

**Corporate Office, Financial Inclusion Dept.**

**Addendum / Amendment Corrigendum to RFP for Selection of Technical Service Provider (TSP) for End to End Financial Inclusion Solution –  
RFP: CO/FID/TSP/02/2022-23 Dt 01.07.2022**

**4.20 Payment Terms:**

The Bank shall make payments as follows:

- a) Payment for License (for Primary, NDR & DR Site) and Implementation cost:  
Note:- Project cost = (Final Agreement amount) – (ATS cost + FM Cost)

Sl. No	Pg #/ Clause	Specifications	License / Solution Implementation Cost (Existing)	License / Solution Implementation Cost (Revised)
1	Page # 88 4.20 (a)	Setting up of Project Management Office (PMO) and deployment of required man power	5% of Project Cost (No Change)	5% of Project Cost
2		Functional Requirement Specification (FRS) & Software Requirement Specification (SRS) Milestone	New	5% of Project Cost
3.		Architect & Design Document	New	5% of Project Cost
4		Purchase of License and its registration in the name of bank	15% of Project Cost	15% of Project Cost
5		Development, Installation, UAT for Stage 1	10% of Project Cost	10% of Project Cost
6		Go Live of Stage 1	5% of Project Cost	5% of Project Cost
7		Development of All application For BC on boarding, Audit etc. of Stage 2	5% of Project Cost	5% of Project Cost
8		On boarding of FBCs for Stage 2	5% of Project Cost	5% of Project Cost
9		Development, Installation, UAT for Stage 2 & GO Live	5% of Project Cost	5% of Project Cost
10		On boarding of FBCs for Stage 3	5% of Project Cost	5% of Project Cost
11		Development, Installation, UAT for Stage 3 & GO Live	5% of Project Cost	5% of Project Cost

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12	Page # 89 4.20 (a)	On boarding of FBCs for Stage 4	5% of Project Cost	5% of Project Cost
13		Development, Installation, UAT for Stage 4 & GO Live	5% of Project Cost	5% of Project Cost
14		Successful Running of 6 months	5% of Project Cost	5% of Project Cost
15		Successful Running of 12 months	5% of Project Cost	5% of Project Cost
16		Remaining 10% will be on the demand of Successful Bidder on the basis on actual expenditure and Development but after Stage 2	New	10% of Project Cost
17		Any Additional Work (Beyond the Scope of Work)	100% on completion of work	100% on completion of work

**5.0 Eligibility Criteria:**

The bidder must fulfill the criteria mentioned in the table below to bid for this RFP:

S. No.	Page#/ Clause	Eligibility Criteria (Existing)	Eligibility Criteria (Revised)	Supporting Documents
1	Page#115/ 5.0 (S.No 5)	The Bidder should have earned net profit at least for two out of last three financial years. The net worth of the Bidder should be positive for the previous three financial years. i.e. FY 2020-21, FY 2019-20 and FY 2018-19 and <b>minimum average should be more than Rs.150Crores.</b>	The Bidder should have earned net profit at least for two out of last three financial years. The net worth of the Bidder should be positive for the previous three financial years. i.e. FY 2020-21, FY 2019-20 and FY 2018-19 and <b>minimum average should be more than Rs.50 Crores.</b>	Self-attested Copies of audited financial statements/Annual Reports for FY 2020-21, 2019-20 & 2018-19. CA certified Provisional Financial Statement for FY 21-22.
2	Page#115/ 5.0 (S. No 8)	Bidder should have experience of minimum 5 years in providing Financial Inclusion Solution.	Bidder should have experience of minimum 5 years in providing Financial Inclusion Solution.  <b><u>Experience with Amalgamated PSU will be considered.</u></b>	Copy of the purchase order and / or Certificate of completion of the work. The Bidder shall furnish letter from the institution quoting the period and nature of services provided. Details to be furnished as per <b>Annexure-XXII.</b>

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3	Page#115/ 5.0 (S. No 9)	<p>The Bidder should have experience of implementing and managing Financial Inclusion Solution for at least one Scheduled Commercial Banks in India / Payment Banks in India having a total business of more than 1,00,000 crores rupees as on 31.03.2022 having minimum 500 Branches and presence in more than 5 States.</p> <p>The platform should be operational for minimum of 1 year as on the date of bid submission.</p>	<p>The Bidder should have experience of implementing and managing Financial Inclusion Solution for at least one Scheduled Commercial Banks in India / <b>Government Institution/ Financial Institution/</b> Payment Banks in India having a total business of more than 1,00,000 crores rupees as on 31.03.2022 having minimum 500 Branches and presence in more than 5 States.</p> <p>The platform should be operational for minimum of 1 year as on the date of bid submission.</p>	<p>The bidder to submit certificate from the Bank/Fis along with the copies of Purchase Order to the effect that the solution has been implemented and working satisfactorily. Details to furnished as per <b>Annexure-XXII</b>.</p>
4	Page#117/ 5.0 (S No 14)	<p>The Bidder should have at least 50 technical resources (In India) on its roles across areas such as Technical Architecture, Engineering/ Development/ Testing in (Web/ Mobile), Design Engineering (UI/UX Designers), Business Analyst (in Banking Domain etc.) – (excluding the resources in support and Maintenance Activities) as on the date of RFP.</p>	<p>The Bidder should have at least <b>20 technical resources</b> (In India) on its roles across areas such as Technical Architecture, Engineering/ Development/ Testing in (Web/ Mobile), Design Engineering (UI/UX Designers), Business Analyst (in Banking Domain etc.) – (excluding the resources in support and Maintenance Activities) as on the date of RFP.</p>	<p>Undertaking from the bidder on bidder's letter head duly supported by Board Resolution that mentions Authorised Signatory.</p>

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Pg.No.	Original Clause	Amended Clause
117	Scheduled commercial banks do not include Small Finance Banks, Regional Rural Banks and Co-operative Banks.	<b>The mention of</b> Scheduled commercial banks does not include Small Finance Banks, Regional Rural Banks and Co-operative Banks <b>for the definition of this RFP for evaluation purpose only.</b>

**Evaluation and Assessment Matrix**

**Technical competency- (RFP Page # 121 – 123)**

Sl No.	Eligibility Criteria	Existing		Revised		Max. Score
		Criteria	Weightage Score	Criteria	Weightage Score	
1	Experience of Bidder as a Technical Service Provider in India.	10 years & above	10	10 years & above	10	10
		7 years & above	6	7 years & above	<b>8</b>	
		5 years & above	4	5 years & above	<b>6</b>	
2	Average Net Profit of the Bidder entity during last 03 (three) financial year(s) i.e. FY 2021-22, FY 2020-21 and FY 2019-20.	>= 20 Cr	10	<b>&gt;= 15 Cr</b>	10	10
		>= 10 Cr < 20 Cr	8	<b>&gt;= 10 Cr &lt; 15 Cr</b>	8	
		>= 5 Cr < 10 Cr	4	<b>&gt;= 3 Cr &lt; 10 Cr</b>	6	
		Less than 5 Cr	0	<b>Less than 3 Cr</b>	4	
3	Average turnover during last 03 (three) financial year(s) i.e. FY 2021-22, FY 2020-21 and FY 2019-20.	Avg. Turnover Rs.300 cr& above	10	Avg. Turnover Rs.300 cr& above	<b>10</b>	10
		Avg. Turnover Rs.250cr & above	8	Avg. Turnover Rs.250cr & above	<b>8</b>	
		Avg. Turnover Rs.200cr& above	6	Avg. Turnover Rs.200cr& above	<b>7</b>	

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		Avg. Turnover Rs.150 cr& above	4	Avg. Turnover Rs.150 cr& above	5	
4	The average net worth of the Bidder for the previous three financial years. i.e. FY 2021-22, FY 2020-21 and FY 2019-20	Avg. Net Worth Rs.300 cr& above	10	Avg. Net Worth Rs.150 cr & above	10	10
		Avg. Net Worth Rs.250cr & above	8	Avg. Net Worth Rs.100cr & above but below Rs.150 Cr	8	
		Avg. Net Worth Rs.200 cr& above	6	Avg. Net Worth Rs.75 cr & above but below Rs.100 Cr	7	
		Avg. Net Worth Rs.150 cr& above	4	Avg. Net Worth Rs.50 cr & above but below Rs.75 Cr	5	
5	Experience of Bidder in providing Financial Inclusion Solution.	Experience 10 years & above	10	Experience 10 years & above	10	10
		Experience 7 years & above	7	Experience 7 years & above	8	
		Experience 5 years & above	5	Experience 5 years & above	6	
6	Experience of Bidder in implementing and managing Financial Inclusion Solution for banks in India and its number of Branches.  <b><u>For this Purpose only bank means &amp; includes: Scheduled Commercial Banks/ Financial Institute/ RRB/ Cooperative/ Private bank</u></b>	5 Scheduled Commercial banks with minimum 500 Branches	10	5 banks with minimum 500 Branches	10	10
		3 Scheduled Commercial banks with minimum 500 Branches	6	3 banks with minimum 500 Branches	7	
		1 Scheduled Commercial banks with minimum 500 Branches	3	1 bank with minimum 500 Branches	5	

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7	Capability of Bidder to provide technical support to FBCs as on 31.03.2022.	Number of FBC's more than 10000	10	Number of FBC's more than 10000	10	10
		Number of FBC's more than 5000 to 10000	6	Number of FBC's more than 5000 to 10000	7	
		Number of FBC's 2500 to 5000	3	Number of FBC's 2500 to 5000	5	
8	Number of human resources on attendance role of Bidder in India	1000 & above	10	<b>500 &amp; above</b>	10	10
		500 & above	8	<b>250 &amp; above below 500</b>	8	
		200 & above	4	<b>100 &amp; above below 250</b>	6	
		Less Than 200	0	<b>Less Than 100</b>	5	
9	Number of technical resources (In India) on Bidder's attendance across areas such as Technical Architecture, Engineering/ Development/ Testing in (Web/ Mobile), Design Engineering (UI/UX Designers), Business Analyst (in Banking Domain etc.) – (excluding the resources in support and Maintenance Activities) as on the date of RFP.	200 & above	10	<b>100 &amp; above</b>	10	10
		100 & above but less than 200	7	<b>50 &amp; above but less than 100</b>	7	
		50 & above but Less than 100	3	<b>20 &amp; above but Less than 50</b>	5	
10	Bidder should be ISO27001 / CMMI 3 level Certified	Both ISO & CMMI certified	10	Both ISO & CMMI certified	10	10
		Either ISO or CMMI certified	5	Either ISO or CMMI certified	5	
TOTAL SCORE						100



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**Functional Capability (RFP Page # 123) - Bidder has to present Demo for each application implemented by it.**

Sl. No	Function	Existing		Revised			
		Available	To be Customised	Not Available	Available but needs to be customized for Financial Inclusion	Available & Customised	Max. Score
1	Experience of handling Own Gateway			0	3	5	5
2	Implemented AEPS deposit/ withdrawal/ Transfer			0	3	5	5
3	Implemented Card Based Authentication/ Transaction			0	3	5	5
4	Implemented IMPS/ UPI			0	3	5	5
5	Implemented Dashboard – drill down to base data			0	3	5	5
6	Implemented Aadhar & Mobile Seeding			0	3	5	5
7	Implemented Learning Module			0	3	5	5
8	Implemented Multi Tier Ticket Management Module			0	3	5	5
9	<b>Implemented BC/Field Staff Monitoring Module (Tier based)</b>			0	3	5	5
10	Implemented API based integration			0	3	5	5
<b>TOTAL Score</b>							<b>50</b>

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**Presentation by the Bidder:-**

**Bidders journey in Financial Inclusion field particularly their granular architecture to cover Scope of Work of this RFP.**

Major emphasis should be as under:-

SI. No	Area of Presentation	Max. marks
1	Centralised Control Mechanism: Architecture shall control the end point devices; capability to control the functioning of devices and services available at FBC point	8
2	Architecture to develop the FBC Life Cycle (End To End)	8
3	MIS & AI based on FI Gateway data and data captured from other sources like MIS/CBS/ In-house Portal; Dashboard should be dynamic/ Tier Based and drill down to Base data level. The structure of database may be part of presentation	8
4	Admin based Applications; Admin should change the variables of the Applications. Security measures shall be part of presentation.	8
5	Handling database; Purging/ Archival of Data; Design/ Logic to Extract data/ Report out of data Purged/ archived shall be part of Presentation.	8
6	Bidder may present any other Aspect within Scope of Work of this RFP	10
	Total	50