



CORRIGENDUM
TO
REQUEST FOR PROPOSAL
RFP Reference No- NTB/CRM/EWS/2021/06/011

**SUPPLY, INSTALLATION, CUSTOMIZATION, TRAINING &
SUPPORT OF EARLY WARNING (EWS) SOLUTIONS.**

The Nainital Bank Limited
23rd June 2021
RFP Reference No- NTB/CRM/EWS/2021/06/011

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Corrigendum and Pre Bid Queries Response for RFP Reference No- NTB/CRM/EWS/2021/06/011, Supply, Installation, Customization, Training & Support of Early Warning (EWS) Solutions.				
Sr. No	Page No. / Section No.	Clause No.	Reference / Subject	Response of Bank
1	General	Last Date and time of Submission of Bid	Last Date and time of Submission of Bid	Changed to 01/07/2021.
2	18	Eligibility Clause -5	The bidder should have a minimum turnover of INR 10 crore per annum during the past 3 financial years (2017-18,2018-19 and 2019-20). The bidder should have positive net worth during the last 3 financial years.	This clause may be read as: The bidder should have a minimum turnover of INR 5 crore per annum during the past 3 financial years (2017-18,2018-19 and 2019-20). The bidder should have positive net worth during the last 3 financial years.
3	18	Eligibility Clause -7	The bidder company should be CMMI Level 3 or above	The said eligibility criteria is removed.
4	21	Bidder's/ OEM's Capability & Experience-02	The BIDDER/OEM shall have an annual turnover of at least 10 Crores for the last three (3) financial years (i.e., 2017-18,2018-19 and 2019-20) should be <ul style="list-style-type: none"> • Turnover between 10 Cr to 50 Cr INR – 3 Marks • Turnover above 50 Cr – 5 Marks 	This clause may be read as: The BIDDER/OEM shall have an annual turnover of at least 5 Crores for the last three (3) financial years (i.e., 2017-18,2018-19 and 2019-20) should be <ul style="list-style-type: none"> • Turnover up to 10Cr INR- 3Marks • Turnover between 10Cr to 50 Cr INR – 5 Marks • Turnover above 50 Cr INR– 10 Marks
5	21	Bidder's/ OEM's Capability & Experience-04	CMMI Level CMMI Level 3 - 3 Marks CMMI Level 4 - 4 Marks CMMI Level 5 - 5 Marks	The marks criteria of CMMI level is removed.

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6	18	Eligibility Clause -6	The bidder must have successfully implemented or under implementation similar software solutions like Early Warning System/Intelligent Transaction Monitoring System during the last 5 years in Public Sector Bank/Private Bank/ BFSI registered in India	This clause may be read as: The bidder must have successfully implemented or under implementation similar software solutions like Early Warning System/Intelligent Transaction Monitoring System during the last 5 years in Public Sector Bank/Private Bank/ BFSI/FI registered in India. AML/FRM to be considered part of Intelligent Transaction Monitoring System.
7	20	B. BIDDER's/OEM's Capability & Experience	BIDDER/OEM experience in implementation of proposed EWS Solution in Commercial Bank in India to be calculated as below: ☑ Each Organization implementation will carry 1 marks	This clause may be read as: BIDDER/OEM experience in implementation of proposed EWS/AML/FRM Solution in Commercial Bank in India to be calculated as below: <ul style="list-style-type: none"> • Each Organization implementation will carry 1 marks
8	18	Eligibility Clause -5	The bidder should have a minimum turnover of INR 10 crore per annum during the past 3 financial years (2017-18,2018-19 and 2019-20). The bidder should have positive net worth during the last 3 financial years.	Refer to corrigendum for this.
9	18	Eligibility Clause -7	The bidder company should be CMMI Level 3 or above	Refer to corrigendum for this.

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10	21	Bidder's/ OEM's Capability & Experience-02	<p>The BIDDER/OEM shall have an annual turnover of at least 10 Crores for the last three (3) financial years (i.e., 2017-18,2018-19 and 2019-20) should be</p> <ul style="list-style-type: none"> • Turnover between 10 Cr to 50 Cr INR – 3 Marks • Turnover above 50 Cr – 5 Marks 	Refer to corrigendum for this.
11	21	Bidder's/ OEM's Capability & Experience-04	<p>CMMI Level CMMI Level 3 - 3 Marks CMMI Level 4 - 4 Marks CMMI Level 5 - 5 Marks</p>	Refer to corrigendum for this.
12	20	Bidder's/ OEM's Capability & Experience-01	<p>BIDDER/OEM experience in implementation of proposed EWS Solution in Commercial Bank in India to be calculated as below:</p> <ul style="list-style-type: none"> • Each Organization implementation will carry 1 marks 	The clause remains same as per the RFP.
13	20	Bidder's/ OEM's Capability & Experience-03	<p>BIDDER/OEM should have at least 1 year of experience in providing EWS solution and service in Commercial Bank.</p> <ul style="list-style-type: none"> • More than 3 years – 10 Marks • Between 2 to 3 years -7 Marks Between 1 to 2 years – 5 Marks 	The clause remains same as per the RFP.
14	46	Warranty. Annual Technical Support Services/ Annual Technical Maintenance Scope	<p>Annual maintenance cost (AMC)/ Annual Technical Support (ATS) services include version upgradations, patches, bug fixing, and compliance of RBI/IBA/FIU-IND/any other regulatory authority changes,</p>	The clause remains same as per the RFP.

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			compliance of irregularities pointed by Internal/External Auditors etc.	
15	18/4.31	6	The bidder must have successfully implemented or under implementation similar software solutions like Early Warning System/Intelligent Transaction Monitoring System during the last 5 years in Public Sector Bank/Private Bank/ BFSI registered in India	Refer to corrigendum for this
16	20/4.32	B	BIDDER's/OEM's Capability & Experience - BIDDER/OEM experience in implementation of proposed EWS Solution in Commercial Bank in India to be calculated as below: <ul style="list-style-type: none"> Each Organization implementation will carry 1 marks 	Refer to corrigendum for this
17	5	2	Last date of submission of RFP response (Closing date): 1600 Hrs. on 24/06/2021 Address for submission of Bid: The Nainital Bank Ltd., Regional Office, Naini Bank Bhawan, Railway Bazaar , Haldwani Uttarakhand- 263139.	This response remains same as per RFP.
18	18/4.31	6	The bidder must have successfully implemented or under implementation similar software solutions like Early Warning System/Intelligent	Refer to corrigendum for this

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			Transaction Monitoring System during the last 5 years in Public Sector Bank/Private Bank/ BFSI registered in India	
19	18	7	The bidder company should be CMMI Level 3 or above	Refer to corrigendum for this
20	22	6	Frequent request for TODs/Excess/Adhoc	Branch is facilitator between banks and customers. Customers interacts to banks through branches only. Branch Manager or Officials will have to enter the data/information manually.
21	22	7	Delay in renewal of facilities due to non-submission of renewal data & documents by the borrower.	CRISMAC is a software for asset classification and provisioning of advance accounts.
22	22	21	Change in management	Company/Corporate accounts PLC/LLP financial data can be collected through MCA site. In respect of other accounts, the information will be submitted by the party to the branch
23	22	36	Alerts if the financials submitted to bank are different which were submitted to regulatory authorities.	For corporates, information can be sought from MCA site.
24	8	1	The proposed tool will have to be in alignment with the Bank's extant delivery processes and shall adopt to any changes therein from time to time	Any EWS parameters if changed by the regulator, RBI. For eg. If any new guidelines are later released by RBI in respect of EWS then those should be taken care of.
25	8	6	The indicative data sources may include but not limited to:-	Yes subscription from data sources such as MCA would be acquired by bank.

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26	8	9	EWS solution is expected to have functionalities of interactive querying system to find cash flow behavior, money trail and other transaction surveillance enablers.	EWS should be interactive with our other systems like CBS, CRISMAC, Finacle in fetching data.
27	8	18	EWS system must provide an option for template where performance profiling of entities can be matched against peers and industry averages.	It will be based on financials and comparison against peers of similar sector accounts within the bank and comparison with peers.
28	8	29	The system should support detecting implicit and hidden relationships between:	Yes it is similar to dedupe
29	41	13	Bidder to ensure application-end should be fully compatible to integrate with any data source or data source agency in future without customization. Bank will only pay the integration cost & no customization cost at application-end will be paid by the Bank. In case any customization is required in EWS application and ITMS application, it has to be taken care by the bidder.	The clause remains same as per the RFP.
30	42	19	a. Vendor is required to mandatory impart training of at least 5 days without any extra cost to the Bank, in bank's premises, after	There will be one time training after implementation of the solution to the concerned department & IT officials and later online trainings can be provided.

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			implementation of the solution.	
31	47		Bidder shall provide New patches; Version releases/up-gradations will be released at periodical intervals, New Version will be provided in case of existing Software is declared as End of Support / End of Sale / not able to comply the Regulatory guidelines, Bug fixing, etc as part of ATS.	Yes
32		General	Application Architecture	Will be shared with the successful bidder
33		General	Deployment Architecture	Will be shared with the successful bidder
34		General	No of Concurrent Users	Enclosed in Annexure I
35		General	Max Transaction per Day	Enclosed in Annexure I
36		General	Max Size of Write/ Transaction year	Enclosed in Annexure I
37		General	Any Document Upload Permitted	Most of the data will be input only. However, in specific cases it will be required.
38		General	Max Size of File in MB	Will be shared with the successful bidder
39		General	Max Files per User	Will be shared with the successful bidder
40		General	Database Backup Policy	Will be shared with the successful bidder
41		General	Database Retention Policy	Will be shared with the successful bidder
42		General	DC - DR Policy	Will be shared with the successful bidder
43		General	RPO - Recovery Point of Object	Will be shared with the successful bidder
44		General	RTO - Recovery Time of Object	Will be shared with the successful bidder

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45		General	Data Archival Policy	Will be shared with the successful bidder
46	18	4	The bidder should be original equipment manufacturer of proposed Solution	The clause remains same as per the RFP.
47	7	2	MSEs (Micro and Small Enterprise (MSE) are exempted from paying the application money and Bid security amount for which the concerned enterprise needs to provide necessary documentary evidence. For MSEs Government of India provisions shall be considered while evaluating the tender.	The clause remains same as per the RFP.

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Sr. No.	Transaction Information	Year1	Year2	Year3	Year4	Year5
1	No. of Branches	160	185	200	225	250
2	No. of concurrent users	170	195	210	235	260
3	Max Transactions per Day	250000	350000	475000	600000	750000

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