

Annexure I - Corrigendum 3 and Extension of Last date of Bid submission for -Supply, Implementation, and Maintenance of Digital Banking Platform with Omni channel Mobile App / Web solution – Tender No. CO:DIT:PUR:2022-23:375 dated 21.02.2023

SL NO	RFP Page No.	RFP Section	RFP Point / Addition to RFP	Revised clause / Clarification
1	40 and 163	14. Features - Point number 95	Language for Chatbot	The Chatbot to be provided in English and Hindi. However, if later Bank wants to implement it for other Regional Languages then the same should be supported by the Bidder and it will be taken up with as Change Request.
2	42 and 165	14. Features - Point number 114,115 and 116	Omni-channel Platform to be extended to the Feet On Street and Business Correspondents	Bidder to provide App and Web to the FOS and BC's of the Bank for the Banking Services as per RFP. The App/Web provided to the BC's and FOS will be required to integrate at the Backend with our FI switch and Core Banking System. The transactions on this app/web will be initiated by the BC/FOS on behalf of the customer with Biometric/2FA of the customer. Providing Tab/Biometric device will be out of scope of this RFP.
3	52 and 176	14. Features - Point number 178	Grid Management	The Bidder to migrate the existing Grid Data mapped to customers (which is presently being maintained in Bank's Server) to the New Omnichannel Platform and provide its Management interface to the Branch Admin user for mapping Grid Card details to the Customer CIF.
4	24, 66	13.31.3 and 25.6	Support the Omnichannel Application on IE	Since Microsoft has discontinued its support for IE, the bidder to support the same on Best effort basis and provide work around for any issues faced in it.
5	74	32- Facility Management Service	Manage and Maintain the OS and DB	Bank will provide the OS and DB which the Bidder to Manage and Maintain 24*7 and perform all the installation, configuration, Drills and Support related to the same. In case of any issue in the OS and DB the Bidder will coordinate with the Bank's Vendor to raise tickets and resolution of the same in coordination with Bank's OS and DB support teams
6	64	23- Testing	A/B testing	A/B testing to be carried out by the bidder by Bank provided tool.

7	121	Annexure 4 - Commercial Bid Format. Point number 6- Facility Management	Bidder to provide 12 resources for 24*7*365 support at Bank's Premises however, the numbers will be added and reduced based on actual requirement and review by Bank. These resources will be dedicated for the Bank.	Bidder to provide 15 resources for 24*7*365 support at Bank's Premises however, the numbers will be added and reduced based on actual requirement and review by Bank. These resources will be dedicated for the Bank. L1- 12 Resources L2- 3 Resources Kindly consider the same in Bill of Material.
8	72	Point 30- Enterprise Licensing	The digital banking platform should follow enterprise-wide perpetual licenses for all modules offered without any constraint like number of users, transactions, APIs, screens, delivery channels, devices, branches etc.	The digital banking platform should follow enterprise-wide perpetual licenses for all modules offered without any constraint like number of users, transactions, APIs, screens, delivery channels, devices, branches etc. The Enterprise License would be for all the Organic expansion of Central Bank of India's Branches/Customers/BCs etc and its RRBs and subsidiaries. However, in case of merger or acquisition of the Bank the Licenses will be reviewed and the commercials would be mutually discussed.
9	59	Section 17.23	Integrates with the Bank's identity and access management systems such as SSO, AD, LDAP, or other systems for authentication, authorization and multi factor authentication	The Bidder to provide, Manage and Maintain the Login ID, Password, OTP for personas like Customers, Agents, Business Correspondents etc. For Bank employees the Bank's AD system will be used for authentication. Bidder to integrate with Bank provided SSO/IAM for communicating with Bank's Internal systems like Treasury, Trade Finance etc. where after login to the app the Customer is required to switch to different internal system.
10			Last Date of Bid Submission	The Last date of Bid Submission is 04.05.2023 at 3:00pm and Bid opening on 04.05.2023 at 3:30 pm.

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