

**Amendments to RFP No. TMD/3/22-23 dated 30/09/2022**

SI No.	Existing Clause	Amended Clause
1	<p>Page No : 3</p> <p><b>SCHEDULE OF EVENTS AND BID DETAILS</b></p> <p><u>S. No: 06</u> Last date and time for submitting technical bids: <b>20/10/2022 before 02.00 PM</b></p> <p><u>S. No: 07</u> Date and Time of opening of bid responses: <b>20/10/2022 at 04.00 PM</b></p> <p><u>S.No: 14</u> Date of opening of Indicative Commercial Bid: The Indicative Commercial Bids will be opened for those Bidders who qualify in both eligibility and technical evaluation. The date of opening of the Indicative Commercial bid would be communicated separately to the technically eligible bidders.</p>	<p>Page No : 3</p> <p><b>SCHEDULE OF EVENTS AND BID DETAILS</b></p> <p><u>S. No: 06</u> Last date and time for submitting technical bids: <b>21/10/2022 before 02.00 PM</b></p> <p><u>S. No: 07</u> Date and Time of opening of bid responses: <b>21/10/2022 at 04.00 PM</b></p> <p><u>S.No: 14</u> Date of opening of Indicative Commercial Bid: <b>27/10/2022</b></p> <p><u>S.No: 15 (new inclusion)</u> Date of reverse auction: <b>29/10/2022</b></p>
2	<p>Page No : 9</p> <p><u>Clause 6. Two Bid System</u> a. Formation of Technical Bid (Part I)</p> <p>VII. Bid security for Rs.5,00,000/- (Rupees Five Lakh only) in the form of Bank Guarantee valid for 150 days from the last date for submission of Tender.</p>	<p>Page No : 9</p> <p><u>Clause 6. Two Bid System</u> a. Formation of Technical Bid (Part I)</p> <p>VII. Bid security for Rs.5,00,000/- (Rupees Five Lakh only) in the form of Bank Guarantee valid for 150 days from the last date for submission of Tender. Alternatively, Bidder can send the bid security amount through NEFT to the Bank's account mentioned in <u>Clause 7 BID SECURITY (EMD)</u></p>

3	<p><u>Page No: 9</u>  <u>Clause 7. BID SECURITY (EMD)</u></p> <p>I. The bidder shall furnish, as part of their bid, a bid security in the form of a bank guarantee issued by a scheduled commercial bank or foreign bank located in India, in the form provided in the bidding documents for a sum of Rs.5,00,000/- (Rupees Five lakh only) and valid for One Hundred and Fifty days (150) days i.e., Bid validity 120 days + 30 days = 150 days from the last date for submission of bid. Bank may seek extension of Bank Guarantee, if required.</p>	<p><u>Page No: 9</u>  <u>Clause 7. BID SECURITY (EMD)</u></p> <p>I. The bidder shall furnish, as part of their bid, a bid security in the form of a bank guarantee issued by a scheduled commercial bank or foreign bank located in India, in the form provided in the bidding documents for a sum of Rs.5,00,000/- (Rupees Five lakh only) and valid for One Hundred and Fifty days (150) days i.e., Bid validity 120 days + 30 days = 150 days from the last date for submission of bid. Bank may seek extension of Bank Guarantee, if required. Alternatively, Bidder can send the amount through NEFT to the Bank's account mentioned below:</p> <p><u>Account No:</u> 96181642  <u>Name:</u> TNGB NEFT PARKING  <u>IFSC:</u> IDIB0PLB001</p> <p>Bidder should transfer the amount prior to the last date for submission of Bid and share the UTR no. with the Bank. Bank will not be responsible for any delay/return of NEFT transaction/unclaimed amount (during the bidding process).</p>
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4	<p><u>Page No : 9</u>  <b>Clause 6. Two Bid System</b>  a. Formation of Technical Bid (Part I)</p> <p>III. Non-refundable fee of INR 50,000/- (Rupees Fifty Thousand only) in the form of a demand draft issued by a scheduled commercial bank favouring "TamilNadu Grama Bank" payable at Salem.</p>	<p><u>Page No : 9</u>  <b>Clause 6. Two Bid System</b>  a. Formation of Technical Bid (Part I)</p> <p>III. Non-refundable fee of INR 50,000/- (Rupees Fifty Thousand only) in the form of a demand draft issued by a scheduled commercial bank favouring "Tamil Nadu Grama Bank" payable at Salem. Alternatively, Bidder can send the bid security amount through NEFT to the Bank's account mentioned in <u>Clause 4 BID FEE.</u></p>
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<p style="text-align: center;"><b>5</b></p>	<p><u>Page No: 8</u> <b>Clause 4. BID FEE</b></p> <p>The bidder shall submit the bid along with a Demand Draft in favour of Tamil Nadu Grama Bank payable at Salem for <b>INR 50,000/-</b> (Rupees Fifty Thousand only) (non-refundable) as bid fees. Bid submitted without the requisite Bid fee in the form of Demand Draft may not be considered.</p>	<p><u>Page No: 8</u> <b>Clause 4. BID FEE</b></p> <p>The bidder shall submit the bid along with a Demand Draft in favour of Tamil Nadu Grama Bank payable at Salem for <b>INR 50,000/-</b> (Rupees Fifty Thousand only) (non-refundable) as bid fees. Bid submitted without the requisite Bid fee in the form of Demand Draft may not be considered. Alternatively, Bidder can send the amount through NEFT to the Bank's account mentioned below:</p> <p><u>Account No:</u> 96181642 <u>Name:</u> TNGB NEFT PARKING <u>IFSC:</u> IDIB0PLB001</p> <p>Bidder should transfer the amount prior to the last date for submission of Bid and share the UTR no. with the Bank. Bank will not be responsible for any delay/return of NEFT transaction/unclaimed amount (during the bidding process).</p>
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6	<p><u>Page No: 23</u>  <b>Clause 42. ELIGIBILITY CRITERIA</b></p> <p>S.No. 3 : The proposed UPI switch solution must have been implemented in Opex model at least in 3 banks (Public sector bank/ Private bank/ UCBs/ SFBs/Payment bank/ RRBs) registered in India. Among 3, at least one should be implemented in Public sector bank/ Private bank/ SFBs / RRB.</p> <ol style="list-style-type: none"> <li>a. Proposed solution should have been certified by NPCI.</li> <li>b. Proposed solution should be currently running successfully atleast for the past 2 years.</li> <li>c. Proposed solution should be handling 1 lakhs or more transactions per day and scalable vertically/horizontally</li> </ol> <p>The average monthly Technical Decline rate during previous six months should be less than 7%.</p> <p><u>Supporting documents to be submitted</u></p> <p>S. No. 3 : Satisfactory Performance Certificate from the Clients as per Annexure-VII. The certificate from the Client should contain all the information required to substantiate the eligibility criteria.</p>	<p><u>Page No: 23</u>  <b>Clause 42. ELIGIBILITY CRITERIA</b></p> <p>S.No. 3 : The proposed UPI switch solution must have been implemented in at least 2 banks (Public sector bank/ Private bank/ UCBs/ SFBs/Payment bank/ RRBs) registered in India. Among 2, at least one should be implemented in Public sector bank/ Private bank/ SFBs / RRBs/UCBs.</p> <ol style="list-style-type: none"> <li>a. Proposed solution should have been certified by NPCI.</li> <li>b. Proposed solution should be currently running successfully atleast for the past 2 years.</li> <li>c. Proposed solution should be handling 1 lakh or more transactions per day and scalable vertically/horizontally</li> </ol> <p>The average monthly Technical Decline rate during previous six months should be less than 7%.</p> <p><u>Supporting documents to be submitted</u></p> <p>S. No. 3 : Satisfactory Performance Certificate from the Clients as per Annexure-XII. The certificate from the Client for UPI Switch Solution should contain all the information required to substantiate the eligibility criteria.</p>
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<p style="text-align: center;"><b>7</b></p>	<p><u>Page No: 24</u> <b>Clause 42. ELIGIBILITY CRITERIA</b></p> <p>The proposed mobile &amp; Internet banking solution must have been implemented in at least 3 banks (Public sector bank/ Private bank/ UCBs/ SFBs /SCBs/ Payment bank/ RRBs) registered in India. Among 3, at least one should be implemented in Public sector bank/ Private bank/ SFBs / RRB.</p> <p>a. Proposed solution should be currently running successfully atleast for the past 2 years.</p> <p>b. Proposed solution should be handling 0.2 lakhs or more transactions per day and scalable horizontally/vertically</p> <p>The average downtime of the solution during previous six months should be less than 1% downtime.</p> <p><u>Supporting documents to be submitted</u></p> <p>S. No. 4 : Satisfactory Performance Certificate from the Clients as per Annexure-VII. The certificate from the Client should contain all the information required to substantiate the eligibility criteria.</p>	<p><u>Page No: 24</u> <b>Clause 42. ELIGIBILITY CRITERIA</b></p> <p>The proposed mobile &amp; Internet banking solution must have been implemented in at least 2 banks (Public sector bank/ Private bank/ UCBs/ SFBs /SCBs/ Payment bank/ RRBs) registered in India. Among 2, at least one should be implemented in Public sector bank/ Private bank/ SFBs / RRBs/UCBs/SCBs.</p> <p>a. Proposed solution should be currently running successfully atleast for the past 2 years.</p> <p>b. Proposed solution should be handling 0.2 lakhs or more transactions per day and scalable horizontally/vertically</p> <p>The average downtime of the solution during previous six months should be less than 1% downtime.</p> <p><u>Supporting documents to be submitted</u></p> <p>S. No. 4 : Satisfactory Performance Certificate from the Clients as per Annexure-XIII. The certificate from the Client for Mobile Banking and Internet Banking separately should contain all the information required to substantiate the eligibility criteria.</p>
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<b>8</b>	<p>Page No: 41  <u><b>Annexure V – TECHNICAL BID</b></u>  <u>Eligibility Criteria of the Bidder</u>  <u>SI No. 3</u>  The proposed UPI switch solution must have been implemented in Opex model at least in 3 banks (Public sector bank/ Private bank/ UCBs/ SFBs/Payment bank/ RRBs) registered in India. Among 3, at least one should be implemented in Public sector bank/ Private bank/ SFBs / RRB.</p> <p>b. Proposed solution should have been certified by NPCI.</p> <p>c. Proposed solution should be currently running successfully at least for the past 2 years.</p> <p>d. Proposed solution should be handling 1 lakhs or more transactions per day and scalable vertically/horizontally.</p> <p>The average monthly Technical Decline rate during previous six months should be less than 7%.</p>	<p>Page No: 41  <u><b>Annexure V – TECHNICAL BID</b></u>  <u>Eligibility Criteria of the Bidder</u>  <u>SI No. 3</u>  The proposed UPI switch solution must have been implemented in at least 2 banks (Public sector bank/ Private bank/ UCBs/ SFBs/Payment bank/ RRBs) registered in India. Among 2, at least one should be implemented in Public sector bank/ Private bank/ SFBs / RRBs/UCBs.</p> <p>a. Proposed solution should have been certified by NPCI.</p> <p>b. Proposed solution should be currently running successfully at least for the past 2 years.</p> <p>c. Proposed solution should be handling 1 lakhs or more transactions per day and scalable vertically/horizontally.</p> <p>The average monthly Technical Decline rate during previous six months should be less than 7%.</p>
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9	<p>Page No: 41  <b><u>Annexure V – TECHNICAL BID</u></b>  <u>Eligibility Criteria of the Bidder</u>  <u>Sl No. 4</u>  The proposed mobile &amp; Internet banking solution must have been implemented in atleast 3 banks (Public sector bank/ Private bank/ UCBs/ SFBs /SCBs/ Payment bank/ RRBs) registered in India. Among 3, at least one should be implemented in Public sector bank/ Private bank/ SFBs / RRB.  d. Proposed solution should be currently running successfully at least for the past 2 years.  e. Proposed solution should be handling 0.2 lakhs or more transactions per day and scalable horizontally/vertically  The average downtime of the solution during previous six months should be less than 1% downtime.</p>	<p>Page No: 41  <b><u>Annexure V – TECHNICAL BID</u></b>  <u>Eligibility Criteria of the Bidder</u>  <u>Sl No. 4</u>  The proposed mobile &amp; Internet banking solution must have been implemented in at least 2 banks (Public sector bank/ Private bank/ UCBs/ SFBs /SCBs/ Payment bank/ RRBs) registered in India. Among 2, at least one should be implemented in Public sector bank/ Private bank/ SFBs / RRBs/UCBs/SCBs.  a. Proposed solution should be currently running successfully at least for the past 2 years.  b. Proposed solution should be handling 0.2 lakhs or more transactions per day and scalable horizontally/vertically  The average downtime of the solution during previous six months should be less than 1% downtime.</p>
10	<p>Page No: 44  <b><u>ANNEXURE VI</u></b>  <b><u>INDICATIVE COMMERCIAL BID – UPI SWITCH</u></b>  Maximum ceiling for a month (cost) :  30,00,000*average(a1,a2,a3,a4,a5,a7,a8,a9)</p>	<p>Page No: 44  <b><u>ANNEXURE VI</u></b>  <b><u>INDICATIVE COMMERCIAL BID – UPI SWITCH</u></b>  Maximum ceiling for a month (cost) :  30,00,000*average(a1,a2,a3,a4,a5,a6,a7,a8)</p>
11		<p><u>New Inclusion</u>  <b><u>43. EXEMPTION FOR REGISTERED MSE BIDDERS</u></b>  Registered MSE (Micro &amp; Small Enterprises) bidders are exempted from submitting the bid fee and bid security. Such bidders should submit the relevant registration certificate in the same line of activity which should be valid for the current period.  The bidder should also submit a declaration in the format</p>

		provided in Annexure XXIV duly signed by authorized signatory.
12	<p><u>Page no: 13</u> <b>Clause 16 PROPOSAL PROCESS MANAGEMENT</b></p> <p>The Bank reserves the right to accept or reject any or all proposals received in response to the RFP without assigning any reasons thereof. Also, the bank reserves the right to revise the RFP, to request one or more re-submissions or clarifications from one or more Bidders, or to cancel the process in part or whole without assigning any reasons. Additionally, Bank reserves the right to alter the requirements, in part or whole, during the RFP process, and without re-issuing the RFP. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, subsequent presentations and any other meetings during the process. In case of any dispute in the interpretation of any of the clauses in the RFP the Bank's decision is final and binding upon the bidders. Hence bidders are requested to take confirmation at your own accord from the Bank for such cases before encountering them.</p>	<p><u>Page no: 13</u> <b>Clause 16 PROPOSAL PROCESS MANAGEMENT</b></p> <p>The Bank reserves the right to accept or reject any or all proposals received in response to the RFP without assigning any reasons thereof. Also, the bank reserves the right to revise the RFP, to request one or more re-submissions or clarifications from one or more Bidders, or to cancel the process in part or whole without assigning any reasons. Additionally, Bank reserves the right to alter the requirements, in part or whole, during the RFP process, and without re-issuing the RFP. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, subsequent presentations and any other meetings during the process. In case of any dispute in the interpretation of any of the clauses in the RFP the Bank's decision is final and binding upon the bidders. Hence bidders are requested to take confirmation at your own accord from the Bank for such cases before encountering them.</p> <p>In case sufficient bidders as decided by Bank are not available after technical evaluation, Bank at its discretion may call for revised bids from Bidders for UPI Switch Solution and Mobile Banking &amp; Internet Banking solution by issuing appropriate amendments.</p>
13	<p><u>Page No: 14</u> <b>21 NEGOTIATION/REVERSE AUCTION</b></p> <p>The Bank reserves the right to further negotiate on the price offered, with the L1 vendor if the price quoted is found unreasonable or higher or in any exceptional circumstances. In addition, Bank reserves the right to</p>	<p><u>Page No: 14</u> <b>21 NEGOTIATION/REVERSE AUCTION</b></p> <p>The Bank reserves the right to further negotiate on the price offered, with the L1 vendor if the price quoted is found unreasonable or higher or in any exceptional circumstances. The reverse auction will be conducted</p>

	<p>negotiate with the L1 bidder for UPI solution to match the L1 price of Mobile banking and internet banking solution. The reverse auction will be conducted individually for UPI switch solution and Mobile Banking &amp; Internet Banking solution. The mode of reverse auction will be online based on the discretion of the bank. It is expected that the non-financial transaction cost should be less than the financial transaction cost and transaction cost decreases as volume increases. The bidder has to upload the final price break up as per Annexure VI &amp; VII on the same day in the portal. The bidder has to ensure that the final price break up confirmation should be proportionate to "rate/transaction" in the indicative commercial bid.</p>	<p>combinedly for UPI switch solution and Mobile Banking &amp; Internet Banking solution. The mode of reverse auction will be online based on the discretion of the bank. The amount to be used in reverse auction will be as per T3 in Annexure VII-A. It is expected that the non-financial transaction cost should be less than the financial transaction cost and transaction cost decreases as volume increases. The bidder has to upload the final price break up as per Annexure VI, VII &amp; VII-A on the same day in the portal. The bidder has to ensure that the final price break up confirmation should be proportionate to "rate/transaction" in the indicative commercial bid.</p>
<p>14</p>	<p><u>Page No: 15</u>  <u>Clause 24 EVALUATION OF BID</u>  <b>I. Determination of L1 bidder</b>  Only qualified bidders as per clause as stated below will be considered for determination of L1 bidder. The least of the total contract value derived as per the tentative commercial bid (Annexure – VI and VII) will be taken as the L1 cost for the respective solution. In the reverse auction, the least of the total contract value derived as per the indicative commercial bid (Annexure – VI and VII) will be taken as the base price for the reverse auction or the prices as estimated by Bank for the respective solution. The L1 cost will be determined individually for UPI solution and Mobile/Internet Banking solution. There will normally be no negotiation on the price. As such, bidders in their own interest should quote the most competitive prices. The Bank reserves the right to reject L1 bid if the same is found unreasonable. If, for any reason, the Work order given to the L1 Bidder does not get executed or the L1 bidder backs out, the Bank at its discretion may award the Contract to L2 /other</p>	<p><u>Page No: 15</u>  <u>Clause 24 EVALUATION OF BID</u>  <b>I. Determination of L1 bidder</b>  Only qualified bidders as per clause as stated below will be considered for determination of indicative L1 cost. The least of the total contract value derived as per the tentative commercial bid (Annexure – VII-A) will be taken as the L1 cost. The L1 cost will be determined combinedly for UPI solution and Mobile/Internet Banking solution. There will normally be no negotiation on the price. As such, bidders in their own interest should quote the most competitive prices. The Bank reserves the right to reject L1 bid if the same is found unreasonable. If, for any reason, the Work order given to the L1 Bidder does not get executed or the L1 bidder backs out, the Bank at its discretion may award the Contract to L2 /other bidders, if they agree to accept to the L1 price.</p>

	<p>bidders, if they agree to accept to the L1 price.</p>	
15	<p><u>Page No: 9</u>  <u>Clause: 6 TWO BID SYSTEM</u>  <b>b. Formation of Indicative Commercial Bid (Part II)</b>  Indicative Commercial Bid shall be provided in a separate sealed cover as per the format specified in Annexure VI &amp; VII</p>	<p><u>Page No: 9</u>  <u>Clause: 6 TWO BID SYSTEM</u>  <b>b. Formation of Indicative Commercial Bid (Part II)</b>  Indicative Commercial Bid shall be provided in a separate sealed cover as per the format specified in Annexure VI, VII &amp; VII-A</p>
16	<p><u>Page No: 13</u>  <u>Clause: 23 PRICES AND TAXES</u>  The prices quoted in indicative commercial bid (Annexure VI &amp; VII) should be all inclusive i.e., inclusive of all taxes excluding GST. Quoted prices shall be inclusive of technical service charges, if any and cost towards boarding, traveling, lodging etc. of onsite engineer. Prices should be furnished item-wise as per indicative Commercial bid in (Annexure VI &amp; VII). Prices should be quoted taking into consideration the full scope of work and terms and conditions specified in this RFP. The prices should be quoted in Indian Rupees. Any reference made to variation in pricing due to appreciation / depreciation of Indian rupees against any other currency is not acceptable. Bids should be valid for a period as indicated in Point No. 8 (Period of Validity of Bids). Prices quoted by the Bidder shall remain fixed during the Bidder's performance of the contract and will not be subject to variation on any account. Any bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected. Any bid received, which is not in line with these conditions will be summarily rejected. Any bid, which is conditional and/or qualified or subjected to suggestions or attaching any addendum /</p>	<p><u>Page No: 13</u>  <u>Clause: 23 PRICES AND TAXES</u>  The prices quoted in indicative commercial bid (Annexure VI, VII &amp; VII-A) should be all inclusive i.e., inclusive of all taxes excluding GST. Quoted prices shall be inclusive of technical service charges, if any and cost towards boarding, traveling, lodging etc. of onsite engineer. Prices should be furnished item-wise as per indicative Commercial bid in (Annexure VI, VII &amp; VII-A). Prices should be quoted taking into consideration the full scope of work and terms and conditions specified in this RFP. The prices should be quoted in Indian Rupees. Any reference made to variation in pricing due to appreciation / depreciation of Indian rupees against any other currency is not acceptable. Bids should be valid for a period as indicated in Point No. 8 (Period of Validity of Bids). Prices quoted by the Bidder shall remain fixed during the Bidder's performance of the contract and will not be subject to variation on any account. Any bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected. Any bid received, which is not in line with these conditions will be summarily rejected. Any bid, which is conditional and/or qualified or subjected to suggestions or attaching any</p>

	annexure, will also, be summarily rejected.	addendum / annexure, will also, be summarily rejected.
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**ANNEXURE – XXIV**  
**UNDERTAKING FOR MSE EXEMPTION**

The General Manager,  
TamilNadu Grama Bank,  
No 6, Yercaud Road,  
Hasthampatty,  
Salem.

Dear Sir,

**Ref: Your RFP No. TMD/3/22-23 dated 30/09/2022 for UPI SWITCH, MOBILE BANKING AND INTERNET BANKING SOLUTION FOR INDIAN BANK SPONSORED RRBS**

We have carefully gone through the contents of the above referred RFP and hereby undertake and confirm that, as per the Govt. of India guidelines, we are eligible to avail the exemption from submitting the bid fee and bid security in response to the above referred RFP.

In case at any later stage, it is found or established that the above undertaking is not true, then Bank may take any suitable actions against us viz., Legal action, Cancellation of Notification of contract (if issued any), Blacklisting & debarment from future tender/s etc.,

Authorized Signatory

Name:

Designation:

Place:

Date:

Seal:

**ANNEXURE – VII-A**

**INDICATIVE TOTAL COMMERCIAL BID FOR UPI SWITCH AND MOBILE BANKING & INTERNET BANKING SOLUTION**

<b>SI No.</b>	<b>Description</b>	<b>Amount (₹)</b>
<b>1</b>	<b>Total Cost for UPI Switch Solution (as per Annexure – VI)</b>	<b>T1</b>
<b>2</b>	<b>Total Cost for Mobile Banking &amp; Internet Banking Solution (as per Annexure- VII)</b>	<b>T2</b>
<b>3</b>	<b>Grand Total Cost (T1+T2)</b>	<b>T3</b>

**Notes:**

We certify that the services quoted above meet all the specifications as per Scope of Work and terms and conditions of the RFP No.TMD/3/22-23 dated 30/09/2022 and prices quoted are all-inclusive as mentioned in clause 22 of the RFP. We also confirm that we agree to all the terms and conditions mentioned in this RFP No.TMD/3/22-23 dated 30/09/2022.

Authorized Signatory

Signature:

Name:

Designation:

Place:

Date:

Seal: