

**Clause in RFP**

Sr No.	Clause in RFP	Clarifications/ Changes made
1	<b>[A] Important Dates:</b> <b>(Page #2):</b>  5. Last Date of Submission of RFP Response (Closing Date) - 3:00 PM on 10.06.2022  6. Eligibility and Technical Bid Opening Date - 4:00 PM on 10.06.2022	<b>[A] Important Dates:</b> <b>(Page #2):</b>  5. Last Date of Submission of RFP Response (Closing Date) - <b>3:00 PM on 20.06.2022</b>  6. Eligibility and Technical Bid Opening Date - <b>4:00 PM on 20.06.2022</b>
2	<b>Annexure 2 – Evaluation Terms:</b> <b>Eligibility Bid Evaluation:</b> <b>D. Experience &amp; Support Infrastructure:</b>  4. The bidder should have obtained ISO/IEC 27001:2017 certification.	<b>Annexure 2 – Evaluation Terms:</b> <b>Eligibility Bid Evaluation:</b> <b>D. Experience &amp; Support Infrastructure:</b>  4. The bidder should have obtained ISO/IEC 27001: <b>2013 or above</b> certification.
3	<b>Annexure 12 - Project Details and Scope of Work:</b> <b>Technical Requirement:</b> <b>30. Timeline:</b>  1.The elapsed time post award of contract to implement solution with infrastructure readiness & training data is around -06-weeks	<b>Annexure 12 - Project Details and Scope of Work:</b> <b>Technical Requirement:</b> <b>30. Timeline:</b>  1. The elapsed time post award of contract to implement solution with infrastructure readiness & training data is around <b>-12-weeks</b>
4	<b>Annexure 12 - Project Details and Scope of Work:</b> <b>11. Delivery:</b>  All the Services / Resource(s) should be delivered within -06- weeks from the date of purchase order	<b>Annexure 12 - Project Details and Scope of Work:</b> <b>11. Delivery:</b>  All the Services / Resource(s) should be delivered within <b>-12- weeks</b> from the date of purchase order
5	<b>3. Contract Period (Page # 8):</b>  The contract with the selected Service Provider will be valid for a period of -03-years, <del>beginning from the date of purchase order, subject to annual review of the services.....</del>	<b>3. Contract Period (Page # 8):</b>  The contract with the selected Service Provider will be valid for a period of -03-years, <b>beginning from the go-live sign-off date given by the Bank Officials, subject to annual review of the services.....</b>
6	<b>Commercial Bids Terms:</b> <b>Price Comparisons (Page #36):</b>  c. ....There will be no price escalation for during the contract period and any extension thereof.  <b>Annexure 14 - Masked Commercial Bid:</b>	<b>Commercial Bids Terms:</b> <b>Price Comparisons (Page #36):</b>  c. ....There will be no price escalation for during the contract period <del>and any extension thereof.</del>  <b>Annexure 14 - Masked Commercial Bid:</b>

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	<p>f).....There will be no price escalation during the contract period and any extension thereof.....</p> <p><b>Annexure 15 - Commercial Bid:</b> f).....There will be no price escalation during the contract period and any extension thereof.....</p>	<p>f).....There will be no price escalation during the contract period and <del>any extension thereof</del>.....</p> <p><b>Annexure 15 - Commercial Bid:</b> f).....There will be no price escalation during the contract period and <del>any extension thereof</del>.....</p>
7	<p><b>Annexure 12 - Project Details and Scope of Work:</b> <b>3.8 Functional Requirements (Page #60):</b></p> <p>It should support integration with the existing CTS gateways.</p>	<p><b>Annexure 12 - Project Details and Scope of Work:</b> <b>3.8 Functional Requirements (Page #60):</b></p> <p>It should support integration with the existing CTS, <b>CBS and any other application</b></p>
8	<p><b>Annexure 12 - Project Details and Scope of Work:</b> <b>1. Project Scope</b></p> <p>Bank want to go for OPEX deployment for this solution, Hence Bidder need to provide Hardware, Software (including Operating System, Database System) etc.</p> <p><b>Annexure 12 - Project Details and Scope of Work:</b> <b>3. Other Requirements related to Scope of Work:</b> <b>3.1 Hardware:</b></p> <p>Bank want to go for OPEX deployment for this solution, Hence Bidder need to provide Software, Hardware (including Servers, Operating System, Database System) etc.</p> <p><b>Annexure 12 - Project Details and Scope of Work:</b> <b>3. Other Requirements related to Scope of Work:</b> <b>3.26 Hardware and Performance Required:</b></p> <p>Bank want to go for OPEX deployment for this solution, Hence Bidder need to provide Hardware, Software (including Operating System, Database System) etc.</p> <p><b>Annexure 12 - Project Details and Scope of Work:</b> <b>Technical Requirement:</b></p>	<p><b>Annexure 12 - Project Details and Scope of Work:</b> <b>1. Project Scope</b></p> <p><b>Annexure 12 - Project Details and Scope of Work:</b> <b>3. Other Requirements related to Scope of Work:</b> <b>3.1 Hardware:</b></p> <p><b>Annexure 12 - Project Details and Scope of Work:</b> <b>3. Other Requirements related to Scope of Work:</b> <b>3.26 Hardware and Performance Required:</b></p> <p><b>Annexure 12 - Project Details and Scope of Work:</b> <b>Technical Requirement:</b> <b>3. Business Functionalities</b></p> <p>.....Bank want to go for OPEX deployment for this solution, Hence Bidder need to provide Hardware, Software (including Operating System, Database System, etc. <b>both for production as well as UAT environment. UAT set up to be made available only at one location i.e. Mumbai).</b></p>

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	<p><b>3. Business Functionalities:</b></p> <p>4. Bank want to go for OPEX deployment for this solution, Hence Bidder need to provide Hardware, Software (including Operating System, Database System etc.)</p>	
9	<p><b>Annexure 12 - Project Details and Scope of Work:</b> <b>3.16 Multi-channel integration (Page #62):</b></p> <p>Ensure seamless integration with existing CTS and any other application. The entire cost for integration/interface should be borne by bidder.</p>	<p><b>Annexure 12 - Project Details and Scope of Work:</b> <b>3.16 Multi-channel integration (Page #62):</b></p> <p>Ensure seamless integration with <b>existing CTS, CBS and any other application.</b> The entire cost for integration/interface should be borne by the bidder.</p>
10	<p><b>Annexure 12 - Project Details and Scope of Work:</b> <b>Infrastructure (Page #73):</b></p> <p>The Application &amp; Database should be sized for Active- Active cluster at DC &amp; Active-Active cluster at DRC so that the solution and infrastructure can fall back on each other. DC - DR replication should be available as part of the solution so that in case of switch over the complete solution should seamlessly work</p>	<p><b>Annexure 12 - Project Details and Scope of Work:</b> <b>Infrastructure (Page #73):</b></p> <p>The Application &amp; Database should be sized for Active-Active cluster at DC &amp; Active-Active cluster at DRC (<b>High Availability</b>) <del>so that the solution and infrastructure can fall back on each other.</del> DC - DR replication should be available as part of the solution so that in case of switch over, the complete solution should seamlessly work. <b>UAT set up to be made available only at one location i.e. Mumbai.</b></p>
11	<p><b>Annexure 12 - Project Details and Scope of Work:</b> <b>Technical Requirement:</b> <b>14 Integrations:</b></p> <p>1. Solution should <del>Integration</del> with existing CTS application.</p>	<p><b>Annexure 12 - Project Details and Scope of Work:</b> <b>Technical Requirement:</b> <b>14 Integrations:</b></p> <p>1. Solution should <b>Integrate</b> with existing <b>CTS, CBS and any other application.</b></p>
12	<p><b>Annexure 12 - Project Details and Scope of Work:</b> <b>Technical Requirement:</b> <b>20 Different rules for different languages:</b></p> <p>2. It is desirable to have system to read multiple signatures and/or multiple languages.</p>	<p><b>Annexure 12 - Project Details and Scope of Work:</b> <b>Technical Requirement:</b> <b>20 Different rules for different languages:</b></p> <p>2. It is desirable to have system to read multiple signatures and/or multiple languages <b>including English. Signature can be in any language. It is desirable to have Hindi and other 15 languages also.</b></p>

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13	<p><b>Annexure 12 - Project Details and Scope of Work:</b> <b>17. Scalability (Page #76):</b></p> <p>The solution must scalable to all the inward Hubs (including existing 20 CBOs) and 24/7 remote support should also be available at each location. The number of CBOs may increase or decrease as per the bank requirement</p>	<p><b>Annexure 12 - Project Details and Scope of Work:</b> <b>17. Scalability (Page #76):</b></p> <p>The solution must <b>be</b> scalable to all the inward Hubs (existing 20 CBOs) and 24/7 remote support shall be available to each and every <b>CBO from bank provided central location (Bank premises). Sufficient support resources to be deployed to support all CBOs.</b> The number of CBOs may increase or decrease as per the bank requirement.</p>

All other Terms & Conditions are same as per our RFP No. BCC:IT:PROC:114:17 dated 30.04.2022 for Selection of Service Provider for Supply, Implementation & Maintenance of Automatic Cheque Signature Verification Solution.