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

CORRIGENDUM
Please refer to RFP 092021 published on **27.09.2021** inviting proposal from eligible bidders for **for Authentication Control Server (ACS) Services for Online Card Transactions and Other Products.** The corrigendum & reply to pre-bid queries are available on Bank's website https://www.bankofmaharashtra.in in the Tenders Section.   **Deputy General Manager** **Information Technology Department**

CORRIGENDUM

Please refer to RFP 092021 published on **27.09.2021** inviting bids for **for Authentication Control Server (ACS) Services for Online Card Transactions and Other Products.**Following correction be read in the tender document.

Amendment in clauses in RFP are as following:
- A) Change in timelines for Bid submission (Page 10 of the RFP document)
- B) Change in Penalty Calculation Table(Clause 5.2.14.3 of the RFP document)
- C) Change in Eligibility Criteria Compliance (Annexure-5 of the RFP document)
- D) Change in Commercial Pre-Bid format (Annexure-23 of RFP document)

The online bid submission will be through E-Procurement Technologies Ltd. (URL - https://eauction.auctiontiger.net/EPROC/). Bidder manual is also available on the same site.

(Shirish Salway)
Deputy General Manager
Information Technology Department

Change in timelines for Bid submission (Page 10 of the RFP document)

Important Information regarding Bid Submission

RFP Term/Clause no. Invitation of the Tender	As per previous Timelines	Revised Timelines
Last Date for Submission of Bid	20.10.2021 14:00 Hrs	27.10.2021 14:00 Hrs
Time and Date for Opening of Technical Bid	20.10.2021 16:00 Hrs	27.10.2021 16:00 Hrs

Note:- Except above clause, there is no other change in information regarding Bid submission date.

Change in Penalty Calculation Table(Clause 5.2.14.3 of the RFP document)

Page No.37 of the RFP 092021: Clause No. 5.2.14.3 :Penalty Downtime

5.2.14.3. Penalty Due to downtime: The Bank expects Uptime requirement of ACS Solution as 99.80% for the complete solution on quarterly basis. In case the uptime is not maintained with the uptime as stipulated, Bank shall charge the penalties as under:

Uptime in %	Penalty
99.80	No Penalty
99.70 to 99.79	1% cost of the Quarterly billing
99.60 to 99.69	2% cost of the Quarterly billing
99.50 to 99.59	3% cost of the Quarterly billing
99.40 to 99.49	4% cost of the Quarterly billing
99.30 to 99.39	5% cost of the Quarterly billing
99.20 to 99.29	6% cost of the Quarterly billing
99.10 to 99.19	7% cost of the Quarterly billing
99.00 to 99.09	8% cost of the Quarterly billing
The Penalty will continue to be levied in this progression	

Deputy General Manager
Information Technology Department

Change in Eligibility Criteria Compliance (Annexure-5 of the RFP document)

The Bank will examine the Eligibility Criteria compliance for the bidder as per the below tabulated criteria in this RFP. The Bidder(s) who satisfy the eligibility criteria conditions shall be considered for the next phase of evaluation viz. Technical Evaluation.

The Bidder is required to meet ALL the following eligibility criteria applicable to them and provide adequate documentary evidence for each of the criteria stipulated below in the absence of such documentary evidences Bid will be rejected without any further correspondence

Sl. No.	Criteria	Complied (Y/N)	Documents to be submitted
1.	Bidder/OEM should be a registered IT/ITES company in India under Companies Act 1956 and Company Act, 2014. It should have been in operation for at least five years as on date of bid		Copy of the Certificate of Incorporation copies of memorandum and article of association. Submit copy of PAN Card, Sales Tax VAT Registration.
2.	Bidder/OEM should have minimum annual turnover of Rs. 10 crores each during the last three financial years that is 201819,2019-20 and 2020-21 as per audited financial statements. This must be individual company and not of any group of companies.		Audited Financial statements to be submitted. Additional Support Letter from CA to be submitted.
3.	Bidder/OEM should have positive net worth during at least 2 years in the last three financial years that is 2018-19,2019-20 and 2020-21 as per audited financial statements.		Audited Financial statements to be submitted. CA Certificate certifying the turnover and net worth
4.	The bidder/ OEM should have a valid ISO 9001, ISO 27001, PCI-DSS and PA-DSS certificate for the solution proposed.		ISO Certification
5.	The Bidder should have at least one direct support office at Pune and Hyderabad location. The Bidder should be able to provide support and maintenance for the offered solution. Documentary proof (Office registration details etc.) to be submitted along with the bid.		List of the offices and a selfcertification in this regard
6.	Bidder/OEM should not have been blacklisted by any entity including Govt./Banking/FI/NBFC/IBA/RBI etc.		Self-certification in the offer letter.
7.	Bidder/SI/OEM must not have failed in completion of any project with the Bank earlier as per Purchase Order		Self-Certification from the Bank
8.	Bidder/SI/OEM has not violated any intellectual property Rights		Self-certification in the offer letter

Sl. No.	Criteria	Complied (Y/N)	Documents to be submitted
9.	Bidder/SI/OEM is not reported under SMA-2 or NPA, if enjoying credit facilities from any Bank/FI.		Self-certification in the offer letter.
10.	All the components of the proposed solution should be owned by Bidder or Authorized partner or OEM		Self-certification in the offer letter.
11.	The Bidder must comply with government's rules and regulations like minimum wages act, Provident fund and ESIC facility standard.		Certification in the offer letter.
12.	The bidder should have at least 100 employees in India on their payroll.		Self-certification in the offer letter. (Declaration). Proof of compliance and labour license needs to be submitted along with the quotation)
13.	Bidder's/OEM's infrastructure, systems/application and procedures must have PCI-DSS and PA-DSS compliance as per requirements of the card scheme and regulators.		Necessary Certificates
14.	Bidder should have all required statutory licenses & registrations like GST/ CST /VAT, TIN, PAN, etc.		GST, PAN
15.	Solution proposed by Bidder should be EMVCO & Visa, certified with 3D secure 2.0 as of the date of bid submission or if the same is not readily available with the Bidder, it should be provided by the Bidder free of Cost to the Bank as and when the guidelines are being provided by GOI or RBI		Certification in this regard
16.	Solution must be hosted in India only		Self-certification in the offer letter
17.	Bidder/OEM should have in-house capabilities to develop, modify the software application and customize it to suit Bank's requirement		Self-certification in the offer letter
18.	A bidder/OEM should be VISA and approved ACS service provider and certified with NPCI for ACS service with at least one public sector bank in India having necessary in-house infrastructure for processing debit /Credit card online transactions.		Copy of POs and satisfaction letter from references

Sl. No.	Criteria	Complied (Y/N)	Documents to be submitted
19.	The bidder/OEM should have an experience of at least two (2) years in Authentication Control Server transaction processing for card online transactions of Visa/MasterCard/ RuPay network and should have processed at least 5,00,00,000 transactions of Visa/ MasterCard/ RuPay network as per the NPCI and RBI guidelines till date of submission of bid to any public sector banks/ Private sector Banks/ Co-operative Banks in India.		PO Copy along with the consolidated list of the references.
20.	Bidder/OEM should have experience of migration from existing system and having support for VISA/Master/RuPay cards or any other needed card/virtual network to new system		Supporting Documents
21.	Visa, & NPCI network certification for transaction processing		Required Certificates

Note: -

i.   Either the bidder/SI on behalf of the OEM or OEM itself can bid but both cannot bid simultaneously for the solution.
Bidder/SI can submit the bid with one OEM solution/product for application OEM can authorise different bidders/SI to quote for the same product.

ii.   Bidder/SI must comply with all the above mentioned criteria. Non-compliance of any of the criteria will entail rejection of the Bid. Copies of the relevant documents / certificates should be submitted as proof in support of the claims made.

iii.   Any assumptions made by the bidder's/SI in response to this RFP will be at their own risk and cost. The Bank will not be liable for any such assumptions / representations made by the bidder. The Bank's assumptions and decision will be final.

iv.   No open source software should be provided/used/offered as a part of solution without support.

Note:

All eligibility requirements mentioned above should be complied by the bidders as applicable and relevant support documents should be submitted for the fulfilment of eligibility criteria failing which the Bids may be summarily rejected. Non-compliance of any of the criteria can entail rejection of the offer. Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made for each of the above-mentioned criteria and as and when the Bank decides, originals / certified copies should be shown for verification purpose. The Bank reserves the right to verify / evaluate the claims made by the Bidder independently. Any deliberate misrepresentation will entail rejection of the offer ab-initio. Other conditions are as below:

1. Documentary evidence must be submitted for each criterion.
2. Banks exclude Cooperative Banks & RRBs. PSB means Public Sector Banks, including RBI.
3. Public/private sector banks mean public/private sector banks in India only.
4. Proposed solution need not be the proposed version of the solution can be any version of the solution.
5. In case OEM of the proposed solution is other than the bidder itself, bidder needs to submit necessary documents mentioned herein from OEM along with bidder itself.

Date: Place:

Commercial Pre-Bid format (Annexure-23 of RFP document)
Cost for Facility Management, Training, One-time implementation Cost mentioned in the RFP

1. The prices quoted by the bidder shall include all applicable costs and taxes like customs duty, excise duty, import taxes, freight, forwarding, Insurance, delivery, installation, training etc. at the respective delivery location of the bank but exclusive of only applicable GST and Octroi / Entry Tax / equivalent local authority cess, which shall be paid/ reimbursed on actual basis on production of bills.

	Description	Rate	Qty.	Total
1	ACS costs (Per transaction) (Projected Transaction count for a period of 3 Year = 8,68,12,500 Txns$)	Rs. _____/Txn	8,68,12,500 Txns	Rs._____
2	SMS Costs (Per SMS sent) for the purpose of sending SMS to customers. (Projected Transaction count for a period of 3 Year = 8,68,12,500 Txns$)	Rs. _____/SMS	8,68,12,500 Txns	Rs._____
3	Development costs for additional functionalities to be developed in future as and when requested by the Bank (600 Mandays) for a period of 3 year term.#	Rs. _____/Manday	600 Mandays	Rs._____
4	L1 Resource (1)*	Rs._____/month	36 months	Rs._____
	Total Cost of ownership(TCO)			Rs._____

Total Cost of ownership(Amount in words): _____

$Projections are tentative and may change over course of time basis the variation in card base/change in E-com usage trend by customers. This shall have no impact on the agreed costs

#Bank at its own discretion and/or as per requirement in future may:
1. Not use the entire pool of 600 days.
2. Use more than 600 days at the offered rates.
3. All Changes related to regulatory/statutory requirements to be carried out by vendor without any cost to the Bank. However, functionality enhancements, if any, required may be negotiated on case-to-case basis.

*Above count of resources is indicative only bank may increase or decrease the resource requirement during any phase of project. The Bank reserves the right to:
1. Deploy any count of resource/s
2. Not deploy any resource.

Notes

1. Bidder is expected to quote the costs for all items required for fully complying with the requirements of the Scope of Work and the addendums if any. The prices for the respective sections would be deemed to include all components & services required to successfully utilize and manage the solution required identified under this scope of work.

2. All the prices of this document should flow correctly from the respective sheets

3. The total cost should flow from the individual sheets within this Appendix.

4. The Bidder is responsible for all the arithmetic computation & price flows. Bank is not responsible for any errors in computation by the bidder.

5. The prices quoted by the bidder shall include all applicable costs and taxes like customs duty, excise duty, import taxes, freight, forwarding, insurance, delivery, installation, training etc. at the respective delivery location of the bank but exclusive of only applicable GST and Octroi / Entry Tax / equivalent local authority cess, which shall be paid/ reimbursed on actual basis on production of bill.

Date: Place: