Addendum Dated 31.08.2023

Clause in RFP

Sr. No.	Clause in RFP	Clarifications/ Changes made
1	**[A] Important Dates:** 5. Last Date of Submission of RFP Response (Closing Date) 03:00 PM on 1st September, 2023 6. Eligibility Cum Technical Bid Opening Date 3:30 PM on 1st September, 2023	**[A] Important Dates:** 5. Last Date of Submission of RFP Response (Closing Date) 03:00 PM on **7th September, 2023** 6. Eligibility Cum Technical Bid Opening Date 3:30 PM on **7th September, 2023**
Annexure 2 – Evaluation Terms **A. Eligibility Bid Evaluation.**		
2	The Bidder must have registered average annual turnover of Rs. 15 Crores or above during the last three completed financial years – 2019-20, 2020-21 and 2021-22* (Not inclusive of the turnover of associate companies). **OR** *Below clause is applicable for bidders who fall under the category of Micro & Small Enterprise (MSEs) or Start-ups (Necessary valid documentary proof certifying the bidder as an MSE or Start-up needs to be submitted by the bidder).* The Bidder must have registered average annual turnover of Rs. 8 Crores or above during the last three completed financial years – 2019-20, 2020-21 and 2021-22* (Not inclusive of the turnover of associate companies).	The Bidder must have registered average annual turnover of Rs. 15 Crores or above during the last three completed financial years – **2020-21, 2021-22 and 2022-23*** (Not inclusive of the turnover of associate companies). **OR** *Below clause is applicable for bidders who fall under the category of Micro & Small Enterprise (MSEs) or Start-ups (Necessary valid documentary proof certifying the bidder as an MSE or Start-up needs to be submitted by the bidder).* The Bidder must have registered average annual turnover of Rs. 8 Crores or above during the last three completed financial years – **2020-21, 2021-22 and 2022-23*** (Not inclusive of the turnover of associate companies).
3	The Bidder must be Net profit making entity continuously for the last three years i.e. financial years –2019-20, 2020-21 and 2021-22* OR The net worth of the bidder should be positive as on RFP date and should not have eroded by more than 30% in the last three years.	The Bidder must be Net profit making entity continuously for the last three years i.e. financial years –**2020-21, 2021-22 and 2022-23*** OR The net worth of the bidder should be positive as on RFP date and should not have eroded by more than 30% in the last three years.

<table>
<tr><th>Sr. No.</th><th>Clause in RFP</th><th>Clarifications/ Changes made</th></tr>
<tr><td colspan="3">Supporting Documents Required
Audited Financial statements for the financial years 2020-21, 2021-22 and 2022-23*.
Certified letter from the Chartered Accountant clearly mentioning Turnover, Net Profit and Net-worth. The CA certificate in this regard should be without any riders or qualification.</td></tr>
<tr><td colspan="3">* If 2022-23 Financial Statements of any bidder is unaudited, then Financial statements for 2019-20, 2020-21 and 2021-22 will be considered, along with an undertaking letter from the bidder that FY 2022-23 statements are not audited.
In this scenario Audited Financial statements for the financial year 2019-20, 2020-21 and 2021-22 are to be submitted.</td></tr>
<tr><td>4</td><td>
Annexure 11 - Project Details (Scope of Work)
……
8. Resources Provided by Bank
……
<table>
<tr><th>S. No.</th><th>Role</th><th>Responsibilities</th><th>Reference Base Profile</th></tr>
<tr><td>1</td><td>Program Manager *</td><td>Work with the Bank and Vendor teams to design, build, operationalize and scale use cases. Responsible for overall project governance, deliverables (quality and timely), Knowledge Management, Compliance and user acceptance of solution. Program Manager will interact with stakeholders for Project Risks & Concerns and resolution of issues Program Manager will be responsible for Metrics Measurement and Implementation.</td><td>Master's degree with 10+yrs. of experience, managed large projects for banks preferably automation or intelligent automation related project Highly process-oriented & quality conscious, advanced communication & interfacing skills</td></tr>
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……
</td></tr>
</table>

Sr. No.	Clause in RFP	Clarifications/ Changes made
5	**Ownership, Grant and delivery** The Vendor shall procure and provide a non-exclusive, non-transferable, enterprise wide perpetual license to the Bank for all the software to be provided as a part of this project. The Bank can use the software at any of its branches and locations without restriction and use of software by service providers on behalf of the Bank would be considered as use thereof by the Bank and the software should be assignable / transferable to any successor entity of the Bank. ----------	**Ownership, Grant and delivery** The Vendor shall procure and provide a non-exclusive, non-transferable, ~~**enterprise wide perpetual**~~ license to the Bank for all the software to be provided as a part of this project. The Bank can use the software at any of its branches and locations without restriction and use of software by service providers on behalf of the Bank would be considered as use thereof by the Bank and the software should be assignable / transferable to any successor entity of the Bank. ----------
Additional Clauses		
6	**Annexure 11 - Project Details (Scope of Work)** ..... Bidder is expected to - 1. Build Underlying Platform & Command Center ……..…… g. The bidder is expected to prepare and provide a comprehensive framework, documentation templates, process template, standard practices, and governance model in accordance with the requirements and objectives of the bank. The deliverables should be designed to meet the bank's specific needs and should be adaptable to its existing systems and processes. The framework should outlines the key components, methodologies, and principles. The framework should cover areas such as process identification, assessment, prioritization, design, development, testing, deployment, monitoring, and maintenance. It should be scalable, flexible, and aligned with industry best practices. h. The documentation templates should serves as a guide for the projects. The template should include sections for capturing project objectives, scope, stakeholders, requirements, design specifications, implementation details, test plans, user manuals, and any other relevant information. The documentation template should be easy to understand, organized, and customizable to suit the bank's documentation standards. i. The process template should provides a standardized approach for executing the projects. The template should include step-by-step procedures, workflows, and checklists to ensure consistency and efficiency in project execution. It should cover all stages of the automation	

Sr. No.	Clause in RFP	Clarifications/ Changes made
	lifecycle, including process discovery, analysis, development, testing, deployment, and post-deployment support. j. The processes should also incorporate industry-standard practices into their proposed solution. These practices should encompass governance, security, data privacy, change management, quality assurance, performance optimization, and compliance with relevant regulations and policies. The bidder should provide clear documentation and guidelines on how these practices will be implemented and maintained throughout the automation initiatives. The processes should demonstrate a deep understanding of emerging trends and innovations in intelligent automation. They should incorporate best practices into their proposed solution to optimize the effectiveness and efficiency of the bank's automation initiatives. k. The governance model should ensure effective oversight, control, and compliance throughout the projects. The model should define roles, responsibilities, decision-making processes, and escalation mechanisms. It should also address risk management, performance monitoring, and reporting requirements. The governance model should be adaptable to the bank's organizational structure, policies, and regulatory environment. The proposed framework, documentation template, process template, standard practices, and governance model should be fully acceptable to the bank. The bidder should provide flexibility and customization options to align with the bank's specific requirements and preferences. The bank reserves the right to request modifications or enhancements to ensure seamless integration with existing systems and processes. …… ……	

Sr. No.	Clause in RFP	Clarifications/ Changes made
7	**Definition of Small Medium Complex Processes:** • **Small Processes:** o Complexity: Low o Number of Steps: Few (e.g., less than 10 distinct actions) o Duration: Short (e.g., minutes) o Applications Involved:1 or 2 simple applications o Exception Handling: Minimal to none • **Medium Processes:** o Complexity: Moderate o Number of Steps: Moderate (e.g., 10 to 30 distinct actions) o Duration: Moderate (e.g., ranging from minutes to an hour) o Applications Involved: Multiple applications, possibly including enterprise software. o Exception Handling: Defined exception paths, but not excessively intricate. • **Large Processes:** o Complexity: High o Number of Steps: Many (e.g., more than 30 distinct actions) o Duration: Long (e.g., hours considering end-to-end processes) o Applications Involved: Multiple, including complex enterprise applications or systems with intricated navigation. o Exception Handling: Multiple exception paths with detailed logic.	
8	**Annexure 23 - Sizing Requirement** The Vendor needs to size the infrastructure (hardware, Operating System, Database) for the test environment on Technical Requirement (Project Scope) and propose the same as part of their technical requirement in the Annexure 23 appended in this addendum. Bank may use existing IT infrastructure or procure separately the required infrastructure based on the sizing proposed by the vendor. The Application & Database should be sized for Active- Passive cluster at DC & Active-Passive cluster at DR 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. Complete Design and Implement Intelligent Automation use cases across multiple banking business value chain shall be part of the scope of the vendor. The Bank is not responsible for any assumption made by the Vendor with respect to the sizing. In the event the sizing proposed by the Vendor does not meet the performance / service levels of the Bank the Vendor will at their cost carry out the necessary upgrades / replacements. The Bank has the right to deduct / recover from the vendor the required additional expenses which Bank may incur on account of such upgrades / replacements.	

Clarification of Pre-bid queries is enclosed as "Annexure A".

Addendum to the following Annexures:

Annexure 13 – Masked Commercial Bid.

Annexure 14 – Commercial Bid. (Please refer "Commercial Bid.xlsx" file shared separately with this addendum for uploading in GeM portal as part of Commercials.)

All other Terms & Conditions are same as per our RFP Bid no. GEM/2023/B/3485795 dated 24th May 2023 and subsequent addendums for Selection of Service Provider to Design and Implement Intelligent Automation use cases across multiple banking business value chain for a period of 3 Years.

Annexure 13–Masked Commercial Bid

A. Cost for Building Underlying Platform & Command Center **Amount in Rs.**

S. No	Particular	One Time Cost	Year 1 Cost	Year 2 Cost	Year 3 Cost	Total Cost for 3 Years without GST	GST Amount	TOTAL Amount Including GST
A	Implementation Cost	0.00	X	X	X	0.00	0.00	0.00
B	**Software License Cost***							
B.1	**Developer/Visual Designer - 10**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	0.00	0.00
B.2	**Digital worker/Attended/Unattended BOT/Named user/Concurrent user/- 50**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	0.00	0.00
B.3	**Command Center Dashboard -1**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	0.00	0.00
B.4	**Any Other Charges**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	0.00	0.00
C	AMC / ATS of Software / Solution / Tools.	X	0.00	0.00	0.00	0.00	0.00	0.00
A. Total Cost for Building Underlying Platform & Command Center for a period of 3 years						**0.00**	**0.00**	**0.00**

B. Resource Cost

S. No.	Particular	Man days Required during Contract Period	Per man Days Cost	Total Cost for 3 Years without GST	GST Amount	TOTAL Amount Including GST

a.	Program Manager	200	0.00	0.00	0.00	0.00
b.	Solution Architects	200	0.00	0.00	0.00	0.00
c.	Business Consulting Analyst / Consultant / SME	800	0.00	0.00	0.00	0.00
d.	Automation Engineer / Developer	1600	0.00	0.00	0.00	0.00
e.	Senior Automation Engineer / Developer	800	0.00	0.00	0.00	0.00
f.	Process Control Analyst	800	0.00	0.00	0.00	0.00
B. Resource Cost for a period of 3 years**				**0.00**	**0.00**	**0.00**

S. No.	Particular	Amount (Rs.) without GST	GST Amount	TOTAL Amount Including GST
A.	Cost for Building Underlying Platform & Command Center for a period of 3 years	0.00	0.00	0.00
B.	Resource Cost for a period of 3 years	0.00	0.00	0.00
Total Cost of Ownership for a period of 3 years (A+B)		**0.00**	**0.00**	**0.00**

Note:

a) ***** License cost will be fixed for the contract period. However, the recurring cost will be applicable from deployment of the license and respective year cost will be applicable from the time of deployment.

b) ****** The resource cost will be fixed for the contract period. The quantity mentioned for No. of Resources is approximate and is for TCO purpose. However, actual resources will be deployed under this project will be based upon the roadmap and project estimates. Project cost will be derived using man-days requirements and actual man-day cost estimates in accordance with per man-days cost mentioned in the commercial proposal.

c) Please refer Annexure 11 of RFP for roles and baseline profile. Payment will be processed on the basis of actual man-days utilization.

General Terms & Conditions:

a. The vendor needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the vendor would need to provide the same without any charge. Vendor should make no changes to the quantity.
b. All Quoted Commercial Values should comprise of values only upto 2 decimal places. Bank for evaluation purpose will consider values only upto 2 decimal places for all calculations & ignore all figures beyond 2 decimal places.
c. For each of the above items provided, vendor is required to provide the cost for every line item where the vendor has considered the cost.
d. All the commercial value should be quoted in Indian Rupees & shall be all inclusive of taxes excluding GST. GST will be paid extra as per actuals. The Vendor is expected to provide the GST amount in both the commercial and masked bids (without amounts being submitted in the technical response). There will be no price escalation for during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
e. 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.
f. All deliverables to be supplied as per tender requirements provided in the tender.
g. The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations.
h. Bank will deduct applicable TDS, if any, as per the law of the land.
i. Details to be provided for any commercial provided against “Any Other Charges”. Bank have discretion to mark these line items under any other charges if Bank feels these items are not mandatory for the project. Cost of any other charges will be consider for TCO calculation purpose however Bank will place order for these items at Bank’s discretion as per requirement.

Further, we confirm that we will abide by all the terms and conditions mentioned above & in the tender document.

Authorized Signatory

Name:

Designation:

Vendor’s Corporate Name:

Co. Seal

Annexure 14–Commercial Bid

A. Cost for Building Underlying Platform & Command Center **Amount in Rs.**

S. No	Particular	One Time Cost	Year 1 Cost	Year 2 Cost	Year 3 Cost	Total Cost for 3 Years without GST	GST Amount	TOTAL Amount Including GST
A	Implementation Cost	0.00	X	X	X	0.00	0.00	0.00
B	Software License Cost*							
B.1	Developer/Visual Designer - 10	0.00	0.00	0.00	0.00	0.00	0.00	0.00
B.2	Digital worker/Attended/Unattended BOT/Named user/Concurrent user/-50	0.00	0.00	0.00	0.00	0.00	0.00	0.00
B.3	Command Center Dashboard -1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
B.4	Any Other Charges	0.00	0.00	0.00	0.00	0.00	0.00	0.00
C	AMC / ATS of Software / Solution / Tools.	X	0.00	0.00	0.00	0.00	0.00	0.00
A. Total Cost for Building Underlying Platform & Command Center for a period of 3 years						**0.00**	**0.00**	**0.00**

B. Resource Cost

S. No.	Particular	Man days Required during Contract Period	Per man Days Cost	Total Cost for 3 Years without GST	GST Amount	TOTAL Amount Including GST

a.	Program Manager	200	0.00	0.00	0.00	0.00
b.	Solution Architects	200	0.00	0.00	0.00	0.00
c.	Business Consulting Analyst / Consultant / SME	800	0.00	0.00	0.00	0.00
d.	Automation Engineer / Developer	1600	0.00	0.00	0.00	0.00
e.	Senior Automation Engineer / Developer	800	0.00	0.00	0.00	0.00
f.	Process Control Analyst	800	0.00	0.00	0.00	0.00
B. Resource Cost for a period of 3 years**				**0.00**	**0.00**	**0.00**

S. No.	Particular	Amount (Rs.) without GST	GST Amount	TOTAL Amount Including GST
A.	Cost for Building Underlying Platform & Command Center for a period of 3 years	0.00	0.00	0.00
B.	Resource Cost for a period of 3 years	0.00	0.00	0.00
Total Cost of Ownership for a period of 3 years (A+B)		**0.00**	**0.00**	**0.00**

Note:

a) ***** License cost will be fixed for the contract period. However, the recurring cost will be applicable from deployment of the license and respective year cost will be applicable from the time of deployment.

b) ****** The resource cost will be fixed for the contract period. The quantity mentioned for No. of Resources is approximate and is for TCO purpose. However, actual resources will be deployed under this project will be based upon the roadmap and project estimates. Project cost will be derived using man-days requirements and actual man-day cost estimates in accordance with per man-days cost mentioned in the commercial proposal.

c) Please refer Annexure 11 of RFP for roles and baseline profile. Payment will be processed on the basis of actual man-days utilization.

General Terms & Conditions:

a. The vendor needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the vendor would need to provide the same without any charge. Vendor should make no changes to the quantity.
b. All Quoted Commercial Values should comprise of values only upto 2 decimal places. Bank for evaluation purpose will consider values only upto 2 decimal places for all calculations & ignore all figures beyond 2 decimal places.
c. For each of the above items provided, vendor is required to provide the cost for every line item where the vendor has considered the cost.
d. All the commercial value should be quoted in Indian Rupees & shall be all inclusive of taxes excluding GST. GST will be paid extra as per actuals. The Vendor is expected to provide the GST amount in both the commercial and masked bids (without amounts being submitted in the technical response). There will be no price escalation for during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
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h. Bank will deduct applicable TDS, if any, as per the law of the land.
i. Details to be provided for any commercial provided against “Any Other Charges”. Bank have discretion to mark these line items under any other charges if Bank feels these items are not mandatory for the project. Cost of any other charges will be consider for TCO calculation purpose however Bank will place order for these items at Bank’s discretion as per requirement.

Further, we confirm that we will abide by all the terms and conditions mentioned above & in the tender document.

Authorized Signatory

Name:

Designation:

Vendor’s Corporate Name:

Co. Seal

Annexure 23 – Sizing Requirement

Vendor need to submit sizing requirement with technical bid in following format (with only relevant information):

S. No.	Item	Specification Details	Quantity	Purpose
A. Hardware				
a. Server				
1				
2				
b. Storage				
1				
2				
c. Network Component				
1				
2				
d. Any Other Component ……..				
1				
B. Appliance				

a. ……				
1				
2				
b. ……..				
1				
2				
2				
C. Application				
a. Operating System				
1				
2				
b. Database				
1				
2				
c. ……				
1				
2				

D. Middleware				
d. ……				
1				
2				
e. ……..				
1				
2				