

**Corrigendum 4- to Tender No. CO: DIT: PUR: 2022-23:375 Request for Proposal (Bid) Document For Supply, Implementation, and Maintenance of Digital Banking Platform with Omni channel (Mobile App / Web) solution**

**1. Clarifications to the RFP and its Corrigendum:**

| Sr. No. | Point/ Section #                                                      | RFP Clause/ Feature/Requirement                                                  | Clarifications                                                                                                                                                                                                                                                                                                                                                           |
|---------|-----------------------------------------------------------------------|----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | Addendum: Point #5 OCR                                                | The bidder to provide OCR capability for customer onboarding, loan journeys etc. | The scope for OCR includes providing OCR capability for 10 different types of documents mentioned in RFP like Aadhaar, PAN, Driving License, Voter's ID Card etc. However bidder is expected to provide OCR capabilities to any type of documents desired by Bank, any additional requirements over and above the 10 types documents will be taken up as change request. |
| 2       | Addendum: Point # 7 Consent Management System                         | Consent collection: Consent management systems allow organizations.....          | Any future Statutory or regulatory requirement including Data Privacy Bill will have to be complied within the Consent Management solution.                                                                                                                                                                                                                              |
| 3       | Corrigendum + Pre-bid Clarifications Document Management System (DMS) | Document Management System (DMS)                                                 | DMS is to store images/scanned documents during the Onboarding process it is to be then pushed into the Bank's existing DMS system.                                                                                                                                                                                                                                      |
| 4       | General Terms and Conditions                                          |                                                                                  | All the deployment of tools and software's to be installed on-premises only and the Data also to be within the Bank's Premises.                                                                                                                                                                                                                                          |
| 5       | Main RFP Document # 23.3                                              | Testing- Ensure Unit Testing, Integration testing, Functional Testing, .....     | Unit Testing, Integration Testing, Functionality Testing, QA and Regression Testing etc which are mentioned in the RFP and Subsequent Corrigendum are to be carried out for all the phases i.e. Phase 1, Phase 2, 3 and 4.                                                                                                                                               |
| 6       | Main RFP Document #34.6                                               | It is the responsibility of the bidder to remediate any deficiency.....          | Test team support should be considered post-go-live, during the 60-day observation period.                                                                                                                                                                                                                                                                               |
| 7       | Main RFP Document #18.9                                               | Migrate data from existing channels or applications.....                         | All the data from existing Mobile and Internet Banking needs to be migrated to the new Omni channel platform.                                                                                                                                                                                                                                                            |
| 8       | Corrigendum # 2 - Revised Bill of Material                            | Revised Bill of Material                                                         | In the commercial bid format for Video KYC, Chat BOT, Personal Finance Management and OCR etc bidder to fill in the required details like OTC, ATS etc whichever is applicable. Further, Bidder to provide details of other such tools, software's if required to meet the RFP requirement in additional rows.                                                           |

| Sr. No. | Point/ Section #                                  | RFP Clause/ Feature/Requirement                                                                 | Clarifications                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------|---------------------------------------------------|-------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9       | Corrigendum # 4. Revised Features list 43 and 44  | Voice Search and Voice Banking                                                                  | Voice support is a separate feature, not part of chatbot. The bidder is required to bring voice capabilities for the following:<br>- Voice search: For navigation within the digital bank platform<br>- Voice banking/assistance for the below illustrative features:<br>i. Check account balance<br>ii. Enquire about bank products/offerings<br>iii. Locate nearby ATM<br>iv. Initiate fund transfer, bill payments, etc<br>v. Apply for deposit and loan products<br>vi. Block cards |
| 10      | Addendum: Point #5 OCR                            | The bidder to provide OCR capability for customer onboarding, loan journeys etc.                | The bidder is required to bring in OCR technology to meet the RFP requirements. This OCR is not for clearing cheques.<br><br>Example use case of OCR: Recording Pancard, Driving License details of the customer during onboarding process                                                                                                                                                                                                                                              |
| 11      | Main RFP Document #15.9                           | Analytics to monitor web and app traffic in real-time, clickstream data.....                    | Currently the Bank is not using any Analytics tool. The bidder will have to bring on-premises in-app analytics tools needed for the scope of the RFP.                                                                                                                                                                                                                                                                                                                                   |
| 12      | Corrigendum- # 4 Revised Feature List, 27         | Bidder to provide functionalities for Metaverse in future if required by bank.                  | The bidder should have the capability to provide Metaverse functionalities. The detailed offerings will be decided with the selected bidder at a later stage and will be on a change request basis.                                                                                                                                                                                                                                                                                     |
| 13      | Corrigendum- # 4 Revised Feature List, 193 to 196 | Support for Business Correspondence.....                                                        | Business correspondents use tablets, mobile phones, laptops and computers.                                                                                                                                                                                                                                                                                                                                                                                                              |
| 14      | Main RFP Document #16.26                          | Implement highly scalable communication methods such as asynchronous APIs, event streaming..... | The platform for event streaming will be provided by the Bank, the Bidder to integrate with the same and do event based integration as per Bank's requirement                                                                                                                                                                                                                                                                                                                           |
| 15      | Corrigendum # 4. Revised Features list 43         | Voice Search                                                                                    | Voice search refers to the capability through which a customer can search throughout the omnichannel platform and navigate within the digital bank platform to specific pages.                                                                                                                                                                                                                                                                                                          |

| Sr. No. | Point/ Section #                           | RFP Clause/ Feature/Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Clarifications                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 16      | RFP Section 44.12                          | he Bidders aggregate liability in connection with obligations undertaken as a part of the project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actuals and limited to the value of the contract resulting from misconduct or gross negligence of the Bidder, its employees, and subcontractors. However claims arising out of any breaches in respect of infringement of patents, trademarks, copyrights (if any) or breach of confidentiality obligations shall be unlimited. In no event shall the Bank be liable for any indirect, incidental, or consequential damages or liability, under or in connection with or arising out of this tender and subsequent agreement or services provided. The bidder should ensure that the due diligence and verification of antecedents of employees/personnel deployed by him for execution of this contract are completed and is available for scrutiny by the Bank. | The Bidder's aggregate liability in connection with obligations undertaken as a part of the project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actuals and limited to the value of the contract. The Bidder's liability in case of claims against the Bank resulting from misconduct or gross negligence of the Bidder, its employees, and subcontractors or from infringement of patents, trademarks, copyrights (if any) or breach of confidentiality obligations shall be unlimited. In no event shall the Bidder be liable for any indirect, incidental, or consequential damages or liability, under or in connection with or arising out of this tender and subsequent agreement or services provided. The Bidder should ensure that the due diligence and verification of antecedents of employees/personnel deployed by him for execution of this contract are completed and is available for scrutiny by the Bank. |
| 17      | Annexure 5                                 | Bidders Constitution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Single bidder having back to back arrangement with Multiple OEMs/partner can bid. However, Bidding as a Consortium is not acceptable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 18      | Corrigendum # 2 - Revised Bill of Material | Revised Bill of Material                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Option to add, 6 additional lines have given in the Revised Bill of Material to enable the bidder to fill the details of the Tools, Software etc. required to fulfil the RFP requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 19      |                                            | Last Date of Bid Submission                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>19.05.2023 at 3:00 pm.</b><br><br><b>Advisory:</b> In order to avoid last minute Technical Glitches, Bidder may submit the Bid on 18.05.2023 on safer side. No further extension beyond 19.05.2023, 3:00 pm will be given.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 20      |                                            | Bid Opening Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>19.05.2023 at 3:30 pm</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

2. Tools that will be provided by the Bank and the Bidder is required to Install, Configure, Integrate and Manage the same. Bank is envisaging to procure the below solution once these solutions are in place the Bidder will be required to Install and migrate to the new tools without any additional cost to the Bank.

| SL No | Tool                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | Project Tracking and Defect Management                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 2     | Documentation Collaboration Tool                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 3     | Version Control                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 4     | Initially the Bidder has to bring in all the required tools for CI/CD pipeline for DevSecOps for Year 1. However, Year 2 onwards Bank will provide the CI/CD tool for use in Bank premises. Bidder has to migrate to the Bank provided CI/CD platform without any additional cost to the Bank. Tools which are not part of CD/CD pipeline like Unit Testing, Load testing, Regression testing etc. are to be brought in by the Bidder for the entire project duration. |
| 5     | Enterprise wide Image Registry                                                                                                                                                                                                                                                                                                                                                                                                                                         |

\*\*\*\*\*END\*\*\*\*\*

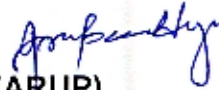
29.04.2023

**CORRIGENDUM 4**

This is in reference to Tender No 375 RFP for "Supply, Implementation, and Maintenance of Digital Banking Platform with Omni channel (Mobile App / Web) solution under CAPEX Model". Please find attached "Clarifications to the RFP and its Corrigendum".

The last date for bid submission has been extended to 19.05.2023 up to 3:00 PM ✓

The technical bids will be opened on 19.05.2023 at 3:30 PM ✓

  
(ARUP)

Chief Manager-Admin