



ODISHA GRAMYA BANK

Information Technology Department
Head Office, Gandamunda, P.O.-Khandagiri, Bhubaneswar

GEM Tender Number: GEM/2024/B/4523407 dated 24-01-2024, Amendment_1 Date: 12-02-2024

AMENDMENT_1: Middleware application for KCC-ISS Portal integration

All bidders are hereby informed that based on the discussion in the Pre-bid meeting held at Head Office of Odisha Gramya Bank, on date 08.02.2024, the response to queries submitted by all bidders are in Table# 2 and necessary amendments to GeM bid are provided in Table#1. The necessary changes has been made to the ATC document and the same shall be valid.

Table#1: Amendment_1

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
1	B. Scope of Vendor	6	a. Application Solution:	9. Customization during support period as per request of the Bank and limited to the existing modules shall be done without any cost to the Bank.	9. Customization during support period as per request of the Bank and limited to the existing modules shall be done without any cost to the Bank. <u>However, any customization requiring major changes to either existing or new modules with significantly high effort cost shall be done through commercial change request as per mutual agreement between Bank and Vendor. Minor customization to existing module as per regulatory or Government Agency or Bank's requirement to the existing live module shall be done through noncommercial change request. The effort requirement shall be justified by the vendor and after</u>

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					evaluation by Bank, the same may be considered as either minor or major based on justification.
2	Bid Details	1	Bid Details	Bid End Date/Time: 16-02-2024 14:00:00 Bid Opening Date/Time: 16-02-2024 14:30:00	Bid End Date/Time: 23-02-2024 14:00:00 Bid Opening Date/Time: 23-02-2024 14:30:00
3	B. Scope of Vendor	8	d. IMPLEMENTATION, TRAINING AND MAINTENANCE OF SOFTWARE	13.The source code /object code / executable code (for the purpose of this solution – may be called as implementation code) and compilation procedures of the solutions that the bidder creates/uses as part of implementation for the purpose of this project should be provided to the Bank after successful UAT or escrow arrangement should be put in place. All necessary documentation on this behalf should be made available to the Bank. In case of Escrow arrangement, complete details and the location and the terms and conditions applicable for escrow must be specified.	13. The source code /object code / executable code (for the purpose of this solution – may be called as implementation code) and compilation procedures of the solutions that the bidder creates/uses as part of implementation for the purpose of this project should be provided to the Bank after successful UAT or escrow arrangement should be put in place. All necessary documentation on this behalf should be made available to the Bank. In case of Escrow arrangement, complete details and the location and the terms and conditions applicable for escrow must be specified.
4	B. Scope of Vendor	9	d. IMPLEMENTATION, TRAINING AND MAINTENANCE OF SOFTWARE	9)Bank has M/s DXC technologies Ltd(EIT Services Ltd) as system integrator and for any integration or technical requirement bidder has to liaison with M/s DXC Technologies, Bank will not provide any extra cost to bidder for the said purpose	9) Bank has M/s DXC technologies Ltd(EIT Services Ltd) M/s EIT Services India Private Limited as system integrator and for any integration or technical requirement bidder has to liaison with M/s DXC Technologies M/s EIT Services India Private Limited, Bank will not provide any extra cost to bidder for the said purpose. <u>Vendor shall share the list of APIs along with desired request and response formats with Bank within 10 days of release of GeM contract. After finalization API format, Bank will coordinate with CBS Service Provider to develop the APIs and will share the same within 30 days from release of GeM contract. Any delay attributed to CBS service provider or Bank will not be considered under SLA of vendor for KCC-ISS portal middleware application.</u>
5	7)Acceptance Procedure	12	7)Acceptance Procedure	a) Within 3 days of receipt of Notification of Award/Purchase Order the successful Bidder shall send the acceptance.	a) Within <u>7</u> days of receipt of Notification of Award/Purchase Order the successful Bidder shall send the acceptance.

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				<p>b) Bidder should prepare and submit agreed Scope of Work (SOW) document within 30 days of award of contract. The SOW should be agreed and signed between Bank and Selected Bidder.</p> <p>c) Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award</p> <p>d) Upon the successful Bidder accepting the Purchase Order and signing the contract, and NDA, OGB will promptly notify each unsuccessful Bidder and will discharge all remaining EMDs, if any.</p>	<p>b) Bidder should prepare and submit agreed Scope of Work (SOW) document within 30 days of award of contract. The SOW should be agreed and signed between Bank and Selected Bidder.</p> <p>c) Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award</p> <p>d) Upon the successful Bidder accepting the Purchase Order and signing the contract, and NDA, OGB will promptly notify each unsuccessful Bidder and will discharge all remaining EMDs, if any.</p>
6	8)Performance Bank Guarantee	12	8)Performance Bank Guarantee	The vendor shall, within 30 days of receipt of Purchase Order, submit a Performance Guarantee in the form of Bank Guarantee (PBG) equal to 10% of total value of the Purchase order (exclusive of taxes), valid for 5 years , with a claim period of 1 year from the date of expiry of the validity period of the Bank Guarantee (BG), as per statutory provisions in force. Format for Performance Bank Guarantee provided in "Annexure B".	The vendor shall, within 30 days of receipt of Purchase Order, submit a Performance Guarantee in the form of Bank Guarantee (PBG) equal to 3% of total value of the Purchase order (exclusive of taxes), valid for 5 years , with a claim period of 1 year from the date of expiry of the validity period of the Bank Guarantee (BG), as per statutory provisions in force. Format for Performance Bank Guarantee provided in "Annexure B".
7	10) Service Level Agreement	12	a)SLA for delivery:	All deliverable in this contract shall be delivered and made live within 45 days from date of release of GEM Contract.	All deliverable in this contract shall be delivered and made live within <u>60 days</u> from date of release of GEM Contract. <u>Bank will issue amendment to the GEM contract for extension of date for delay attribute to Bank.</u>
8	12)Payment Term	14	12)Payment Term	<p>Payment will be done as follows:</p> <p>1. Payment for ATS</p> <p>a) 100% payment of the onetime implementation cost will be done by Bank after completion of</p> <p>a. Successful testing in UAT and Go live at both DC & DR site</p> <p>b. Signing of SLA & NDA</p>	<p>Payment will be done as follows:</p> <p>1. Payment for <u>Onetime costs</u></p> <p>a)100% payment of the onetime implementation cost will be done by Bank after completion of</p> <p>a. Successful testing in UAT and Go live at both DC & DR site</p> <p>b. Signing of SLA & NDA</p>

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
				<p>c. Submitting PBG as per terms and conditions</p> <p>b) Bills would be payable, on receipt of advice/ confirmation for satisfactory delivery/ installation/ re-installation, live running and service report from the user department/ concerned offices where the purchased software have been delivered and implemented.</p> <p>c) Invoices submitted must be in GST compliant with billed to Odisha Gramya Bank (GSTIN 21AAAJ00221H1ZW).</p> <p>d) All payment will be done in INR (₹) currency.</p> <p>2. Payment for ATS/AMC/Recurring Cost/OPEX</p> <p>a) The support/warranty period for the Software shall be throughout the contract period after go live at both DC & DR.</p> <p>b) Payment for ATS/AMC/Recurring Cost/OPEX shall be released on annually advance basis after deduction of penalties of previous year, if any.</p> <p>3. Payment for Support Cost</p> <p>a) Payment for Support Cost shall be released on monthly arrear basis after deduction of penalties and prorate payment towards absence period, if any.</p> <p>b) Cumulative absence period of more than 3 days in a month shall be consider for deduction of payment on prorate basis.</p>	<p>c. Submitting PBG as per terms and conditions</p> <p><u>b) 80% of the initial one time license cost will be release on delivery of the license in form of paper license or in form of digital license attached to Bank's ID in OEM portal with registered id as itd@odishabank.in. Balance 20% of the onetime license cost will be release on successful go-live of the application in production environment.</u></p> <p><u>c) 100% of the training cost shall be release on completion of training in all aspect at Head Office of Odisha Gramya Bank.</u></p> <p>d) Bills would be payable, on receipt of advice/ confirmation for satisfactory delivery/ installation/ re-installation, live running and service report from the user department/ concerned offices where the purchased software have been delivered and implemented.</p> <p>e) Invoices submitted must be in GST compliant with billed to Odisha Gramya Bank (GSTIN 21AAAJ00221H1ZW).</p> <p>f) All payment will be done in INR (₹) currency.</p> <p>2. Payment for ATS/AMC/Recurring Cost/OPEX</p> <p>a) The support/warranty period for the Software shall be throughout the contract period after go live at both DC & DR.</p> <p>b) Payment for ATS/AMC/Recurring Cost/OPEX shall be released on annually advance basis after deduction of penalties of previous year, if any.</p> <p>3. Payment for Support Cost</p> <p>a) Payment for Support Cost shall be released on monthly arrear basis after deduction of penalties and prorate payment towards absence period, if any.</p>

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
					b) Cumulative absence period of more than 3 days in a month shall be consider for deduction of payment on prorata basis.
9	37) Eligibility Criteria	22	Eligibility Criteria SI No 1	<p>Eligibility Criteria:</p> <p>The bidder shall have implemented KCC ISS integration in any Bank in India.</p> <p>Document to be submitted:</p> <p>Bidder shall submit a certificate issued by the referenced Bank on their letter head mentioning the working condition of KCC – ISS portal integration supplied by the bidder or shall submit copy of the Purchase Order issued by the referenced bank or company.</p>	<p>Eligibility Criteria:</p> <p>The bidder shall have implemented KCC ISS integration or have implemented integration with JanSamarth portal in any Bank in India.</p> <p>Document to be submitted:</p> <p>Bidder shall submit a certificate issued by the referenced Bank on their letter head mentioning the working condition of KCC – ISS portal integration or JanSamarth portal integration supplied by the bidder or shall submit copy of the Purchase Order issued by the referenced bank or company.</p>

Table#2: Clarification on queries of bidders

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
1	Speridian Technologies Pvt Ltd.	6	B. Scope of Vendor: a. Application Solution:	Customization during support period as per request of the Bank and limited to the existing modules shall be done without any cost to the Bank	We request the bank to consider any customization after Detail specification requirement document sign off will be considered as Change request.	Amendment: Please refer to Table# 1, Point#1
2	Speridian Technologies Pvt Ltd.	6	B. Scope of Vendor: b. Database Solution:	The cost of database license shall be factored in the overall application cost.	We request the bank to consider that the Database license will be provided to vendor along with Hardware.	Clarification: The database licenses shall be provided by bidder.
3	Speridian Technologies Pvt Ltd.	8	B. Scope of Vendor d. IMPLEMENTATION, TRAINING AND MAINTENANCE OF SOFTWARE	The source code /object code / executable code (for the purpose of this solution – may be called as implementation code) and compilation procedures of the solutions that the bidder creates/uses as part of implementation for the purpose of this project should be provided to the Bank after successful UAT or escrow arrangement should be put in place. All necessary documentation on this behalf should be made available to the Bank. In case of Escrow arrangement, complete details and the location and the terms and conditions applicable for escrow must be specified.	We understand that the bank to borne the Escrow charges. Please confirm?	Amendment: Please refer to Table# 1, Point#3
4	Speridian Technologies Pvt Ltd.	9	B. Scope of Vendor d. IMPLEMENTATION, TRAINING AND MAINTENANCE OF SOFTWARE	Bank has M/s DXC technologies Ltd(EIT Services Ltd) as system integrator and for any integration or technical requirement bidder has to liaison with M/s DXC Technologies, Bank will not provide any extra cost to bidder for the said purpose	We request bank to provide these API & API document within30 days from PO issuance. However in case of Delay from bank we request bank to reconsider the overall delivery timeline and Revision in subsequent penalties clause	Amendment: Please refer to Table# 1, Point#4
5	Speridian Technologies Pvt Ltd.	10	B. Scope of Vendor e. TESTING AND SUPPORT	Vendor shall provide 24*7*365 days online and offsite support with adequate technical knowledge and experience to ensure the smooth operations.	Whether bank requires onsite resources in three shift for Support& maintainces?	Clarification: The support shall be offsite and though any online mode using application permissible under Bank's security policies.
6	Speridian Technolo	11	B. Scope of Vendor e. TESTING AND SUPPORT	Vendor should provide clean Source Code audit certificates from Cert- in	We understand Bank is looking VAPT certificate after UAT signoff and before moving to Production. Please clarify?	Clarification: Yes, the VAPT audit and bug mitigation certificate shall be

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
	gies Pvt Ltd.			certified Audit or for the solution provided at their own cost.		provided by vendor before production movement and after UAT signoff.
7	Speridian Technologies Pvt Ltd.	11	5) Earnest Money Deposit (EMD) A. Earnest Money Deposit (EMD) and Exemptions	Earnest Money Deposit (EMD) and Exemptions	Referring to Gem Notification Document. We request bank to consider Exemption for EMD submission under Udyam Certificate for MSE exemptions.	Clarification: Exception to MSE for EMD submission shall be governed by GFR guidelines.
8	Speridian Technologies Pvt Ltd.	12	7) Acceptance Procedure	Within 3 days of receipt of Notification of Award/Purchase Order the successful Bidder shall send the acceptance.	We request bank to consider at least 7 days of receipt of notification of award / Purchase order the successful bidder shall send the acceptance. Since 3 days of receipt is very short time. Generally all the bank will provide 7 days to send the acceptance	Amendment: Please refer to Table# 1, Point#5
9	Speridian Technologies Pvt Ltd.	12	7) Acceptance Procedure	Bidder should prepare and submit agreed Scope of Work (SOW) document within 30 days of award of contract. The SOW should be agreed and signed between Bank and Selected Bidder.	in case of Delay from bank we request bank to reconsider the overall delivery timeline and Revision in subsequent penalties clause	Clarification: Any delay attributed to Bank will not be considered under delivery timelines of vendor.
10	Speridian Technologies Pvt Ltd.	8	8) Performance Bank Guarantee	The vendor shall, within 30 days of receipt of Purchase Order, submit a Performance Guarantee in the form of Bank Guarantee (PBG) equal to 10% of total value of the Purchase order (exclusive of taxes), valid for 5 years, with a claim period of 1 year from the date of expiry of the validity period of the Bank Guarantee (BG), as per statutory provisions in force.	Since 10% of the PBG and lock in for 6 years. It would be cost to vendor. We request the Bank to consider that Vendor shall submit Performance Guarantee in the form of Bank Guarantee (PBG) equal to 3% of total value of the Purchase order (exclusive of taxes).	Amendment: Please refer to Table# 1, Point#6
11	Speridian Technologies Pvt Ltd.	12	10) Service Level Agreement a) SLA for delivery:	All deliverable in this contract shall be delivered and made live within 45 days from date of release of GEM Contract.	We request the Bank to consider All deliverable in this contract shall be delivered and made live within 45 days from date of SOW sign off and necessary IT Infrastructure readiness from bank	Amendment: Please refer to Table# 1, Point#7
12	Speridian Technologies Pvt Ltd.	14	12) Payment Term	100% payment of the onetime implementation cost will be done by Bank after completion of a. Successful testing in UAT and Go live at both DC & DR site	We request bank to consider 100% payment (One time cost) release for sr.no 2 ,3,4 in commercial bid format after delivery of license in bank servers as these license comes from Microsoft /	Amendment: Please refer to Table# 1, Point#8

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				b. Signing of SLA & NDA c. Submitting PBG as per terms and conditions	Oracle (OEM) We request bank to consider 100 % Payment (One Time cost) release for Sr .no 5 in commercial bid format after completion of a. Signing of SLA & NDA B. Submitting PBG as per terms and conditions We request bank to consider Payment release as mentioned below for Sr .no1 in commercial bid format a. 25% release after SOW Signoff b.50% release after delivering /deploying license in UAT server c.25% release after UAT Signoff	
13	Speridian Technologies Pvt Ltd.	22	37) Eligibility Criteria	The bidder shall have implemented KCC ISS integration in any Bank in India.	We request Bank to consider bidder having expertise and client reference for developing middleware application and integrating it with similar Govt Portal i.e Janasamarth Portal / KCC -ISS in any bank in india	Amendment: Please refer to Table# 1, Point#8
14	Speridian Technologies Pvt Ltd.	22	37) Eligibility Criteria	The proposed solution should have necessary security parameters with mitigation of all latest vulnerabilities listed in OWASP.	Since We have a Q&A testing team internally who does security testing with latest vulnerabilities parameters listed in OWASP. We request bank to consider the self-declaration from bidder to support this Eligibility criteria.	Clarification: Bidder shall submit a self-declaration in bidder's letter head for this clause and the compliance towards the same shall be provided during VAPT before go-live.
15	Speridian Technologies Pvt Ltd.	14	e. TESTING AND SUPPORT	Payment for Support Cost	Since Bank requires 24*7*365 days support, we didn't find any line item to enter value / commercial for support resource In commercial Bid. Please clarify.	Clarification: Bidder shall provide online remote support. Hence, separate line item for support resource is not present in commercial bid.
16	Speridian Technologies Pvt Ltd.	14	12) Payment Term	Payment for Training	We consider the payment for training will be released 100% once completion of Training. Please clarify? When we review the RFP we could not see	Amendment: Please refer to Table# 1, Point#8

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					payment release /milestone for training which is mentioned in Commercial Bid	
17	Speridian Technologies Pvt Ltd.	6	A. Scope of Bank:	API development for capturing data from CBS will be under scope of Bank and the API development will be done by System Integrator (SI) of CBS.	we understand that bank will also help vendor to get relevant API & API document to integrate with KCC-ISS Portal since this portal are owned by Govt of India, API request has to come from bank. We request bank to provide these API & API document within 30 days from PO issuance. However in case of Delay from bank ,we request bank to reconsider the overall delivery timeline and Revision in subsequent penalties clause	Clarification: Bank will provide necessary support in getting the API document from Government Agency. However, the API document shared by Government department is owned by the department and Bank cannot guarantee on the correctness of the API document shared by the department. Bidder shall liaison with the Government department and based on their own experience for similar product implementation, the API shall be developed and integrated.
18	Speridian Technologies Pvt Ltd.	1	Bid details	RA Qualification Rule	When we review GEM notification document I page number 2. We request bank to consider evaluation based on QCBS 70% weightage on technical and 30%weightage on commercial to declare L1 Bidder.	Clarification: After publication of GeM Tender, the mode of bid cannot be changed.