

RFP Ref. No. IFSCA/Technology/2024/001 dated 6th June 2024
International Financial Services Centres Authority (IFSCA)
A statutory authority established by the Government of India

Dated: 12th July 2024

Corrigendum – 03

The clauses under column ‘Relevant Clause’ in the table below are currently present in the RFP Ref. No. IFSCA/Technology/2024/001 dated 06 June 2024. These clauses are being replaced with the clauses mentioned under column ‘Modified/ Replaced clause/ The clause to be read as’ of the table below and the RFP shall be read in accordance with the Replaced Clauses. Except as otherwise provided herein; all other clauses and terms & conditions of the RFP remain unchanged.

#	RFP volume	Section/ Sub-Section	Relevant Clause	Modified / Replaced clause / The clause to be read as
1.	Volume 2	7.2.1	<p>The selected bidder shall raise invoices on a reaching milestone as defined below. The payment terms indicate the percentage of the total cost of Core SupTech Solution/ Product and Third Party Software License procured by IFSCA.</p> <p>SPSC-1 – Total Core SupTech Solution (Supervision) Cost (Including solution & licence)</p> <p>SPSC-2 – Total Core SupTech Solution (for rest of the modules) Cost (including solution & Licence)</p> <p>TPSLC – Total Third Party Software License Cost</p>	<p>The selected bidder shall raise invoices on a reaching milestone as defined below. The payment terms indicate the percentage of the total cost of Core SupTech Solution/ Product and Third Party Software License procured by IFSCA.</p> <p>SPSC-1 TCSPSC – Total Core SupTech Solution (supervision) Cost (Including solution & licence)</p> <p>SPSC-2 – Total Core SupTech Solution (for rest of the modules) Cost (including solution & Licence)</p> <p>TPSLC – Total Third Party Software License Cost</p>

Table 7.2: Payment Schedules and Milestones - Software Licenses

Milestone ID	Milestone	Deliverables	Payment Terms
M-1	Installation and Commissioning of Core SupTech Supervision solution proposed by the bidder to IFSCA.	<ul style="list-style-type: none"> i. For COTS: Proof of procurement (invoice) of Core SupTech Product License. ii. For Bespoke: On Declaration Go-Live of each module. iii. For Bespoke COTS/ hybrid: On declaration of Go-Live of the solution along with Proof of Procurement (Invoice) of specific COTS component iv. License document with terms and conditions for each software 	<p>80% of SPSC-1</p> <p>Remaining 20% of the cost to be paid as EQI</p>

Table 7-1: Payment Schedules and Milestones - Software Licenses

Milestone ID	Milestone	Deliverables	Payment Terms
M-1	Installation and Commissioning of Core SupTech Supervision solution proposed for banking vertical by the bidder to IFSCA.	<p>For COTS: Proof of procurement (invoice) of Core SupTech Product License.</p> <p>For Bespoke: On Declaration Go-Live of each banking vertical module.</p> <p>For Bespoke COTS/ hybrid: On declaration of Go-Live of the solution Banking vertical along with Proof of Procurement (Invoice) of specific COTS component</p> <p>License document with terms and conditions for each software component installed.</p> <p>Verification by IFSCA</p>	<p>80% of SPSC-1 TCSPSC</p> <p>Remaining 20% of the cost to be paid as EQI</p>

#	RFP volume	Section/ Sub-Section	Relevant Clause			Modified / Replaced clause / The clause to be read as				
					component installed. v. Verification by IFSCA		M-2	Installation and Commissioning of Core SupTech solution Product licenses (for rest of the modules verticals) procured by IFSCA	<ul style="list-style-type: none"> i. For COTS: Proof of procurement (invoice) of Core SupTech Product License. ii. For Bespoke: On Declaration Go-Live of each module remaining verticals. ii. For Bespoke COTS/ Hybrid: On declaration of Go-Live of the solution for remaining verticals along with Proof of Procurement (Invoice) of specific COTS component License document with terms and conditions for each software component installed. v. Verified by IFSCA 	<p>80 60% of TPSLC-2-TCSPSC</p> <p>Remaining 20% of the cost to be paid as EQI</p> <p>Over 5 years after the final go-live</p>
			M-2	Installation and Commissioning of Core SupTech Product licenses (for rest of the modules) procured by IFSCA	<ul style="list-style-type: none"> i. For COTS: Proof of procurement (invoice) of Core SupTech Product License. ii. For Bespoke: On Declaration Go-Live of each module. iii. For Bespoke COTS/ Hybrid: On declaration of Go-Live of the solution along with Proof of Procurement (Invoice) of specific COTS component 	<p>80% of TPSLC-2</p> <p>Remaining 20% of the cost to be paid as EQI</p>				

#	RFP volume	Section/ Sub-Section	Relevant Clause			Modified / Replaced clause / The clause to be read as				
					License document with terms and conditions for each software component installed. iv. Verified by IFSCA		M-3	Installation, Management and Commissioning of the Third Party Software licenses (if any) procured by IFSCA	<ul style="list-style-type: none"> • Proof of procurement (invoice) of Third Party software License • License document with terms and conditions for each software component installed. • Verified by IFSCA 	80% TPSLC Remaining 20% of the cost to be paid as EQI Over 5 years after the final go-live
			M-3	Installation, Management and Commissioning of the Third Party Software licenses (if any) procured by IFSCA	<ul style="list-style-type: none"> • Proof of procurement (invoice) of Third Party software License • License document with terms and conditions for each software component installed. 	80% TPSLC Remaining 20% of the cost to be paid as EQI				

#	RFP volume	Section/ Sub-Section	Relevant Clause	Modified / Replaced clause / The clause to be read as
			<ul style="list-style-type: none"> Verified by IFSCA 	
2.	Volume 2	5.1.2	<p>The bidder should have had an average annual turnover of at least INR 300 Crore (Rupees Three hundred Crores only) in the last 3 Financial/ Calendar years (as applicable) in Information Technology services.</p> <p>(Reference: The bidder shall submit proof of turnover for the FY 2023-24, FY 2022-23, and FY 2021-22)</p>	<p>The bidder should have had an average annual turnover of at least INR 300 Crore (Rupees Three hundred Crores only) in the last 3 Financial/ Calendar years (as applicable) in Information Technology services.</p> <p>(Reference: The bidder shall submit proof of turnover for the FY 2023-24, FY 2022-23, and FY 2021-22)</p> <p>For the last financial year if the Certificate from Statutory auditor is not available CA certificate can be considered. However, the bidder needs to submit the certificate from appointed Statutory Auditor of the bidder before opening the financial bids.</p>
3	Volume 1	3.1.11	New Text	<p>The help desk service established will serve as a single point of contact for all incidents and service requests.</p> <ul style="list-style-type: none"> Establish 9*5 Help Desk facility from 9:30 AM to 6:30 PM for reporting issues / problems for the Core Suptech project. SI to provide Help Desk services to track and route requests for service and to assist end users in

#	RFP volume	Section/ Sub-Section	Relevant Clause	Modified / Replaced clause / The clause to be read as
				<p>answering questions and resolving problems related to the application, operating systems, database and other software provided by SI. A new ticketing tool shall be installed for the helpdesk and ticketing. The solution must provide flexibility of logging, viewing, updating and closing incident manually via web interface. The incident reporting channels will be the following: ticketing solution and telephone. Helpdesk would be located at the IFSCA office.</p> <p>The Help Desk shall undertake the following activities: -</p> <ul style="list-style-type: none"> (i) Log issues / complaints related software solutions under the scope of work and issue an ID number against the issue / complaint. (ii) The SI shall provide complete functional and technical support for software problems (all licensed and customised software provided by the SI) and or related questions, defects and non-defects. (iii) The ticketing solution shall provide support including problem tracking, problem source identification, problem impact (severity) determination, bypass and recovery support, problem resolution, management reporting and trend analysis and interfacing with other suppliers as required. (iv) Assign severity level to each issue / complaint.

#	RFP volume	Section/ Sub-Section	Relevant Clause	Modified / Replaced clause / The clause to be read as
				<p>(v) Track each issue / complaint to resolution.</p> <p>(vi) Escalate the issues / complaints, to the buyer, if necessary, as per the escalation matrix.</p> <p>(vii) Notifying users of problem status and resolution.</p> <p>(viii) During resolution of a reported problem, SI shall provide the IFSCA with periodic status updates and provide the IFSCA with a weekly report detailing the disposition of each reported problem, and other contents as desired by the buyer.</p> <p>(ix) Provide feedback to the callers.</p> <p>(x) Provide "ownership-to-resolution" of all help desk calls, monitor and report on the progress of problem resolution, confirm resolution of the problem with the End User, and log the final resolution via the problem management system.</p> <p>(xi) Record, analyse and report to IFSCA on calls/ issues/ complaints received by the help desk, including call volumes and duration, problem trends, and call resolution times.</p>

#	RFP volume	Section/ Sub-Section	Relevant Clause	Modified / Replaced clause / The clause to be read as
				<p>(xii) Creation of knowledge base on frequently asked questions to aid the users of the application.</p> <p>(xiii) Prepare Knowledge base for frequently reported problems.</p> <p>(xiv) Preparing Dashboard and KPI, as identified by the buyer, on live data.</p> <p>(xv) Monitoring systems to proactively determine, diagnose, and resolve problems. This includes notifying customers and all service providers of known problems and alerts.</p> <p>(xvi) Provide reports that effectively summarize and communicate the performance and compliance with service levels. IFSCA will be provided with the ability to directly generate standard and ad hoc reports as needed.</p> <p>(xvii) Define help desk call prioritisation guidelines, problem severity codes, and escalation procedures in consultation with the IFSCA.</p> <p>(xviii) Perform periodic problem reviews for root cause analysis of all reported problems and, in conjunction with the IFSCA, establish appropriate measures to prevent recurring incidents.</p>

#	RFP volume	Section/ Sub-Section	Relevant Clause	Modified / Replaced clause / The clause to be read as
				<p>(xix) Provide input to the IFSCA on End User training requirements based on help desk problem call tracking and analysis.</p> <p>(xx) Manage problem escalation procedures as defined by the IFSCA.</p> <p>(xxi) Provide a monthly report to the IFSCA assessing the help desk performance against the Service Levels.</p>
4	Volume 1	3.1	The implementation shall be done in 3 overlapping phases as indicated in the above plan.	The implementation shall be done in 3 2 overlapping phases as indicated in the above plan.
5	Volume 2	Fact Sheet	<p>The bidder may make the EMD payment online via IFSCA's e-Procurement portal.</p> <p>In case of offline submission of the EMD, original EMD shall be submitted in a sealed envelope before the last date and time of bid submission to:</p> <p>General Manager-IT, International Financial Services Centres Authority (IFSCA), 2nd & 3rd Floor, Savvy Pragya, Gujarat International Finance Tec-City (GIFT-City), Gandhinagar Gujarat 382355 Phone Number: 079-61809847 Email Id: abhishek.faujdar@ifsc.gov.in</p>	<p>The bidder may make the EMD payment only online via IFSCA's e-Procurement portal.</p> <p>In case of offline submission of the EMD, original EMD shall be submitted in a sealed envelope before the last date and time of bid submission to:</p> <p>General Manager-IT, International Financial Services Centres Authority (IFSCA), 2nd & 3rd Floor, Savvy Pragya, Gujarat International Finance Tec-City (GIFT-City), Gujarat 382355 Phone Number: 079-61809847 Email Id: abhishek.faujdar@ifsc.gov.in</p>

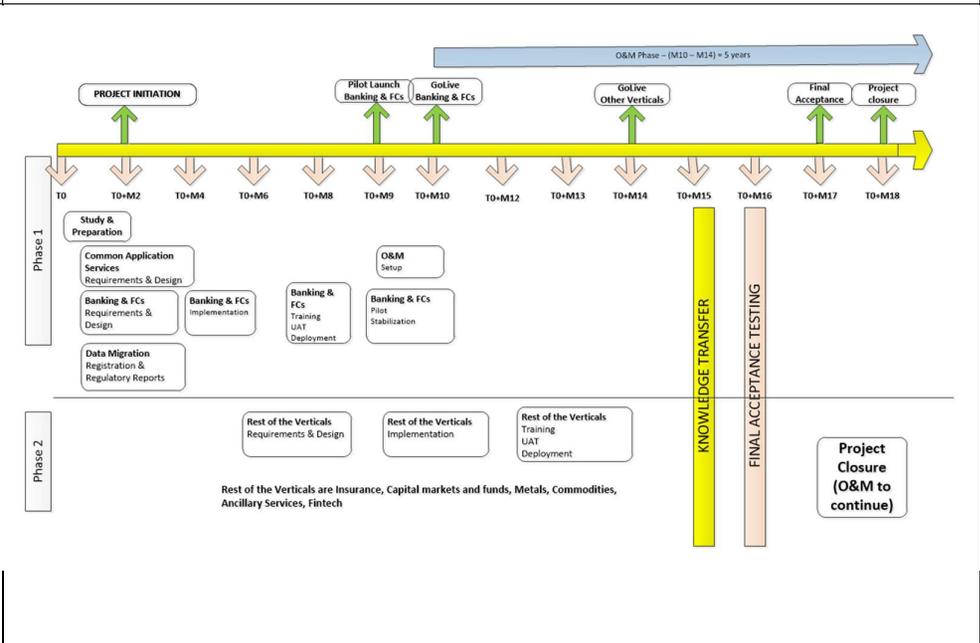
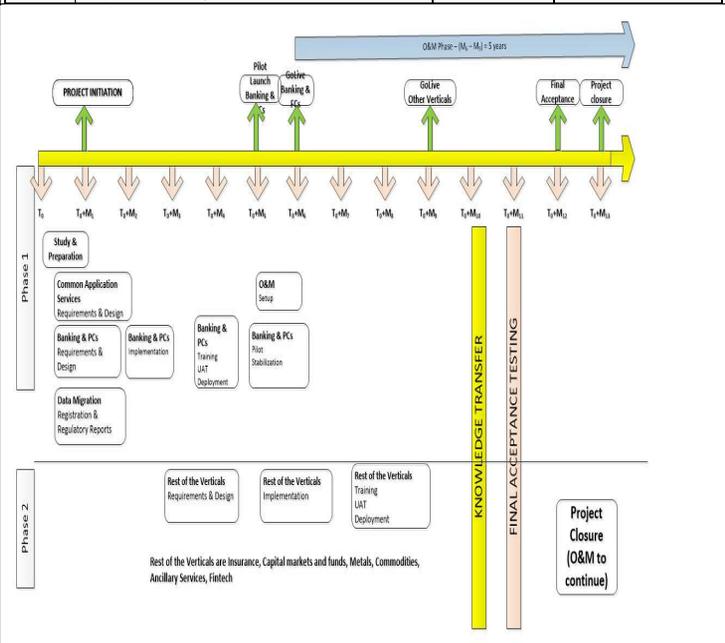
#	RFP volume	Section/ Sub-Section	Relevant Clause				Modified / Replaced clause / The clause to be read as			
6	Requirements Specifications (RS)	4.2 Volume Projections	Sl No	Vertical	No of Existing REs / Entities	Expected No. in next 5-7 years	Sl No	Vertical	No of Existing REs / Entities	Expected No. in next 5-7 years
			A	Banking and Financial Companies	46	186	A	Banking and Financial Companies	46	186
			1	IFSC Banking Units (IBUs)	24	40	1	IFSC Banking Units (IBUs)	24	40
			2	Financial Company / Unit	22	146	2	Financial Company / Unit	22	146
			B	Capital Markets - Primary	5	23	B	Capital Markets - Primary	5	23
			1	Investment Bankers	2	10	1	Investment Bankers	2	10
			2	Credit Rating Agencies	0	3	2	Credit Rating Agencies	0	3
			3	Debenture Trustees	3	10	3	Debenture Trustees	3	10
			C	Capital Markets - Secondary - Market Infrastructure Institutions	5	3	C	Capital Markets - Secondary - Market Infrastructure Institutions	5	53
			1	Stock Exchanges	2	2	1	Stock Exchanges	2	2
			2	Clearing Corporations	2	2	2	Clearing Corporations	2	2
			3	Depositories	1	1	3	Depositories	1	1
			D	Capital Markets - Secondary - Intermediaries	108	335	D	Capital Markets - Secondary - Intermediaries	108	435-335
			1	Depository Participants	9	30	1	Depository Participants	9	30
			2	Clearing Members	19	40	2	Clearing Members	19	40
			3	Custodians	5	20	3	Custodians	5	20
			4	Investment Advisors	6	40	4	Investment Advisors	6	40
			5	Brokers	5	20	5	Brokers	69	180

#	RFP volume	Section/ Sub-Section	Relevant Clause		Modified / Replaced clause / The clause to be read as			
			4	Investment Advisors	6	40		
			5	Brokers	69	180		
			6	Intermediaries in Carbon Market	0	25		
			7	Distributors of Capital Market Products & Services	7	100		
			E	Funds and Fund-Management Entities	127	830		
			1	Venture Capital Schemes	7	289*		
			2	Angel Schemes	4			
			3	Restricted Schemes (Non-Retail Schemes)	105			
			4	Retail Schemes	0			
			5	Exchange Traded Funds	0			
			6	Portfolio Management Services	18	45*		
			7	Investment Trust (Real Estate Investment Trust)	0	10		
			8	Investment Trust (Infrastructure Investment Trust)	0	10		
			9	Family Investment Fund	0	10		
			10	Authorised FME	7	14		
			11	Registered (Non- Retail) FME	94	189		
			12	Registered Retail FME	2	30		
			F	Ancillary Services	57	250		
			1	Ancillaries	52	200		
			2	GICs	3	30		
			3	Foreign University / OEC	2	20		
			G	Metals and Commodities	17	116		
			6	Intermediaries in Carbon Market	0	25		
			7	Distributors of Capital Market Products & Services	7	100		
			E	Funds and Fund- Management Entities	127	597 830		
			1	Venture Capital Schemes	7	289*		
			2	Angel Schemes	4			
			3	Restricted Schemes (Non-Retail Schemes)	105			
			4	Retail Schemes	0			
			5	Exchange Traded Funds	0			
			6	Portfolio Management Services	18	45*		
			7	Investment Trust (Real Estate Investment Trust)	0	10		
			8	Investment Trust (Infrastructure Investment Trust)	0	10		
			9	Family Investment Fund	0	10		
			10	Authorised FME	7	14		
			11	Registered (Non- Retail) FME	94	189		
			12	Registered Retail FME	2	30		
			F	Ancillary Services	57	250		
			1	Ancillaries	52	200		
			2	GICs	3	30		
			3	Foreign University / OEC	2	20		
			G	Metals and Commodities	17	116		

#	RFP volume	Section/ Sub-Section	Relevant Clause				Modified / Replaced clause / The clause to be read as			
			F	Ancillary Services	57	250				
			1	Ancillaries	52	200	1	Bullion Exchanges, Bullion Clearing Corporations	1	2
			2	GICs	3	30	2	Bullion Depository	1	1
			3	Foreign University / OEC	2	20	3	Vault Managers	3	6
			G	Metals and Commodities	17	116				
			1	Bullion Exchanges, Bullion Clearing Corporations	1	2	4	Clearing Members, Trading Members	12	100
			2	Bullion Depository	1	1	5	Refiners	0	5
			3	Vault Managers	3	6	6	Assayers	0	2
			4	Clearing Members, Trading Members	12	100	H	Insurance Companies	27	60
			5	Refiners	0	5	1	Insurance Companies including Reinsurers	6	25
			6	Assayers	0	2	2	Intermediaries	21	35
			H	Insurance Companies	27	60	I	Department of FinTech	39	250
			1	Insurance Companies including Reinsurers	6	25	1	FEs who have received Limited Use Authorization	32	200
			2	Intermediaries	21	35	2	FEs who have received Authorization	7	50
			I	Department of FinTech	39	250		Additional Significant Activities / RE Types	117	1100
			1	FEs who have received Limited Use Authorization	32	200	1	Qualified Jewellers (QJ) / TRQ Holders (Not currently supervised by IFSCA)	101	1000
			2	FEs who have received Authorization	7	50	2	Qualified Suppliers (QS) (Not currently supervised by IFSCA)	16	100

#	RFP volume	Section / Sub-Section	Relevant Clause		Modified / Replaced clause / The clause to be read as
			Additional Significant Activities / RE Types	117	1100
			1 Qualified Jewellers (QJ) / TRQ Holders (Not currently supervised by IFSCA)	101	1000
			2 Qualified Suppliers (QS) (Not currently supervised by IFSCA)	16	100

7
Volume 1
3.1



#	RFP volume	Section/ Sub-Section	Relevant Clause					Modified / Replaced clause / The clause to be read as				
8	Volume 1	3.1.11	<p>The Core SupTech System shall be supported by the Solution Provider for a period of five years and three months from the first Go-Live as per the contract between Solution Provider and IFSCA. The first three months of the five years and three months of O&M period shall be the Warranty period.</p> <p>Duration: Five years and three months from the first Go-Live of the implementation phase. This includes an initial 3-month Warranty period.</p>					<p>The Core SupTech System shall be supported by the Solution Provider for a period of five years and three four months from the first Go-Live as per the contract between Solution Provider and IFSCA. The first three four months of the five years and three four months of O&M period shall be the Warranty period.</p> <p>Duration: Five years and three four months from the first Go-Live of the implementation phase. This includes an initial 4-3-month Warranty period.</p>				
9	Volume 2	7.2.2	Milestone ID	Milestone	Deliverables	Timeline	Payment Terms	Milestone ID	Milestone	Deliverables	Timeline	Payment Terms
			M-1	Project Initiation	<ul style="list-style-type: none"> a. Project kick-off meeting held. b. Detailed Project Plan Reviewed and Approved by IFSCA c. The Project Team deployed at specified 	T0 + 1 Month	10% of TIMPC	M-1	Project Initiation	<ul style="list-style-type: none"> e. Project kick-off meeting held. f. Detailed Project Plan Reviewed and Approved by IFSCA g. The Project Team deployed at specified locations as per the Project Team Requirements Section of RFP 1 	T0 + 1 Month	10% of TIMPC

#	RFP volume	Section/ Sub-Section	Relevant Clause				Modified / Replaced clause / The clause to be read as						
					locations as per the Project Team Requirements Section of RFP 1					h. Software Licenses procured & commissioned			
					d. Software Licenses procured & commissioned								
			M-2	Core SupTech Solution for Banking & Finance Companies – Pilot launch	a. UAT Report reviewed & Approved by IFSCA b. System Test Report reviewed and approved by IFSCA. c. Performance Test Report reviewed and approved by IFSCA. a. Data Migration report for Banking & Finance Companies	T0 + 5 Months	10% of TIMPC		M-2	Core SupTech Solution for Banking & Finance Companies – Pilot launch	d. UAT Report reviewed & Approved by IFSCA e. System Test Report reviewed and approved by IFSCA. f. Performance Test Report reviewed and approved by IFSCA. f. Data Migration report for Banking & Finance Companies reviewed and approved by IFSCA. g. User and admin Training Completion Report reviewed and approved by IFSCA. h. Operations Readiness Report	T0 + 5 Months	10% of TIMPC

#	RFP volume	Section/ Sub-Section	Relevant Clause				Modified / Replaced clause / The clause to be read as					
					<p>reviewed and approved by IFSCA.</p> <p>b. User and admin Training Completion Report reviewed and approved by IFSCA.</p> <p>c. Operations Readiness Report</p> <p>d. User and admin manual complete</p> <p>e. Core SupTech Solution for Banking & Finance Companies (pilot) deployed and fully operational, to the satisfaction of IFSCA, on the production server for pilot users</p>					<p>i. User and admin manual complete</p> <p>j. Core SupTech Solution for Banking & Finance Companies (pilot) deployed and fully operational, to the satisfaction of IFSCA, on the production server for pilot users</p>		
						M-3	Core SupTech Solution for Banking & Finance Companies - Go-Live	<p>i. UAT Report reviewed & Approved by IFSCA</p> <p>j. System Test Report reviewed and approved by IFSCA.</p> <p>k. Performance Test Report reviewed and approved by IFSCA.</p> <p>l. Data Migration report for Banking & Finance Companies reviewed and approved by IFSCA.</p>	T0 + 6 10 months	20% of TIMPC		

#	RFP volume	Section/ Sub-Section	Relevant Clause				Modified / Replaced clause / The clause to be read as					
			M-3	Core SupTech Solution for Banking & Finance Companies - Go-Live	<p>a. UAT Report reviewed & Approved by IFSCA</p> <p>b. System Test Report reviewed and approved by IFSCA.</p> <p>c. Performance Test Report reviewed and approved by IFSCA.</p> <p>d. Data Migration report for Banking & Finance Companies reviewed and approved by IFSCA.</p> <p>e. User and admin Training Completion Report reviewed</p>	T0 + 6 months	20% of TIMPC			<p>m. User and admin Training Completion Report reviewed and approved by IFSCA.</p> <p>n. Operations Readiness Report</p> <p>o. User and Admin Manual complete</p> <p>p. Core SupTech Solution for Banking & Finance Companies is deployed and fully operational, to the satisfaction of IFSCA, on the production server for live usage</p>		
								M-4	Core SupTech Solution for remaining verticals (Insurance, Capital markets	<p>i. UAT Report reviewed & Approved by IFSCA</p> <p>j. System Test Report reviewed and approved by IFSCA.</p> <p>k. Performance Test Report reviewed and approved by IFSCA.</p>	T0 + 9 14 months	50% of TIMPC

#	RFP volume	Section/ Sub-Section	Relevant Clause				Modified / Replaced clause / The clause to be read as					
					<p>and approved by IFSCA.</p> <p>f. Operations Readiness Report</p> <p>g. User and Admin Manual complete</p> <p>h. Core SupTech Solution for Banking & Finance Companies is deployed and fully operational, to the satisfaction of IFSCA, on the production server for live usage</p>					<p>and funds, Metals & Commodities, Ancillary Services and FinTech etc.) - Go-Live</p> <p>l. User and admin Training Completion Report reviewed and approved by IFSCA.</p> <p>m. Data Migration report for other verticals (Metals & Commodities, Ancillary Services and FinTech etc.) reviewed and approved by IFSCA.</p> <p>n. Operations Readiness Report</p> <p>o. User and admin manual completed.</p> <p>p. The Core SupTech Solution for other verticals (Insurance, Capital markets and funds, Metals & Commodities, Ancillary Services and FinTech etc.) is deployed and fully operational, to the satisfaction of IFSCA, on</p>		
			M-4	Core SupTech Solution for remaining vertical	<p>a. UAT Report reviewed & Approved by IFSCA</p> <p>b. System Test Report reviewed</p>	T0 + 9 months	50% of TIMPC					

#	RFP volume	Section/ Sub-Section	Relevant Clause				Modified / Replaced clause / The clause to be read as				
			s (Insurance, Capital markets and funds, Metals & Commodities, Ancillary Services and FinTech etc.) - Go-Live	and approved by IFSCA.					the production server for live usage		
				c. Performance Test Report reviewed and approved by IFSCA.			M-5	Final Acceptance	l. Final set of consolidated technical specification documents – Requirements, Specifications, Gap Analysis, and Design Specifications for each vertical solution	T0 + 42 17 months	5 % TIMPC
				d. User and admin Training Completion Report reviewed and approved by IFSCA.					m. Final set of consolidated Test plans, Test reports, UAT reports		
				e. Data Migration report for other verticals (Metals & Commodities, Ancillary Services and FinTech etc.) reviewed and approved by IFSCA.					n. Final set of user manuals, admin manuals, operations manuals for each vertical solution		
				f. Operations Readiness Report					o. Latest bug report, Trouble ticket report, SLA compliance report		
									p. Consolidated Quality Report including consolidate bug report, SLA compliance report, trouble tickets summary		

#	RFP volume	Section/ Sub-Section	Relevant Clause				Modified / Replaced clause / The clause to be read as					
					<p>g. User and admin manual completed.</p> <p>h. The Core SupTech Solution for other verticals (Insurance, Capital markets and funds, Metals & Commodities, Ancillary Services and FinTech etc.) is deployed and fully operational, to the satisfaction of IFSCA, on the production server for live usage</p>				<p>report with latest status.</p> <p>q. User feedback report</p> <p>r. Core SupTech Solution Inventory of all applications and services.</p> <p>s. Knowledge Transfer and Transition Plan</p> <p>t. Final Deployment Architecture</p> <p>u. Latest VAPT Certificates</p> <p>v. Final Project Acceptance Report with recommendation for closure</p>			
			M-5	Final Acceptance	<p>a. Final set of consolidated technical specification documents – Requirements Specifications,</p>	T0 + 12 months	5 % TIMPC	M-6	Project Closure	<p>Review and acceptance of following deliverables by IFSCA:</p> <p>i. The final Project Contract documents</p> <p>j. AMC document</p> <p>k. Product Licenses and renewal schedules</p>	T0 + 13 13 18 months	5 % TIMPC

#	RFP volume	Section/ Sub-Section	Relevant Clause				Modified / Replaced clause / The clause to be read as					
					<p>Gap Analysis, and Design Specifications for each vertical solution</p> <p>b. Final set of consolidated Test plans, Test reports, UAT reports</p> <p>c. Final set of user manuals, admin manuals, operations manuals for each vertical solution</p> <p>d. Latest bug report, Trouble ticket report, SLA compliance report</p> <p>e. Consolidated Quality Report including consolidate bug report, SLA</p>					<p>l. Any other agreements</p> <p>m. Invoice and payments status reports as per the agreed payment terms for various milestones.</p> <p>n. Stakeholder and user feedback report</p> <p>o. Project Closure Plan</p> <p>p. Project Closure Report</p>		

#	RFP volume	Section/ Sub-Section	Relevant Clause				Modified / Replaced clause / The clause to be read as	
					<p>compliance report, trouble tickets summary report with latest status.</p> <p>f. User feedback report</p> <p>g. Core SupTech Solution Inventory of all applications and services.</p> <p>h. Knowledge Transfer and Transition Plan</p> <p>i. Final Deployment Architecture</p> <p>j. Latest VAPT Certificates</p> <p>k. Final Project Acceptance Report with recommendation for closure</p>			

#	RFP volume	Section/ Sub-Section	Relevant Clause					Modified / Replaced clause / The clause to be read as
			M-6	Project Closure	Review and acceptance of following deliverables by IFSCA: <ul style="list-style-type: none"> a. The final Project Contract documents b. AMC document c. Product Licenses and renewal schedules d. Any other agreements e. Invoice and payments status reports as per the agreed payment terms for various milestones. f. Stakeholder and user feedback report 	T0 + 13	5 % TIMPC	

#	RFP volume	Section/ Sub-Section	Relevant Clause				Modified / Replaced clause / The clause to be read as							
					g. Project Closure Plan									
					h. Project Closure Report									
10	Requirements Specifications (RS)	Annexure B – Digital Regulatory Reports	S. No	Vertical	Report	Description	S. No	Vertical	Report	Description	Frequency			
			1	Metals and Commodities	Bullion Exchange - MDR	Monthly Development Report (MDR)	1	Metals and Commodities	Bullion Exchange - MDR	Monthly Development Report (MDR)	Monthly			
			2	Metals and Commodities	Daily Trade Report Format	Daily Trade Report	2	Metals and Commodities	Daily Trade Report Format	Daily Trade Report	Daily			
			3	Market Infrastructure Institutions and Stock Exchanges	Stock Exchange - MAR (Revised)	14 market activity reports	3	Market Infrastructure Institutions and Stock Exchanges	Stock Exchange - MAR (Revised)	14 market activity reports	Monthly			
			4	Market Infrastructure Institutions and	Stock Exchange - MDR (Updated)	20 MDR reports	4	Market Infrastructure Institutions and Stock Exchanges	Stock Exchange - MDR (Updated)	20 MDR reports	Monthly			

#	RFP volume	Section/ Sub-Section	Relevant Clause			Modified / Replaced clause / The clause to be read as				
			Stock Exchanges							
		5	Insurance Company	1-Guid--IIO-Form-A-appoint-pri.officer-key management per	Appointment of Principal Officer or Key managerial person and his / her Fit and proper criteria - 1. Form – A, for seeking approval of the Authority on appointment of Principal Officer or Key managerial person of the IIO, where the IIO has established as a place of business or branch office of the insurer or re-insurer	5	Insurance Company	1-Guid--IIO-Form-A-appoint-pri.officer-key management per	Appointment of Principal Officer or Key managerial person and his / her Fit and proper criteria - 1. Form – A, for seeking approval of the Authority on appointment of Principal Officer or Key managerial person of the IIO, where the IIO has established as a place of business or branch office of the insurer or re-insurer	As part of each application and upon any change in submitted details subsequently
		6	Insurance Company	2-Guid--IIO-Form-B	Appointment of Principal Officer or Key managerial person and his / her Fit and proper criteria.					

#	RFP volume	Section/ Sub-Section	Relevant Clause			Modified / Replaced clause / The clause to be read as				
					Form – B, to be filled in by proposed Principal Officer or Key managerial person and to be signed by Chief Compliance Officer of the Applicant				Appointment of Principal Officer or Key managerial person and his / her Fit and proper criteria.	As part of each application and upon any change in submitted details subsequently
		7	Insurance Company	3-Guid-IIO-Lloyd's & MGAs - Form-A	Form IIO - A: The IIOs including Service Companies of Lloyd's IFSC and MGAs shall submit the data in these formats and periodicity mentioned in such formats [Refer Reg. 17 (12) (i) of the IIO Regulations]	6	Insurance Company	2-Guid--IIO-Form-B	Form – B, to be filled in by proposed Principal Officer or Key managerial person and to be signed by Chief Compliance Officer of the Applicant	
		8	Insurance Company	4-Guid-IIO-Lloyd's & MGAs - Form-B	Form IIO - B: The IIOs including Service Companies of Lloyd's IFSC and MGAs shall submit the data in following formats and	7	Insurance Company	3-Guid-IIO-Lloyd's & MGAs -Form-A	Form IIO - A: The IIOs including Service Companies of Lloyd's IFSC and MGAs	

#	RFP volume	Section/ Sub-Section	Relevant Clause			Modified / Replaced clause / The clause to be read as					
						periodicity mentioned in such formats [Refer Reg. 17 (12) (i) of the IIO Regulations]				shall submit the data in these formats and periodicity mentioned in such formats [Refer Reg. 17 (12) (i) of the IIO Regulations]	
		9	Insurance Company	5-Guid-IIO-Lloyd's & MGAs - Form-C		Form IIO - C: The IIOs including Service Companies of Lloyd's IFSC and MGAs shall submit the data in following formats and periodicity mentioned in such formats [Refer Reg. 17 (12) (i) of the IIO Regulations]					
		10	Insurance Company	6-Guid--IIO-Format -Lloyd's & MGAs		Format for Details of Members of Lloyd's who wish to participate in the IFSC [Refer Clause 5 (4) of the Second Schedule of the IIO Regulations]	8	Insurance Company	4-Guid-IIO-Lloyd's & MGAs -Form-B	Form IIO - B: The IIOs including Service Companies of Lloyd's IFSC and MGAs shall submit the data in following formats and periodicity mentioned in such formats [Refer Reg. 17 (12) (i) of the	Quarterly

#	RFP volume	Section/ Sub-Section	Relevant Clause			Modified / Replaced clause / The clause to be read as					
			11	Insurance Company	7-Guid-IIO-Principal Officer-Foreign Jurisdiction-Quarter	The Principal Officer of the IIO shall submit quarterly details about intermediaries appointed in foreign jurisdiction in following format [Refer Clause 4(4) of Chapter – 2 of these Guidelines]				IIO Regulations]	
			12	Insurance Company	8-Guid-IIO-Principal Officer-Annual	The Principal Officer of the IIO shall submit annual details about outsourcing activities of the IIO in following format [Refer Clause 3 (7) of Chapter – 6 of these Guidelines]	9	Insurance Company	5-Guid-IIO-Lloyd's & MGAs -Form-C	Form IIO - C: The IIOs including Service Companies of Lloyd’s IFSC and MGAs shall submit the data in following formats and periodicity mentioned in such formats [Refer Reg. 17 (12) (i) of the IIO Regulations]	Quarterly
			13	Insurance Company	Guid-IIO-Lloyd's & MGAs - Form-A, B, C	Form No IIO-A, IIO-B and IIO-C combined. Same as ‘3-Guid-IIO-Lloyd's & MGAs - Form-A’ + ‘4-Guid-IIO-Lloyd's & MGAs -	10	Insurance Company	6-Guid--IIO-Format -Lloyd's & MGAs	Format for Details of Members of Lloyd’s who wish to	As part of each application and upon any change

#	RFP volume	Section/ Sub-Section	Relevant Clause				Modified / Replaced clause / The clause to be read as				
						Form-B' and '5-Guid-IIO-Lloyd's & MGAs - Form-C'				participate in the IFSC [Refer Clause 5 (4) of the Second Schedule of the IIO Regulations]	in submitted details subsequently
			14	Insurance Intermediary	1-Guid-IIOs-Annex-1-Fit & Proper-Form	Fit and Proper form					
			15	Insurance Intermediary	2-Guid-IIOs-Annexure-3						
			16	Insurance Intermediary	3-Guid-IIOs-Annex-4-Appli-transf.-share-IIO-Form TA	Application form seeking change in ownership or transfer of shares in IIO	11	Insurance Company	7-Guid-IIO-Principal Officer-Foreign Jurisdiction-Quarter	The Principal Officer of the IIO shall submit quarterly details about intermediaries appointed in foreign jurisdiction in following format [Refer Clause 4(4) of Chapter – 2 of these Guidelines]	Quarterly
			17	Insurance Intermediary	4-Guid-IIOs-Form-TB-Details-Proposed transfer	FORM -TB: Details of the proposed transferee					
			18	Insurance Intermediary	5-Guid-IIOs-Annex-5-	PART A- Forms and returns to be filed by IIO registered as					

#	RFP volume	Section/ Sub-Section	Relevant Clause		Modified / Replaced clause / The clause to be read as					
				Part A-TPA-1	Third party administrator	12	Insurance Company	8-Guid-IIO-Principal Officer-Annual	The Principal Officer of the IIO shall submit annual details about outsourcing activities of the IIO in following format [Refer Clause 3 (7) of Chapter – 6 of these Guidelines]	Annual
		19	Insurance Intermediary	6-Guid-IIOs-Annex-5-Part A-TPA-2	PART A- Forms and returns to be filed by IIO registered as Third party administrator					
		20	Insurance Intermediary	7-Guid-IIOs-Annex-5-Part A-TPA-3	PART A- Forms and returns to be filed by IIO registered as Third party administrator					
		21	Insurance Intermediary	8-Guid-IIOs-Annex-5-Part A-TPA-4	PART A- Forms and returns to be filed by IIO registered as Third party administrator					
		22	Insurance Intermediary	9-Guid-IIOs-Annex-5-Part-B-CA-1	PART B- Forms and returns to be filed by IIO registered as Corporate Agent					
		23	Insurance Intermediary	10-Guid-IIOs-Annex-5-Part-B-CA-2	PART B- Forms and returns to be filed by IIO registered as Corporate Agent					
						13	Insurance Company	Guid-IIO-Lloyd's & MGAs -Form-A, B, C	Form No IIO-A, IIO-B and IIO-C combined.	Quarterly
									Same as '3-Guid-IIO-Lloyd's & MGAs -Form-A' + '4-Guid-IIO-Lloyd's & MGAs -Form-B' and '5-Guid-IIO-	

#	RFP volume	Section/ Sub-Section	Relevant Clause		Modified / Replaced clause / The clause to be read as							
			24	Insurance Intermediary	11-Guid-III Os-Annex-5-Part-B-CA-3	PART B- Forms and returns to be filed by III O registered as Corporate Agent				Lloyd's & MGAs -Form-C'		
			25	Insurance Intermediary	12-Guid-III Os-Annex-5-Part C-BR-1	PART C- Forms and returns to be filed by III O registered as Brokers	14	Insurance Intermediary	1-Guid-III Os-Annex-1-Fit Proper-Form	&	Fit and Proper form	As part of each application and upon any change in submitted details subsequently
			26	Insurance Intermediary	13-Guid-III Os-Annex-5-Part C-BR-2	PART C- Forms and returns to be filed by III O registered as Brokers						
			27	Insurance Intermediary	14-Guid-III Os-Annex-5-Part C-BR-3	PART C- Forms and returns to be filed by III O registered as Brokers	15	Insurance Intermediary	2-Guid-III Os-Annexure-3			Half Yearly
			28	Insurance Intermediary	15-Guid-III Os-Annex-5-Part C-BR-4	PART C- Forms and returns to be filed by III O registered as Brokers						
							16	Insurance Intermediary	3-Guid-III Os-Annex-4-Appli-transf.-share-III O-Form TA		Application form seeking change in ownership or transfer of shares in III O	Upon each transfer
							17	Insurance Intermediary	4-Guid-III Os-Form-TB-Details-Proposed transfer		FORM -TB: Details of the proposed transferee	Upon each transfer

#	RFP volume	Section/ Sub-Section	Relevant Clause		Modified / Replaced clause / The clause to be read as						
			29	Insurance Intermediary	16-Guid-III Os-Annex-5-Part C-BR-5	PART C- Forms and returns to be filed by III O registered as Brokers	18	Insurance Intermediary	5-Guid-III Os-Annex-5-Part TPA-1 A-	PART A- Forms and returns to be filed by III O registered as Third party administrator	Quarterly
			30	Insurance Intermediary	17-Guid-III Os-Annex-5-Part C-BR-6	PART C- Forms and returns to be filed by III O registered as Brokers	19	Insurance Intermediary	6-Guid-III Os-Annex-5-Part TPA-2 A-	PART A- Forms and returns to be filed by III O registered as Third party administrator	Quarterly
			31	Insurance Intermediary	18-Guid-III Os-Annex-5-Part C-BR-7	PART C- Forms and returns to be filed by III O registered as Brokers	20	Insurance Intermediary	7-Guid-III Os-Annex-5-Part TPA-3 A-	PART A- Forms and returns to be filed by III O registered as Third party administrator	Quarterly
			32	Insurance Intermediary	19-Guid-III Os-Annex-5-Part-D-SLA-1	PART D- Forms and returns to be filed by III O registered as Surveyor and Loss Assessor	21	Insurance Intermediary	8-Guid-III Os-Annex-5-Part TPA-4 A-	PART A- Forms and returns to be filed by III O registered as Third party administrator	Quarterly
			33	Insurance Intermediary	20-Guid-III Os-Annex-5-Part-D-SLA-2	PART D- Forms and returns to be filed by III O registered as Surveyor and Loss Assessor	22	Insurance Intermediary	9-Guid-III Os-Annex-5-Part-B-CA-1	PART B- Forms and returns to be	Quarterly

#	RFP volume	Section/ Sub-Section	Relevant Clause				Modified / Replaced clause / The clause to be read as					
			34	Fund Management	Format for Compliance Report for Fund Management Entities	Format for compliance report for fund management entities					filed by IIIO registered as Corporate Agent	
			35	Fund Management	Reporting Format for Fund Management Entities	Reporting format for fund management entities	23	Insurance Intermediary	10-Guid-IIIOS-Annex-5-Part-B-CA-2		PART B-Forms and returns to be filed by IIIO registered as Corporate Agent	Quarterly
			36	Banking	Asset Liability Report (ALR) 1.9	Asset liability report (ALR)	24	Insurance Intermediary	11-Guid-IIIOS-Annex-5-Part-B-CA-3		PART B-Forms and returns to be filed by IIIO registered as Corporate Agent	Quarterly
			37	Banking	CEM Report (CEMR) 1.9	Country Exposure and Maturity						
			38	Banking	EDR 1 (Exposure Data Report 1)v1.9	Exposure data report	25	Insurance Intermediary	12-Guid-IIIOS-Annex-5-Part C-BR-1		PART C-Forms and returns to be filed by IIIO registered as Brokers	Quarterly
			39	Banking	EDR 2 (Exposure Data	Exposure data report						
							26	Insurance Intermediary	13-Guid-IIIOS-Annex-5-Part C-BR-2		PART C-Forms and returns to be	Quarterly

#	RFP volume	Section/ Sub-Section	Relevant Clause		Modified / Replaced clause / The clause to be read as						
				Report 2) v1.9					filed by IIIO registered as Brokers		
			40	Banking	EDR 3 (Data on Accounts of Retail Customers) and RDRR v1.9	Exposure data report – data on account of retail customers	27	Insurance Intermediary	14-Guid-IIIOS-Annex-5-Part BR-3 C-	PART C-Forms and returns to be filed by IIIO registered as Brokers	Quarterly
			41	Banking	IBU Operations Report	5 sheets of operations report	28	Insurance Intermediary	15-Guid-IIIOS-Annex-5-Part BR-4 C-	PART C-Forms and returns to be filed by IIIO registered as Brokers	Quarterly
			42	Banking	LCR v1.9	Liquidity coverage ratio report					
			43	Banking	PCI Report v1.9	PCI report	29	Insurance Intermediary	16-Guid-IIIOS-Annex-5-Part BR-5 C-	PART C-Forms and returns to be filed by IIIO registered as Brokers	Quarterly
			44	Banking	Profitability Report (PR) v1.9	Profitability report					
			45	Banking	Report on Assets v1.9	Assets report					
			46	Banking	Report on Liabilities v1.9	Liabilities report	30	Insurance Intermediary	17-Guid-IIIOS-Annex-5-Part BR-6 C-	PART C-Forms and returns to be filed by IIIO registered as Brokers	Quarterly
			47	Banking	Treasury Report v1.9	Treasury report					

#	RFP volume	Section/ Sub-Section	Relevant Clause				Modified / Replaced clause / The clause to be read as				
			48	Aircraft Operating Lessors	Annual Format AOL (8)	6 sheets of annual reports	31	Insurance Intermediary	18-Guid-III Os-Annex-5-Part C-BR-7	PART C-Forms and returns to be filed by III O registered as Brokers	Quarterly
			49	Aircraft Operating Lessors	Monthly Format AOL (8)	Monthly report on aircraft lease					
			50	Fintech	IFSCA FRS Sandbox Progress report final	Fintech Sandbox Progress report in 4 parts					
							32	Insurance Intermediary	19-Guid-III Os-Annex-5-Part-D-SLA-1	PART D-Forms and returns to be filed by III O registered as Surveyor and Loss Assessor	Quarterly
							33	Insurance Intermediary	20-Guid-III Os-Annex-5-Part-D-SLA-2	PART D-Forms and returns to be filed by III O registered as Surveyor and Loss Assessor	Quarterly
							34	Fund Management	Format for Compliance Report for Fund Management Entities	Format for compliance report for fund management entities	Semi-annual
							35	Fund Management	Reporting Format for Fund	Reporting format for	Semi-annual

#	RFP volume	Section/ Sub-Section	Relevant Clause	Modified / Replaced clause / The clause to be read as				
						Management Entities	fund management entities	
				36	Banking	Asset Liability Report (ALR) 2.2	Asset liability report (ALR)	Monthly
				37	Banking	CEM Report (CEMR) 2.2	Country Exposure and Maturity	Monthly
				38	Banking	EDR 1 (Exposure Data Report 1)v2.2	Exposure data report	Quarterly
				39	Banking	EDR 2 (Exposure Data Report 2) v2.2	Exposure data report	Quarterly
				40	Banking	EDR 3 (Data on Accounts of Retail Customers) and RDRR v2.2	Exposure data report – data on account of retail customers	Monthly
				41	Banking	IBU Operations Report	5 sheets of operations report	Monthly
				42	Banking	LCR v2.2	Liquidity coverage ratio report	Monthly
				43	Banking	PCI Report v2.2	PCI report	Monthly

#	RFP volume	Section/ Sub-Section	Relevant Clause	Modified / Replaced clause / The clause to be read as				
				44	Banking	Profitability Report (PR) v2.2	Profitability report	Monthly
				45	Banking	Report on Assets v2.2	Assets report	Monthly
				46	Banking	Report on Liabilities v2.2	Liabilities report	Monthly
				47	Banking	Treasury Report v2.2	Treasury report	Monthly
				48	Aircraft Operating Lessors	Annual Format AOL (8)	6 sheets of annual reports	Yearly
				49	Aircraft Operating Lessors	Monthly Format AOL (8)	Monthly report on aircraft lease	Monthly
				50	Fintech	IFSCA FRS Sandbox Progress report final	Fintech Sandbox Progress report in 4 parts	Monthly
11	Volume 1	3.1.10	<p>The environment setup for Implementation shall include the following:</p> <p>Development Environment: This shall be managed by the Solution Provider at their own premises or at partner premises. All configuration, customization and extension work required as stated in the RS Document,</p>	<p>The environment setup for Implementation shall include the following:</p> <p>Development Environment: This shall be managed by the Solution Provider at their own premises or at partner premises. All configuration, customization and extension work required as stated in the RS Document, Unit Testing and Integration Testing shall be performed in this environment. The cost of development environment will be borne by the Solution provider.</p>				

#	RFP volume	Section/ Sub-Section	Relevant Clause	Modified / Replaced clause / The clause to be read as
			<p>Unit Testing and Integration Testing shall be performed in this environment.</p> <p>QA Environment: This is the Test Environment and shall be arranged by Solution Provider as part of the implementation infrastructure. The cost of the test environment will be borne by the Solution Provider. System Testing, Security testing, Performance Testing and User Acceptance Testing shall be performed in this environment.</p> <p>Production Environment: This is the live environment. Only a restricted set of users shall be allowed access to this environment for application of patch releases and upgrades. This environment shall be provisioned by NIC as part of the infrastructure for implementation.. Pre-production environment may be provisioned by NIC.</p>	<p>QA Environment: This is the Test Environment and shall be arranged by Solution Provider as part of the implementation infrastructure. This environment shall be provisioned by NIC as part of the infrastructure for implementation The cost of the test environment will be borne by the Solution Provider. System Testing, Security testing, Performance Testing and User Acceptance Testing shall be performed in this environment. The VMs will be provisioned by NIC. IFSCA will only bear the cost towards the virtual machines proposed by the bidder and approved by IFSCA. In case, the Solution Provider requires additional VMs to meet SLAs at a later stage during project duration, the Solution Provider should bear the cost for the same. QA environment would be sized at 50% of production.</p> <p>Production Environment: This is the live environment. Only a restricted set of users shall be allowed access to this environment for application of patch releases and upgrades. This environment shall be provisioned by NIC as part of the infrastructure for implementation. Pre-production environment may be provisioned by NIC. Performance testing will be done in production.</p>
12	Requirements Specifications (RS)	4.1 (NFR-013)	<p>The solution shall comprise multiple environments for different purposes:</p> <ul style="list-style-type: none"> • Production – for all live operations • Staging – for pre-production activities • Quality – for testing new releases, patches, and such purposes. 	<p>The solution shall comprise multiple environments for different purposes:</p> <ul style="list-style-type: none"> • Production – for all live operations • Staging – for pre-production activities • QA Quality – for testing new releases, UAT , patches, and such purposes.

#	RFP volume	Section/ Sub-Section	Relevant Clause	Modified / Replaced clause / The clause to be read as
13	Requirements Specifications (RS)	3.3.3.2	The system should include web crawling to inform the inspectors of major news, development, etc concerning the entity to be inspected (or its parent, in case it is held by a holding entity).	The system should include web crawling to inform the inspectors of major news, development, etc concerning the entity to be inspected (or its parent, in case it is held by a holding entity).
14	Requirements Specifications (RS)	3.8.1 (INT-DAA-009)	Web crawling to check adverse media	Web crawling to check adverse media

Sd/-

General Manager-IT (IFSCA)