

Central Bank of India: Corrigendum : Tender Reference: CO: DIT: PUR: 2021-22: 345 dated 29th November, 2021 for selection of service provider, procurement of integrated end to end Customer Digital On-boarding platform for Implementation & conduct of Customer Due Diligence & on-boarding through Video KYC, Digital KYC & Electronic- KYC : Corrigendum-1 dated 20.12.2021.

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1	Schedule of Events & Bid Details	4	Last date and time for submission Of Bid Document 24.12.2021 by 04.00 pm	Last date and time for submission Of Bid Document 07.01.2022 by 04.00 pm
2	5. Eligibility Criteria	9	5.8. The proposed customer on-boarding platform namely Video-KYC should have been implemented by the bidder/OEM successfully at least in one of the scheduled commercial Bank either in public/ private sector having branch network of 1000 branches & above as on 31.03.2021. The bidder has to submit Purchase order/ Certificate of performance showing that the contract was/is in force within last 3 years. Applicable provisions for Start-ups will be applied.	5.8. The proposed customer on-boarding platform along with Customer on-boarding solutions namely Video-KYC and Digital KYC should have been implemented successfully by the bidder / OEM as on RFP date. It is required / necessary that bidder should have impelmeted atleast any one of the solution (either Video KYC or Digital KYC) in one of the Scheduled Commercial Bank, either in public/ private sector, having branch network of 1000 branches & above. The bidder has to submit Purchase order/ Certificate of performance showing that the contract was/is in force within last 3 years. Applicable provisions for Start-ups will be applied.Please refer corrigendum
3	5. Eligibility Criteria	9	5.9. The proposed customer on-boarding platform namely Digital-KYC should have been implemented by the bidder/OEM successfully at least in one of the scheduled commercial Bank either in public/ private sector having branch network of 1000 branches & above as on 31.03.2021. The bidder has to submit Purchase order/ Certificate of performance showing that the contract was/is in force within last 3 years. Applicable provisions for Start-ups will be applied.	5.9. In view of corrigendum provided for clause 5.8, this clause 5.9 is deleted.
4	5.6	9	Bidder should have minimum annual turnover of Rs.10.00 crore during last three financial years (2018-19, 2019-20 & 2020-21).	The Bidder should have annual turnover of Rs.10.00 crore in any one of the last three financial years (2018-19, 2019-20 & 2020-21).
5	7.1.17	14	Proposed solution should have capability of integrating with Bank's existing CBS & all other systems.	Proposed solution should have capability of integrating with Core Banking Systems of Our Bank (b@ncs- 24 and our Bank sponsored two RRBs (Finacle) & other systems such as Aadhar data vault, CKYCR, Government Business Module (GBP) , Pension Payment Systems , Loan Processing systems (LLMS) , E-Treasury , Anti Money Laundering (AML) , Sanction Screening & Forex-24 etc.

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6	7.1.58	18	The Solution should have facility for submission of digital Life certificate by pensioners.	The system should be able to complete the video Customer Identification (CIP) process for generation of the Life certificate and Consumption of the same in CBS, Jeevan Praman and Pension payment system which is at present GBM (Govt Business Management System),
7	17.3. Other Terms and Conditions of RFP	48	17.3.3 The price payable to the Bidder shall be inclusive of carrying out any modifications changes / upgrades to the application and other software that is required to be made in order to comply with any statutory or regulatory requirements or any industry-wide changes arising during the subsistence of the contract/ agreement, and the Bank shall not pay any additional cost for the same. The Bidder needs to provide with the details about all such items considered in the RFP.	17.3.3 The price payable to the Bidder shall be inclusive of carrying out any modifications changes / upgrades to the application that is required to be made in order to comply with any statutory or regulatory requirements or any industry-wide changes arising during the subsistence of the contract/ agreement, and the Bank shall not pay any additional cost for the same. The Bidder needs to provide with the details about all such items considered in the RFP.
8	35. Annual Technical Support	65, 107,108, 109 & 110	d. The ATS charges per annum should be maximum 10% of the cost of software license.	d. The ATS charges per annum should be uniform in each year and minimum of 10% and maximum 15% of the cost of software license. This amendment is applicable and change the all such clauses, wherever mentioned in the original RFP. The bidders need to take into cognisance while preparing Commercial bid.
9	Annexure -C	79	Eligibility Criteria- 7. The proposed digital onboarding platform either Video KYC should have been implemented by the bidder/OEM successfully at least in one of the scheduled commercial Bank either in public/ private sector having branch network of 1000 branches & above within last 3 years.	Eligibility Criteria- 7. The proposed customer on-boarding platform along with Customer on-boarding solutions namely Video-KYC and Digital KYC should have been implemented successfully by the bidder / OEM as on RFP date. It is required / necessary that bidder should have impelmeted atleast any one of the solution (either Video KYC or Digital KYC) in one of the Scheduled Commercial Bank, either in public/ private sector, having branch network of 1000 branches & above. The bidder has to submit Purchase order/ Certificate of performance showing that the contract was/is in force within last 3 years.

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10	Annexure -C	79	Eligibility Criteria- 8. The proposed digital onboarding platform either Digital KYC should have been implemented by the bidder/OEM successfully at least in one of the scheduled commercial Bank either in public/ private sector having branch network of 1000 branches & above within last 3 years.	Eligibility Criteria- 8: In view of corrigendum provided for clause 7 of eligibility, this clause 8 is deleted
11	Annexure E – Technical & Functional Specifications	86	Digital KYC: 20. In case Aadhar Card is displayed by the customer for Proof of Identity and Proof of Address, the solution must censor or black out the Aadhar Number in the stored photograph.	Digital KYC: 20. In case Aadhar Card is displayed by the customer for Proof of Identity and Proof of Address, the solution must censor or black out the Aadhar Number in the stored photograph. In addition and required by Bank Aadhaar need to be masked and solution has to be integrated with the Bank's Aadhar data vault.
12	Annexure E – Technical & Functional Specifications (V-KYC, E-KYC & Digital KYC)	87	26. Solution should able to capture signature during the video session.	26. Solution should able to capture signature during Digital on-boarding process.
13	Annexure E – Technical & Functional Specifications (V-KYC, E-KYC & Digital KYC)	87	28. Solution should support both Live Assisted Video KYC Customer will interact with an employee over vide and Non-Assisted Video KYC, Digital KYC, E-KYC, CKYC (Customer will complete the process on their own.)	28. Solution should support Live Assisted Digital KYC where customer will interact with an employee.
14	Annexure E – Technical & Functional Specifications	90	Digital KYC: 62. The solution should have option for RE-KYC as per customer request. Video KYC, Digital KYC, E-KYC, CKYC should be enabled for RE- KYC process also. Process flow should be same for RE-KYC.	Digital KYC: 62. The solution should have option for RE-KYC as per customer request. Video KYC, Digital KYC, E-KYC, CKYC should be enabled for RE- KYC process also. Process flow should be same for RE-KYC. The solution should have facility to auto initiation of via e-mail notification.
15	Annexure Q – Certificate for Confirmation of MSME/NSIC Firms	134	Annexure Q – Certificate for Confirmation of MSME/NSIC Firms (in Letter head of Chartered Accountant)	Annexure - Q stands deleted

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16	ANNEXURE-L- INFRASTRUCTURE REQUIREMENT FOR THE SOLUTION	120	ANNEXURE-L- INFRASTRUCTURE REQUIREMENT FOR THE SOLUTION	Please see the Revised Format for Annexure L
17	New addition	Scope of Work		Bank requires Video KYC, Digital KYC and E-KYC solutions for Central Bank Of India and its Two sponsored Regional Rural Banks (RRBs) (UBGB/UBKGB), So Total Cost of Ownership (TCO) is inclusive of Central bank Of India and its two RRBs.
18		Scope of Work		The Bidder needs to create three instances of solution to be implemented. One for Central Bank Of India and other Two for Its Two RRBs. It may be noted that each Bank will have separate on Boarding platform instant.
19		Scope of Work		Bidder needs to provide separate Invoice for Central bank Of India / Uttar Bihar gramini Bank and Uttar Banga Khestra Gramini bank in the Ratio of 78.50: 19: 2.50 respectively as per the ratio of Number of Branches . (Central bank Of India 4530 , UBGB 1072 branches and UBKGB 142 Branches) . There will not be any change in ratio and total amount payable for the whole contract period even if the the number of branches increases.
20		Scope of Work		Bidder needs to provide separate Hardware specification for Central Bank of India and Two sponsored RRBs, So that Bank will purchase Hardware.
21		Scope of Work		Bidder needs to provide the separate Invoices for each Bank with their GSTIN number as per payment terms and conditions.
22		Scope of Work		The selected bidder need to integrate their on-boarding platform along with V-KYC, Digital KYC & E-KYC solutions with Core Banking Systems of Central Bank of India (B@ncs -24 of TCS Ltd) & Regional Rural Banks (Finacle of Infosys Ltd).