

**Corrigendum II in Reference to RFP NTB/PRIORITY/FI/2022/02/012, Supply, Implementatation, Integration and Maintainace of End To End Financial Inclusion Solution published on 09.02.2022**

Sr. No	Page No./ Section No.	Clause No.	Reference/ Subject	Response of Bank
1	Page no. 27,	4.32/ Evaluation of technical bids/Bidder/OEM capability/Scoring parameter	BIDDER/OEM should have at least 3 years of experience in providing proposed solution with respect to End to End Financial Inclusion Solution in Commercial Bank/RRB/Public Sector Banks in India • <ul style="list-style-type: none"> <li>• More than 7 years – 10 Marks</li> <li>• Between 5 to 7 years -7 Marks</li> <li>• Less than 5 years – 5 Marks</li> </ul>	This point should be read as: BIDDER/OEM should have at least 3 years of experience in providing proposed solution with respect to End to End Financial Inclusion Solution in any Bank in India <ul style="list-style-type: none"> <li>• More than 7 years – 10 Marks</li> <li>• Between 5 to 7 years -7 Marks</li> <li>• Less than 5 years – 5 Marks</li> </ul>
2	Page no. 75,	7.9. Commercial Bid Format	Commercial Bid Format	Revised commercial bid format attached
3	Page no. 43	5.5 Training	Comprehensive training covering all aspects of proposed solution including all Functional and Technical aspects to be provided to all the identified Bank's staff and Business correspondents. The tentative number of persons to be trained will be a maximum of 100 and they may be split into batches for training for the whole period of TCO as per Bank's requirement. It is important to note that the Bank reserves the right and may/may not appoint its own BCs as well and hence the Bidder should provide training of such Bank appointed BCs .This will include technical training, super user training, Log analysis & Monitoring and training materials (both soft copy and hard copy). The same should also be incorporated in the training manual/document..	This point should be read as: Comprehensive training covering all aspects of proposed solution including all Functional and Technical aspects to be provided to all the identified Bank's staff and Business correspondents. It is important to note that the Bank reserves the right and may/may not appoint its own BCs as well and hence the Bidder should provide training of such Bank appointed BCs .This will include technical training, super user training, Log analysis & Monitoring and training materials (both soft copy and hard copy). The same should also be incorporated in the training manual/document..
4	Page no. 64	6.3 iii) Payment Terms and Schedule	Annual AMC/ATS Charges shall be payable annually in advance on successful GOLIVE of the solution.	The point to be treated as deleted

5	Page no. 41	section 5 scope of work, point 33	Any customization of the FI Gateway, common Kiosks application, and any other infrastructure inclusive of reports has to be carried out during warranty and AMC/ATS period will be done at no additional cost and a proper testing of the solution should be done before implementation. At present Bank has 2 Corporate Business Correspondents. The system should be capable of supporting any number of Corporate Business Correspondents (BC) without any additional cost to the Bank.	This point should be read as: Any customization of the FI Gateway, common Kiosks application, and any other infrastructure inclusive of reports has to be carried out during warranty and will be done at no additional cost and a proper testing of the solution should be done before implementation. At present Bank has 2 Corporate Business Correspondents. The system should be capable of supporting any number of Corporate Business Correspondents (BC) without any additional cost to the Bank.
6	Page no. 63	6.1 Term and Extension of the Contract	During extended period of five years if deemed appropriate (THE NAINITAL BANK LTD. reserve right to extend the agreement with Bidder), the term and conditions for SLA, penalty and Prices for On-premise services, AMC & Manpower shall remain same as given for 5th Year.	This point should be read as : During extended period of five years if deemed appropriate (THE NAINITAL BANK LTD. reserve right to extend the agreement with Bidder), the term and conditions for SLA, penalty and Prices for On-premise services, Manpower shall remain same as given for 5th Year.
7	Page no. 63	6.1 Term and Extension of the Contract	Upon receipt of such notice, the Bidder shall continue to perform all its obligations hereunder, until such reasonable time beyond the Term of the Contract within which, the Bank shall either appoint an alternative service provider or create its own infrastructure to operate such Services as are provided under this RFP. In such scenario, the terms and conditions for SLA, penalty and Prices for On-premise services, AMC & Manpower shall remain same as given for 5 <sup>th</sup> Year.	This point should be read as : Upon receipt of such notice, the Bidder shall continue to perform all its obligations hereunder, until such reasonable time beyond the Term of the Contract within which, the Bank shall either appoint an alternative service provider or create its own infrastructure to operate such Services as are provided under this RFP. In such scenario, the terms and conditions for SLA, penalty and Prices for On-premise services, Manpower shall remain same as given for 5 <sup>th</sup> Year.

8	Page no. 41	31	<p>The selected bidder should provide one year of comprehensive warranty for proposed solution including associated services. The warranty of the solution will start from Go-Live Date of the solution. After the completion of One year of warranty, the bidder will maintain the software/hardware for 4 years (plus extended period, if any) as a part of ATS. The comprehensive charges for 5 years including one year of Warranty period and 4 years of ATS Period would form part of TCO (Total Cost of Ownership).</p>	Point to be treated as deleted
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## 7.9 Commercial Bid Format

To be provided on letter head of the Bidder's Company  
Cost for End to end solution for Supply, Implementation, Integration and Maintenance of end to end Financial Inclusion (FI) Solution

Sr. No.	Particulars	Unit (a)	Unit rate in Rs. (b)	Gross Price (c)=(a) x (b)in ₹ (Criterion for Bid Evaluation)
A	One time application Cost including Interfacing/Integration and Implementation Fees			
B	Recurring Charges per successful financial transaction			
C	Recurring Charges per successful non-financial transaction)			
<b>Grand Total (A + B+C) in figures:</b>				
<b>Grand Total (A + B+C) in words:</b>				

### NOTE:

- Following assumptions have been made in order to arrive the Total Cost of Project:
  - a) Projected number of financial transactions per month: 22000
  - b) Projected number of non-financial transactions per month: 3000
  - c) Projected Annual increase of transactions: 25%

### Terms and Conditions

- In case there is any difference in rate quoted given in words and figures, the rate written in words shall be considered final & binding.
- In case of calculation error in the above format w.r.t total then the manual calculation done by bank using point A, B & C will be final.
- Count of transactions is a tentative figure based on past records and estimated future projections
- The Commercial Offer should be given in the above format only.
- All costs should be only in Indian Rupees and all payments will also be only in Indian Rupees.
- For each of the above items provided the bidder is required to provide the cost for every line item where the bidder has considered the cost in commercial bid.

- If the cost for any line item is indicated as zero, then it will be assumed by the Bank that the said item is provided to the Bank without any cost
- The prices quoted by the bidder shall be exclusives of all applicable taxes i.e. GST (SGST, CGST & IGST). GST will be paid on actual on production of original invoice.
- The rate should be valid for 5 years from the date of go-live of project.

Yours faithfully,

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name

Address