

Corrigendum in Reference to RFP NTB/PRIORITY/FI/2022/02/012, Supply, Implementation, Integration and Maintenance 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. 6,/Section 1, Invitation to bid	General	Last date and time of submission of Bids	Changed to 15.03.2022
2	Page no. 6,/Section 1, Invitation to bid	General	Application money has to be deposited as DD/PO/NEFT* at the time of submission of Bid.	Application Money has to be deposited as DD / PO / NEFT at the time of Bid submission. The NEFT should be sent on or before revised last date of Bid submission as per account details mentioned below: Account Name - Adjusting Account, Account Number - 999420300000001, IFSC Code - NTBL0NAI999, Branch Name - Head Office, Nainital
3	Page no. 6,/Section 1, Invitation to bid	General	Earnest Money Deposit (EMD) submitted in the form of DD/PO/NEFT/RTGS* or Bank Guarantee which should be valid for a period of 6 months from last date for bid submission date. EMD to be deposited along with the bid.	Earnest Money Deposit (EMD) submitted in the form of DD/PO/NEFT/RTGS* or Bank Guarantee which should be valid for a period of 6 months from last date for bid submission date. EMD to be deposited along with the bid. The NEFT should be sent on or before revised last date of Bid submission as per account details mentioned below: Account Name - Adjusting Account, Account Number - 999420300000001, IFSC Code - NTBL0NAI999, Branch Name - Head Office, Nainital
4	Page no. 7,/2.1 Document control sheet	Last date of submission of RFP response(closing date)	1600 Hrs. on 05/03/2022	Changed to 15.03.2022
5	Page no. 8,/2.1 Document control sheet	Validity of contract	Five years from the Go-Live date of proposed solution , extendable for further Five years solely at option of the Bank	The clause will remain same as per RFP.

6	Page no. 11,	Scope of RFP in Brief is mentioned below	<p>The objective of this RFP envisages an end-to-end comprehensive solution for Implementation of Door Step Banking- Financial Inclusion Services Project, which includes</p> <p>Customer on- Boarding with and without (e KYC), Aadhaar Enabled Payment System (AePS) & card based transactions, social security scheme enrollments, which includes</p> <p>procurement of perpetual license & Supply, Installation, Implementation, Integration, Maintenance and support of the software and other components required which can be delivered through PC/Laptop/Tablet / Kiosk / Handheld device (POS) channels, along with parameterization, verifying data quality, user acceptance testing, documentation, training, knowledge transfer and support (hereinafter referred to as “solution”)</p>	<p>This point should be read as: Bank is looking for complete hosted solution. The objective of this RFP envisages an end-to-end comprehensive solution for Implementation of Door Step Banking- Financial Inclusion Services Project, which includes</p> <p>Customer on- Boarding with and without (e KYC), Aadhaar Enabled Payment System (AePS) & card based transactions, social security scheme enrollments, which includes</p> <p>procurement of Term license & Supply, Installation, Implementation, Integration, Maintenance and support of the software and other components required which can be delivered through PC/Laptop/Tablet / Kiosk / Handheld device (POS) channels, along with parameterization, verifying data quality, user acceptance testing, documentation, training, knowledge transfer and support (hereinafter referred to as “solution”)</p>
7	18	4.13	<p>Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. However, the Bank reserves the right to negotiate the prices quoted in the bid to effect downward modification. The Bid Prices shall be indicated in Indian Rupees (INR) only.</p> <p>The Commercial bid should clearly indicate the price to be charged and Taxes will be applicable as per actuals. It is mandatory that such charges wherever applicable/payable should be indicated separately in Section V – Bid Submission Format. However, should there be a change in the applicable taxes, the same may apply.</p>	The clause will remain same as per RFP.

8	Page no. 24,	Evaluation of Eligibility criteria/Point 9/supporting required	Copy of Purchase Orders/ Work Completion Certificates/ Client Reference letters	This point should be read as: Copy of Purchase Orders/ Work Completion Certificates/ Client Reference letters/Client letter confirming that bidder has successfully implemented the financial inclusion solution in their bank.
9	Page no. 25	4.31/ Evaluation of Eligibility criteria/Point 9	The Bidder should have implemented end to end Financial Inclusion solution in at least one Scheduled Commercial Bank / RRBs / Public Sector Bank in India.	This point should be read as: The Bidder should have implemented end to end Financial Inclusion solution in at least any one Bank in India
10	Page no. 26,	4.32/ Evaluation of technical bids/B. Bidder/OEM capability & Experience/Scoring parameter	1. BIDDER/OEM experience in implementation of proposed solution offered with respect to End to End Financial Inclusion Solution in Scheduled Commercial Bank/RRB/Public Sector Banks in India to be calculated as below: Each Organization implementation will carry 2 marks	This point should be read as: BIDDER/OEM experience in implementation of proposed solution offered with respect to End to End Financial Inclusion Solution in any Bank in India to be calculated as below: Each Organization implementation will carry 2 marks
11	Evaluation of Eligibility Criteria / 23	4.31. / 4	Bidder should have minimum annual turnover (from Indian operation) of Rs 3 crores each during the last three financial years that is 2018-19,2019-20 and 2021-21 as per audited financial statements.	Bidder should have minimum annual turnover (from Indian operation) of Rs 30 crores each during the last three financial years that is 2018-19,2019-20 and 2021-21 as per audited financial statements.
12	Page no. 26,	4.32/ Evaluation of technical bids/B. Bidder/OEM capability/& Experience/ Documents to be submitted	1.Copy of the Credential Letter or Copy of Purchase order from the client's executive and an Undertaking from the bidder on the bidder's letter head confirming the implementation along with the contact details of client's	This point should be read as: 1.Copy of the Credential Letter or Copy of Purchase order from the client's executive and an Undertaking from the bidder on the bidder's letter head confirming the implementation along with the contact details of client's, client letter confirming that bidder has successfully implemented the financial inclusion solution in their bank.

13	Page no. 27,	4.32/ Evaluation of technical bids/Bidder/OEM capability/Scoring parameter	The BIDDER/OEM shall have an annual turnover of at least 3 Crores for the last three (3) financial years (i.e., 2018-19, 2019-20 and 2020-21) should be <ul style="list-style-type: none"> • Turnover between 3 Cr to 5 Cr INR – 3 Marks • Turnover between 5 Cr to 7 Cr INR – 5 Marks • Turnover between 7Cr to 10 Cr INR – 7 Marks • Turnover greater than 10 Cr INR – 10 Marks 	This point should be read as: The BIDDER/OEM shall have an annual turnover of at least 30 Crores for the last three (3) financial years (i.e., 2018-19, 2019-20 and 2020-21) should be <ul style="list-style-type: none"> • Turnover between 30 Cr to 50 Cr INR – 3 Marks • Turnover between 50 Cr to 75 Cr INR – 5 Marks • Turnover between 75 Cr to 100 Cr INR – 7 Marks • Turnover greater than 100 Cr INR – 10 Marks
14	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"> • More than 7 years – 10 Marks • Between 5 to 7 years -7 Marks • Less than 5 years – 5 Marks 	Clause remain same as per RFP
15	Page no. 32,	4.38/ award of contract	The contract period will be commencing from the date of signing of contract and will be valid for 5 years from the date of Go-Live of End to end financial inclusion solution. THE NAINITAL BANK LTD. reserves the right to extend the contract for further period of five years.	Clause remain same as per RFP
16	Page no. 33,	4.38/ award of contract	Keeping in view the project commitment, The Nainital Bank Ltd. reserves the right to ask the bidder to add new features/ process or modify the existing solution to take care the service delivery for matching the project requirements as and when required.	This point will be discussed with successful bidder

17	Page no. 37	5/ section III: Detailed scope of work	The detailed Scope of Work of this RFP envisages an end-to-end comprehensive solution for Implementation of End to End Financial Inclusion Solution, which includes Customer on- Boarding with and without (e-KYC), Aadhaar Enabled Payment System (AePS) & card based transactions, social security scheme enrollments, which includes procurement of perpetual license & Supply, Installation, Implementation, Integration, Maintenance and support of the software and other components required which can be delivered through PC/Laptop/Tablet / Kiosk / Handheld device (POS) channels, along with parameterization, verifying data quality, user acceptance testing, documentation, training, knowledge transfer and support (hereinafter referred to as "solution").	This point should be read as: Bank is looking for complete hosted solution. The detailed Scope of Work of this RFP envisages an end-to-end comprehensive solution for Implementation of End to End Financial Inclusion Solution, which includes Customer on- Boarding with and without (e-KYC), Aadhaar Enabled Payment System (AePS) & card based transactions, social security scheme enrollments, which includes procurement o Term license & Supply, Installation, Implementation, Integration, Maintenance and support of the software and other components required which can be delivered through PC/Laptop/Tablet / Kiosk / Handheld device (POS) channels, along with parameterization, verifying data quality, user acceptance testing, documentation, training, knowledge transfer and support (hereinafter referred to as "solution").
18	Page no. 37	5/ section III: Detailed scope of work	The proposed solution should be scalable so as to support Proposed Finacle 10x CBS applications to be used by Bank or be capable to integrate other Bank's Projects in the future as Bank may go for up-gradation, at a later date.	This point should be read as: The proposed solution should be scalable so as to support Finacle 10x CBS applications to be used by Bank or be capable to integrate other Bank's Projects in the future as Bank may go for up-gradation, at a later date.
19	Page no. 38	5/ section III: Detailed scope of work/point 8	The proposed solution should be scalable so as to support Proposed Finacle 10x CBS applications to be used by Bank or be capable to integrate other Bank's Projects in the future as Bank may go for up-gradation, at a later date	This point should be read as: The proposed solution should be scalable so as to support Finacle 10x CBS applications to be used by Bank or be capable to integrate other Bank's Projects in the future as Bank may go for up-gradation, at a later date
20	Page no. 38	5/ section III: Detailed scope of work/point 12	Proposed end to end FI solution environment should be PA-DSS certified. It is bidder's responsibility to get it certified. Further, the selected vendor will be responsible to incorporate the necessary changes time to time required for certification of PA-DSS and any other certification required without any extra cost to the Bank.	This point should be read as: Proposed end to end FI solution environment should be PA-DSS certified. It is bidder's responsibility to get it certified. Further, the selected vendor will be responsible to incorporate the necessary changes time to time required for certification of PA-DSS . Any other certification required will be mutually decided on agreed terms

21	Page no. 39, Section III: Detailed Scope of Work	5/ section III: Detailed scope of work/point 19	Bidder should ensure the smooth migration of complete data setup of existing FI solution and transition from Bank's existing FI solution to proposed end to end FI solution without any extra cost to the Bank	Clause treated as deleted
22	Page no. 39, Section III: Detailed Scope of Work	5/ section III: Detailed scope of work/point 20	Bidder should ensure that the proposed software applications should meet the current guidelines & / or standards issued by DFS/RBI/IBA/NPCI/UIDAI/IDRBT etc., for implementation of Financial Inclusion initiatives and should continue to comply with any new initiatives/amendments/changes made to these standards by the above referred authorities, without any additional cost to the Bank.	The clause will remain same as per RFP
23	Page no. 39, Section III: Detailed Scope of Work	5/ section III: Detailed scope of work/point 21	Bidder should give commitment (on company letter head) to customize/modify FI solution to meet the requirement as per DFS/RBI/IBA/NPCI/UIDAI requirement within a defined time period from the date of issuance of such customization/modifications or earlier, depending upon the level of customization/modification prescribed by the said authorities. Further, Bidder should also give commitment (on company letter head) to modify/change the end to end FI solution to meet the minor changes as per Bank requirement within a maximum period of one (1) week from the date of issuance of such requirement or earlier, without any additional cost to the Bank. However, in case of major changes or new product, customization should be done within stipulated time and resources, which will be decided mutually on case to case to basis. Cost for rest of the changes will be decided on time and material basis as per the Bank Functional point analysis procedures (including testing etc.). Bank shall consider Minor change as change wherein per man days are 10 or less as FPA approved by Bank.	This point should be read as: 21. Bidder should give commitment (on company letter head) to customize/modify FI solution to meet the requirement as per DFS/RBI/IBA/NPCI/UIDAI requirement within 4 weeks from the date of issuance of such customization/modifications or earlier, depending upon the level of customization/modification prescribed by the said authorities. Further, Bidder should also give commitment (on company letter head) to modify/change the end to end FI solution to meet the minor changes as per Bank requirement within a maximum period of one (1) week from the date of issuance of such requirement or earlier, without any additional cost to the Bank. However, in case of major changes or new product, customization should be done within stipulated time and resources, which will be decided mutually on case to case to basis. Cost for rest of the changes will be decided on time and material basis as per the Bank Functional point analysis procedures (including testing etc.). Bank shall consider Minor change as change wherein per man days are 10 or less as FPA approved by Bank.

24	Page no. 40, Section III: Detailed Scope of Work	5/ section III: Detailed scope of work/point 24	Bidder should enter into agreement with Bank for a minimum period of 5 years from Go Live date with option of further extension of contract for further period subject to 5 years on mutual consent basis , provided services of the bidder is satisfactory and at Bank 's sole discretion. However, Bank reserves right to cancel the contract at any time in case system fails to meet any of the requirements as mentioned in the RFP . Bidder has to monitor the utilization of hardware resources on regular basis and should upgrade /replacement of hardware if any required to avoid any business loss due to system performance issue without any additional cost to the Bank.	This point should be read as: Bidder should enter into agreement with Bank for a minimum period of 5 years from Go Live date (extendable further for 5 years at Bank's discretion) provided services of the bidder is satisfactory .However, Bank reserves right to cancel the contract at any time by in case system fails to meet any of the requirements as mentioned in the RFP.
25	Page no. 40, Section III: Detailed Scope of Work	5/ section III: Detailed scope of work/point 25	Utilization Report of server/hardware/firmware should be submitted to the Bank on regular basis. MIS report is to be parameterized as decided by Banks.	This point should be read as: MIS report is to be parameterized as decided by Banks.
26	Page no. 41, Section III: Detailed Scope of Work	5/ section III: Detailed scope of work/point 30	The Bidder has to provide Perpetual Corporate License(s) for the software application(s) to be used in any number of Bank's offices, branches, users, devices and locations. Bidder to propose the same end to end FI solution to Bank	This point should be read as: The Bidder has to provide Term Corporate License(s) for the software application(s) to be used in any number of Bank's offices, branches, users, devices and locations. Bidder to propose the same end to end FI solution to Bank
27	Page no. 41, Section III: Detailed Scope of Work	5/ section III: Detailed scope of work/point 34	Bidder has to provide SSL certificate for this project. Required information will be provided by Bank. Digital certificate procurement in the name of Bank should be done Integration of all interfaces as well as for any functionalities by UIDIA/IBA/DFS etc. Malicious safety.	Clause treated as deleted, bank wiil procure SSL certificate.
28	Page no. 41, Section III: Detailed Scope of Work	35	The bidder will have to perform a product benchmark at the benchmarking center as identified by the bidder in presence of "The Nainital Bank Limited " employees and its appointed representatives at no cost to the Bank to demonstrate that the proposed hardware provides the required service levels in terms of number of the 50 transactions per second (TPS)	This clause is treated as deleted. For average no. of transaction, refer page 43 for transaction information.

29	Page no. 42, Section III: Detailed Scope of Work	5/ section III: Detailed scope of work/point 37	Any other payment models including Account/Card/Mobile etc. as per latest NPCI specifications should be provided without any additional cost to the Bank.	This point will be discussed with successful bidder
30	Page no. 42,	5.1/ Data Quality	Tools for identifying the data quality issues and resolving the data quality problems are to be provided to have a clean and consistent data	The clause remain same as in RFP.
31	Page no. 42,	5.3/ sizing of hardware and software	<p>The Bidder has to submit the hardware specification document covering exhaustive list of all hardware items, software items (like OS, DB etc.) with their configurations to the Bank for implementing the proposed solution in accordance with the requirements of the proposed solution. The sizing should be done keeping in mind the fact that the application will be used by the Bank for a period of -5- year (extendable further for 5 years at Bank's discretion). The Bank reserves the right to procure the same from the bidder or from open market. However, the shortlisted bidder will assist Bank in below tasks related to hardware:</p> <ul style="list-style-type: none"> • Install the proposed solution on the hardware infra as recommended by the Bidder. • Recommend any enhancements/upgrades to the hardware and the software installed on same, to ensure that the application functions as required. • Support Bank in replacing/upgrading any software like OS, DB etc. that goes end of life/end of support to ensure that the proposed application functions as required • Support Bank team to ensure maintenance activities that are carried out as and when required. • Assist Bank team in ensuring compliance to various guidelines issued by RBI, other regulatory bodies, government etc. <p>For sizing, the following information shall be taken into</p>	<p>This point should be read as: The sizing should be done keeping in mind the fact that the application will be used by the Bank for a period of -5- year (extendable further for 5 years at Bank's discretion). For sizing, the following information shall be taken into consideration but should not be limited to. For Sizing, please refer to the transaction information table at page no 43.</p>

32	Page no. 45,	5.8/ General aspects in scope/point 9	The Bidder should take care of all aspects of installation on existing or new setup, DeInstallation, Configuration, Re-configuration, enhancements, updates, version upgrades, problem analysis, on – site, as well as off - site support to ensure smooth operations during and post implementation on perpetual basis	Clause treated as deleted
33	Page no. 46,	5.8/ General aspects in scope/point 22	Bidder will ensure escrow arrangement for application	Clause treated as deleted
34	Page no. 50,	5.8/ General aspects in scope/point 39	FI Solution should have all existing product & features of Financial Inclusion as suggested by DFS/RBI/MoF/IBA/NPCI and Bank at the time of issue of purchase order.	This point should be read as: FI Solution should have all existing product & features of Financial Inclusion as suggested by DFS/RBI/MoF/IBA/NPCI and Bank till the last date of bid submission.
35	Page no. 50,	5.8/ General aspects in scope/point 41	Bidder to maintain the complete End -to-end FI application system (FIG, Kiosk Application , etc.) for a period of five years after go live by deputing minimum 12 (Twelve) on-site resources for support and provide dedicated support services for Nainital bank only . Bank will have the option to discontinue the onsite support at any time after One year , during the contract period . However, bidder’s responsibility with respect to uptime commitment will remain the same. Bank may increase or decrease number of resources at any time during contractual period.	Clause treated as deleted
36	Page no. 54	5.9/ Aspects from cyber & information security angle/	The bidder to ensure that they have an escrow arrangement for the source code for ensuring continuity of services in case the vendor defaults or is unable to provide services	Clause treated as deleted
37	Page no. 54	5.9/ Aspects from cyber & information security angle/	Penal provisions shall be included by the RE into third-party contractual	This point should be read as: Penal provisions shall be included by the RE into third-party contractual and Bidder has to incorporate Digital Payment Security Contrals under RBI compliance, as per vide their circular dated Feb 18, 2021 and other regulatory guidelines issue by various authorities till Bid Submission date.

38	Page no. 63	6.1/ Term and extension of the contract	The term of this Contract will commence from the date of signing of contract/agreement and will be valid for a period of five years from the date of Go-Live of Supply, Implementation, Integration and Maintenance of end to end Financial Inclusion (FI) Solution The contract is extendable further for five years solely at the option of Bank.	The clause will remain same as per RFP.
39	Page no. 64	6.2/ Prices	Prices quoted must be firm and shall not be subject to any upward revision on any account whatsoever throughout the period of contract. However, if there is any increase/decrease in taxes/ duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to The Nainital Bank Ltd.	The clause will remain same as per RFP.
40	Page no. 38, Section III: Detailed Scope of Work	5/ section III: Detailed scope of work/point 15	Any customization of the proposed solution, support to RD services and E-KYC, Biometric Software and any other infrastructure inclusive of reports has to be carried out during contract period will be done at no additional cost and a re-testing of the solution should be done before implementation	This point should be read as: Any customization of the proposed solution, support to RD services and E-KYC, Biometric Software and any other infrastructure inclusive of reports after UAT has to be carried out during contract period will be done at mutually agreed terms and a re-testing of the solution should be done before implementation
41	Page No. 67, Section V – Bid Submission Format	18	7. Section V – Bid Submission Format (Turn Over (from data centre operations)	Point Deleted. Please find revised bid submission format
42	Page no. 75, 7.9. Commercial Bid Format	1.a	One time Application Software/license cost – Perpetual	One time Application Software/license cost – contract, Please find revised commercial bid format
43	Page no. 76, 7.10. Details of hardware & operating system requirement	7.10.	Details of hardware & operating system requirement	Table deleted.

44	Page no. 38, Section III: Detailed Scope of Work	13	Bidder has to support for Audit conducted by internal / external auditors and comply the observations made by auditor without any additional cost within 15 days for the application related changes and for Hardware related changes within 30 days.	This point should be read as: Bidder has to support for Audit conducted by internal / external auditors and comply the observations made by auditor without any additional cost within 15 days for the application related changes and for Hardware related changes within 30 days. Bank will borne the cost of IS /System Audit. However, cost involved towards rectification of observations reported by Auditor has to be born by Bidder
45	Page no. 11,	Scope of RFP in brief is mentioned below	The proposed solution should be scalable so as to support Proposed Finacle 10x CBS applications to be used by Bank or be capable to integrate other Bank's Projects in the future as Bank may go for up-gradation, at a later date	This point should be read as: The proposed solution should be scalable so as to support Finacle 10x CBS applications to be used by Bank or be capable to integrate other Bank's Projects in the future as Bank may go for up-gradation, at a later date

7. Section V – Bid Submission Format

7.1 Bidder Profile

Sr	Particulars	Details
1.	Name of the Bidder	
2.	Address of the Bidder	
3.	Status of the Company (Public Ltd/ Pvt. Ltd)/Firm/LLP etc.	
4.	Details of Incorporation of the Company/Firm	
5.	Details of Commencement of Business	
6.	GST registration no.	
7.	a. Permanent Account Number (PAN)& b. TAN	
8.	Name & Designation of the authorized contact person to whom all references correspondence shall be made regarding this tender	
9.	Telephone No. (with STD Code) a) Landline b) Mobile	
10.	E-Mail of the contact person:	
11.	Fax No. (with STD Code)	
12.	Website	
13.	Details of NEFT/RTGS transaction details (if Application Money and EMD are credited to Bank through electronic mode)	

14.	Details of account wherein the EMD amount is to be returned if the EMD is sent through NEFT / RTGS.	The following details are to be submitted: Account Name – Account Number – IFSC Code – Bank Name - Branch Name -		
Financial Details (as per audited Balance Sheets) (in Cr)				
	Year	2018-19	2019-20	2020-21
15.	Net Worth			
16.	Turn Over (Total)			
17.	Turn Over (from Indian Operations)			
18.	Profit After Tax (PAT)			
19.	Net Profit			

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	Total Amount
1.a	One time Application Software/license cost – Contract period	
1.b	Third-Party Application Cost (if any)	
2	Implementation Cost & Integration Cost (One Time Cost)	
3	Other Cost (If Any, please specify)	
4	Training cost	
5	Annual AMC/ATS Charges on per annum basis	
	GRAND TOTAL OF PROPOSED SOLUTION in INR (Excluding GST/Other taxes)	

Terms & Conditions:

- 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.
- The bidder needs to clearly indicate if there are any recurring costs included in the above bid and quantify for the same. In the absence of this, the bidder would need to provide the same without any charge.
- 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