



बैंक ऑफ महाराष्ट्र
Bank of Maharashtra
ONE FAMILY ONE BANK

Corrigendum for Supply, Implementation & Maintenance of Loan
Lifecycle Management System (LLMS) including Document
Management System (DMS) and Early Warning Signals (EWS)

Bank of Maharashtra

(One Family... One Bank... Mahabank)

CORRIGENDUM - 3

REQUEST FOR PROPOSAL

FOR

Supply, Implementation & Maintenance of
Loan Lifecycle Management System (LLMS)
Including Document Management System (DMS) and
Early Warning Signals (EWS)

TENDER REFERENCE #052018



बैंक ऑफ महाराष्ट्र
Bank of Maharashtra
ONE FAMILY ONE BANK

Central Office, 'LOKMANGAL'
1501, Shivaji Nagar, Pune – 411 005



बैंक ऑफ महाराष्ट्र
Bank of Maharashtra
ONE FAMILY ONE BANK

Corrigendum for Supply, Implementation & Maintenance of Loan Lifecycle Management System (LLMS) including Document Management System (DMS) and Early Warning Signals (EWS)

Corrigendum for RFP for Supply, Implementation & Maintenance of Loan Lifecycle Management System (LLMS) Including Document Management System (DMS) and Early Warning Signals (EWS)

In reference to the Request for Proposal for Supply, Implementation & Maintenance of Loan Lifecycle Management System (LLMS) Including Document Management System (DMS) and Early Warning Signals (EWS), Tender Reference #052018, the following Amendment & Clarifications are issued herewith.

Please treat this Amendment & Clarifications provided herewith as an integral part of the RFP document issued.



Please take note of the following modifications in the RFP Clauses as approved by the bank:

| S. No | Page # | Point # Section # | Original Clause | Updated/New Clause | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-------|-----------------------------|-------------------|--|--|--------------|---|----------------------|---|-----------------|---|-------------|---|------------------|---|-----------|---|--------|--|-------|--------------|---|----------------------|---|------------------|---|-----------------------------|---|------------------|---|------------------------|
| 1 | 35 | Project Team | <p>As per corrigendum – 1</p> <table><tr><th>S.No.</th><th>Project Team</th></tr><tr><td>1</td><td>Enterprise Architect</td></tr><tr><td>2</td><td>Project manager</td></tr><tr><td>3</td><td>Team Leader</td></tr><tr><td>4</td><td>Business Analyst</td></tr><tr><td>5</td><td>Developer</td></tr><tr><td>6</td><td>Tester</td></tr></table> | S.No. | Project Team | 1 | Enterprise Architect | 2 | Project manager | 3 | Team Leader | 4 | Business Analyst | 5 | Developer | 6 | Tester | <p>The revised clause should be read as</p> <table><tr><th>S.No.</th><th>Project Team</th></tr><tr><td>1</td><td>Enterprise Architect</td></tr><tr><td>2</td><td>Project Director</td></tr><tr><td>3</td><td>Project Management Accessor</td></tr><tr><td>4</td><td>Helpdesk Manager</td></tr><tr><td>5</td><td>Database Administrator</td></tr></table> <p>The Enterprise Architect should be factored in for a period of 12 months from the date of PO/ during implementation.</p> | S.No. | Project Team | 1 | Enterprise Architect | 2 | Project Director | 3 | Project Management Accessor | 4 | Helpdesk Manager | 5 | Database Administrator |
| S.No. | Project Team | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | Enterprise Architect | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Project manager | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Team Leader | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Business Analyst | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | Developer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | Tester | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| S.No. | Project Team | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | Enterprise Architect | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Project Director | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Project Management Accessor | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Helpdesk Manager | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | Database Administrator | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | | Annexure 10 | Annexure as shared in Corrigendum 1 | Multiple changes in the annexure. Please refer to the updated annexure attached. | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | 26 | | Timelines | <p>The revised clause should be read as</p> <p>Timelines for BPR</p> <ul style="list-style-type: none">• The timeline will start from date of PO and will continue till pilot phase. | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | 37 | | Successful bidder shall provide web based centralized issue tracking tool. Issues related to application can be raised through this tool with features of tracking and reporting. | The clause stands deleted | | | | | | | | | | | | | | | | | | | | | | | | | | |



| S. No | Page # | Point # Section # | Original Clause | | Updated/New Clause | | | | | | | | | | | | | | | | | | | | | |
|--|--|-------------------|--|--|--|----------|---|--|--|--|--|--|--|--|--|--|-----|----------|---|--|--|--|--|--|---|-----------------------|
| 5 | 70 | Payment Terms | | | Fees for Enterprise Architects (EAs) The fees for deploying Enterprise Architects would be payable monthly in arrears, on actuals, as per the bill submitted by the bidder and on verification of the bank based on the actual EAs deployed by the Bidder as against the requirement defined by the Bank. | | | | | | | | | | | | | | | | | | | | | |
| 6 | | Pre-bid Query | Query What is the level of depth required in process maps? Can it be at Level 4 - Process steps included till screen level OR Level 5 - Process steps till keystroke level (fields within screen included) | | Level 4 - Process steps included till screen level | | | | | | | | | | | | | | | | | | | | | |
| 7 | 33 | Implementation | <table><tr><th>EWS</th><th>Duration</th></tr><tr><td>Solution requirement specification sign off from the bank</td><td>2 months from the date of acceptance of PO</td></tr><tr><td>Solution Implementation including customization and integration with Bank's identified applications and porting on Production environment. It should also cover RBI EWS alerts for RFA, SMA alerts, Credit Monitoring Alerts</td><td>3.5 months from date of acceptance of PO</td></tr><tr><td>Roll out of EWS for all accounts with exposure of 5 crores and above</td><td>6 months from the date of acceptance of PO</td></tr><tr><td>Roll out of EWS for all the accounts with exposure of 50 lakhs and above</td><td>8 months from date of acceptance of PO</td></tr></table> | | EWS | Duration | Solution requirement specification sign off from the bank | 2 months from the date of acceptance of PO | Solution Implementation including customization and integration with Bank's identified applications and porting on Production environment. It should also cover RBI EWS alerts for RFA, SMA alerts, Credit Monitoring Alerts | 3.5 months from date of acceptance of PO | Roll out of EWS for all accounts with exposure of 5 crores and above | 6 months from the date of acceptance of PO | Roll out of EWS for all the accounts with exposure of 50 lakhs and above | 8 months from date of acceptance of PO | <table><tr><th>EWS</th><th>Duration</th></tr><tr><td>Solution requirement specification sign off from the bank</td><td>2 months from the date of acceptance of PO</td></tr><tr><td>Solution Implementation including customization and integration with Bank's identified applications and porting on Production environment. It should also cover RBI EWS alerts for RFA, SMA alerts, Credit Monitoring Alerts</td><td>5.5 months from date of acceptance of PO</td></tr><tr><td>Roll out of EWS for all accounts with exposure of 5 crores and above</td><td>7 months from the date of acceptance of PO</td></tr><tr><td>Roll out of EWS for all the accounts with</td><td>9 months from date of</td></tr></table> | | EWS | Duration | Solution requirement specification sign off from the bank | 2 months from the date of acceptance of PO | Solution Implementation including customization and integration with Bank's identified applications and porting on Production environment. It should also cover RBI EWS alerts for RFA, SMA alerts, Credit Monitoring Alerts | 5.5 months from date of acceptance of PO | Roll out of EWS for all accounts with exposure of 5 crores and above | 7 months from the date of acceptance of PO | Roll out of EWS for all the accounts with | 9 months from date of |
| | | | EWS | Duration | | | | | | | | | | | | | | | | | | | | | | |
| | | | Solution requirement specification sign off from the bank | 2 months from the date of acceptance of PO | | | | | | | | | | | | | | | | | | | | | | |
| | | | Solution Implementation including customization and integration with Bank's identified applications and porting on Production environment. It should also cover RBI EWS alerts for RFA, SMA alerts, Credit Monitoring Alerts | 3.5 months from date of acceptance of PO | | | | | | | | | | | | | | | | | | | | | | |
| | | | Roll out of EWS for all accounts with exposure of 5 crores and above | 6 months from the date of acceptance of PO | | | | | | | | | | | | | | | | | | | | | | |
| | | | Roll out of EWS for all the accounts with exposure of 50 lakhs and above | 8 months from date of acceptance of PO | | | | | | | | | | | | | | | | | | | | | | |
| EWS | Duration | | | | | | | | | | | | | | | | | | | | | | | | | |
| Solution requirement specification sign off from the bank | 2 months from the date of acceptance of PO | | | | | | | | | | | | | | | | | | | | | | | | | |
| Solution Implementation including customization and integration with Bank's identified applications and porting on Production environment. It should also cover RBI EWS alerts for RFA, SMA alerts, Credit Monitoring Alerts | 5.5 months from date of acceptance of PO | | | | | | | | | | | | | | | | | | | | | | | | | |
| Roll out of EWS for all accounts with exposure of 5 crores and above | 7 months from the date of acceptance of PO | | | | | | | | | | | | | | | | | | | | | | | | | |
| Roll out of EWS for all the accounts with | 9 months from date of | | | | | | | | | | | | | | | | | | | | | | | | | |



| S. No | Page # | Point # Section # | Original Clause | Updated/New Clause | | | |
|--------------------------------|------------------|-------------------|---|---|--|--------------------------------|------------------|
| | | | | <table><tr><td>exposure of 50 lakhs and above</td><td>acceptance of PO</td></tr></table> | | exposure of 50 lakhs and above | acceptance of PO |
| exposure of 50 lakhs and above | acceptance of PO | | | | | | |
| 8 | 70 | Payment Terms | | Customization The payment of customization costs shall be made monthly in arrears | | | |
| 9 | | | A) Implementation Phase (Project Management Assessor) 1. Conduct periodic reviews for business and ensure the project is on track 2. Highlight issues, gaps, risks and challenges 3. Implement Change Management Process 4. Define Change Management needs and initiatives 5. Assist in executing change Management initiatives 6. Provide End to End Change Management Support 7. Define the project Management Office functions with details of project and dependencies 8. Escalation management with relevant third parties 9. File archive and recovery management 10. Closure of all issues pending for resolution 11. Measure the progress made in the implementation of the project 12. Track and close customization gaps 13. Monitor closure of gaps and customizations as per the delivery schedules | The revised clause should be read as A) Project Management Phase (Project Management Assessor) 1. Conduct periodic reviews for business and ensure the project is on track 2. Highlight issues, gaps, risks and challenges 3. Implement Change Management Process 4. Define Change Management needs and initiatives 5. Assist in executing change Management initiatives 6. Provide End to End Change Management Support 7. Define the project Management Office functions with details of project and dependencies 8. Escalation management with relevant third parties 9. Closure of all issues pending for resolution 10. Measure the progress made in the implementation of the project 11. Track and close customization gaps | | | |



| S. No | Page # | Point # Section # | Original Clause | Updated/New Clause |
|-------|--------|-------------------|--|---|
| | | | <p>14. Provide regular updates to the appropriate project committee and the management committee as</p> <p>a. The bidder(s) is expected to conduct pilot of the proposed changes / processes. Identification of Branches / Offices for initial pilot/ rollout will be mutually decided by the Bidder and the Bank</p> <p>b. The total period of the project will be for 12 months, during which a dedicated team consisting of a judicious mix of senior, middle and junior Executives will be working on-site</p> <p>c. After successful completion of pilot implementation, the Bank at its discretion may extend the services of the consultancy firm for a maximum period of 2 terms, each term consisting of 6 months</p> | <p>12. Monitor closure of gaps and customizations as per the delivery schedules</p> <p>13. Provide regular updates to the appropriate project committee and the management committee as</p> <p>a. The bidder(s) is expected to conduct pilot of the proposed changes / processes. Identification of Branches / Offices for initial pilot/ rollout will be mutually decided by the Bidder and the Bank</p> |
| 10 | 8 | 1 Introduction | <p>The Period of Contract shall be for a period of five years. The contract period will start from the date of Project Acceptance by the Bank of the successful bidder.</p> | <p>The revised clause should be read as</p> <p>“The Period of Contract shall be for a period of six years from the date of contract signing which will have one year for implementation, and five years of Support. Support period which includes ATS and FM Man Power will start from post go-live date or 1 year, whichever is later”.</p> |



| S. No | Page # | Point # Section # | Original Clause | Updated/New Clause |
|-------|--------|--------------------------------|---|---|
| 11 | 74 | 9.7 Performance Bank Guarantee | As mentioned above, the Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) (issued by a scheduled commercial Bank other than Bank of Maharashtra) acceptable to Bank for 10% of the total project cost – for 66 months in total, validity starting from its date of issuance | The revised clause should be read as As mentioned above, the Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) (issued by a scheduled commercial Bank other than Bank of Maharashtra) acceptable to Bank for 10% of the total project cost – for 78 months in total, validity starting from its date of issuance |
| 12 | 74 | 9.6 Earnest Money Deposit | The Successful Bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee (PBG) (issued by a scheduled commercial Bank other than Bank of Maharashtra) acceptable to Bank for 10% of the total project cost for 5 years and valid for 66 months including claim period of 6 (six) months, validity starting from its date of issuance. The PBG shall be submitted within 15 days of the PO issued from the Bank. The PBG should be from a bank other than bank of Maharashtra | The revised clause should be read as The Successful Bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee (PBG) (issued by a scheduled commercial Bank other than Bank of Maharashtra) acceptable to Bank for 10% of the total project cost for 78 months in total, validity starting from its date of issuance. The PBG shall be submitted within 15 days of the PO issued from the Bank. The PBG should be from a bank other than bank of Maharashtra |
| 13 | 197 | 12 Validity | The validity of this Integrity Pact shall be from date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period whichever is later, in case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract. | The revised clause should be read as The validity of this Integrity Pact shall be from date of its signing and extend up to 6 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period whichever is later, in case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract. |
| 14 | 70 | 9.1 Contract Commitment | The Bank intends that the contract, which is contemplated herein with the bidder, shall be for a period of FIVE years. The Bank at its sole discretion may enter into the 5 year contract for Loan Lifecycle Management System (LLMS), Document Management System | The Bank intends that the contract, which is contemplated herein with the bidder, shall be for a period of SIX years. The Bank at its sole discretion may enter into the 6 year contract for Loan |



| S. No | Page # | Point # Section # | Original Clause | Updated/New Clause |
|-------|--------|-------------------------------------|--|---|
| | | | | Lifecycle Management System (LLMS), Document Management System |
| 15 | 64 | Price Comparison | 8.2.1.18 The Bank will consider the Total Cost of Ownership (TCO) over a five-year period. The optional (if requested in RFP) items would also be considered in the TCO. | The revised clause should be read as 8.2.1.18 The Bank will consider the Total Cost of Ownership (TCO) over a six-year period. The optional (if requested in RFP) items would also be considered in the TCO. |
| 16 | 195 | 5.2 | The Earnest Money/Security Deposit shall be valid up to a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later. | The revised clause should be read as The Earnest Money/Security Deposit shall be valid up to a period of six years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later. |
| 17 | | Annexure 14 | Annexure as shared in Corrigendum 1 | Multiple changes in the annexure. Please refer to the updated annexure attached. |
| 18 | 72 | | Limitation of Liability | After review, the clause stands as it is. Hence there is no change in the requirement |
| 19 | | Bid Submission Deadline: 03/05/2018 | Bid Submission Deadline: 19/05/2018 | Bid Submission Deadline: 01/06/2018 i.e. 1 st June 2018 |