



**BANK OF ISRAEL**  
Human Resources and Administration Department  
Procurement Division

January 23, 2024

**Re: Response to clarification questions**

Dear Sir or Madam:

1. Following are responses to clarification questions received by the Bank regarding this tender.
2. The last date for submitting proposals is **Wednesday, January 31, 2024, at 12:00.**
3. Included as well within the framework of the clarification questions asked by applicants were many requests that are not “clarifications” but requests to change the tender documents, and various qualifications from the provisions of the tender documents. The Bank rejected these qualifications and requests.
4. For your information: this document is an integral part of the tender documents, and should be attached to the proposal when it is signed by the offeror.
5. For your information: the tender documents have been updated and published on the bank's website.

No.	Part	Section	Question	Answer
1	A B	1.3 Table 2	The project also includes shifting data from the existing systems to the new one. To the extent that these are Word and Excel files, how many data/files are involved? How many types of files, and for which period of time to make the shift?	These are a few thousand records of each type (“risks”, “controls”, “events”, and “recommendations”). The files are Excel files. Internal audit: Hundreds of Word, excel, and PDF files, filed according to the Bank’s structural filing tree. In addition, follow up of recommendations – the data are in the Netiv system and for public enquiries, the data are in the Sharepoint system. This is shifting data that accumulated over the past 10 years.
2	A B	1.5 Table 2	It was noted that within the framework of the proposal, it should also include a component of setting up interfaces for the system vs. the Bank’s systems. May you please clarify what systems you want the new system to interface with	The interfaces for systems: SAP, or vs. data in the Oracle database or vs. an API/file. The SSO will be vis-à-vis AD.
3	A	1.8	We request that the system fully support Hebrew by the end of a half a year from the date the supplier wins the tender.	The request is accepted, the tender documents have been updated accordingly.
4	A	6.5.3	Is a physical demonstration of the system required within the framework of the evaluation of the proposed solution	There is a preference for a physical demonstration though if there is no choice we will allow a demonstration via Microsoft Teams.
5	B	Table 4	For the additional functions: compliance, SOX, payment systems	Within the framework of Clarification Question no. 3, an

			audit, credit data system audit, and Banking Supervision Department audit, are there additional details besides the required contents?	amendment was made in Table 4, see the tender documentation updated to December 27, 2023.
6	B	Table 4	Is there a future discount for additional solutions or a discount on all the prices mentioned in the tender?	The reference is to any future purchase that does not have specific pricing in the tender.
7	C	3.22	The section on the support hotline notes that it is to be open on Friday from 8:00–13:00. Can the hotline receive notices on Friday that will be handled on Sunday?	Yes.
8	C	3.27	If it is possible to work vis-à-vis a subcontractor, can the supply of services be done from abroad?	9
9	C	3.31	What are the Bank's sites that are mentioned in the Section?	The Bank has a main site in Jerusalem and an additional one in the center of the country.
10	C	9	1. We'd like to clarify that the company's responsibility will be according to the law, and for direct damages only, and that the company will not bear any responsibility for indirect, consequential, special or punitive damage caused to the Bank and/or a third party and/or one acting on its behalf, including loss of income or profit. In addition, the company will not be responsible for damage caused by circumstances beyond its reasonable control and/or as a result of an event of force majeure and/or an act of commission or failure of the Bank and/or a third party and/or one acting on its behalf. 2. We request to limit the amount of the company's responsibility to the total actual annual remuneration in respect of the services.	The section was revised.
11	C	9.1	We'd like to add the following sentence to the end of the paragraph: "It is clarified and agreed that the supplier's responsibility is limited to direct damages exclusively. Limit of responsibility: Up to the overall and cumulative ceiling that shall not exceed an amount equal to the overall remuneration paid to the supplier in actuality by the company in respect of providing the services based on this agreement for 12 months (hereinafter, "the Limit of Responsibility").	The section was revised.
12	C	9.4	We'd like to clarify that offsetting the payments due to the company shall subject to a final judgement.	The request is accepted.
13	C	10	We'd like to clarify that the applicant is a member of a global network and as such is obligated to hold professional liability insurance from a foreign company. As such, we request that the orderer shall approve receiving an authorization	Acceptable as an additional alternative to the provisions of the tender documents.

			from the foreign insurer that as long as it includes the main points of the insurance requested in the Section.	
14	C	Appendix C6, Sections 6.2 and 6.3	We request to clarify that the access to the data shall be limited to data and documents related exclusively to this tender and this agreement.	The request is accepted.
15	D	1.2	According to the definition in the section, regular workhours on Sunday–Thursday are different from what is listed in Section 3.22 of Part C—what are the expected workhours in terms of response to receiving service?	Expected work hours to receive service are 8:00–18:00.
16	D	3.4.7	Is the goal to write the report in the system, or to extract data from it and design the reports as Word files?	The preference is that the report is written within the system with the option to export it to a Word file, which will not need to be edited outside the system. However, we are prepared to hear other options.
17	D	3.9	Besides A, is there another system to manage the permissions?	By groups in AD.
18	D	4	It was noted that the system is to support on-premise installation, within the Bank, and that the data shall be kept on the Bank’s servers. Even so, is it possible to provide the service on a secure cloud?	The services shall be provided via a system installed on premise.
19	D	General	Is it possible to split the services so that the contract for some of them will be direct—between the Bank and the producer?	The services cannot be provided if not via the winner.

Thank you.

Sincerely,

Hadasa Kalaora  
Procurement Division