

Bid Corrigendum

GEM/2023/B/4098588-C3

Following terms and conditions supersede all existing "Buyer added Bid Specific Terms and conditions" given in the bid document or any previous corrigendum. Prospective bidders are advised to bid as per following Terms and Conditions:

Buyer Added Bid Specific Additional Terms and Conditions

1. **OPTION CLAUSE:** The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration
2. Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address
One Instance at DC, Chennai VM
Another Instance at DR, Hyderabad VM
Installation from Head Office of Odisha Gramya Bank at Bhubaneswar
Head Office
Odisha Gramya Bank
3. **Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.
4. Bidders shall quote only those products (Part of Service delivery) in the bid which are not obsolete in the market and has at least 5 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.
5. Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. [Click here to view the file](#)
6. Malicious Code Certificate:

The seller should upload following certificate in the bid:-

(a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to :-

- (i) Inhibit the desires and designed function of the equipment.
- (ii) Cause physical damage to the user or equipment during the exploitation.
- (iii) Tap information resident or transient in the equipment/network.

(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

7. **Manufacturer Authorization:** Wherever Authorised Distributors/service providers are submitting the bid, Authorisation Form /Certificate with OEM/Original Service Provider details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid
8. 1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

9. Bidders can also submit the EMD with Account Payee Demand Draft in favour of Odisha Gramya Bank payable at Bhubaneswar .
Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.
10. File Attachment [Click here to view the file.](#)
11. Bid reserved for Make In India products: Procurement under this bid is reserved for purchase from Class 1 local suppliers as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a class 1 local supplier is denoted in the bid document 50%. All bidders must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which the bid is liable to be rejected. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020 . In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.
12. Preference to Make In India products (For bids less than 200 Crore):Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document 50%. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.
13. Procurement under this bid is reserved for purchase from Micro and Small Enterprises whose credentials are validated online through Udyog Aadhaar/URC for that product/service category. If the bidder wants to avail the reservation benefit, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service.
14. Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.
15. Buyer uploaded ATC document [Click here to view the file.](#)
16. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
17. File Attachment [Click here to view the file.](#)

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to

exemption provided to such sellers under GeM GTC.

3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

*This document shall overwrite all previous versions of Bid Specific Additional Terms and Conditions.

[This Bid is also governed by the General Terms and Conditions](#)

Amendment 1 - Implementation of NACH

(Both as Destination as well as Sponsor Bank including Mandate Management Solution)

Tender / Bid Reference # GEM/2023/B/4098588 dated 26.10.2023

Amendment 1 dated 13.11.2023

All bidders are hereby informed that based on the discussion of Technical Committee Meeting held at Head Office of Odisha Gramya Bank, on date 7th Nov 2023, the response to queries / representations submitted by all bidders are in Table # 2 and necessary amendments to bid document are provided in Table # 1.

Revised Last Date for Submission of Bids on GeM - **23rd Nov 2023**.

Table # 1

Sl.	RFP Clause	Existing Clause in tender	Amendment
1	Pre-Qualification Criteria (PQC) / Project Experience and Qualifying Criteria Requirement	1. Bidder must be empaneled and authorised by NPCI for necessary NACH activity	This clause stands removed.
2	Scope Of Work	Implement the solution as per the defined timelines i.e. within 4 weeks from date of purchase order or confirmation of site readiness notified by the Bank, whichever is later.	Implement the solution as per the defined timelines i.e. within 10 weeks from date of purchase order / GeM Contract.
3	Scope Of Work	Bank will provide VM of size as specified by bidder with Windows Server 2022 OS and MS SQL Server 2017. Maximum 9 numbers of VM will provided by Bank for this implementation.	Bank will provide VM of size as specified by bidder in their technical proposal with Windows Server 2022 OS. Maximum 10 (Prod DB 3, UAT DB 1, Prod App 3, Prod Web 2, UAT Web + App 1) numbers of VM will provided by Bank for this implementation. The Enterprise class Database license shall be provided by bidder in the name of Odisha Gramya Bank by attaching the same to user ID itd@odishabank.in.
4	Scope of Work Broad Scope of Work/ Page No-1	Bidder should provide hardware , software solution, support and service to implement NACH facility as a complete solution including all variety of NACH service and Mandate Management Solution.	Bidder should provide software solution, support and service to implement NACH facility as a complete solution including all variety of NACH service and Mandate Management Solution.



Sl.	RFP Clause	Existing Clause in tender	Amendment
5	Scope of Work Broad Scope of Work	Implement the solution as per the defined timelines i.e. within 4 weeks from date of purchase order or confirmation of site readiness notified by the Bank, whichever is later.	Implement the solution as per the defined timelines i.e. within 10 weeks from date of purchase order / GeM Contract.
6	Scope of Work Broad Scope of Work	<ul style="list-style-type: none"> • The solution should include, but not limited to below categories of services offered by NPCI under NACH : <ul style="list-style-type: none"> ○ As Destination Bank (both debit and credit) <ul style="list-style-type: none"> ▪ Transaction <ul style="list-style-type: none"> • ACH • APBS ▪ Mandate <ul style="list-style-type: none"> • Scanned image of physical mandate • eSign mandate ○ As Sponsor Bank <ul style="list-style-type: none"> ▪ Transaction (including Direct Corporate Access (DCA) for OGB Clients) <ul style="list-style-type: none"> • ACH • APBS ▪ Mandate <ul style="list-style-type: none"> • Physical Mandate • eSign Mandate <ul style="list-style-type: none"> ○ Aadhaar validated ○ Debit card validated ○ Account/Net Banking validated 	<ul style="list-style-type: none"> • The solution should include, but not limited to below categories of services offered by NPCI under NACH : <ul style="list-style-type: none"> ○ As Destination Bank (both debit and credit) <ul style="list-style-type: none"> ▪ Transaction <ul style="list-style-type: none"> • ACH • APBS ▪ Mandate <ul style="list-style-type: none"> • Scanned image of physical mandate • eSign mandate <ul style="list-style-type: none"> ○ Aadhaar Validated ○ Net Banking Validated ○ Debit card Validated ○ As Sponsor Bank <ul style="list-style-type: none"> ▪ Transaction (including Direct Corporate Access (DCA) for OGB Clients) <ul style="list-style-type: none"> • ACH • APBS ▪ Mandate <ul style="list-style-type: none"> • Physical Mandate • eSign Mandate <ul style="list-style-type: none"> ○ Aadhaar validated ○ Debit card validated ○ Account/Net Banking validated
7	Scope of Work Broad Scope of Work		



Sl.	RFP Clause	Existing Clause in tender	Amendment
8	1. General Terms	The selected Bidder has to implement the entire solution (including OS & DB) in DC, DR (in High availability i.e. Cluster/Virtualised) and UAT setup of the Bank.	The selected bidder has to implement the solution which includes application, DB and middleware, if any. The setup shall be as follows - 1. Two instances of production database and app (or app + web) at DC shall be under HA. Production Web at DC can be 1 (one). 2. One instances of production DR database and app (or app + web) at DR shall be under Auto replication with DC. 3. One instance of UAT DB and One instance of App including Web for UAT at a sizing of 20% of production shall be provided.
9		System should support web based flatbed scanning.	The Solution should support Flatbed Scanners for physical mandate scanning without any requirement of standalone client in user PC.
10		However, Bank is looking forward for scanning from selected branches using Flatbed scanners provided to branches. In such case the vendor shall make compatible the flatbed scanner by providing required API at no extra cost to the Bank.	However, Bank is looking forward for scanning from selected branches using Flatbed scanners provided to branches.
11	Special Terms and Conditions Technical Specification 1. Hardware and Software Solution	The solution should be capable of interacting with open database and can be install open operating system.	This clause stands removed.
12	Service Level Agreement 1. Implementation Plan (Delivery, Installation and Commissioning)	The Bidder shall be responsible for delivery and installation of the application/solution for making them operational for testing within 2 weeks of receiving the purchase order. The Bidder shall be responsible for implementing the services as per this project and making them fully operational within 4 weeks from date of purchase order.	The Bidder shall be responsible for delivery and installation of the application/solution for making them operational for testing within 4 weeks of receiving the purchase order. The Bidder shall be responsible for implementing the services as per this project and making them fully operational within 10 weeks from date of purchase order.
13	Penalties 1. Implementation	1. For non-completion of implementing the project in full fledge, bidder will be penalised with 1% of the TCO for each week delay. 2. Delay for reasons attributed to force majeure, Bank or NPCI will be excluded for above penalty consideration.	1. For non-completion of implementation timeline of the project in full, penalty of 0.5% of the undelivered line item for each week delay or part thereof, shall be deducted from payable up to maximum of 5% of the undelivered item. 2. Delay for reasons attributed to force majeure, Bank or NPCI will be excluded for above penalty consideration.



Sl.	RFP Clause	Existing Clause in tender	Amendment
14	Penalties 2. Up-Time and Penalty Terms Uptime Percentage	99.5% < A < 99.0% 2% of cost of monthly ATS charges	Bidder shall maintain uptime SLA of 99.5% calculated on monthly rest. Penalty of 0.5% of monthly recurring charges (excluding API charges) will be deducted from the monthly recurring payable for every 0.5% of SLA breach maximum up to 5% of monthly recurring charges (excluding API charges).
15	Penalties 2. Up-Time and Penalty Terms Uptime Percentage	99% =< A < 98% - 5% of cost of monthly ATS charges	Bidder shall maintain uptime SLA of 99.5% calculated on monthly rest. Penalty of 0.5% of monthly recurring charges (excluding API charges) will be deducted from the monthly recurring payable for every 0.5% of SLA breach maximum up to 5% of monthly recurring charges (excluding API charges).
16	Penalties 2. Up-Time and Penalty Terms Uptime Percentage	A < 98% - Penalty at an incremental rate of 1% (in addition to a base of 5%) of cost of monthly ATS charges for every 0.1% lower than the stipulated uptime.	Bidder shall maintain uptime SLA of 99.5% calculated on monthly rest. Penalty of 0.5% of monthly recurring charges (excluding API charges) will be deducted from the monthly recurring payable for every 0.5% of SLA breach maximum up to 5% of monthly recurring charges (excluding API charges).
17	EMD Details	Rs. 50,000 EMD with Account Payee Demand Draft in favour of: Odisha Gramya Bank payable at Bhubaneswar	BG formats (EMD & PBG) are provided in ATC document.
18	Payment Terms	100% payment of the onetime implementation cost will be done by Bank after completion of o Successful testing in UAT and Go live at both DC & DR site. o Signing of SLA & NDA o Submitting PBG as per terms and conditions Payment for ATS/AMC/Recurring Cost/OPEX/Support Cost • The support/warranty period for the Software shall be throughout the contract period after go live at both DC & DR. • Payment for ATS/AMC/Recurring Cost/OPEX/Support Cost shall be released on quarterly arrear basis after deduction of penalties, if any	100% payment of the onetime implementation cost will be done by Bank after completion of o Successful testing in UAT and Go live at both DC & DR site. o Signing of SLA & NDA o Submitting PBG as per terms and conditions Payment for ATS/AMC/Recurring Cost/OPEX/Support Cost • The support/warranty period for the Software shall be throughout the contract period after go live at both DC & DR. • Payment for ATS/AMC/Recurring Cost/OPEX/Support Cost shall be released on monthly arrear basis after deduction of penalties, if any

Sl.	RFP Clause	Existing Clause in tender	Amendment
19	Scope of Work	Bidder may choose to opt for any other Database of their choice, which should be supplied by bidder without any additional cost and licensed (perpetual) to Odisha Gramya Bank.	Bank will provide VM of size as specified by bidder in their technical proposal with Windows Server 2022 OS. Maximum 10 (Prod DB 3, UAT DB 1, Prod App 3, Prod Web 2, UAT Web + App 1) numbers of VM will provided by Bank for this implementation. The Enterprise class Database license shall be provided by bidder in the name of Odisha Gramya Bank by attaching the same to user ID itd@odishabank.in.
20	Scope of Work	All updates and upgrades of OS & DB has to be done by the selected Bidder without any extra cost to the Bank during contract period. However, licenses will be provided by the Bank as above.	All updates and upgrades of DB & Application has to be done by the selected Bidder without any extra cost to the Bank during contract period.
21	Scope of Work	Implement the solution as per the defined timelines i.e. within 4 weeks from date of purchase order or confirmation of site readiness notified by the Bank, whichever is later.	Implement the solution as per the defined timelines i.e. within 10 weeks from date of purchase order / GeM Contract.
22	Scope of Work	Bidder should provide hardware, software solution, support and service to implement NACH facility as a complete solution including all variety of NACH service and Mandate Management Solution.	Bidder should provide software solution, support and service to implement NACH facility as a complete solution including all variety of NACH service and Mandate Management Solution.
23	Scope of Work	<ul style="list-style-type: none"> Implement and maintain the database, operating system, and other third party software/ tools necessary for the proposed solutions including DR site of equal capacity as live including data replication requirements along with data replication configurations. Hardware, Network infrastructure, Operating system and Database licenses will be provided by the Bank. The proposed solutions would be required to be configured and installed at the Bank's Data Centre in Chennai and Bank's DR site in Hyderabad. The network configurations will be done by the Bank as per the bidder's recommendation. 	<ul style="list-style-type: none"> Implement and maintain the database, operating system, and other third party software/ tools necessary for the proposed solutions including DR site of equal capacity as live including data replication requirements along with data replication configurations. Hardware and Operating system will be provided by the Bank. The proposed solutions would be required to be configured and installed at the Bank's Data Centre in Chennai and Bank's DR site in Hyderabad. The network configurations will be done by the Bank as per the bidder's recommendation.

Table # 2

Sl.	Bidder	RFP Clause	Point	Query	Bank's Remarks
1	iServeU	Pre-Qualification Criteria (PQC) / Project Experience and Qualifying Criteria Requirement	1. Bidder must be empaneled and authorised by NPCI for necessary NACH activity	Our NACH authorization by NPCI is in progress but our all other products are certified by NPCI. Request bank to kindly relax the clause for start ups or accept an undertaking for the same.	Amendment This clause stands removed.
2	iServeU	Pre-Qualification Criteria (PQC) / Project Experience and Qualifying Criteria Requirement	2. Bidder must be implemented the services any Bank in India.	We already have a ready made solution. Kindly accept the self declaration for the same. We have implemented UPI mandate, card mandate solution with several banks. Request bank to kindly relax the clause for start ups	No Change
3	iServeU	Pre-Qualification Criteria (PQC) / Project Experience and Qualifying Criteria Requirement	3. Bidder must be providing the NACH service for at least 3 years to any bank.	Request bank to kindly relax the clause for start-ups	No Change
4	VSoft	EMD Details	EMD Amount: 50000	VSoft being MSME & OEM of the required solution, request the bank to confirm whether VSoft will be eligible for EMD exemption.	No Change. Clarification - Yes eligible on availability of relevant category under MSME certificate
5	VSoft	Scope Of Work	Implement the solution as per the defined timelines i.e. within 4 weeks from date of purchase order or confirmation of site readiness notified by the Bank, whichever is later.	Request the bank to increase the timeline to 6 weeks from the date of Purchase Order.	Amendment Implement the solution as per the defined timelines i.e. within 10 weeks from date of purchase order / GeM Contract.
6	VSoft	Scope Of Work	Bank will provide VM of size as specified by bidder with Windows Server 2022 OS and MS SQL Server 2017. Maximum 9 numbers of VM will provided by Bank for this implementation.	Request the bank to consider & provide Postgress Sql.	Amendment Bank will provide VM of size as specified by bidder in their technical proposal with Windows Server 2022 OS. Maximum 10 (Prod DB 3, UAT DB 1, Prod App 3, Prod Web 2, UAT Web

Sl.	Bidder	RFP Clause	Point	Query	Bank's Remarks
					+ App 1) numbers of VM will provided by Bank for this implementation. The Enterprise class Database license shall be provided by bidder in the name of Odisha Gramya Bank by attaching the same to user ID itd@odishabank.in.
7	VSoft	Scope Of Work	The application must support the e-sign feature which allows any Aadhaar holder to digitally sign an electronic document using Aadhaar eKYC services without having to obtain a physical digital signature dongle. The system should also support the API based integration (using Internet Banking/ ATM PIN) for Authentication as per NPCI requirement.	Kindly confirm whether Bank is using Aadhaar Data Vault solution as required for Aadhaar Authentication for eMandate.	No Change On requirement to store the Aadhaar data in Bank's environment, bidder may use Bank's Aadhaar vault.
8	VSoft	Scope Of Work		Kindly confirm whether Bank is AUA/KUA as required for Aadhaar Authentication for eMandate.	No Change Bank is both AUA and KUA. However bidder to provide required API for Aadhaar authentication for eMandate. The required line item is provided in Commercial format.
9	VSoft	Scope Of Work	The application must support the NPCI e-sign feature which allows any Aadhaar card holder to digitally sign an electronic document using Aadhaar eKYC services or OTP without having to obtain a physical digital signature dongle.	For Debit Card based eMandate authentication kindly mention the ATM switch being used by the bank.	No Change Clarification - Bank has presently M/s FIS PSS India Pvt Ltd. as the ATM switch vendor
10	VSoft	Scope Of Work		For Debit Card based eMandate authentication bank will need to provide API from Switch vendor for integration.	No Change Bank will provide API for Debit card authentication form ATM switch vendor.



Sl.	Bidder	RFP Clause	Point	Query	Bank's Remarks
11	Adroit	Bid Document (EMO EXEMPTION)		Kindly clarify Udoyog Aadhaar is a Sufficient document for exemption from submission of EMD.	No Change. Clarification - Yes eligible on availability of relevant criteria under MSME certificate
12	Adroit	Scope of Work Broad Scope of Work/ Page No-1	Bidder should provide hardware , software solution, support and service to implement NACH facility as a complete solution including all variety of NACH service and Mandate Management Solution.	Kindly amend this point Bidder has to provide only software solution support to the bank during implementation or till the contract period.	Amendment Bidder should provide software solution, support and service to implement NACH facility as a complete solution including all variety of NACH service and Mandate Management Solution.
13	Adroit	Scope of Work Broad Scope of Work	Installation/re-installation, configuration/ re-configuration of proposed application, OS, Database & other software/ utilities/ Drivers for Production, UAT and Archival setups during the contract period shall not be attract any additional cost. The maintenance and support the present/ future interfaces with RBI, NPCI, CBS, other applications etc. should be provided at no additional cost to the Bank.	Kindly clarify the point.	No Change. Clarified during Pre-bid meeting.
14	Adroit	Scope of Work Broad Scope of Work	Implement the solution as per the defined timelines i.e. within 4 weeks from date of purchase order or confirmation of site readiness notified by the Bank, whichever is later.	Kindly clarify the point.	Amendment Implement the solution as per the defined timelines i.e. within 10 weeks from date of purchase order / GeM Contract.

Sl.	Bidder	RFP Clause	Point	Query	Bank's Remarks
15	Adroit	Scope of Work Broad Scope of Work	<ul style="list-style-type: none"> • The solution should include, but not limited to below categories of services offered by NPCI under NACH : <ul style="list-style-type: none"> o As Destination Bank (both debit and credit) <ul style="list-style-type: none"> § Transaction <ul style="list-style-type: none"> • ACH • APBS § Mandate <ul style="list-style-type: none"> • Scanned image of physical mandate • eSign mandate o Aadhaar Validated <ul style="list-style-type: none"> • API eMandate o Net Banking Validated o Debit card Validated o As Sponsor Bank <ul style="list-style-type: none"> § Transaction (including Direct Corporate Access (DCA) for OGB Clients) <ul style="list-style-type: none"> • ACH • APBS § Mandate <ul style="list-style-type: none"> • Physical Mandate • eSign Mandate o Aadhaar validated <ul style="list-style-type: none"> • API eMandate o Debit card validated o Account/Net Banking validated 	Kindly clarify, as bidder has to provide API or ESign Module.	Amendment Bidder has to provide both API eMandate as well as eSign Mandate module
16	Adroit	Scope of Work Broad Scope of Work	As Sponsor Bank eSign Mandate	Kindly clarify, as bidder has to provide API Module.	



Sl.	Bidder	RFP Clause	Point	Query	Bank's Remarks
17	Adroit	1. General Terms	The selected Bidder has to implement the entire solution (including OS & DB) in DC, DR (in High availability i.e. Cluster/Virtualised) and UAT setup of the Bank.	Kindly clarify the point.	Amendment The selected bidder has to implement the solution which includes application, DB and middleware, if any. The setup shall be as follows - 1. Two instances of production database and app (or app + web) at DC shall be under HA. Production Web at DC can be 1 (one). 2. One instances of production DR database and app (or app + web) at DR shall be under Auto replication with DC. 3. One instance of UAT DB and One instance of App including Web for UAT at a sizing of 20% of production shall be provided.
18	Adroit	1. General Terms	Assess the gaps between the Applications and the practices and procedures followed by the Bank during all stages of implementation (i.e. current system study, training, parameterisation, implementation and roll out) and suggest acceptable workarounds to bridge gaps and identify areas of customisations, modifications and enhancements.	Kindly clarify the point.	No Change. Clarified during Pre-bid meeting.
19	Adroit	1. General Terms	Perform version migrations and updates during the period of the contract at no extra cost to the Bank	Kindly clarify this point and an In case effort is more than five working days, it will be considered as a change request.	No Change. Clarified during Pre-bid meeting.



Sl.	Bidder	RFP Clause	Point	Query	Bank's Remarks
20	Adroit	1. General Terms	All updates and upgrades of OS & DB has to be done by the selected Bidder without any extra cost to the Bank during contract period.	Kindly clarify this point and an In case effort is more than five working days, it will be considered as a change request.	No Change. Clarified during Pre-bid meeting.
21	Adroit	1. General Terms	Bidder has to install /re-install, configure/re-configure the supplied software (including OS, DB, and third party software) in the servers (physical/virtual) and support the same during warranty and AMC period without any extra cost to the Bank.	In case effort is more than five working days, it will be considered as a change request.	No Change. Clarified during Pre-bid meeting.
22	Adroit		Bidder must provide required help during periodic VAPT (External & Internal), IS Audit, Security Audit, various compliances specially government and regulatory, cyber related, etc. to the Bank. Also rectification of deficiencies pointed out during IS Audit should be done at no cost to the Bank in a time bound manner.	In case effort is more than five working days, it will be considered as a change request.	No Change. Clarified during Pre-bid meeting.
23	Adroit		Reports can be generated from archival data as well as in the production environment. The system reporting engine should have flexibility to generate report beyond standard reports. It has the provision to define reports fields and generate report in csv, xlsx and pdf formats	Kindly clarify the point.	No Change. Clarified during Pre-bid meeting.



Sl.	Bidder	RFP Clause	Point	Query	Bank's Remarks
24	Adroit		System should support web based flatbed scanning.	Kindly clarify the point.	Amendment The Solution should support Flatbed Scanners for physical mandate scanning without any requirement of standalone client in user PC.
25	Adroit		However, Bank is looking forward for scanning from selected branches using Flatbed scanners provided to branches. In such case the vendor shall make compatible the flatbed scanner by providing required API at no extra cost to the Bank.	Kindly Clarify in details	Amendment However, Bank is looking forward for scanning from selected branches using Flatbed scanners provided to branches.
26	Adroit		The proposed solution should have the capability for representation of the failed Mandate /returns in ACH System. For e.g. returned for insufficient funds etc. System should be capable of repeat presentation/iteration after a reasonable interval till its realization.	Kindly Clarify in details	No Change. Clarified during Pre-bid meeting.
27	Adroit		The Proposed System includes a charge master which helps sponsor and payer/destination banks to charge originators and payers respectively for Mandate registration and periodical transactions and should be able to pass the financial entries in CBS account wise using API. Also, System must be able to generate invoices.	Kindly Clarify in details	No Change. Clarified during Pre-bid meeting.



Sl.	Bidder	RFP Clause	Point	Query	Bank's Remarks
28	Adroit		Facility of Sending E-mail to the customer is also required using integration of bank Email server.	Kindly Clarify in details	No Change. Clarified during Pre-bid meeting.
29	Adroit	Special Terms and Conditions Technical Specification 1. Hardware and Software Solution	The solution should be capable of interacting with open database and can be install open operating system.	Kindly Clarify in details	Amendment This clause stands removed.
30	Adroit	Special Terms and Conditions 4. Mandate Management as Sponsor Bank Technical Specification	Bidder should ensure DR drill periodically as per Bank's policy (Usually once in a quarter).	If the bank wants to do a DR Drill at night then the bank has to pay charges.	No Change
31	Adroit	Service Level Agreement 1. Implementation Plan (Delivery, Installation and Commissioning)	The Bidder shall be responsible for delivery and installation of the application/solution for making them operational for testing within 2 weeks of receiving the purchase order. The Bidder shall be responsible for implementing the services as per this project and making them fully operational within 4 weeks from date of purchase order.	Request to the bank, kindly consider 8 weeks instead of 4 weeks for a fully operational application/solution from the date of purchase order.	Amended as per point 5 The Bidder shall be responsible for delivery and installation of the application/solution for making them operational for testing within 4 weeks of receiving the purchase order. The Bidder shall be responsible for implementing the services as per this project and making them fully operational within 10 weeks from date of purchase order.



Sl.	Bidder	RFP Clause	Point	Query	Bank's Remarks
32	Adroit	Service Level Agreement 3. Disaster Recovery Mechanism	There would be a quarterly DR Drill as per RBI Guidelines. Bidder shall provide the support during the DR drill. No extra cost will be provided for this purpose	If the bank wants to do a DR Drill at night then the bank has to pay charges.	No Change
33	Adroit	Penalties 1. Implementation	1. For non-completion of implementing the project in full fledge, bidder will be penalised with 1% of the TCO for each week delay. 2. Delay for reasons attributed to force majeure, Bank or NPCI will be excluded for above penalty consideration.	Request to bank, kindly consider 0.5% of the CO for each week delay.	Amendment 1. For non-completion of implementation timeline of the project in full, penalty of 0.5% of the undelivered line item for each week delay or part thereof, shall be deducted from payable up to maximum of 5% of the undelivered item. 2. Delay for reasons attributed to force majeure, Bank or NPCI will be excluded for above penalty consideration.
34	Adroit	Penalties 2. Up-Time and Penalty Terms	Vendor to arrange for updating required in the system to meet the changes suggested by RBI/ Govt. of India/ regulatory authorities towards compliance as part of ATS (Annual Technical support) at no extra cost to bank for the entire contract period. Any delay in meeting the timelines would result in penalty.	In case effort is more than five working days, it will be considered as a change request.	No Change
35	Adroit	Penalties 2. Up-Time and Penalty Terms Uptime Percentage	99.5% < A < 99.0% - 2% of cost of monthly ATS charges	Request to bank, kindly consider 0.5% of monthly ATS charges	Amendment Bidder shall maintain uptime SLA of 99.5% calculated on monthly rest.
36	Adroit	Penalties 2. Up-Time and Penalty Terms Uptime Percentage	99% =< A < 98% - 5% of cost of monthly ATS charges	Request to bank, kindly consider 0.5% of monthly ATS charges	Penalty of 0.5% of monthly recurring charges (excluding API charges) will be deducted from the monthly



Sl.	Bidder	RFP Clause	Point	Query	Bank's Remarks
37	Adroit	Penalties 2. Up-Time and Penalty Terms Uptime Percentage	A< 98% - Penalty at an incremental rate of 1% (in addition to a base of 5%) of cost of monthly ATS charges for every 0.1% lower than the stipulated uptime.	Request to bank, kindly consider incremental rate 0.5 % of cost of monthly ATS charges	recurring payable for every 0.5% of SLA breach maximum up to 5% of monthly recurring charges (excluding API charges).
38	Adroit	Payment Terms	100% payment of the onetime implementation cost will be done by Bank after completion of o Successful testing in UAT and Go live at both DC & DR site. o Signing of SLA & NDA o Submitting PBG as per terms and conditions	Request to bank, kindly consider payment terms given below- 1) 30% on Purchase Order 2) 30% on UAT Sign off. 2) 20 % on Go Live at both DC & DR site. 3) 20% after one month of go live	No Change
39	IDBI	EMD Details	Rs. 50,000 EMD with Account Payee Demand Draft in favour of: Odisha Gramya Bank payable at Bhubaneswar	Our organisation is registered as a "Medium" entity under MSME Act of Govt, of India, Request Bank to waive off the EMD as per GFR 2017 Guidelines - Rule No. 161 wherein it is mentioned that MSME's should be exempted from payment of EMD.	No Change Clarification - Bidder has to submit necessary supporting document for availing EMD exemption
40	IDBI	EMD Details	Rs. 50,000 EMD with Account Payee Demand Draft in favour of: Odisha Gramya Bank payable at Bhubaneswar	We request bank to consider Bank Guarantee as EMD rather than Demand Draft. Accordingly please share the Bank Guarantee format.	Amendment BG formats (EMD & PBG) are provided in ATC document.



Sl.	Bidder	RFP Clause	Point	Query	Bank's Remarks
41	IDBI	Payment Terms	<p>100% payment of the onetime implementation cost will be done by Bank after completion of</p> <ul style="list-style-type: none"> o Successful testing in UAT and Go live at both DC & DR site. o Signing of SLA & NDA o Submitting PBG as per terms and conditions <p>Payment for ATS/AMC/Recurring Cost/OPEX/Support Cost</p> <ul style="list-style-type: none"> • The support/warranty period for the Software shall be throughout the contract period after go live at both DC & DR. • Payment for ATS/AMC/Recurring Cost/OPEX/Support Cost shall be released on quarterly arrear basis after deduction of penalties, if any 	<p>We request bank to modify the Payment Terms as mentioned:</p> <p>i. OneTime Application Software license cost</p> <ul style="list-style-type: none"> • 100% on delivery of application software/license to Bank along with Purchase Order <p>ii. Implementation, Integration & Customization cost</p> <ul style="list-style-type: none"> • 30% along with Purchase Order • 20% on successful UAT start • 20% on successful UAT completion • 30% on successful GO-LIVE of the proposed solution <p>iii. Annual AMC/ATS Charges shall be payable yearly in advance on successful GO-LIVE of the solution.</p>	<p>Amendment</p> <p>100% payment of the onetime implementation cost will be done by Bank after completion of</p> <ul style="list-style-type: none"> o Successful testing in UAT and Go live at both DC & DR site. o Signing of SLA & NDA o Submitting PBG as per terms and conditions <p>Payment for ATS/AMC/Recurring Cost/OPEX/Support Cost</p> <ul style="list-style-type: none"> • The support/warranty period for the Software shall be throughout the contract period after go live at both DC & DR. • Payment for ATS/AMC/Recurring Cost/OPEX/Support Cost shall be released on monthly arrear basis after deduction of penalties, if any
42	IDBI	Scope of Work	<p>Bidder should implement, support the solutions required for NACH at OGB and provide necessary API/interfaces for integrating it to other channels/eco systems e.g. CBS of OGB, Internet Banking Solution, ATMs, IVRS, Mobile Banking etc. as and when required.</p>	<p>We assume that bank will provide the SDK / API to integrate with other channels and systems:</p> <ul style="list-style-type: none"> • Core Banking System • Internet Banking Solution • ATM • IVRS • Mobile Banking etc.. 	<p>No Change. Clarified during Pre-bid meeting.</p>



Sl.	Bidder	RFP Clause	Point	Query	Bank's Remarks
43	IDBI	Scope of Work	Bidder may choose to opt for any other Database of their choice, which should be supplied by bidder without any additional cost and licensed (perpetual) to Odisha Gramya Bank.	We request bank to confirm on availability of Oracle 19C database availability.	Amendment Bank will provide VM of size as specified by bidder in their technical proposal with Windows Server 2022 OS. Maximum 10 (Prod DB 3, UAT DB 1, Prod App 3, Prod Web 2, UAT Web + App 1) numbers of VM will be provided by Bank for this implementation. The Enterprise class Database license shall be provided by bidder in the name of Odisha Gramya Bank by attaching the same to user ID itd@odishabank.in.
44	IDBI	Scope of Work	All updates and upgrades of OS & DB has to be done by the selected Bidder without any extra cost to the Bank during contract period. However, licenses will be provided by the Bank as above.	We request to delete the clause as bank is providing the OS as well as Database license required for the solution.	Amendment All updates and upgrades of DB & Application has to be done by the selected Bidder without any extra cost to the Bank during contract period.
45	IDBI	Scope of Work	Implement the solution as per the defined timelines i.e. within 4 weeks from date of purchase order or confirmation of site readiness notified by the Bank, whichever is later.	Request bank to modify the timeline of implementation to 10-12 weeks from date of placing order by Bank.	Amendment Implement the solution as per the defined timelines i.e. within 10 weeks from date of purchase order / GeM Contract.



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Odisha Gramya Bank

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Sl.	Bidder	RFP Clause	Point	Query	Bank's Remarks
46	IDBI	Scope of Work	Bidder should provide hardware, software solution, support and service to implement NACH facility as a complete solution including all variety of NACH service and Mandate Management Solution.	We assume that bidder will provide software solution, support and service to implement NACH facility, bank will provide the required hardware based on the hardware sizing from bidder kindly confirm.	Amendment Bidder should provide software solution, support and service to implement NACH facility as a complete solution including all variety of NACH service and Mandate Management Solution.
47	IDBI	Scope of Work	Any customization requiring onsite debugging or customization for integration with other applications/ CBS of the Bank should be carried out by the Bidder onsite as and when required to ensure smooth implementation.	We request bank to allow the implementation in hybrid mode, onsite visit will be on case to case basis in addition bank to permit virtual implementation. As part of organisation policy customization will be done from central office only.	No Change. Clarified during Pre-bid meeting.
48		Scope of Work	<ul style="list-style-type: none">Implement and maintain the database, operating system, and other third party software/ tools necessary for the proposed solutions including DR site of equal capacity as live including data replication requirements along with data replication configurations. Hardware, Network infrastructure, Operating system and Database licenses will be provided by the Bank. The proposed solutions would be required to be configured and installed at the Bank's Data Centre in Chennai and Bank's DR site in Hyderabad. The network configurations will be done by the Bank as per the bidder's recommendation.		Amendment <ul style="list-style-type: none">Implement and maintain the database, operating system, and other third party software/ tools necessary for the proposed solutions including DR site of equal capacity as live including data replication requirements along with data replication configurations. Hardware/VM and Operating system will be provided by the Bank. The proposed solutions would be required to be configured and installed at the Bank's Data Centre in Chennai and Bank's DR site in Hyderabad. The network configurations will be done by the Bank as per the bidder's recommendation.