

Date: 22.12.2022

Corrigendum -5 to RFP 10/2022-23 RFP for Supply, Installation, Configuration & Maintenance of Enterprise-wide Web Filtering Solution with Proxy

RFP Ref.No.10/2022-23 Dated 27.10.2022

With reference to RFP Ref No. 10/2022-23 Dated 27.10.2022 published on our website <https://www.bankofmaharashtra.in>, and subsequent to Pre-Bid meeting held on 09.11.2022 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. Bidders are requested to refer both Reply to Pre-Bid queries along with this corrigendum.

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SN	RFP Page No.	Point No.	RFP Term/Clause no.	Clause as per RFP	Clause Revised as																				
1.	60	Annexure-1	TECHNICAL & FUNCTIONAL REQUIREMENTS	Annexure-1- TECHNICAL & FUNCTIONAL REQUIREMENTS	Annexure-1- TECHNICAL & FUNCTIONAL REQUIREMENTS is modified and annexed as “ Revised Annexure-1 - TECHNICAL & FUNCTIONAL REQUIREMENTS ” with this corrigendum.																				
2.	115	Annexure-B	TECHNICAL EVALUATION CRITERION	ANNEXURE B: TECHNICAL EVALUATION CRITERION	Based on the changes in Technical & function requirement, ANNEXURE B: TECHNICAL EVALUATION CRITERION is also modified and annexed as “ Revised Annexure-B- TECHNICAL EVALUATION CRITERION ” with this corrigendum.																				
3.	129	Annexure-F	Payment Terms	<p>Payment milestones:</p> <table border="1"> <thead> <tr> <th>Milestone</th> <th>Payment</th> </tr> </thead> <tbody> <tr> <td>Software Licenses</td> <td>Quarterly on subscription basis in arrears. First quarter payment to be released only after implementation & sign off of the solution.</td> </tr> <tr> <td>Hardware Cost</td> <td>60 % on delivery of Hardware 20 % after project implementation and project sign off by the bank. 10% after DR Setup. 10% after conduction of successful DR drill</td> </tr> <tr> <td>Hardware AMC</td> <td>Quarterly in arrears</td> </tr> <tr> <td>FM resource Cost</td> <td>Quarterly in arrears upon submission of invoice and after calculating the applicable penalties (subjected to actual deployment of FM resources with prior permission of the Bank.</td> </tr> </tbody> </table>	Milestone	Payment	Software Licenses	Quarterly on subscription basis in arrears. First quarter payment to be released only after implementation & sign off of the solution.	Hardware Cost	60 % on delivery of Hardware 20 % after project implementation and project sign off by the bank. 10% after DR Setup. 10% after conduction of successful DR drill	Hardware AMC	Quarterly in arrears	FM resource Cost	Quarterly in arrears upon submission of invoice and after calculating the applicable penalties (subjected to actual deployment of FM resources with prior permission of the Bank.	<p>Modified Payment terms:</p> <table border="1"> <thead> <tr> <th>Milestone</th> <th>Payment</th> </tr> </thead> <tbody> <tr> <td>Software Licenses</td> <td> 1st year- 60 % on delivery of Licenses 20 % after project implementation and project sign off by the bank. 10% after DR Setup. 10% after conduction of successful DR drill. Software Licenses ATS/Subscription- Second Year Onwards Quarterly in Arrears </td> </tr> <tr> <td>Hardware Cost</td> <td>60 % on delivery of Hardware 20 % after project implementation and project sign off by the bank. 10% after DR Setup. 10% after conduction of successful DR drill</td> </tr> <tr> <td>Hardware AMC</td> <td>Quarterly in arrears</td> </tr> <tr> <td>FM resource Cost</td> <td>Quarterly in arrears upon submission of invoice and after calculating the applicable penalties (subjected to actual deployment of FM resources with prior permission of the Bank.</td> </tr> </tbody> </table>	Milestone	Payment	Software Licenses	1st year- 60 % on delivery of Licenses 20 % after project implementation and project sign off by the bank. 10% after DR Setup. 10% after conduction of successful DR drill. Software Licenses ATS/Subscription- Second Year Onwards Quarterly in Arrears	Hardware Cost	60 % on delivery of Hardware 20 % after project implementation and project sign off by the bank. 10% after DR Setup. 10% after conduction of successful DR drill	Hardware AMC	Quarterly in arrears	FM resource Cost	Quarterly in arrears upon submission of invoice and after calculating the applicable penalties (subjected to actual deployment of FM resources with prior permission of the Bank.
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4.	115	Annexure-B-	Technical Evaluation Criterion	<p>Bidders experience in implementing Web Filtering Solution in last 5 years from the date of RFP</p> <p>(The solution should be live as on date of RFP, Bidder to submit PO & Work completion Certificate/ recent Satisfactory performance certificate from the clients as a documentary evidences)</p>	20	<p>Bidders experience in implementing Web Filtering Solution in last 5 years from the date of RFP</p> <p>(The solution should be live as on date of RFP, Bidder to submit PO & Work completion Certificate/ recent Satisfactory performance certificate from the clients as a documentary evidences)</p>	20
				<p>in Public sector undertaking / Govt. Organization/ PSBs/ Public Insurance companies</p> <p>(5 Marks for each implementation with Min 2000 user licenses and in multiple of 5 for each such credential subjected to Max 20 Marks)</p>		<p>in Public sector undertaking / Govt. Organization/ PSBs/ Public Insurance companies/Large private banks having 2000+ branches across the country</p> <p>(5 Marks for each implementation with Min 2000 user licenses and in multiple of 5 for each such credential subjected to Max 20 Marks)</p>	
				<p>in private Banks / foreign banks/ any other BFSI Sector</p> <p>(3 Marks for each implementation with Min 2000 user licenses and in multiple of 3 for each such credential subjected to Max 20 Marks)</p>		<p>in private Banks having less than 2000 branches across the country / foreign banks/ any other BFSI Sector</p> <p>(3 Marks for each implementation with Min 2000 user licenses and in multiple of 3 for each such credential subjected to Max 20 Marks)</p>	

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REVISED ANNEXURE 1: TECHNICAL & FUNCTIONAL REQUIREMENTS

A. Mandatory Requirements:

S No	Required Specifications	Bidder's Compliance (Yes/No), Comments if any
I	General Features and Policies	
1.	<p>The solution should be on premise appliance based and must Provide Web Proxy, Caching, Web based Reputation filtering, URL filtering, Antivirus, Antimalware, Application Visibility & control, Detail Reporting and Management.</p> <p>Proxy appliances shall be in High Availability Active- Passive mode at DC and Active mode at DR. Load balancing should be inbuilt in the appliance or to be provided by bidder with no additional cost.</p> <p>However, Bank may go in hybrid mode in near future so the expectation is that same licenses should work on prem or cloud without any additional cost to bank. (expected number of off prem user license consumption in near future= ~10%). Data localisation policy to be enforced as mentioned in clause 6.1.13, pg 32 of this RFP</p>	
2.	The proposed solution should support HTTP, SOCKS and HTTPS proxy.	
3.	The solution should have provision to back up the system data, configuration data, and policy data to an external storage medium and should be able to restore that whenever needed. For this purpose, bidder should be able to conduct restoration testing every quarter. Enough space should be available on the appliance for same. However, bank will do required arrangements for storing backups for longer duration of time as per Bank's policy.	
4.	The solution should maintain browsing history of each user/IP address in terms of URL categorization along with entire URL accessed by the user.	

5.	The solution should provide inbuilt Web Based Reputation Services. The solution should have in built analytics to look within different Web elements and categorize the category and content on real time basis. The same has to be done on Premise with the solution provided	
6.	The Solution should be able to scan real time downloads. In case infection found, solution should restrict user from downloading the file.	
7.	The solution should identify and block configurable search strings, like: adult, hacking, download, shareware, terrorist sites etc	
8.	The solution should detect and protect against anonymizing websites, anonymizing tools.	
9.	The bidder should specify the solution for content filtering for VPN roaming users to enforce the bank security policy	
10.	The solution should be capable of working in the following configurations: Standalone Explicit Proxy, Forward Proxy and Transparent proxy	
11.	The solution should be capable of blocking executables; independent of file extension	

12.	The bidder should provide dedicated support from OEM to Bank for early assistance on issues observed	
13.	The vendor/bidder must be Gold/Tier-1 or equivalent or higher authorization, if applicable with the OEM for the proposed product	
14.	Solution should support IPv6 traffic, NTP server time synchronization, DNS configuration, Solution should have usable storage of at least 2 TB usable flash/SSD storage. Bidder may arrange a separate server for logs storage provided the cost of such arrangement is borne by bidder	
15.	Solution/appliance should have High Availability (HA) and Load Balancing capabilities. Solution should be able to run on minimum 200 Mbps bandwidth	
16.	The appliance management console should have a single control mechanism in form of Configuration/master button to DENY ALL TRAFFIC control to deactivate all internet services. (This specific option to be used only in case of an outbreak, hacking attempt, etc.)	
17.	Solution should integrate with existing DLP,SEIM & other security solutions of Bank	
18.	The solution should report alerts and incident with URL category information along with user, IP, content violating policy etc.	
19.	Solution should have centralized architecture with web or GUI based dashboard console to monitor, reporting, notification, maintaining and policy push for the registered users centrally for multiple boxes/ appliances. Solution should support single management console for multiple proxy appliances. Any cost associated with such arrangement like OS, DB licenses etc are to be borne by bidder.	

20.	Solution shall support role-based administration such as Administrator, Malware Analyst, Database Reader, and Read-only access user etc	
21.	Solution should have capabilities to configure User, IPs, URLs and Domains to Black list or white list exceptions for detections	
22.	Solution should be able to restrict Users to download certain file types based on extension	
23.	The solution should have authentication options for users/groups, It should supports authentication of users via Integrated Windows Authentication and LDAP directly.	
24.	Solution should have strong Content filtering database. Solution should provide real time threats updates, new signatures and URL database like blacklisted Phishing, Malicious sites, Adult sites, terrorist sites, Religion based sites, Gambling sites, Hacking sites, anonymizing websites, anonymizing tools, anonymizing proxies, advanced malware command and control, advanced malware payloads, Compromised websites, Ransomware detection and other frauds etc	
25.	Should capture all activity information as part of audit logging & forward it to SIEM.	
26.	The solution should identify and block webpages with: a.) Malicious JavaScript / VB Script b.) Malicious (or unauthorized) ActiveX applications c.) Block Potentially Unwanted Programs (PUPs) d.) Malicious Windows executables	

27.	The appliance based solution should ensure web proxy auto discovery protocol to allow administrators to push out dynamic proxy configuration policies to users. (Auto proxy configuration in the browser)	
28.	The solution should be updated automatically with the new signatures from the web at defined interval to handle Virus, Whitelist/Blacklist URLs database, System patches, Malware, Botnet, Rootkits etc.	
29.	The Proxy user license for the On Premises appliance is required to initially support 6000 concurrent connections with complete failover to 100% capacity and should be scalable to 15000 concurrent users over a period of next 5 years based on yearly review of average consumption of licenses. Bidder should ensure that the solution should be capable of supporting up to 20000 licenses over the contract period without requiring any change in hardware proposed. If Bank opts to go in hybrid mode in near future, then the same licenses should be used in hybrid model. No extra charges would be paid in such scenario	
30.	The solution offered preferably should have a presence in Gartner magic quadrant for any of preceding three-year period.	
31.	The proposed solution should provide option to define different bandwidth and policy. (Optimize bandwidth utilization).	
32.	Solution should also support Internet Content Adaptation Protocol (ICAP) to integrate with third-party DLP solutions for deep content inspection and enforcement of DLP policies	
33.	The solution should allow administrator to define access to internet based on IP addresses, range of IP addresses, subnet and CIDR basis. It should also support to be forced for Authentication from Specific IP addresses, Subnet or CIDR's	

34.	The solution should support configuring DNS. This will help to resolve domain information provided in URLs into IP addresses when requests for web access are processed on Web Gateway	
35.	The solution shall have features of app id (Application) learning and provide granule data for the application being used. It should have approximately 10,000 application learning in their database.	
36.	The Appliance should either have the inbuilt option to run Advance Malware/ Anti-APT Protection engine utilizing sand-boxing technology for file and file reputation analysis OR is capable of integrating with existing Bank's Advance Malware/ Anti-APT Protection engine.	
37.	The web Proxy should support following actions like allow, monitor, block, time-based access. In case of blocked websites, it should display customized warning page.	
38.	The appliance should have diagnostic network utilities like telnet, traceroute, nslookup and tcpdump/packet capture.	
39.	Solution must have its own threat Intelligence Engine to get continuous threat feeds .	
II	SSL Capabilities	
40	Solution should inspect https traffic (Full Deep Packet / SSL Traffic) and must provide decryption of unverified encrypted traffic for scanning and then re encrypt it before sending	
41	Solution should support MD5, SHA-1, and SHA-256 and other leading hash algorithms	

42	The solution should detect and evaluate connections from servers with questionable certificates	
43	Ability to cache dynamically generated certificates for reuse on subsequent connections	
III	Access logs and Reporting	
44	The solution must support granular access control and authorization to facilitate gathering of logs of users access	
45	The solution should support real time graphical and chart based dashboard for the summary of activities over Web.	
46	The solution should be able to consolidate reports from multiple boxes (proxy appliances) for centralized logging and reporting. The solution should provide detailed information on security incidents to comprehensively investigate individual threat events	
47	The solution should provide pre-configured and customized reports i.e. Top URLs visited, Top Bandwidth users, Policy violations, URL Categories, Threats identified and prevented.	
48	The solution should be able to generate, export reports in below mentioned formats i.e. PDF/Word/Excel/Html/CSV .	
49	It should have capability to maintain records for minimum 12 Months. Proposed solution should also possess the ability to take backup of logs and also to generate Monthly Reports and trend reports for 6-12 months.	
50	The logs generated should be archivable, i.e. could be stored on an external drive or Magnetic tapes for future reference purpose for an indefinite period of time. Tapes/Storage Drives required for backup shall be separately provided by the Bank.	

51	<p>System Health Dashboard Must Provide:</p> <p>Status : Alerts</p> <p>Disk Usage Proxy Stats High Availability` Client Connection Server Connection System Memory Usage</p> <p>Proxy Traffic: RPS</p> <p>Bandwidth Response Rate Cache hit Rate Connection DNS Response</p>	
IV	User Management and Policy Administration	
52	In case of LDAP integration, proposed product should support authentication exemption	
53	Allocation of Volume Quota: Assign download/upload, internet browsing quota limit to user / users / group /groups /client/clients etc.	
54	Single Set of Policies to be enforced across multiple Web Gateway/Proxy. Automatic Policy replication across 2 or more boxes/proxy appliance should also be available	
55	Provision should be available to enable Real Time Dynamic categorization that shall classify in real time in case the URL the user is visiting is not already under the pre-defined or custom categories database.	
	Licensing	
56	Licensing structure should be user based concurrent licenses considering number of users, scalability & centralized architecture. The bidder has to provide the Enterprise (Premium) level licenses to cover all the features desired in the SOW including functional & technical requirements mentioned in this RFP.	

Note- 100% Compliance to above mentioned Technical & functional requirements is mandatory for bidders. Any Non-compliance may lead to technical disqualifications of the bidder.

B. Desirable Requirements:

S No	Required Specifications	Bidder's Compliance (Yes/No), Comments if any
I	General Features and Policies	
1.	The solution should have customizable setting in the Web Based Reputation Services, like Monitor, Allow and Block based on the Global/ Geo location reputation	
2.	The solution web console should be accessible through Bank's PIM/PAM solution	
3.	The solution should block users when multiple (configurable) numbers of policy violations are triggered simultaneously.	
4.	The solution should support to monitor web traffic from multiple segments like WAN, DMZ, Server Farm simultaneously on a single appliance	
5.	The solution proposed by Bidder should be IPV6 certified.	

Access logs and Reporting		
6.	The solution should be capable to show risk score & risk level wrt application learning feature	
7.	The solution should have facility for End User to report Mis-categorisation in URL Category.	
8.	Should support the functionality to force users to explicitly agree to the terms and conditions for browsing the World Wide Web from the organization's network to let the user know that the Organisation is monitoring their web activity.	
9.	Solution should be able to restrict Users to download certain amount of data, for example a user can be restricted to use not more than 1GB data during a time interval	
10.	The solution should block users when multiple (Configurable) numbers of policy violations are triggered simultaneously.	

Scoring criteria for Desirable Requirements (Part-B Only):

Compliance- Yes- 2marks, No-0 Marks

Note:

- i. **100% Compliance to Mandatory requirements (Part-A) is required by bidders. Any Noncompliance under Mandatory requirements may leads to disqualification of bidders.**
- ii. **Weighted score out of 20 shall be Calculated for Technical Evaluation Purpose for desirable requirements (Part-B) based on responses submitted by the bidder.**
- iii. **It is mandatory to submit the Technical & function compliance only in the prescribed format above. Bank may ask the bidder to furnish the support documents in support of any specification complied as available. Bank also reserves the right to validate the responses through product demonstration / against valid documents supporting the responses.**

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Date:
Place:
Signature of Authorized Signatory:
Name of Signatory:
Designation:
Seal of Company:

REVISED ANNEXURE B : TECHNICAL EVALUATION CRITERION

The proposal submitted by the bidders shall, therefore, be evaluated on the following parameters:

S. No.	Evaluation Parameter	Max Marks
1	Bidders experience in implementing Web Filtering Solution in last 5 years from the date of RFP (The solution should be live as on date of RFP, Bidder to submit PO & Work completion Certificate/ recent Satisfactory performance certificate from the clients as a documentary evidences)	20
a	in Public sector undertaking / Govt. Organization/ PSBs/ Public Insurance companies/ Large private banks having 2000+ branches across the country (5 Marks for each implementation with Min 2000 user licenses and in multiple of 5 for each such credential subjected to Max 20 Marks)	
b	in private Banks having less than 2000 branches across the country / foreign banks/ any other BFSI Sector (3 Marks for each implementation with Min 2000 user licenses and in multiple of 3 for each such credential subjected to Max 20 Marks)	
2	Bidder Company's capability/strength and Ability & experience of the proposed Engagement Team handling proposed project (List of proposed team members along with PM possibly with reference letter from customers is required. Team members qualifications, certifications and age is required))	10
3	Proposed product technical strength and functional capabilities - 100% Compliance to Technical & Functional Requirements (Annexure-1-Part-A- Mandatory requirements)	100% Compliance
	Proposed product technical strength and functional capabilities (based on compliance of desirable Technical & Functional requirement at Annexure-1, Part Desirable Requirements)	20
4	Hardware & software architecture strength in terms of configurations, scalability, Capability & features of proposed solution based on demo/ presentation of the solution	10
5	Project planning, execution methodology and schedule, adherence with timelines(including presentations)	25
6	Customer References and feedback (Based on Site Visit)	10
7	Bidder offering product in compliance to Make In India notification issued by GOI	5
	Total	100

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Bank may seek clarifications, ask for documentary evidences, may call the bidders for arranging an actual demo/technical presentation at location decided by the bank during any stage of Technical evaluation from any or each of the bidder as a part of technical evaluation.

All and any cost associated with demonstration (including technical resources, travel cost, boarding & lodging cost etc.) will be to the account of the bidder and bank will not bear any cost.

All clarifications received within stipulated time shall only be considered for evaluation. In case a clarification is not received within the stipulated time, then the respective technical parameter would be treated as non-compliant and decision to qualify/disqualify the bidder shall be accordingly taken by Bank.

Proposed solution by the bidder should ensure **compliance for PROJECT SCOPE & TECHNICAL AND FUNCTIONAL REQUIREMENTS** defined under this RFP.

Moreover, **it is mandatory for bidders to score Minimum 70% or above score in the Technical evaluation process as above to qualify for further processing.** However, Bank may at its discretion may revise the qualification criteria basis the number of technically qualified Bids received.

In the event of no bidders qualifying, Bank at its discretion may choose to award the contract to the highest scoring bidder or waive criteria to select more than one bidder complied with most of the eligibility and technical criteria as prescribed by Bank.

Also Bank may, at its sole discretion, decide to seek more information from the bidders in order to normalize the bids. However, bidders will be notified separately, if such normalization exercise is resorted to.

Scoring for Site Visit

Bank would carry out reference site visits and/or telephonic feedback with the existing customers of the bidder/OEM. The inputs that have been received from the customer would be considered by the bank and this might not need any documentary evidence. This rating would be purely on the inputs (like satisfaction of the organization of the product, timeliness of implementation, promptness of support services etc.) provided by the bidder/OEM's customers and score would be assigned to bidder.

The bank at its discretion may reject the proposal of the bidder without giving any reasons whatsoever, in case the responses received from the site visits are negative.

The bidder would be required to coordinate for such interactions. However, the bidder would not be allowed to be party to the discussion between the bank & the bidder/OEM's clients.

Notice regarding online Technical bid submission

With reference to the above RFP, Bank has opted for technical bid submission through online mode. The detailed instructions pertaining to Online mode of bid submission was already part of **Annexure-21** of RFP-10/2022-23. **The said Tender has been published online on website <https://eauction.auctiontiger.net>**. The bidders may submit their technical bids by uploading the required document on the portal specified below-

Website : <https://eauction.auctiontiger.net>

Event id: 47018: Online Request for Proposal for Supply, Installation, Configuration, and Maintenance of Enterprise-wide Web Filtering 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 commercial bid in the price bid envelope (encrypted). Please take a note that the price bid must be submitted only as a part of **Price Bid Envelope**. Price bid must not be a part of Technical bid in any manner. In case, Technical envelope contains any details of Price bids, the bid submitted by bidder is automatically disqualified. 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 failure of their internet connectivity (due to any reason whatsoever it may be) the service provider or non-submission of bids due to any other technical glitches, bank shall not be responsible.

In case of online mode of bid submission, bidders are required to submit the Bid security declaration as per format given in RFP document, Pre contract Integrity Pact, Non-Disclosure Agreement (NDA) and duly attested and signed copy of RFP along with corrigendum issued in physical form also.

For any further assistance, bidders may contact as follows-

e- Procurement Technologies Limited

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

RFP Calendar stands revised as under:

Last Date and Time for receipts of Technical bids	10.01.2023 up to 15:00 hours
Time and Date of Opening of Technical bids	10.01.2023 at 16:00 hours

Note-

Except changes mentioned above, there is no change in any clauses, terms & conditions of the RFP document. Also, along with this Corrigendum, Reply to Pre bid queries have already been published on Bank's Website. Bidders are requested to refer Reply to pre bid queries also and correlate this corrigendum with same.

Sd/-
Deputy General Manager
Information Technology