

Annexure I (RFP-082014 Procurement of Mobile Banking Solution Pre-bid Reply)

Bank of Maharashtra RFP						
Sr. No.	Document Name	Section	Page No. in the document	RFP Text	Comment/Deviation/Suggestions	Banks Reply
3	"	6.1	16	9. To maintain tie-ups and technical integration with IMPS-NPCI, various utility bill payment companies, consolidators for enabling payment of utility bills, Mobile/DTH Recharge, Airline/Train/Bus Ticketing, Hotel Bookings, Shopping and M-Commerce by customers of the Bank through mobile phones/tablets using the mobile commerce platform. Bank shall not require to interact or do direct business with any utility bill companies.	Tie-ups with various aggregators need to be done by BoM since third party vendor(s) cannot interact directly with merchants	Responsibility to maintain tie-ups and technical integration will be with vendor. Bank will assist in official communication.
4	"	9	20	Delivery Timelines (Stage 2 – UAT signoff in test environment)	UAT sign-off 6 weeks from placement of PO/ LOI is too short, considering gap analysis, customization, testing. It should be 10-12 weeks considering the complication of integrations with CBS, CRM, Bank's Security Operation Center (SOC), Financial Transaction Switch/Internet Banking/Call Centre/Complaint Management/Lead Management and Bank's Multi-factor Authentication System.	Stage 2- UAT signoff in test environment will be 10 weeks from placement of PO/LOI
6	"	10.17	26	Bank can conduct any third party inspection/ audit for any phase. The bidder must make all necessary changes as mentioned by the results of these audits. Bank will incur the cost of appointment of a third party for audit. Only after the successful completion of the third party audits, will the bidder be allowed to proceed to the next phase.	We assume that BoM would bear the cost of such audits. Please clarify.	please revisit clause no 10.17 on page no 26
19		Annex A	59	Video Chat	Do bank have Bank end Server and Video Chat Server required for Video Chat ? Or is the vendor expected to provide the same	vendor has to provide
20		Annex A	59	Chat Application	Is there Chat Server at Back End, bank may please elaborate the proposed use of this feature by the customer	vendor has to provide

The commercial bid format is changed as under:-

ANNX- B Commercial BID		
No.	Particulars	Unit Cost
1	One-time Implementation / Integration cost for Mobile Banking Solution as per RFP specification	X
2	Per Transaction Cost -Financial	X
3	Per Transaction Cost -Non Financial	X
4	Total Cost of Ownership (In Figures)	X
5	Total Cost of Ownership (In Words)	X

For other pre bid queries there is No Change / will be discussed with successful bidder.