Corrigendum 3 to RFP-08/2022-23 RFP for Robotic Process Automation Solution

RFP Ref.No.08/2022-23 Dated 27.05.2022

With reference to RFP Ref No. 08/2022-23 Dated 27.05.2022 published on our website https://www.bankofmaharashtra.in, and subsequent to Pre-Bid meeting held on 08.06.2022 at 1500 hours with bidders, following amendments to the RFP document are made with immediate effect. Responses to pre-bid meeting are uploaded on Bank's website separately,

SN	RFP Page No.	Point No.	RFP Term/Clause no.	Clause as per RFP	Clause Revised as
1	16	3.10	Technical Evaluation Criteria	*(see table below)*	*(see table below)*

Clause as per RFP (SN 1):

SN	Criteria	Max Score
1	Total No. of Skilled Employees / Resources (in India) on Robotic Process Automation available for such a project	15
2	Business Process Management (BPM) Expertise in BFSI in India/Abroad (Paper evaluation based on response):	15
3	Total No. of project(s) executed in Automation in India/Abroad (Paper evaluation based on response):	20
4	Bidder's capabilities (Professional qualifications and experience of the key staff proposed/ identified for this assignment on Robotic Process Automation, to be provided):	25
5	Positioning of the solution in Gartner's Magic Quarter	20
6	Technical Presentation:	25
	Total	**120**

Clause Revised as (SN 1):

SN	Criteria	Max Score
1	Total No. of Skilled Employees / Resources (in India) on Robotic Process Automation available for such a project	15
2	Business Process Management (BPM) **Experience** in BFSI in India/Abroad (Paper evaluation based on response):	15
3	Total No. of project(s) executed in Automation in India/Abroad **by bidder / OEM** (Paper evaluation based on response):	20
4	Bidder's capabilities (Professional qualifications and experience of the key staff proposed/ identified for this assignment on Robotic Process Automation, to be provided):	25
5	Positioning of the solution in Gartner's Magic Quarter	**25**
6	Technical Presentation:	25
	Total	**125**

SN	RFP Page No.	Point No.	RFP Term/Clause no.	Clause as per RFP	Clause Revised as
2	26	6.2	Right to Alter Scope	Bank reserves the right to alter the proposed scope at any time before finalizing the bidder.	Bank reserves the right to alter the proposed scope at any time till submission of final bids.
3	111	7.31	ANNEXURE E: PAYMENT TERMS	The Bidder must accept the payment terms proposed by the Bank. The commercial bid submitted by the Bidders must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the bidder, in case of delays or defaults on the part of the bidder. Such withholding of payment shall not amount to	The Bidder must accept the payment terms proposed by the Bank. The commercial bid submitted by the Bidders must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the bidder, in case of delays or defaults on the part of the bidder. Such withholding of payment shall not amount to a default on the part of the

				a default on the part of the Bank. If any of the items / activities as mentioned in the price bid is not taken up by the bank during the course of the assignment, the bank will not pay the professional fees quoted by the bidder in the price bid against such activity/ item.	Bank. If any of the items / activities as mentioned in the price bid is not taken up by the bank during the course of the assignment, the bank will not pay the professional fees quoted by the bidder in the price bid against such activity/ item. The bidder should enter into an contract / agreement before raising any invoice.

4	111	7.31	ANNEXURE E: PAYMENT TERMS	1. Licensing per process / bot
				
				• 40% of the license cost on UAT sign off of any three (selected by Bank) processes automated using RPA solution provided by the Bidder as mentioned in Annexure 5. The required documents to be provided along with original invoice:
				    A) Project tracker with proposed and actual date of task completion.
				    B) UAT sign off duly stamped and signed by the Bank Official.
				• 40% of the license cost after go-live sign off of any three processes (selected by Bank) automated using RPA solution from Bank. Go Live Sign Off in the form of Acceptance Test should be signed by both Bank's identified Project Manager & successful bidder's representative.
				• 10% of the license cost after Go-Live closure signoff of any three processes (selected) from Bank.
				• 10% of the license cost after successful DR drill of any three processes (selected) from Bank.
				• Sign Off in the form of Final Acceptance Test should be signed by both Bank identified Project Manager & successful
					1. Licensing per process / bot
					
					• 20% of the license cost on delivery
					• 20% on application installation in UAT
					• 20% of the license cost on UAT sign off of any three (selected by Bank) processes automated using RPA solution provided by the Bidder as mentioned in Annexure 18. The required documents to be provided along with original invoice:
					    A) Project tracker with proposed and actual date of task completion.
					    B) UAT sign off duly stamped and signed by the Bank Official.
					• 30% of the license cost after go-live sign off of any three processes (selected by Bank) automated using RPA solution from Bank. Go Live Sign Off in the form of Acceptance Test should be signed by both Bank's identified Project Manager & successful bidder's representative.
					• 10% of the license cost after successful DR drill of any three processes (selected) from Bank.
					• Sign Off in the form of Final Acceptance Test should be signed by both Bank identified Project Manager & successful bidder's representative. Operational

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				bidder's representative. Operational Issues, if any, will be part of Managed Services and not part of Go-Live Sign Off.	Issues, if any, will be part of Managed Services and not part of Go-Live Sign Off.
5	113	7.31	ANNEXURE E: PAYMENT TERMS	**4.AMC / ATS** – Payable quarterly / yearly in arrears against receipt of satisfactory service performance report of previous quarter from the Bank's Project / Operation Manager. All payments will be released only after submission of the proof for the same along with the invoices, request for payment and other related documents.	**4.AMC / ATS** – AMC/ATS will be payable after successful deployment of solution licenses Payable quarterly / yearly in arrears against receipt of satisfactory service performance report of previous quarter from the Bank's Project / Operation Manager. All payments will be released only after submission of the proof for the same along with the invoices, request for payment and other related documents.
6	114	7.32	ANNEXURE F: PROJECT TIMELINES	The Robotic Process Automation (RPA) solution must be implemented as per project scope within a period of 12 weeks in totality from the date of placing order by Bank. However, the solution needs to be rolled out in phases.	The Robotic Process Automation (RPA) solution must be implemented as per project scope within a period of 12 weeks along with any 3 processes the date of placing order by Bank. The 3 processes will be shortlisted by the Bank. The automation of remaining processes would continue in phases as per requirement of Bank.

ANNEXURE A: COMMERCIAL BID FORMAT
The bidder is required to update the commercials in the following format:

Table1

Sr. No.	Requirement	One Time Charges (Rs.)	Recurring Cost in Rs.			Total
			Year1	Year2	Year3	(Rs.)
1	License Cost for automation tool provided.					
2	Processes automation Efforts based on complexity (payable as per actual utilization) Total Process count (62)					
2.1	High Complexity (Indicative Process count 48)	**Pre Process cost X 48**	NA	NA	NA	
2.2	Medium Complexity (Indicative Process count 2)	**Pre Process cost X 2**	NA	NA	NA	
2.3	Low Complexity (Indicative Process count 12)	**Pre Process cost X 12**	NA	NA	NA	
3	RPA solution Implementation Cost		NA	NA	NA	
4	Facility Management/Support resource cost		NA	NA	NA	
	L1 Resources	NA				
	L2 Resources	NA				
5	Training Cost		NA	NA	NA	
	1.Pre-implementation		NA	NA	NA	
	2.Post-implementation		NA	NA	NA	
6	Any Other Charges **(if applicable)** **					
7	Customizations involving 50 man-days efforts Over and above Scope of RFP for every year (Total 150 man-days for 1 year) (payable as per actual utilization)	NA				
8	**Total Cost (1+2(2.1+2.2+2.3)+3+4+5 +6+7)**					
	TCO in Words					

Table 2: Break up of License Cost for automation tool provided item no 1 of Table 1

Sr. No.	Requirement	Number of components	One Time Charges (Rs.)	Recurring Cost in Rs.			Total
				Year1	Year2	Year3	(Rs.)
1	License cost for running unattended bots	**5**					
2	License cost for running attended bots	**15**					
3	License cost for the Creator\Developer component	**5**					
4	License cost for additional components like OCR (Optical Character Recognition) **Optional Item**	**5**					
5	License cost for additional components like AI (Artificial	**5**					

Sr. No.	Requirement	Number of components	One Time Charges (Rs.)	Recurring Cost in Rs.			Total (Rs.)
				Year1	Year2	Year3	
	Intelligence) /ML (Machine Learning) **Optional Item**						
	Total Cost (1+2+3+4+5)						

The above license count is indicative and Bank reserves the right to increase or decrease more quantities at above rate (if required) in the future.

Bank reserves the right to procure additional licenses from bidder or from any other party if required in the future.

Optional Item will be part of TCO for the purpose of commercial evaluation but the same needs to be delivered and invoiced only when process selected for automation requires this component.

Table 3: Break up of Facility Managements Resource Cost item no 4 of Table 1

Sr. No.	Requirement	Number of Resources	Recurring Cost in Rs.			Total (Rs.)
			Year1	Year2	Year3	
1	L1 Resource	**3**				
2	L2 Resource	**1**				
	Total Cost (1+2)					

The above resource count is indicative and Bank reserves the right to increase or decrease more resources at above rate if required in the future.

Table 3 : Breakup of any other charges of Table 1

Sr. No.	Requirement	Quantity	One Time Charges (Rs.)	Recurring Cost in Rs.			Total (Rs.)
				Year1	Year2	Year3	
1	Any Other Charges **						
	(Add rows if required)						
	Total Cost (1+any additional rows)						

(bidder may add row as per requirement and name every item)

> *** Process automation cost shall also include the cost of identification of processes, automation of the process, performance monitoring of the automated processes, troubleshooting and modifications in existing automated processes. Bank has provided count of processes based on complexity criteria defined in RFP. The bidder is required quote process automation cost as one time cost. However, payment will be done as per actual utilization and availing of services by the Bank. The categorization of process complexity for automation of identified process would be**
>
> **as per mutual agreed terms. However, bank's decision would be final with respect to categorization.**

The same rate should be valid for any additional work to be allocated over and above the indicative processed listed in RFP

* Details to be provided for any commercial provided against "Any Other". This may include component which required for implementation of process automation but not covered in the Table 1.

Terms & Conditions:

1. For each of the above items provided the bidder is required to provide the cost for every line item where the bidder has considered the cost.

2. Bank reserves the right to implement or drop any of the above listed items without assigning any reason.

3. 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.

4. The price quoted for the project should be an all-inclusive price including any taxes, expenses and levies but excluding GST and is a fixed price.

5. Bank will deduct applicable TDS, if any, as per the law of the land.

6. The quoted fixed cost against each item shall remain unchanged till the completion of the Project(s).

7. The base project location will be Pune.

8. The TCO in words is amount on which the commercial evaluation shall be conducted.

9. All prices to be valid for a period of 3 years from the date of contract execution / signing.

10. The Bank reserves the right to renew the contract post completion of the contract period and the commercials for the same shall be discussed based on the scope of work.

11. Bidder should factor all your expenses like travelling, boarding, lodging etc. apart from amount specified in Commercials, no other expenses will be paid by the Bank.

12. Bidder shall depute resources on-site of the project implementation location(s) for carrying out the task as specified in this document.

13. The cost quoted is in fixed price and no increase in rate will be admissible by the Bank for whatsoever reasons during the contract period.

14. The cost quoted also includes the cost of deliverables for all the phases of the Project.

15. Bidder is expected to provide detail bill of material along with the commercial proposal for the proposed hardware and appliances.

16. **Additional Per Man-day rates (applicable in case of enhancement of scope in future). The same will be as per sr no 7 of Table 1 for the respective year and mutually agreed terms thereafter. The same will be paid as per actual utilization.**

Place:

Date: Seal & Signature of the Bidder

The resources shall be appointed on a project requirement made known by the Bank, only if they meet the aforementioned categorization as indicated in the table above and after obtaining prior approval from the Bank.

Note:

All the Columns in all the above tables of this Annexure must be completely filled and should not be kept blank.

i.   **The Prices quoted shall be inclusive of all taxes and levies; and exclusive of GST.**
ii. **GST Shall be paid on actual basis.**
iii. **Bidder has to quote for all the three categories.**
iv. **Bank will consider L-1 Bidder based on TCO mentioned above.**
v.   **In case of difference between amount quoted in figure and in words. The amount quoted in words shall prevail.**

ANNEXURE B: TECHNICAL EVALUATION CRITERIA

The table below highlights the parameters under the technical criteria and scoring methodology.

SN	Criteria	Max Score
1	Total No. of Skilled Employees / Resources (in India) on Robotic Process Automation available for such a project; ✓ 50+ Employees (15 marks) ✓ 25-50 Employees (10 marks) ✓ Up to 25 (5 marks)	15
2	Business Process Management (BPM) **Experience** in India/Abroad (Paper evaluation based on response): ✓ More than 2 **years** (15 marks) ✓ At least 1 **year**(10 marks)	15
3	Total No. of project(s) executed in Automation in India/Abroad **by Bidder / OEM** (Paper evaluation based on response): ✓ More than 3 (20 marks) ✓ Up to 3 (15 marks)	20
4	Bidder's capabilities (Professional qualifications and experience of the key staff proposed/ identified for this assignment on Robotic Process Automation, to be provided): ✓ Financial stability ✓ Implementation, Monitoring & Management Team ✓ Resources proposed for the project	25

5	Positioning of the solution in Gartner's Magic Quarter
	✓ Solution positioning in latest (2021-22) report of Gartner's Magic Quadrant
	    1. **Leaders (25 Marks)**
	    2. **Challenger (10 Marks)**
	    3. **Other (NIL)**
		25

6	Technical Presentation (**Presentation**, **Site Visit and Feedback**): (0-25 Marks) ✓ Bidders' approach for formation of the Automation Solution/setup for the Bank in terms of value delivery and market leading technology differentiation capability. ✓ Methodology/Approach proposed for accomplishing the proposed project, including integration and customization. ✓ Activities/tasks, project planning & implementation, resource planning, effort estimate etc. ✓ Demonstration of on any one of the use cases that has been successfully implemented in any BFSI (Banking, Financial Services and Insurance) sector. ✓ **Any other parameter based on committees decision to perform reference site visit / gather feedback from customer's using proposed solution**	25
	Total	**125**

Note:

1. The experience of bidder for the projects executed as subcontract shall be scored, provided that the Bidder provides subcontracted PO to the Bank as a proof.

2. The bidder is required to provide documentary evidence for each of the above criteria and the same would be required on the client's letter head in case of credentials.

3. Further the Bank's officials would visit reference sites provided by the Bidder if deemed necessary.

4. In case there is only one bidder having technical score of 75 or more, the Bank may, at its sole discretion, also consider the next highest technical score and qualify such bidder.

In case, none of the participating bidder s qualify on technical criteria and reach or exceed the cut-off score of 70%, then the Bank, at its sole discretion, may qualify two bidders on the basis of the top 2 scores. However, the Bank at its discretion may reject the proposal of the Bidder or will not consider bidder below cutoff marks by relaxing as mentioned above, if in the Bank's opinion the Bidder could not present or demonstrate the proposed solution as described in the proposal or in case the responses received from the customer contacts / site visited are negative or the proposed solution does not meet the Bank's functional and technical requirements.

ANNEXURE D: ELIGIBILITY EVALUATION COMPLIANCE

The Bidder is required to meet the following eligibility criteria and provide adequate documentary evidence for each of the criteria stipulated below:

ELIGIBILITY CRITERIA COMPLIANCE TABLE

Sr. No	Eligibility Criteria	Complied (Yes/No)	Supporting Required
1	The Bidder submitting the offers should be a Registered Company in India under the Companies Act, 1956 / 2013 or The bidder must be a registered firm/ company//LLP/ trust/government owned organization/and shall be in existence for the last five years (as on 31.03.2021). Copy of the certificate of incorporation should be enclosed as documentary proof.		Certificate of Incorporation. Certificate of Registration
2	The Bidder **or OEM whose solution is proposed** should have a yearly turnover of greater than Rs.25 crores (each year) or above in the past three financial years (2019-20, 2020-21 and 2021-22). This must be the individual Company's turnover and not that of any group of Companies. The bidder should have positive net worth in each of last 3 financial years. (Certified / Audited Balance Sheets and P&L statements for last 3 years should be submitted in support of the turnover and profitability. The Bidder should submit a Certificate from their Chartered Accountants regarding their financial capability.) • Startups (whether MSEs or otherwise) subject to meeting of quality and technical specifications are eligible for relaxation of 10% for the yearly turnover of greater than Rs.25 crores.		Copy of the audited Balance Sheet and / or Certificate of the Chartered Accountant for preceding three years and copy of the PAN card issued by the IT department **FY 2019-2020** **FY 2020-2021** **FY 2021-2022*** (* If audit for the year 2021-22 is not completed, then provisional balance sheet for the year 2021-22 should be submitted duly signed and certified by Chartered Accountant & CEO / CFO of the bidder Company.)
3	The bidder should have support Office/Branch in Pune. In case direct support offices of the bidder is not present in Pune then an undertaking to be provided by the bidder stating that direct support would be provided by the Bidder at Pune.		Supporting document
4	The bidder should be OEM / authorized partner for the solution to be implemented (Proof to be submitted). Either OEM or authorized partners of OEM can bid in a tender but not both.		Certificate / letter from OEM./ Manufacturer Authorization Form (MAF)

Sr. No	Eligibility Criteria	Complied (Yes/No)	Supporting Required
5	The Bidder shall not have been blacklisted by any government organization/State Govt./PSU/ banks. Self-declaration to that effect shall be submitted along with the technical bid.		Self-Declaration / An undertaking to this effect is to be submitted by the bidder. Undertaking as per format Annexure 20 to be provided along with bid
6	The Bidder **or OEM whose solution is proposed** should have experience of providing the RPA solution in India to any Scheduled Commercial Bank in CAPEX /OPEX Model in last 5 years in India. The solution should be live as on date of floating of RFP. The bidder should submit a letter issued by the scheduled commercial bank stating the services are found satisfactory. Startups (whether MSEs or otherwise) subject to meeting of quality and technical specifications are eligible for relaxation of 10% for requirement related to experience of providing the RPA solution in India to any Scheduled Commercial Bank in CAPEX /OPEX Model in last 5 years in India		Successful completion certificates or engagement letter from the Bank. The Bidder to submit successful completion letter/certificates along with the legal agreement or engagement letter from the Bank Copy of the order and / or Certificate of completion of the work. The bidder should also furnish user acceptance report
7	Adoption Integrity Pact		Submitted Integrity Pact on Rs. 500 Stamp Paper as format prescribed in **Annexure 13 - Pre-Contract Integrity Pact.**
8	At the time of bidding , Bidder/OEM should not have any litigation pending against the bank in any court of law.		Self-Declaration / An undertaking on letter head to this effect is to be submitted by the bidder with Technical Bid.
9	The Bidder/Bidder's parent company should not have been declared Non-Performing Asset (NPA) by any BFSI organization as on date of submission of the tender, otherwise the bid will not be considered.		Self-Declaration letter signed by Authorized Signatory to be submitted.

Note:

1) Documentary evidence must be submitted for each criterion.
2) Public Sector / Scheduled commercial banks include RBI and do not include Regional Rural Banks and Cooperative Banks. These Banks refer to Banks in India only.

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ANNEXURE H: COMPLIANCE TO FUNCTIONAL SPECIFICATIONS

- Following methodology will be adopted for assessment of compliance parameters as under:

Feature Status	Short form	Remarks
Readily Available	RA	The feature is already supported and included in the out-of-the-box solution
Customization	CU	Can be developed / customized and delivered along with the Solution, prior to implementation at no extra cost.

Sr. No. [A]	Description [B]	Complied (Yes/No) [C]	RA/CU [D] If answer to Col C is Yes	Remarks [E]
1	Preferably be on .Net or Java platform			
2	Should be capable of automating any application & supports any platform (Windows, AIX, Solaris, Java, Website, etc) presented in any way (terminal emulator, client, web browser).			
3	Shall support automation with Windows Apps, Java Apps, Web Apps, Core Banking Solution (7.x, 10.x), Enterprise-wide Data Warehouse, Base24 Switch, Microsoft ADS, Customer XP FRMsolution, MS Office applications (doc, docx, xls, xlsx, ppt, pptx, open format), PDF, MS Outlook/Outlook Web, Databases like Oracle / SQL Server / MySQL etc.			
4	Should support multi-environment deployment (development, testing/staging, production)			
5	Should support both fully- automated (including auto sign-on feature) & human assisted automation.			
6	Should support centralized release Management - which supports rollback.			
7	Should have Process change distribution model - process development should be such that itcan be re-used for new projects.			
8	Automation to be done in a non-invasive way & it should be code free.			
9	Flowchart designing tool to be included.			
10	Workflow creation tool to be part of RPA tool.			
11	The solution is expected to emulate human behavior (logging in, working on application,data entry, data uploading, data processing, report generation, report formatting, report/ output data downloading, logging off)			

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Sr. No. [A]	Description [B]	Complied (Yes/No) [C]	RA/CU [D] If answer to Col C is Yes	Remarks [E]
12	The solution should be capable of integrating multiple applications in both simultaneous & sequential flow (i.e. Multi-tasking where one or more automations can occur simultaneously with the user performing other tasks. Solution must be able to allow the user to work in one application simultaneously with automations running against the same and other applications). For example, Sequential flow - output from App a1 - input to App a2 - output of App a2- input to App a3 Simultaneous flow - output from App a1 & output from App a2 - input to App a3.			
13	Screen Scraping/ Screen emulator - how it reads data from screen (pixel basis or tagging) - effort required to re-configure a process if an underlying screen overlay changes. Shall be capable of supporting OCR / QR code.			
14	Facility to record each and every step and replay the same.			
15	Ability to Track dependencies			
16	Capability of localization on formats like Date, Time, decimals, currency, number, parameter separators, symbols etc.			
17	Ability to reuse components and also handle maintenance of components.			
18	There should be features for User Management, Password management; password masking and the complexities for the same should be configurable.			
19	There should be mechanisms to connect to various applications using proper user id and passwords for those applications. There should be audit trails in respect of the same.			
20	It should be able to measure the outcome of Automation like processing time, percentage of automation etc.			
21	It should be easy to develop, test and deploy.			
22	User acceptance testing / DR script testing (human assisted) - automation to be supported & configurable.			
23	Should depict screen coordinates across all resolutions (800*600 to 4K resolutions) - to auto-generate reports.			
24	Surface Automation - capable to image in imagerecognition / optimized image recognition - to prevent wrong click.			
25	Drag-and-drop based development interface is			

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Sr. No. [A]	Description [B]	Complied (Yes/No) [C]	RA/CU [D] If answer to Col C is Yes	Remarks [E]
	preferred.			
26	Development Interface must have integrated source control, debugging, without requiring coding in C#/VB.net/ Java /Python or any language. It should also have built-in components for step-wise debugging & unit testing.			
27	Codeless Application Integration requiring no changes to applications or access to source code.			
28	Should support Multi-threaded automation engine including scenarios when user is actively interacting with other apps.			
29	Shall support Non-positional, deterministic object matching and should allow flexible, configurable match rules.			
30	Source Control Support and solution version control.			
31	Management Console to manage and monitor Users, Robots, Processes with activity monitoring.			
32	Shall support Dynamic Group and Role-based rules.			
33	Proposed RPA solution should support MS Active Directory Services/ LDAP Integration.			
34	Only single client installation is required irrespective of no. of processes being run through that endpoint (both fully automated or assisted automation).			
35	Automation and Monitoring rules should be role configurable and managed from a single management console.			
36	Hide and show applications dynamically as necessary.			
37	Solution should support exception handling i.e. be able to detect that expected objects are missing and take the appropriate action and continue running otherwise.			
38	Support web and other applications that can be scrolled and re-sized, or zoom and font sizes can change dynamically.			
39	Support multiple monitor resolutions and any font style or size with a single solution Automations should work even if the application is minimized or if it is moved behind another application or moved			

Sr. No. [A]	Description [B]	Complied (Yes/No) [C]	RA/CU [D] If answer to Col C is Yes	Remarks [E]
	off of the screen visibly.			
40	Ability to automate applications, screens and fields that are hidden and/or are not in focus or visible.			
41	Ability to hide and/or mask individual data fields as per PCI standards.			
42	Ability to prevent data fields from being edited or changed (i.e. disable or make read-only) Ability to read the contents of drop-down boxes and scrollable text fields where not all of the data is displayed.			
43	Ability to detect radio button and checkbox selections and state changes as well as the current state.			
44	Ability to read and manipulate tabular/grid data (i.e. Excel spreadsheets, data grids, web tables), determine number of rows and iterate through the data, providing the ability to both read and update the data cells, accessing both visible and non-visible portions of the grid without having to scroll or block the user from performing other tasks simultaneously.			
45	Product should be event-driven / time-driven (including clicking buttons, invoking menu & selection, cursor & mouse selection, use minimal CPU [no impact on performance]).			
46	Product should be able to monitor and log any and all user events with every object on every screen and should be able to pick up new objects dynamically without having to change the solution. For example, if you"ve chosen to log all copy/paste attempts against all text fields, the solution should be able to identify any text field in any web site navigated to and log the copy/paste event along with the name of the field and [optionally] the value of the field.			
47	Solution shall be hosted at Bank's DC & DR site.			
48	Information Confidentiality Management: The proposed solution must ensure that person-related Information as well as business critical information must be kept confidential. This implies secure communications, information quality audits, information security, encryption and other security measures.			

Sr. No. [A]	Description [B]	Complied (Yes/No) [C]	RA/CU [D] If answer to Col C is Yes	Remarks [E]
49	Scheduling / Management of virtual Workforce (including multi-robot solution) can be centralized through central management console.			
50	Authentication and authorization management: The proposed solution must support enterprise-wide Authentication Management, Authorization Management and single sign on.			
51	Monitoring, Reporting and Alerting: The proposed solution must aim for a centralized monitoring, reporting and alerting solution for business critical communication paths, especially for inter-domain communication. Monitoring, reporting and alerting help to reduce the operation and maintenance costs.			
52	Reporting and analytics capabilities are mandatory and the exact reporting would be based on the particular business process.			
53	Sustainable & future proven: Proposed solutions shall be sustainable & future proven. The bidder shall provide a roadmap for the next 3-5 years showing upcoming releases and further innovative features. Proposed solution including client system shall be supported & be available for the next 3-5 years within the upcoming releases.			
54	Accessibility: The RPA-solution must be accessible via desktop PC / Laptop PC / Thin-Client / VDI / app virtualization.			
55	Security: The system must provide high security to ensure that only authenticated and authorized users may use functions they have been authorized for. The solution must fulfill all the security guidelines and mandatory federal data protection guidelines & laws for operating with sensible person related customer data.			
56	Supported Hardware & Software: Please describe the supported hardware and software (OS, application server, database, etc.) (As per Annexure: W).			
57	Intercept events before applications do, with the ability to cancel. For example, intercept the submit button on a screen (or disable the submit button), perform data checks and effectively roll back or cancel the submit if the user had data entry errors. Data checks should include cross-data field dependencies and complex business rules,			

Sr. No. [A]	Description [B]	Complied (Yes/No) [C]	RA/CU [D] If answer to Col C is Yes	Remarks [E]
	including web services and database lookups for verification.			
58	Solution must be deterministic and should be guaranteed not to input data into the wrong field. In other words, any work that a user is doing in parallel should not cause the automation or script to break.			
59	Solution should not break if changes are made to an application such that fields/objects change position, size, font, visibility, etc.			
60	Ability to change or move data (i.e. copy/paste) in applications without "pumping keystrokes" into the application or changing focus of where the current user is working. Solution should not work by saving current focus or cursor location, blocking user input while running the automation, then returning focus and mouse to the saved location.			
61	Ability to detect and log changes to any and all fields of an application without physically defining each field and each position or location of field, and without polling. Solution should detect and react distinctly to attributes like "TextChange", "GotFocus", "LostFocus", "Copy", "Cut", "Paste", "Click", "Double- Click", "Right-Click", "Created", "Destroyed", "PropertyChange" and other events.			
62	Product should be able to configure event logging and filters by object type (i.e. Button, Textbox, Form, CheckBox, etc.) and the logging should be automatic without having to define each field. However, overrides should be able to be applied to each field if required. For example, you should be able to configure the ability to log any data changes to any text field, except don"t log the values associated with changes to the "Credit Card Number" or other sensitive/PII data fields.			
63	The product should be able to collect the suggestion from various geography/business verticals & help identifying the best suited process for automation.			
64	The product should be able to help in doing automated documentation of the current process.			

बैंक ऑफ महाराष्ट्र
Bank of Maharashtra
भारत सरकार का उद्यम
एक परिवार एक बैंक

Sr. No. [A]	Description [B]	Complied (Yes/No) [C]	RA/CU [D] If answer to Col C is Yes	Remarks [E]
65	The product should be able to allow speed of development & deployment through drag and drop capabilities and also empowers to take data driven and scientific approach for automation.			
66	The product should have the document understanding capability combining RPA and AI and would it be capable of working with structure and unstructured document like tables, handwriting, signatures and check boxes etc.			
67	The product should support Governance Management.			
68	The solution should be integrated with different application through UI automation & APIs to develop both unidirectional and bidirectional automation across platform as a single unified layer.			
69	The technology Should run 24x7 for Governance & monitoring across platform.			
70	The solution should have the capability to track, measure and report on robots, process, queues, licensing and ROI. Empowers organizational-wide decision making with sharable dashboard and forecasting.			
71	The product should have report, analytics and testing suite which could manage the Test Development Life Cycle & regression testing.			
72	The solution should have prebuild models that could incorporate AI and machine learning models into automation.			
73	The Solution Should have one simplified solution to all Data management and storage for automation.			
74	The Solution should have the independence to decide attended or unattended automation and the automation should run desktop and VMs and should able to manage and monitor centrally and capture the audits.			
75	The solution should have 4 eye or 6 eye principle and capability that human can intervene & provide direction to the automated workflow.			
76	The solution should have the ability to bring human in the loop allows to deploy, manage, monitor and optimize entire lifecycle from one central location.			

Sr. No. [A]	Description [B]	Complied (Yes/No) [C]	RA/CU [D] If answer to Col C is Yes	Remarks [E]
77	The solution should be capable to collaborate with software bots or create their own automation using No code or Low Code framework.			
78	Technology should have automation management, reliability, governance and security, Runtime, Governance, access control, PII masking, Auto updating & auto healing, allowing organization to define, deploy, feeds management & logging.			

Signature of the Authorised Signatory with date & seal(Full name and Designation of Authorized Signatory) Company Name and address

Notice regarding online Technical bid submission

Bank has opted for technical bid submission though online mode. The detailed instructions pertaining to Online mode of bid submission was already part of **Annexure-j** of RFP08/2021-22

The said Tender shall be available online on website https://eauction.auctiontiger.net .The bidders has to submit their bids by uploading the required document on the portal https://eauction.auctiontiger.net on or before the due date. The notice regarding date and time of online Technical bid submission shall also be notified separately on Bank's official website https://www.bankofmaharashtra.in . Please note that Bids submitted other than Online mode mentioned above shall not be accepted.

Event id: 46333: Online Request for Proposal for Robotic Process Automation Solution

Bidders are requested to ensure valid digital signature along with them to participate in the tender. Bidders should prepare the bid in advance and submit the bids in advance. It is not advised to wait for the last moment i.e. due date of bid submission. Internet connectivity /browser settings and other paraphernalia requirements shall have to be ensured by Bidder themselves.

Bidders are also requested to furnish commercials in the price bid envelope (encrypted). Bank reserves the right either to open the price bid submitted by the bidder or to opt for online reverse auction for commercial evaluation of technically qualified bidders. In case, if bank opts for reverse auction, the price bid submitted online by the bidders shall not be opened.

In the event of non-submission of bids due to any technical failure at bidder's end (e.g. failure of internet connectivity or due to any reason whatsoever it may be) , the service provider or the bank shall not be responsible

For any further assistance, bidders may contact as follows-
e- Procurement Technologies Limited

For Registration / Approval / DSC Verification: Phone Nos.: +91 - 79 - 350 221 80 / 67 Cell Number: +91 - 63532 17080, +91-9099090830	for e-Tender Submission Cell Number: 9081000427/ 9374519729/7622000287/ 9904406300 / 9510812960 / 9510812971 e-mail : support@auctiontiger.net
for E Auction related Queries Cell Number: 9510813197 / 9879996111 / 9904407997 e-mail : support@auctiontiger.net	

Note- Except changes mentioned above, there is no change in any clauses, terms & conditions, Schedule of the RFP document.

Sd/-
Deputy General Manager
Information Technology