

CORRIGENDUM TO REQUEST FOR PROPOSAL RFP Reference No.- NTB/ACCOUNTS/GST/2021/04/009

SUPPLY, INSTALLATION, CUSTOMIZATION, TRAINING & SUPPORT FOR SOFTWARE SOLUTION FOR GOODS & SERVICES TAX (GST)

The Nainital Bank Limited 04th May 2021 RFP Reference No.- **NTB/ACCOUNTS/GST/2021/04/009**

Corrigendum and Pre Bid Queries Response for RFP Reference No.- NTB/ACCOUNTS/GST/2021/04/009, SUPPLY, INSTALLATION, CUSTOMIZATION, TRAINING & SUPPORT FOR SOFTWARE SOLUTION FOR GOODS & SERVICES TAX (GST)

Sr.	Page No./ Section	Clause No.	FTWARE SOLUTION FOR GOOD Reference/ Subject	Bank Comments
No	No.			
1		General	Last Date and time of submission of Bids	Changed to 15/05/2021
2		Document Control Sheet	Mode of Submission of Bids	This clause may be read as : The Bidder shall send the Bid Envelope through Courier / Registered Post / Speed Post at The Nainital Bank Ltd. , 33, Second Floor, Punchkuian Road Above Lahore Furniture Mart New Delhi - 110001 on or before 15.05.2021 (Revised Bid Submission Date) . The date on dispatch of Courier / Registered Post / Speed Post receipt should be on or before revised last date of bid submission. The receipt of Courier / Registered Post / Speed Post for tracking purpose should be sent on email id of RFP Coordinator mentioned in Document Control Sheet. However, if the said Bid Envelope sent through Courier / Registered Post / Speed Post is lost in transit or is not delivered within 7 days from revised last date of bid submission in

				such circumstances the Bank shall not be liable, whatsoever, due such misplacement or non-delivery of said bid envelope. Further, the Bidder, whose bid envelope is misplaced in transit or is undelivered within 7 days from revised last date of bid submission cannot resubmit his bid on the pretext of misplacement or non- delivery of the Bid envelope.
3	20 / Eligibilty Criteria	4	The bidder should be original equipment manufacturer of proposed Solution	Point should be read as The bidder should be original equipment manufacturer or authorised partner of OEM of proposed GST Solution.
4	23 / B. BIDDER's/OEM's Capability & Experience	1	BIDDER/OEM experience in implementation of proposed GST Solution in PSU/Commercial Bank/ Govt. Organization/Financial Services in India to be calculated as below: • Each Organization implementation will carry 2 marks	BIDDER/OEM experience in implementation of proposed GST Solution in PSU/Commercial Bank/BFSI/ Govt. Organization/Financial Services in India to be calculated as below: • Each Organization implementation will carry 2 marks
5	23 / B. BIDDER's/OEM's Capability & Experience	2	BIDDER/OEM should have at least 3 years of experience in providing proposed GST solution and service in PSU/Commercial Bank/ Govt. Organization. \cdot More than 5 years – 10 Marks $\cdot > 3$ and <=5 years -7 Marks $\cdot 3$ years – 5 Marks	Point should be read as BIDDER/OEM should have at least 1 year of experience in providing proposed GST solution and service in PSU/Commercial Bank/BFSI/ Govt. Organization. • More than 3 years – 10 Marks

				 > 2 and <=3 years -7 Marks 1 and <2 years - 5 Marks
6	22/ Technical Evaluation			Refer to Annexure - I of this corrigendum for revised marking
7	6.1 Detailed Scope of Work:	51	Bidder shall provide the on-site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite comprehensive ATS support for 4 years	Point should be read as Bidder shall provide the on-site/off- site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite/offsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite/offsite comprehensive ATS support for 4 years. In case any issue is not being resolved through off-site support then the bidder will ensure deputing support team onsite to resolve the issue. The cost of such onsite support will be borne by the Bidder.
8	3.2.1 Consortium	17	Consortium is not allowed	Point to be read as: Consortium is allowed

9	5	1.1. Document	Mode of Submission of Bid: The	This clause may be read as :
		Control Sheet	bidder shall deposit the Bid envelope	The Bidder shall send the Bid
			in person in the tender box kept for	Envelope through Courier /
			this purpose at the above address on	Registered Post / Speed Post at The
			or before 16:00 hrs, on bid	Nainital Bank Ltd., 33, Second
			submission date mentioned herein	Floor, Punchkuian Road Above
			this RFP document.	Lahore Furniture Mart New Delhi -
				110001 on or before 15.05.2021
				(Revised Bid Submission Date).
				The date on dispatch of Courier /
				Registered Post / Speed Post receipt
				should be on or before revised last
				date of bid submission. The receipt
				of Courier / Registered Post / Speed
				Post for tracking purpose should be
				sent on email id of RFP Coordinator
				mentioned in Document Control
				Sheet.
				However, if the said Bid Envelope
				sent through Courier / Registered
				Post / Speed Post is lost in transit or
				is not delivered within 7 days from
				revised last date of bid submission in
				such circumstances the Bank shall
				not be liable, whatsoever, due such
				misplacement or non-delivery of
				said bid envelope.
				Further, the Bidder, whose bid
				envelope is misplaced in transit or is
				undelivered within 7 days from
				revised last date of bid submission

10	51	6.1 Detailed Scope of Work:	Bidder shall provide the on-site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite comprehensive ATS support for 4 years	cannot resubmit his bid on the pretext of misplacement or non- delivery of the Bid envelope. Point should be read as Bidder shall provide the on-site/off- site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite/offsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite/offsite comprehensive ATS support for 4 years. In case any issue is not being resolved through off-site support then the bidder will ensure deputing support team onsite to resolve the issue. The cost of such onsite support will be borne by the
11	NA	NA	Conoral	Bidder.
			General	GSP service is also required and will be part of the Scope of Work.
12	36	4.4. Service Level Agreement & Targets	Selected vendor is obliged to provide additional infrastructure free of cost at any stage of the TCO period, if it was found that requirement &	Infrastructure will be provided by the bank, however vendor is required to maintain the software/GST solution.

			standards intended by the Bank in RFP is not being fulfilled.	
13	51	6.1 Detailed Scope of Work:	Bidder will ensure escrow arrangement for application	Point should be read as: Bidder will ensure escrow arrangement for application and the cost will be borne by the bidder
14	41	5.4. Undertaking of Information Security	We hereby undertake that the proposed hardware / software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done)	Infrastructure will be provided by the bank, however vendor is required to maintain the software/GST solution.
15	45/6	6.1	The solution should provide the facility for collection of data available in the Transacting Systems (FINACLE 10.x). The solution should align/ integrate and migrate in its system, the data from the Bank's transacting systems both internal and external and change in the format required by the GSTN for various GST returns thereby processing GST Return filing of the Bank	GSP service is also required and will be part of the Scope of Work.

16	58/6.3	20	The solution should have provision to validate GSTIN of the customers and throw failure records for re- correction and to upload again into the system. The solution is expected to have built in validation / business rules required accordance with GST law like but not limited to de-duplication check, PoS	GSP service is also required and will be part of the Scope of Work.
17	23/B	2	 Validations, HSN etc. BIDDER/OEM should have at least 3 years of experience in providing proposed GST solution and service in PSU/Commercial Bank/ Govt. Organization. More than 5 years – 10 Marks > 3 and <=5 years -7 Marks 3 years – 5 Marks 	Point should be read as BIDDER/OEM should have at least 1 year of experience in providing proposed GST solution and service in PSU/Commercial Bank/BFSI/ Govt. Organization. • More than 3 years – 10 Marks • > 2 and <=3 years -7 Marks • 1 and <2 years – 5 Marks
18	9/3.3	last para on page	The bidder shall deposit the envelope in person in the tender box kept for this purpose at The Nainital Bank Ltd., 33, Second Floor, Punchkuian Road Above Lahore Furniture Mart New Delhi - 110001on or before 16:00 hrs, on bid submission date mentioned herein this RFP document	This para may be read as : The Bidder shall send the Bid Envelope through Courier / Registered Post / Speed Post at The Nainital Bank Ltd. , 33, Second Floor, Punchkuian Road Above Lahore Furniture Mart New Delhi - 110001 on or before 15.05.2021 (Revised Bid Submission Date) . The date on dispatch of Courier / Registered Post / Speed Post receipt

	12/2 11			should be on or before revised last date of bid submission. The receipt of Courier / Registered Post / Speed Post for tracking purpose should be sent on email id of RFP Coordinator mentioned in Document Control Sheet. However, if the said Bid Envelope sent through Courier / Registered Post / Speed Post is lost in transit or is not delivered within 7 days from revised last date of bid submission in such circumstances the Bank shall not be liable, whatsoever, due such misplacement or non-delivery of said bid envelope. Further, the Bidder, whose bid envelope is misplaced in transit or is undelivered within 7 days from revised last date of bid submission cannot resubmit his bid on the pretext of misplacement or non- delivery of the Bid envelope.
19	13/3.11	1	Power of Attorney executed by the Bidder in favour of the Principal Officer or the duly Authorized Representative, certifying him as an authorized signatory for the purpose of this Tender.	This para to be read as : The authorization shall be indicated by written power-of-attorney or latest Board Resolution in case of company authorizing the Principal Officer / Authorized representative accompanying the bid. The power of attorney and any other document

20	8	3.1	Scope of RFP in brief is mentioned below: The objective of this RFP envisages an end-to-end comprehensive solution for GST which includes procurement of perpetual license & supply of software, installation, design, sizing, training, customization, configuration, implementation, maintenance and support of the software and other components required, along with, parameterization, historical data management, verifying data quality, migrating data, user acceptance testing, documentation, training, knowledge transfer and support (hereinafter referred to as "solution")	consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the bid. Bidder shall provide the on-site/off- site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite/offsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite/offsite comprehensive ATS support for 4 years. In case any issue is not being resolved through off-site support then the bidder will ensure deputing support team onsite to resolve the issue. The cost of such onsite support will be borne by the Bidder.
21	8	3.1	The broad scope of work for the GST solution is given in the 'Scope of work' section wherein the selected bidder has to provide the necessary system to enable implementation of GST Solution, including all	No. Of Systems to be integrated 1. CBS system - Finacle 2. Asset Module

			additional middleware as required by	
			the offered solution, application	
			software and all related components,	
			complete interface with the Finacle	
			10.X CBS solution and other	
			applications implementation and	
			ongoing support services.	
22	8	3.1	The broad scope of work for the GST	There is no requirement for Data
			solution is given in the 'Scope of	Migration.
			work' section wherein the selected	
			bidder has to provide the necessary	
			system to enable implementation of	
			GST Solution, including all	
			additional middleware as required by	
			the offered solution, application	
			software and all related components,	
			complete interface with the Finacle	
			10.X CBS solution and other	
			applications implementation and	
			ongoing support services.	
23	11 & 12	3.8. Clarification	Note: Inputs/suggestions/queries	Agreed. The same has been
		on RFP Document	submitted by bidders as part of the	published on Bank's Website.
			pre-bid queries and otherwise will be	-
			given due consideration by the Bank,	
			however THE NAINITAL BANK	
			LTD. is not mandated to accept any	
			submission made by the bidder and	
			nor the	
			Page-12 THE NAINITAL BANK	
			LTD. RFP Ref. No	
			NTB/ACCOUNTS/GST/2021/04/009	

			bidder will be given any written response to their submissions. If an input is considered valid by the bank the same will be accepted and incorporated as part of the corrigendum and shall be published on Bank's website.	
24	65	Format Section VI : Financial Bid Format	General	Bidder shall provide the on-site/off- site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite/offsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite/offsite comprehensive ATS support for 4 years. In case any issue is not being resolved through off-site support then the bidder will ensure deputing support team onsite to resolve the issue. The cost of such onsite support will be borne by the Bidder.

25	17	3.21. Consortium	Consortium is not allowed.	Point should be read as Consortium is Allowed
26	10			
26	19	3.31. Evaluation of	e	Point should be read as
		Eligibility Criteria	equipment manufacturer of proposed	The bidder should be original
		Point. 4	GST Solution	equipment manufacturer or
				authorized partner of OEM of
27		D	02 DIDDED/OEM at available and at	proposed GST Solution.
27	22 & 23	B. BIDDER's/OEM's	02. BIDDER/OEM should have at	Point should be read as 02. BIDDER/OEM should have at
			least 3 years of experience in	
		Capability &	providing proposed GST solution and service in PSU/Commercial Bank/	least 1 year of experience in
		Experience	Govt. Organization.	providing proposed GST solution and service in PSU/Commercial
			\cdot More than 5 years – 10 Marks	Bank/BFSI/ Govt. Organization.
			$\cdot > 3$ and ≤ 5 years - 7 Marks	\cdot More than 3 years – 10 Marks
			\cdot 3 years – 5 Marks	$\cdot > 2$ and $\leq=3$ years -7 Marks
			5 yours 5 marks	\cdot 1 and <2 years – 5 Marks
28	28	3.38. Award of	Within 15 days of receipt of the	The clause remains same as per the
	-0	Contract	Proforma of Contract, the successful	RFP.
			Bidder shall sign and date the	
			Contract and return it to the Bank	
			along with the Bank Guarantee,	
			favouring The Nainital Bank Ltd. of	
			10% of the Work/Purchase Order	
			Value for contract performance, as	
			security deposit.	
29	28	3.38. Award of	Keeping in view the project	The clause remains same as per the
		Contract	commitment, The Nainital Bank Ltd.	RFP.
			reserves the right to ask the vendor to	
			add new features/ process or modify	
			the existing solution to take care the	
			service delivery for matching the	

			project requirements as and when required.	
30	28	3.38. Award of Contract	THE NAINITAL BANK LTD. may, at any time, terminate the contract by giving written notice of -30- days to the vendor without any compensation, if the vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to THE NAINITAL BANK LTD. If at any point during the contract, if the vendor fails to, deliver as per the tender terms and conditions or any other reason amounting to disruption in service, the Termination and Exit Management clause to be incorporated in contract, will be invoked.	The clause remains same as per the RFP.
31	29	3.39. Placing of Purchase Orders	Objection, if any, to the Purchase Order must be reported to the Bank by the vendor within five (5) working days counted from the date of receipt of Purchase Order for modifications, otherwise it is assumed that the vendor has accepted the Purchase Order in totality.	The clause remains same as per the RFP.

32		3.40. Bank Guarantee for Contract Performance	Failure of the successful Bidder to comply with the requirement mentioned in document shall constitute sufficient ground for the annulment of the award and forfeiture of the EMD. In case of exigency, if the Bank gets the work done from elsewhere, the difference in the cost of getting the work done will be borne by the successful Bidder.	The clause remains same as per the RFP.
33	33	4. Section III – General Conditions of Contract	Arbitration: The Bank and the Bidder shall make every effort to resolve amicably, by direct negotiation between the respective Designated Officials of the bank and the Bidder, any disagreement or dispute arising between them under or in connection with the RFP and or contract thereafter. If the designated official of the Bank and the Bidder are unable to resolve the dispute within -30- days from the commencement of such informal negotiations, they shall immediately escalate the dispute to their Senior Authorized Personal.	The clause remains same as per the RFP.
34	33	4.1. Term and Extension of the Contract	The term of this Contract will commence from the date of signing of contract/agreement and will be valid for a period of five years from	The clause remains same as per the RFP.

			the date of Go-Live of GST Solution. The contract is extendable further for two years solely at option of the Bank.	
35	33	4.1. Term and Extension of the Contract	During extended period of two years if deemed appropriate (THE NAINITAL BANK LTD. reserve right to extend the agreement with Bidder), the term and conditions for SLA, penalty and Prices for AMC & Manpower shall remain same as given for 5th Year.	The clause remains same as per the RFP.
36	34	4.1. Term and Extension of the Contract Warranty	b) Bidder / Vendor should provide software patches / upgrades towards complying with all the statutory and any other requirements from the Bank as specified from time to time during the Contract period, free of cost. The warranty period would start after live implementation* (*Live implementation means that after user acceptance and audit clearance the complete System is ported on the production environment (Go Live) and after issuance of Acceptance Certificate by the Bank).	The clause remains same as per the RFP.

37	34	4.1. Term and	c) Bidder should setup one	Point should be read as	
		Extension of the	centralized L2 Support at Bank Site	Bidder shall provide the on-site/off-	
		Contract	till the completion of warranty period	site comprehensive maintenance	
		Warranty	as mentioned above. The Bank has a	(Warranty, ATS and AMC) during	
			right to interview and reject resources	the entire contract period for all the	
			deployed by the Bidder.	software and services including	
				Third Party Software within the	
				scope of work. The software items	
				supplied should be with one year	
				onsite/offsite comprehensive	
				warranty, which will start from the	
				date of acceptance of the software	
				after being installed and tested.	
				Subsequently the bidder shall	
				provide onsite/offsite comprehensive	
				ATS support for 4 years. In case any	
				issue is not being resolved through	
				off-site support then the bidder will	
				ensure deputing support team onsite	
				to resolve the issue. The cost of such	
				onsite support will be borne by the	
				Bidder.	
38	36	4.4. Service Level	Selected vendor is obliged to provide	Infrastructure will be provided by	
		Agreement &	additional infrastructure free of cost	the bank however the vendor is	
		Targets	at any stage of the TCO period, if it	required to install /maintain the	
			was found that requirement &	software	
			standards intended by the Bank in		
			RFP is not being fulfilled.		
39	50	6.1 Detailed Scope	The solution should be able to keep	The data is required to be	
		of Work	such data in the server and should be	maintained for 10 years	
			able to retrieve in the case of		

			audit/inspection by the State/ Central authorities	
40	51	6.1 Detailed Scope of Work	Bidder will ensure escrow arrangement for application	Escrow Arrangement Cost will remain part of overall proposal
41	51	6.1 Detailed Scope of Work	• Bidder will provide Source code audit certificate	Point should be read as Bidder will provide Source code Audit certificate from Csite Empaneled Vendor
42	52	6.1 Detailed Scope of Work	• Bidder shall provide the on-site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite comprehensive ATS support for 4 years.	Point should be read as Bidder shall provide the on-site/off- site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite/offsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite/offsite comprehensive ATS support for 4 years. In case any issue is not being resolved through off-site support then the bidder will ensure deputing support team onsite to resolve the issue. The cost of such onsite support will be borne by the Bidder.

40	52	$(1 D_{1})^{1}$	$T_{1} = D_{2} = 1$ (11) (11) (11) (11)	$D_{1} + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1) + (1 + 1$
43	52	6.1 Detailed Scope of Work	The Bank will not be liable to pay any additional amount in respect of any sort of maintenance covered under the scope of this tender during the tenure of the contract. On-site maintenance services without any additional cost shall be provided by the Bidder during the period of warranty/ATS/AMC.	Point should be read in conjunction Bidder shall provide the on-site/off- site comprehensive maintenance (Warranty, ATS and AMC) during the entire contract period for all the software and services including Third Party Software within the scope of work. The software items supplied should be with one year onsite/offsite comprehensive warranty, which will start from the date of acceptance of the software after being installed and tested. Subsequently the bidder shall provide onsite/offsite comprehensive ATS support for 4 years. In case any issue is not being resolved through off-site support then the bidder will ensure deputing support team onsite to resolve the issue. The cost of such onsite support will be borne by the Bidder.
44	52	6.1 Detailed Scope of Work	• Installation/re-installation, configuration/ reconfiguration of	The clause remains same as per the RFP.
			software including DB, as and when required during the contract period. All these activities are to be covered under scope of AMC/ATS provided by the vendor and bank will not pay any additional cost for the same.	

45	52	6.1 Detailed Scope	• The services offered through	Infrastructure will be provided by
		of Work	Warranties, Annual Maintenance	the bank however the vendor is
			Contract and Annual Technical	required to maintain the software
			Support should meet the end-to-end	-
			onsite support requirements for	
			implementing and maintaining	
			infrastructure deployed as part of the	
			proposal till completion of contract.	
46	54	6.1 Detailed Scope	· Carry out various housekeeping	Point should be considered struck
		of Work	works and explain the same to users.	off
47	54	6.1 Detailed Scope	• Assist/support the Bank to install	The clause remains same as per the
		of Work	the same, if Bank desires during	RFP.
			period of warranty/ATS at no cost to	
			the Bank. As per the Bank's Business	
			Continuity Policy / Disaster	
			Recovery Policy, bidder should	
			design and update BCP/DRP	
			document on periodic internals for	
			the proposed solution.	
48	55	6.2 Timeline For	Bank is expecting to Go-Live with	The clause remains same as per the
		Go-Live	the proposed GST solution within 16	RFP.
			weeks from the date of issuing Letter	
			of Intent/ purchase order to the	
			selected vendor.	
49	64	6.4 Hardware	General	Infrastructure will be provided by
		Specifications		the bank however the vendor is
				required to install /maintain the
				software
50	64	6.4 Hardware	General	It would be for 5 years
		Specifications		
51			General	Bank requires both the Purchase and

				Sale Module
52	48	6.1 Detailed Scope of Work	The solution should be able to integrate with LDAP, Human Resource Management system, Transacting Systems from user management point of view. The solution must be flexible to accommodate and manage various masters like HSN/SAC Code, Tax Rate, Branch master, State GSTIN Mapping to branch etc.	Point should be read as The solution should be able to integrate with Transaction System (Finacle) and Asset Management system from user management point of view. The solution must be flexible to accommodate and manage various masters like HSN/SAC Code, Tax Rate, Branch master, State GSTIN Mapping to branch etc.
53	14	Bidder Qualification	It is further clarified that the individual signing the tender or other documents in connection with the tender must certify whether he/she signs as the Constituted attorney of the firm, or a company.	This para to be read as It is further clarified that the individual signing the tender or other documents in connection with the tender must certify whether he/she signs as the Constituted attorney of the firm, or as a duly authorized representative of the company.

54	Page 4 / Section 1	Application	Application Money has to be	This clause may be read as:
	Invitation of Bid	Money	deposited as DD / PO * at the time of	Application Money has to be
			Bid submission.	deposited as DD / PO / NEFT at the
				time of Bid submission. The NEFT
				should be sent on or before revised
				last date of Bid submission as per
				account details mentioned below:
				Account Name - Adjusting Account
				Account Number - 999ADJAC
				IFSC Code - NTBL0NAI999
				Branch Name - Head Office,
				Nainital
				Consider this clause to be changed
				for the entire RFP document, where
				ever applicable.
55	Page 4 / Section 1	EMD (Earnest	Earnest Money Deposit (EMD)	This clause may be read as:
	Invitation of Bid	Money Deposit) to be submitted	submitted in the form of DD/PO* or Bank Guarantee which should be	Earnest Money Deposit (EMD)
		to be submitted	valid for a period of 6 months from	submitted in the form of DD/PO/
			last date for bid submission date.	NEFT / RTGS or Bank Guarantee
			EMD to be deposited along with the	which should be valid for a period of
			bid.	6 months from last date for bid
				submission date. EMD to be
				deposited along with the bid.
				The NEFT should be sent on or

				before revised last date of Bid submission as per account details mentioned below: Account Name - Adjusting Account Account Number - 999ADJAC IFSC Code - NTBL0NAI999 Branch Name - Head Office, Nainital
				Consider this clause to be changed for the entire RFP document, where ever applicable.
56	Page 37 / Bidder Profile	5.1	New Addition Sr. No. 21. Account Details	The Bidder need to submit the details of account wherein the EMD amount is to be returned if the EMD is sent through NEFT / RTGS.
				The following details are to be submitted: Account Name – Account Number – IFSC Code – Bank Name -

	Annexure - I					
Sl. No.	Parameter	Maximum Score				
Technical E	valuation					
А.	GST Product Functionality & Technical Requirements Evaluation	40				
В	BIDDER's/OEM's Capability & Experience	20				
С	Technical Presentation and Project Understanding	40				
Total		100				

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