



Corrigendum-RFP-022020

 <p>बैंक ऑफ महाराष्ट्र Bank of Maharashtra भारत सरकार का उद्यम एक परिवार एक बैंक</p>	<p>Information Technology Department प्रधान कार्यालय: लोकमंगल, 1501, शिवाजीनगर, पुणे-5 Head Office: LOKMANGAL,1501,SHIVAJINAGAR,PUNE-5 टेलीफोन/TELE-020 : 25614392 ई/मेल-e-mail : bomcoit@mahabank.co.in</p>	 <p>एक कदम स्वच्छता की ओर 'स्वच्छता अभियान' की सफलता हेतु हम प्रतिबद्ध हैं</p>
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29th May 2020

CORRIGENDUM

Please refer to our RFP notice published on 13th May 2020 inviting bids for “**ENGAGEMENT OF VENDOR FOR END TO END MANAGEMENT OF CREDIT CARD SOLUTION & OPERATIONS FOR FIVE YEARS, UNDER OPEX MODEL**” (RFP No. 022020).

Following amendments to the RFP document are made with immediate effect: -

Due to present lockdown situation arising out of outbreak of COVID-19, the bid submission mode has been changed from physical to online mode.

The bid submission will be through E-Procurement Technologies Ltd. (URL - <https://eauction.auctiontiger.net/EPROC/>). Bidder manual is also available on the same site. Alternatively, the bidder may also access the link through the Bank's corporate website under tender section.

The contact details for any queries related to Profile approval/ Tender information/ online bid submission are as under:

Contact Numbers: +91-9081000427, 9904407997 (Prefer these due to Work from Home)

Sr. No.	Name	Contact Number	E-mail ID
1	Imtiyaz Tajani	079 – 6813 6831	imtiyaz@eptl.in
2	Ekta Maharaj	079 – 6813 6852	ekta.m@eptl.in
3	Salina Motani	079 – 6813 6843	salina.motani@eptl.in
4	Sujith Nair	079 – 6813 6857	sujith@eptl.in
5	Deepak Narekar	079 – 6813 6863	deepak@eptl.in
6	Jainam Belani	079 – 6813 6820	jainam@eptl.in
7	Devang Patel	079 – 6813 6859	devang@eptl.in
8	Riddhi Panchal	635-491-9566	riddhi.panchal@auctiontiger.net



Corrigendum-RFP-022020

Revised Penalty-

Other Penalties:

- (a) Any penalty levied by statutory authority, Ombudsman, RBI on account- of deficiency of service or non-compliance of guidelines/law shall be passed onto the Vendor. The Bank reserves the right to deduct such penalty amount from any amount payable to the vendor by the Bank or monthly billing amount due to the vendor including invoking of the Performance Guarantee.
- (b) Penalty for delay in providing/Error in providing Information / Error in the MIS reports:
- (c) In normal course of Operation, any new MIS reports required by the Bank shall be provided in one working days. Beyond one day, a penalty of Rs.1,000 per day will be levied.
- (d) When a report is sought by statutory auditors, authorities such report is to be provided in 3 hours. Beyond Three hours, a penalty of Rs.1000 per day will be levied.
- (e) If there is an error in MIS report, data, and information provided by the Vendor Rs.1,000 penalty will be levied.
- (f) Penalty for fixing wrong limits: A penalty of Rs.5,000 will be levied for fixing the wrong limits (Other than the Bank Suggested). Additionally, if there is any fraud relating to the wrong limit enhancement the difference amount will be recovered by the bidder.
- (g) Penalty for delay in delivery (more than seven working days) of Pin Mailer / Card is issued to wrong customer a penalty of Rs 1,000 will be levied.
- (h) Delay in delivering monthly statements (Physical & E-Mail): If there is a delay (Excluding the delay by Courier/postal agencies) in dispatching/delivering the Monthly statements (Physical & E-Mail), a penalty of Rs.100 per Statement.
- (i) Any delay on the part of the vendor beyond 45 days in facilitating migration to the next successful vendor or Bank's authorized Vendor or Bank shall attract a penalty of Rs.10,000/- (Rupees Ten Thousand Only) per day. The same may be adjusted by the bank against any payment due by the Bank to the vendor and/ or by invoking the Performance/AMC Bank Guarantee issued in favor of the bank by the vendor. The co-operation, knowledge transfer, sharing of data, logs, information and other related information shall be provided to the next vendor to the satisfaction of the Bank. Bank will be the Central authority in monitoring the Data migration process and if it is felt by the Bank that the vendor is not co-operating to the other party, Bank will levy penalty.
- (j) If any regulatory, Card Network norms/standards not adhered as per their stipulated timelines, a



Corrigendum-RFP-022020

penalty of Rs.50,000/- per week shall be levied.

- (k) Other than the above, If any Data Breach, Data Loss incurred from vendor's facility, System, Integrated Channels, Network infrastructure, connectivity or the actual loss incurred by the Bank, penalties levied by the Statutory authorities shall be passed on to the Vendor.
- (l) Due to wrong report, data or information provided by the vendor or due to the delay in Vendor's support or due to any other reason attributable to vendor the actual loss shall be passed on to the vendor with an additional penalty of Rs.10,000.
- (m) Wherever the vendor's application is integrated with Bank's system and if the connected bank's systems are not functioning (such as connectivity issues, non-responsiveness for API calls... etc.) or failing, the vendor needs to promptly report the Bank for avoiding penalty.



Corrigendum-RFP-022020

Annexure F - Commercial Bid Format (Revised)

Commercial Bid Proforma for submitting commercial bid

Commercial Bid proforma shall be:

Calculation of Total Cost Ownership- 1 Year	Expected Account Volume (Average) (Qty) (A)	Fee per Account per Year (Rs) (B)	Account Maintenance Fee - Per Account (Fee per Account X Acc_No's) C = A * B	Fee per Onsite resource (D)	Total E=C + D
Year 1	50,000				
Year 2	1,00,000				
Year 3	1,50,000				
Year 4	2,00,000				
Year 5	2,50,000				
TCO-1					

Note:

1. The price to be quoted shall be inclusive of Excise, Duty and other charges but exclusive of GST, if any.
2. Account Maintenance Fee and Cost for Onsite Technical resource will be paid on monthly basis.
3. The above quoted rates are to be valid throughout the Contract period + 12 Months.
4. The commercial quote should be strictly as per the format mentioned above and any other format or qualification, conditionality or rates on slab basis will not be accepted.
5. Primary Card, related Add-on Card, Redundant Card, cards under various other network but sharing the credit limit of parent card are all considered as One Single account.
6. The Fees shall be inclusive of charges, levies, but exclusive of GST.
7. Card Volume indicated above is expected growth and cannot be considered as commitment from the Bank. The figures are only indicative for arriving TCO1.
8. Fee will be paid on Monthly basis on actuals.



Corrigendum-RFP-022020

Calculation of Total Cost Ownership-2

Particulars	Unit rate (Rs) (X)	Qty / month (y)	Total
One time Setup Fee for all modules (Implementation, Customization, Integration, Testing, etc.)		1	Total= X * Y
Per Man day rate for future Enhancements, Customizations, if any		30 Man days	Total= X * Y
TCO-2	XXXXX	XXXXX	

Calculation of Total Cost Ownership-3

Description	Qty (Q)	Rate (Rs) (R)	Total (Rs) T = Q x R
Cost for Per Card Plastic for EMV Cards (VISA, MasterCard & RuPay) (Q1)	25,000		
Cost for Per Card Plastic for EMV + Contactless Cards (With or Without NCMC/NFC Compliant) (All Card Networks) (Q2)	25,000		
Cost for Personalization Per Card (Without Photo) (R1)	45,000		
Cost for Personalization Per Card (With Photo) (R2)	4,000		
Cost for Personalization Per Card (Full Photo/Image Card) (R3)	1000		
TCO-3	XXXXX	XXXXX	

TCO-1 (Rs)	TCO-2 (Rs)	TCO-3 (Rs)	TCO= TCO-1 + TCO-2 + TCO-3

Amount in words:



Corrigendum-RFP-022020

Optional Items			
Description	Qty (X)	Rate (Rs) (Y)	Total (Rs) Z = X x Y
Cost for Customer Sourcing per application that is scrutinized as per the Bank's policy.	1,000		
Cost for Management of Loyalty/Reward Points per Month	1		

Sd/-
Deputy General Manager
Information Technology.