

प्रधान कार्यालय : ए-2/46, विजय खण्ड, गोमती नगर, लखनऊ-226010

दूरभाष : 7388800788/90-98, फ़ैक्स : 0522-2392986

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HO/IT/RKV/2024-25/93

Dated: 29-07-2024

## CORRIGENDUM/CLARIFICATION/ADDENDUM

Please refer to our tender notice **reference: AB/HO/IT/MB/RKV/2024-25/24, Date: 29.06.2024** for **“Request for proposal for solution for Design, Development, Integration & Implementation of Mobile Banking Application and its Operations and Maintenance”** After receiving different presentation the competent authority has decided to modify/clarify/add following terms and conditions in the tender document.

SN	Page Number/Section	Reference Subject	Existing Criteria/Clause	Revised Criteria Clause
1	Point No.12, page No.23	4.31. Evaluation of Eligibility Criteria	Bidder/OEM must have implemented the proposed solution for Design, Development, Integration & Implementation of Mobile Banking Application and its Operations and Maintenance in at least One Scheduled Commercial Banks/RRBs/ Public Sector Bank/ Private Bank/ Co- Operative Bank* in India. *The Co-Operative Bank must have the following criteria as on 31.03.2023. i. Branch Operations in at least three states in India. ii. Total Business of Rs. 25,000 crore or above in India. (Copy of proof must be enclosed) for both Point No i and ii)	Bidder/OEM must have implemented the proposed solution for Design, Development, Integration & Implementation of Mobile Banking Application and its Operations and Maintenance in at least One Scheduled Commercial Banks/RRBs/ Public Sector Bank/ Private Bank/ Co-Operative Bank* in India. *The Co-Operative Bank must have the following criteria as on 31.03.2023. i. Branch Operations in at least one states in India. ii. Total Business of Rs. 20,000 crore or above in India. (Copy of proof must be enclosed) for both Point No i and ii)
2	Page number 12	4.3	The bidder shall deposit the Bid envelope in person in the tender box	The bidder shall deposit the Bid envelope preferably in person in the tender box. However, Bidder can also submit their proposal through courier/post. Further, If bidder is submitting bid envelope through courier/post, it would be sole responsibilities of the bidder to submit the proposal on time.
3	Page number 42	5.9	The selected bidder is expected to successfully implement the proposed solution within 4 week from the date of PO.	The selected Bidder is expected to successfully implement the proposed solution within 10 weeks from the date of acceptance of Purchase Order. Subject to readiness of the hardware.

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4	Clause:5.9 Page : 43	General Aspects in Scope	u. Bidder will ensure escrow arrangement for application.	Bidder will ensure escrow arrangement for application. Cost will be borne by both Bank and bidder equally.
5	56	6.7 Payment Schedule	One Time Application Software/license cost of proposed solution, third-Party Application Cost (if any), Implementation Cost & Integration Cost as quoted by Bidder will be paid as under: i. One Time Application Software/license cost and third-party application cost (if any) • 30% on delivery of application software/license along with licence keys & copy of licence to the Bank • 20% on first installation of proposed solution on Bank's infrastructure • 20% on first installation of Bank's Smartphone & Tablet (Android/ iOS) • 30% on successful GO-LIVE of the proposed solution	One Time Application Software/license cost of proposed solution, third-Party Application Cost (if any), Implementation Cost & Integration Cost as quoted by Bidder will be paid as under: i. One Time Application Software/license cost and third-party application cost (if any) • 50% on delivery of application software/license along with licence keys & copy of licence to the Bank • 20% on first installation of proposed solution on Bank's infrastructure • 20% on first installation of Bank's Smartphone & Tablet (Android/ iOS) • 10% on successful GO-LIVE of the proposed solution
6		Section I - Invitation to Bid	B. BIDDER'S/OEM's Capability & Experience 3. Bidder/OEM should have at least 5 years of experience in providing proposed solution for Design, Development, Integration & Implementation of Mobile Banking Application and its Operation and Maintenance in Scheduled Commercial Banks/RRBs/ Public Sector Bank/ Private Bank / Cooperative Bank* in India  Experience: Category 1: Scheduled Commercial Banks/RRBs/ Public Sector Bank/ Private Bank in India. More than 5 years- 10 Marks Between 4 to 5 years- 7 marks Less than 4 Years- 5 Marks  Category 2: Cooperative Bank More than 8 years- 10 Marks Between 6 to 8 years- 6	B. BIDDER'S/OEM's Capability & Experience 3. Bidder/OEM should have at least 5 years of experience in providing proposed solution for Design, Development, Integration & Implementation of Mobile Banking Application and its Operation and Maintenance in Scheduled Commercial Banks/RRBs/ Public Sector Bank/ Private Bank / Cooperative Bank* in India  Experience: Category 1: Scheduled Commercial Banks/RRBs/ Public Sector Bank/ Private Bank in India. More than 5 years- 10 Marks Between 4 to 5 years- 7 marks Less than 4 Years- 5 Marks  Category 2: Cooperative Bank More than 8 years- 10 Marks Between 6 to 8 years- 6 marks Less than 6 Years- 4 Marks  The maximum mark for this section is 10 marks. Bidder having experience in both the category will get maximum



			marks Less than 6 Years- 4 Marks  Higher Marks will be considered if the bidder has experience in both category i.e. Category-1 and Category-2	mark i.e. 10 marks irrespective of their experience. In case of experience only in individual category experience years will be counted.
7	42	5.9 - General aspects in the scope	Time, being an essential feature of the contract, the selected Bidder is expected to successfully implement the proposed solution within 4 weeks from the date of acceptance of Purchase Order. The priority of reports will be decided by Bank and will be conveyed to the successful Bidder.	Time, being an essential feature of the contract, The selected Bidder is expected to successfully implement the proposed solution within 10 weeks from the date of acceptance of Purchase Order. Subject to readiness of the hardware. The priority of reports will be decided by Bank and will be conveyed to the successful Bidder.
8	30	4.38 Award of contract	Within 15 days of receipt of the Proforma of Contract, the successful Bidder shall sign and date the Contract and return it to the Bank along with the Bank Guarantee, favouring The ARYAVART BANK of 10% of the Work/Purchase Order Value for contract performance as security deposit	Request Bank to amend the clause to "Within 21 days of receipt of the Proforma of Contract, the successful Bidder shall sign and date the Contract and return it to the Bank along with the Bank Guarantee, favouring The ARYAVART BANK of 10% of the Work/Purchase Order Value for contract performance as security deposit.
9	58	6.0 Service level Agreement	The changes made in the solution during AMC Period against Change Requests should be completed within the quoted timeframe with quality. Penalty will be deducted @ 1 % for each day of non-completion beyond the quoted timeframe of cost quoted for the same Change Request, with a maximum up of 30% of total cost quoted for the same Change Request	Request bank to amend the clause to "The changes made in the solution during AMC Period against Change Requests should be completed within the quoted timeframe with quality. Penalty will be deducted @ 1 % for each week of non-completion beyond the quoted timeframe of cost quoted for the same Change Request, with a maximum up of 15 % of total cost quoted for the same Change Request"
10	59	6.9 Penalty	Capping of penalty	Total penalty to the 10 % of total Contract Value (TCO)
11	Addendum			Successful bidder needs to integrate Bank's all existing alternate delivery channel services (viz. IMPS, UPI, BBPS, ECOM etc.) in mobile banking application without any extra cost to the Bank. Bank will help in coordinating with all other stake holders of alternate

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				delivery services. This will be integral part of solution feature list prepared by Bank.
12		Last date of bid submission	29.07.2024, 03:00 PM	12.08.2024, 03:00 PM

General Manager