format the bidder is expected to provide this?		This will be defined during the process
235	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013	12	C11	Tool should have capability to integrate all the data elements viz. external loss data, internal loss data, scenario data, business environment and internal control factors and generate capital numbers. The Bidder should be able to provide the logic of usage/ combination of the above data	Does NPCI have an existing system and / or methodology for generating capital numbers?	Please let us know if NPCI already has a capital adequacy tool / method. Please provide details of the methodology.	Basel guidelines are not applicable to NPCI
					Will that system continue to be used in conjunction with the Risk Tool or will it be replaced by the Risk Tool?		Basel guidelines are not applicable to NPCI
					Can you please provide a summary of the methodology that is used for capital allocation?		Basel guidelines are not applicable to NPCI
236	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013	12	C12	The tool should identify the relationship between losses and the provided indicators and can the tool, rank the provided indicators against the loss event categories based on the best fit	Does NPCI have an existing statistical simulation platform or package to deliver this capability?		Not as of now
					Does NPCI intend to continue using that platform or package with the Risk Tool or will the Risk Tool be providing the simulation capabilities?		Risk tool to be providing the simulation capabilities
237	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013	12	C14	The tool should support Extreme Value theory for fat tail events (Low frequency high severity -LFHS). The Bidder should be able to develop operational VAR for LFHS events using Extreme value	Does NPCI have an existing statistical simulation platform or package to deliver this capability?		Not as of now
					Does NPCI intend to continue using that platform or package with the Risk Tool or will the Risk Tool be providing the simulation capabilities?		Risk tool to be providing the simulation capabilities
238	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013	12	C16	The tool should have advanced analytics functions such as: tool capability to extrapolate from the distribution of observed total loss points curve to determine the likely amount of total losses,	Does NPCI have an existing statistical simulation platform or package?		Not as of now
					Does NPCI intend to continue using that platform or package with the Risk Tool or will the Risk Tool be providing the simulation capabilities?		Risk tool to be providing the simulation capabilities
239	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013	13	C20	Tool should support back testing and the Bidder should be able to carry out back testing.	Please define 'Back Testing'		Perform analysis & predictions using historic data
240	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013	14	Number of users	The number of registered users for the Tool would be 50 and the number of users for the tool is expected to grow at 10% within 6 months of the implementation	Please confirm whether this is 10% every 6 months or just for the first 6 months?	We would recommend that NPCI go for enterprise license rather than user based license for risk management tool.	The users will be added on need basis/ as per expansion of Business
							Currently we would like to go for the ORM tool only

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241	Section 10 - A1	40		The tool should document and assess operational risks, define controls, manage audits, and implement recommendations and remediation plans.	Pl. clarify if NPCI is looking for Audit Management module in addition to Operational risk module.		NPCI wishes to have Audit Management process which would involve Audit calender, Audit plan, Audit reports & tracking of closures & reports. How ever a separate module is not required
242	Section 7 - Bid Evaluation	23	7.4	Bidders qualified in the technical evaluation process, would be eligible for commercial bid opening. Bidder with the lowest commercial bid will be declared as successful evaluated Bidder who will be called L1 Bidder.	Request NPCI to consider techno-commercial score with 70 % technical and 30 % commercial to arrive at final evaluations score. Attached is the proposed evaluation methodology		No Change in RFP
243	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013 Section 4	15	Section 4	Eligibility Criteria	Can bidder form a consortium / teaming arrangement to provide end to end services? If yes then will the credentials of all parties involved in consortium will be considered for eligibility asesment and technical scoring. We would like to provide implementation and domain services while teaming up with a SI who shall be the prime bidder.		No Change in RFP
244	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013 Section 3	8 & 73	Section 3.1 & Annexure N	"The system should be implemented in all the locations within 3 months of signing of contract and/or issue of purchase order."	We have acted as consultants for many ORM implementations and have ourselves implemented ORM systems. The 3 month time frame is not feasible for such a implementation. We request you to reconsider.		No Change in RFP
245	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013 Section 3	14	Section 3.1, F12	"The Bidder should provide post implementation support".	What is the duration for post implementation expected?		Atleast for 6 months

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246	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013 Section 9	32	Section 9.11.1	<p>"70% of the cost shall be paid after successful Installation of hardware along with the software at specified locations. This would also include successful implementation of solution and sign off obtained from NPCI thereon.</p> <p>90% payment shall be paid after installation of software and 10% shall be released after 3 months from the date of installation of software.</p> <p>100 % of the implementation cost will be paid on completion of installation and acceptance sign-off from NPCI".</p>	Request you to modify the payment terms for implementation services for pay out as per stages of the implementation.		No Change in RFP
247	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013 Section 8	12	Section 3.1, C11	Internal Loss Data	How many years of internal loss data available with the bank?		Approx 2 years plus
248	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013 Section 3	10	Section 3.1, A1	The tool should be able to facilitate the documentation and assess operational risks, define controls, manage audits, and implement recommendations and remediation plans.	Does NPCI have a defined RCSA framework to identify & rate risk and controls and aggregate ratings to provide risk profile or is the bidder expected to develop / enhance the existing framework Also, is the scope just implement the RCSA tool as per NPCI framework or develop / enhance the current approach and accordingly configure the tool		Yes NPCI has a defined RCSA framework
249	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013 Section 3	10	Section 3.1, A2	The tool should integrate all ORM related data and processes including a reusable library of risks and their corresponding controls and assessments, results from individual assessments, key risk indicators, events such as losses and near-misses, and issues and remediation plans in an integrated solution.	Does NPCI have a library of risk, controls and KRIs or is the bidder expected to develop NPCI specific library of risks/ controls/ KRIs and then upload / integrate the same in system		Yes NPCI has a library of risk. Would expect the Vendor to put efforts into the risk library

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250	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013 Section 3	10	Section 3.1, A4	Tool should have customized templates for rolling out RCSA across all the business and Support units. The Bidder should assist in customizing the RCSA templates to suit the requirements of NPCI.	Does NPCI have an approved RCSA template in place or is the bidder expected to develop / enhance the template and implement the same in system		Yes NPCI has a existing RCSA template. How ever the Vendor can do value additions
251	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013 Section 3	10	Section 3.1, A4	Once key risks are identified and prioritized, the ORM solution should provide a flexible framework to define a set of controls to mitigate those risks. It should support control assessments based on predefined criteria and checklists. It should also provide an advanced mechanism for scoring, tabulating, and reporting the results.	Is the scope just implement the RCSA tool as per NPCI prioritisation / scoring frameworks or develop / enhance the current approach and accordingly configure the tool		The scope is to implement as per NPCI's requirement but would expect the Vendor to do value additions
252	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013 Section 3	12	Section 3.1, C2	The tool should allow assignment of accountability to each KRI.	Does NPCI have identified KRIs ( with thresholds) mapped to identified users or is the bidder expected identify KRIs, source data, suggest thresholds, map accountability and implement the same in the tool		Yes KRI's have been identified. How ever the would appreciate if the Vendor does a value addition
253	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013 Section 3	12	Section 3.1, C11	Tool should have capability to integrate all the data elements viz. external loss data, internal loss data, scenario data, business environment and internal control factors and generate capital numbers.	Does NPCI have an approved approach to generate capital numbers or is the bidder expected to develop an approach and implement the same in tool		NPCI has an approach. How ever the Vendor should be able to add value to the same
254	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013 Section 3	12	Section 3.1, C12	The tool should identify the relationship between losses and the provided indicators and can the tool, rank the provided indicators against the loss event categories based on the best fit computation of the identified relationship parameters	Does NPCI have a defined approach to determine the relationship between losses and indicators & to rank the best fit or is the bidder expected to develop / enhance the frameworks and implement it in the tool.		NPCI has an approach. How ever the Vendor should be able to add value to the same
255	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013 Section 3	12	Section 3.1, C13	The tool should rank arrive at scaling methodology for losses at each cell based on the above relationship	Does NPCI have a defined approach for scaling of losses or is the bidder expected to develop / enhance the frameworks and implement it in the tool.		NPCI has an approach. How ever the Vendor should be able to add value to the same

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256	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013 Section 3	13	Section 3.1, C19	Tool should support back testing and the Bidder should be able to carry out back testing.	Does NPCI have a defined approach for back testing or is the bidder expected to develop / enhance the frameworks and implement it in the tool.		The Vendor is expected to define approach for back testing
257	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013 Section 3	13	Section 3.1, C21	The Bidder should be able to carry out stress testing.	Does NPCI have a defined approach for stress testing or is the bidder expected to develop / enhance the frameworks and implement it in the tool.		The Vendor is expected to develop frameworks for stress testing
258	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013 Section 3	14	Section 3.1	The number of registered users for the Tool would be 50 and the number of users for the tool is expected to grow at 10% within 6 months of the implementation.	What should be the number of concurrent user? This information is required for sizing		The current requirement is 50 users & the same would be increased on need basis
259	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013 Section 3	15	Section 4.2.7	The Bidder should have implemented the Operational Risk Solution for at least two (Global/ Indian) BFSI Clients in the past one year.	As Operational Risk is an emerging / specialised area in India (especially areas around scenarios, VaR, back testing and stress testing), NPCI may consider to amend the criteria as below: "The proposed solution should have implemented for at least two (Global/ Indian) BFSI Clients in the past one year out of which at least one should be an overseas BFSI client in jurisdictions where respective regulator has approved AMA frameworks" This would ensure that only globally recognised tool / team with exposure to global practices (in countries where ORM is evolved) and regulations would be eligible for bidding.		Pls refer point-1
260	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013 Section 3	15	Section 4.2.7	The Bidder should have implemented the Operational Risk Solution for at least two (Global/ Indian) BFSI Clients in the past one year.	To ensure that only solutions of good repute qualify we request the addition of the clause that "The proposed solution / platform must be positioned as "Leaders" in Gartners / Forrester / Chartis or any other globally recognized body report in the last 2 years"		Pls refer point-1
261	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013 Section 3	15	Section 4.2.7	The Bidder should have implemented the Operational Risk Solution for at least two (Global/ Indian) BFSI Clients in the past one year.	Would the support extended for an implementation on a earlier date (more than one year timeline) be considered?		Pls refer point-1

## PRE BID REPLIES FOR NPCI:RFP/13-14/0032 dated: 30/12/2013 - REQUEST FOR PROPOSAL FOR ENGAGING AGENCY FOR IMPLEMENTATION OF OPERATIONAL RISK MANAGEMENT TOOL

S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification sought	Additional Remarks (if any)	Response
262	RFP Reference No: NPCI:RFP:13-14/0032 dated:30/12/2013 Section 3	23	Section 7.2	Evaluation of Technical Bids- Scoring Bids	Although the RFP requirements have substantial functional requirements and experience both in qualitative and quantitative side, the current scoring does not provide any marks for functional or domain consulting experience and reference sites. To ensure that all bidders consider and factor the domain consulting knowledge appropriately, It may be prudent for NPCI to include a section and allocate appropriate score for the same. It may also be noted that the scoring parameters are very heavy on the IT side and give limited emphasis on the ORMS solution and the domain.		The evaluation will be done as per Technicial Evaluation paramenter, defined in RFP