

**CORRIGENDUM-1****Date: 17<sup>th</sup> June 2022****Selection of Service Provider for Providing Authentication Control Server (ACS) Services for Debit Card Online Transactions****RFP Reference Number: BCC:DIGITAL:DOG:DCOT:114:364 Dated: 19.05.2022**

Below clarifications/modifications shall be applicable throughout the RFP wherever mentioned. Please note that this **Corrigendum - 1** document forms integral part of the RFP. All other terms and conditions of the RFP remain unchanged.

The following table contains revised RFP terms

<b>Sr. No.</b>	<b>Page No. of RFP</b>	<b>Clause No</b>	<b>Original RFP Clause</b>	<b>Corrigendum / Revised RFP Clause</b>
1	2	Important Dates / Schedule of activities	Last date of submission of BIDs	The last date of submission of bid's shall be 02/07/2022 3:00 pm & date of opening of eligibility cum technical bid venue shall be 02/07/2022 4:00 pm
2	8	1. Introduction	Bank of Baroda, its three affiliated Regional Rural Banks (RRB) and some of the Bank's overseas territories have been issuing debit cards to its customers under various schemes such as RuPay, VISA and MasterCard. Bank's active debit card base is 7.10 Crores. Bank uses RuPay PaySecure, Verified by Visa (VbV) and MasterCard SecureCode Authentication Control Server services for Second Factor Authentication and Security of Online/ e-commerce transactions initiated through debit cards.	In addition to the existing clause:  Individual agreement needs to be executed with the RRBs with same terms and conditions.

3	12	2.1 g)	By submitting a proposal, the Bidder agrees to promptly enter into an agreement with Bank for any work awarded to the Bidder. Failure on the part of the selected Bidder to execute a valid agreement with Bank within 15 days of receiving the work order will relieve Bank of any obligation to the Bidder, and the Bank will be at liberty to select another Bidder based on the selection process of Bank.	The time limit for executing a valid agreement with Bank has been <b>changed from 15 days to 30 days.</b>
4	16	Eligibility cum Technical Bid must contain hardcopies of:	Electronic copy in (1)Microsoft Office on CD and (2) Adobe .pdf non -editable / password protected on CD) must be submitted to the Bank in a sealed master envelope super scribing "Selection of service provider for providing Authentication Control Server Services for Debit Card Online Transactions" along-with the complete set of hardcopy.	In addition to the exiting clause: <b>(3) password protected pen drive</b> has been added.
5	22	Section 3, Clause 3.2.2	The successful Bidder shall execute Service Level agreement with the Bank within 15 days from the date of acceptance of Letter of Appointment.	The successful Bidder shall execute Service Level agreement with the Bank <b>within 30 days</b> from the date of acceptance of Letter of Appointment.

6	22	3.1.4. Performance Bank Guarantee	7. The successful bidder shall provide a Performance Guarantee within 30 days from the date of receipt of the order or signing of the contract whichever is earlier in the format as provided in Annexure 06 to the extent of 10% of the total contract value (excluding Postal franking value) for the contract period plus 3 months and such other extended period as the Bank may decide for due performance of the project obligations.	In the said clause, <b>10% has been replaced by 3%.</b>  Further addition in the said clause: The guarantee should be of that of a scheduled commercial Bank or any nationalized bank, other than Bank of Baroda. In case of any future revision in the performance Guarantee amount as per GOI/regulatory directions the successful bidder needs to provide the revised performance guarantee from time to time during the tenure of the contract.
7	33	C) iii	A bidder should be VISA and MasterCard approved ACS service provider and certified with NPCI for ACS service with at least 02 public sector / private sector bank in India (which is having the business mix of 3 lac crore and above) having necessary in-house infrastructure for processing debit / Credit card online transactions.	In the existing clause, in addition to the debit card/credit card, <b>prepaid card</b> has been added.
8	34	D) ii	Bidder should have successfully processed at least 5,00,00,000 (Five Crore) debit/ credit card online transactions through ACS service annually as on the date of submission of bid to any public sector banks/ Private sector Banks in India. Clear documentary proof relating to providing such services has to be submitted with bid.	In the existing clause, in addition to the debit card/credit card, <b>prepaid card</b> has been added.
9	35	c. Setup, Implementation, Migration, etc.:	11. The application shall have a support for multiple languages processing.	11. The application shall have a support for multiple languages processing as and when required to be implemented by the Bank

10	35	c. Setup, Implementation, Migration, etc.:	1. data centre	ACS services will be provided on Hosted model by the service provider.
11	37	g. SMS OTP	Please note that Bank may avail the services of its own SMS service provider for sending an SMS for OTP and in such case will not make any payment for OTP SMS. However, selected service provider will have to ensure end to end technical integration with Bank's SMS service provider	Bank will use its existing SMS service for sending OTP. However, the service provider should have fall back arrangements in case of exigency and failure of Bank SMS services
12	39	4.2. Scope of work - m. Data Retention:	Selected service provider will have to ensure data retention related to the authentication services as per the regulatory guidelines and will have to provide the same as and when required by the Bank in appropriate usable format. In case of non-compliance of the same, any penalty / loss to the bank will be attributed to the selected service provider and the same will be recovered from the monthly billing of the selected service provider.	In addition to the existing clause, following has been inserted:  The required data needs to be retained by the service period till end of agreement period and should hand over to the Bank at the end of agreement period. In case of Migration from existing system, Bank will arrange to get the present data from the existing vendor in a readable format, which the successful vendor needs to preserve at their end for retrieval request from the Bank
13	42	4.4. Evaluation Methodology	Point 4. ACS product technical strength and functional capabilities	The revised technical criteria evaluation is mentioned separately in table given below. <b>(Phase I - Eligibility cum Technical Criteria Evaluation)</b>
14	53	I. General Information:	11. Staff Strength as on 30.09.2017	11. Staff Strength as on 31/03/2022

15	75	Annexure G	Service Description - - SMS for OTP (not for evaluation)	Service Description - - SMS for OTP (not for evaluation) Domestic Mobile: International Mobile :
----	----	------------	--	--

Corrigendum / Revised RFP Clause to point no. 13 in above mentioned table for point 4.4 Evaluation Methodology

Phase I - Eligibility cum Technical Criteria Evaluation		
Sr. No.	Proposal Bid Evaluation	Maximum Marks
1	Bidders experience in implementing ACS solution for last 3 years in large organizations	30
	a) in Public sector undertaking / Govt. Organization (10 Marks for each subject to Max 30 marks) b) in private companies / foreign banks (5 Marks for each subject to Max 25 marks) <b>Note: The maximum marks under sr. no. 1 is 30 marks</b>	
2	Bidder Company's capability/strength and Ability & experience of the proposed Engagement Team handling ACS project	20
	a) transaction processing (greater than or equal to) $\geq$ 6 crore (20 marks) b) transaction processing greater than 5 crore and less than 6 crore (15 marks) c) transaction processing between 4.50 crore to 5 crore(10 marks) <b>Note: The maximum marks under sr. no. 2 is 20 marks</b>	
3	ACS product technical strength and functional capabilities	30
	a) Proposed bidder certified for 3DS 2.0 mandate (Documentary proof to be submitted) (15 marks) b) Proposed bidder certified for 8 digit BIN mandate (Documentary proof to be submitted) (15 marks) c) Proposed bidder under certification process of 3DS 2.0 mandate and probable completion date before network deadline (Documentary proof to be submitted) (10 marks) d) Proposed bidder under certification process of 8 digit BIN mandate and probable completion date before network deadline (Documentary proof to be submitted) (10 marks) <b>Note: The maximum marks under sr. no. 3 is 30 marks</b>	
4	Customer References and feedback	20

a) in Public sector undertaking / Govt. Organization(5 Marks for each) b) in private Banks (3 Mark for each) <b>Note: The maximum marks under sr. no. 4 is 20 marks</b>	
<b>Maximum Technical Proposal Bid Evaluation Score</b>	<b>100</b>