

BIHAR STATE COOPERATIVE BANK
ON BEHALF OF ALL
DISTRICT CENTRAL CO-OPERATIVE BANK'S



Corrigendum – 2 Published on
01.10.2024.

REQUEST FOR PROPOSAL(RFP)

for

**Selection of System Integrator for Core Banking
Solution, Allied Applications on CAPEX model, and
required Infrastructure on Service Model**

For

Bihar State Co-operative Bank & its 23 DCCBs



Corrigendum – 2 for Request for Proposal (RFP) For Selection of System Integrator for Core Banking Solution, Allied Applications on Capex Model, and Required Infrastructure on Service Model for Bihar State Co-Operative Bank & Its 23 DCCBs.

In reference to Request for Proposal (RFP) For Selection of System Integrator for Core Banking Solution, Allied Applications on Capex Model, and Required Infrastructure on Service Model for Bihar State Co-Operative Bank & Its 23 DCCBs, reference no. **HO/IT/1003 dated 28.08.2024**, all are advised to note the following Sections of the RFP:

- (i) Section 3.1 - Tender Highlights**
- (ii) Section 4 - Current Project Overview**
- (iii) Section 7 - Eligibility Criteria**
- (iv) Section 8 -Evaluation Process**
- (v) Clarification Against Certain Points**

(i) Section 3.1 Tender Highlights

Sl. No.	RFP Reference	Activity	Existing Dates	Revised Dates
1	3.1 Tender Highlights	Last date of submission of the Technical and Commercial bid.	03/10/2024 on or before 3:00 PM	15/10/2024 on or before 3:00 PM
2	3.1 Tender Highlights	Date of opening of the Technical Bids	03/10/2024 at 4:00 PM	15/10/2024 at 4:00 PM

(ii) Section 4-Current Project Overview

Sl. No.	RFP Reference	Original Version	Modified Version
1	4.1 Organization Details Note: Bidder to factor in -Page 18	Branch expansion @ 05 branches per year and	Please consider maximum 500 branches at the end of Year 5.

(iii) Section 7 - Eligibility Criteria

Sl. No.	RFP Reference	Original Version	Modified Version
1	7.1 Mandatory Qualification Criteria for the Prime Bidder- Clause-6	The prime bidder should have the below quality certificates that are valid as of bid submission date. a) ISO 9001:2000 and ISO 27001:2013 b) Minimum CMMI Maturity	The prime bidder should have the below quality certificates that are valid as of bid submission date. a) ISO 9001:2000 and ISO 27001:2013

		Level3 certification	<p>The prime bidder or CBS OEM should have the below quality certificate that are valid as of bid submission date.</p> <p>a) Minimum CMMI Maturity Level3 certification</p> <p>Applicable to ANNEXURE 18 Clause-6, Page-223 as well.</p>
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(iv) Section 8 -Evaluation Process

Sl. No.	RFP Reference	Original Version	Modified Version
1	8.3.3 Technical Bid Evaluation Criteria	<p>The prime bidder or its consortium partner should have prior experience of the management of IT infrastructure at the DC and DRC (on-premises/Hosted/IAAS) including Servers, Storage, and Network & Security Equipment(s) in two (2) Banks (STCB/PSU/DCCB/RRB/PVT Bank) in India in last 5 years.</p> <p>(7 Marks)</p> <p>The prime bidder or its consortium partner should have prior experience of the management of IT infrastructure at the DC and DRC (on-premises/Hosted/IAAS) including Servers, Storage, and Network & Security Equipment(s) in three (3) Banks (STCB/PSU/DCCB/RRB/PVT Bank) in India in last 5 years.</p>	<p>The DC-DR Infrastructure provider should have prior experience of the management of IT infrastructure at the DC and DRC (on-premises/Hosted/IAAS) including Servers, Storage, and Network & Security Equipment(s) in two (2) Banks (STCB/PSU/DCCB/RRB/PVT Bank) in India in last 5 years.</p> <p>(7 Marks)</p> <p>The DC-DR Infrastructure provider should have prior experience of the management of IT infrastructure at the DC and DRC (on-premises/Hosted/IAAS) including Servers, Storage, and Network & Security Equipment(s) in three (3) Banks</p>

		<p>(8 Marks)</p> <p>The prime bidder or its consortium partner should have prior experience of the management of IT infrastructure at the DC and DRC (on-premises/Hosted/IAAS) including Servers, Storage, and Network & Security Equipment(s) in more than three (3) Banks (STCB/PSU/DCCB/RRB/PVT Bank) in India in last 5 years.</p> <p>(10 Marks)</p> <p>Bidders submitting DCCB credential should note: For all the above three cases if Bidder submits credential of a State Cooperative Bank and also a DCCB credential under the same State Cooperative bank running similar instance of Application and Infrastructure <u>then only the credential of State Cooperative Bank will be considered.</u> Hence, Bidders are requested to submit different DCCBs credentials which are not under same State Cooperative Bank.</p>	<p>(STCB/PSU/DCCB/RRB/PVT Bank) in India in last 5 years.</p> <p>(8 Marks)</p> <p>The DC-DR Infrastructure provider should have prior experience of the management of IT infrastructure at the DC and DRC (on-premises/Hosted/IAAS) including Servers, Storage, and Network & Security Equipment(s) in more than three (3) Banks (STCB/PSU/DCCB/RRB/PVT Bank) in India in last 5 years.</p> <p>(10 Marks)</p> <p>Bidders submitting DCCB credential should note: For all the above three cases if Bidder submits credential of a State Cooperative Bank and also a DCCB credential under the same State Cooperative bank running similar instance of Application and Infrastructure <u>then only the credential of State Cooperative Bank will be considered.</u> Hence, Bidders are requested to submit different DCCBs credentials which are not under same State Cooperative Bank.</p>
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(v) Clarification Against Certain Points

Section Number	Page Number	Point Number	Original Clause	Query	BSCB Response
5.11 Facility Management	95	3	Bidder should not transfer any of its resource from Bank's premises within 6 months of deployment without written consent of the officials of BSCB and its DCCBs. In case of inevitable circumstances, Bidder shall take prior approval from Banks and deploy a resource with equivalent or higher work experience at least one month prior to replacement of the deployed resource. The concerned Banks will impose a penalty at a rate of 10% of its total monthly payable resource cost for each case of such violation.	<ol style="list-style-type: none"> 1. Is this clause applicable for both application and infra services or only for application? 2. We request to kindly amend the penalty to 2% 	This is applicable for all resources to be deployed at customer end as mentioned in RFP.
5.11 Facility Management	96	3	All L1 resources should be present in the bank's premises 24*7*365 days for support or as suggested by the banks from time to time. All L2 and Project Manager resources should be present on each Bank working days as per agreed timings, except urgent needs or demands.	<ol style="list-style-type: none"> 1. Are all resources including L1, L2 and Project Managers should be stationed onsite at bank premises or only L1 in bank premises and L2 and PM's can function remotely? 	Please go through the RFP which mentions resources to be stationed at BSCB HO and DC.

Section Number	Page Number	Point Number	Original Clause	Query	BSCB Response
				<p>2. Are the L2 and PM's also required 24*7*365 or only during bank working days?</p> <p>If required only on bank working days, then please elaborate on the bank working days.</p>	<p>Please go through the RFP. Banks in Bihar operate from Monday to Saturday, except on the second and fourth Saturdays of each month. They are closed on Sundays and public holidays, which include both national holidays and state-specific holidays as declared by the Negotiable Instruments Act and the RBI regional office in Patna.</p>
6	109, 110	iv (Points 1 to 7)	Milestone- activity Chart showing all implementation milestones within 6 months	Request Bank to discuss and agree on implementation milestones chart in consultation with the selected bidder as this is a complex transformation project for CBS and multiple allied applications	RFP requirement stands.
3	12	3. Objective	<p>The Bidder should migrate the legacy data of BSCB and its 23 DCCBs to separate instances in one single Database, i.e. all banks should be treated as a distinct entity and there will be logical separation (instances) for each of them in one single Database. There are some more references of logical separation and instances in other sections of the RFP (pages 43, 50, 53, 56, 66, 67, 73, 74, 103)</p>	<p>Logical separation can be achieved without having separate instances of application and database for all applications. Request the bank to clarify whether the logical separation in true multi tenancy mode will suffice or each bank will mandatorily have separate application and database instances for CBS and allied applications.</p>	<p>Logical separation in true multi tenancy mode will suffice with required security so that data of one bank is not visible to the other bank. However, each bank may have bank specific customizations and same must be implemented.</p>

Section Number	Page Number	Point Number	Original Clause	Query	BSCB Response
7.3	114	4	Virtual Assistant OEM should have experience in developing conversational dashboard. (Work order/PO/LOA/certificate of completion from client(s).)	<p>1. Please clarify that client(s) refers to any client i.e., State/Central Govt /PSU /Private entities.</p> <p>2. Also, please clarify the definition/details/clear meaning of a conversational dashboard.</p>	<p>1. Experience of any client from BFSI/Govt./Private/PSU Sector will be accepted</p> <p>2. Conversational Dashboards in the proposed platform should be able to capture and alert/take actions based on any malign intent during the conversation for keywords as defined by bank. For example, flag keyboards like “Hack”, “Steal”, “Password” etc. to alert and show in dashboard/send alerts.</p>
7	113	5	The Proposed CBS application should have been implemented/ongoing support in at least two (2) State Cooperative Banks in India and two (2) District Central Cooperative Banks in India in the last 5 years.	<p>We request you to kindly don't make the State Cooperative Bank mandatory because the same CBS software is used both by State Cooperative Bank & District Central Cooperative Bank. And the policy circular No. 1(2)(1)/2016-MA dated 10.03.2016 of Govt Of India has also notified relaxation in experience and turnover criteria for MSEs (Policy Circular attached with this query) So we humbly & highly request you to kindly change the clause as below:</p> <p>The Proposed CBS application should have been implemented/ongoing support in at least two (2) State Cooperative Banks in India and two (2) District Central</p>	RFP requirement stands.

Section Number	Page Number	Point Number	Original Clause	Query	BSCB Response
				Cooperative Banks in India or four (4) District Central Cooperative Banks in India in the last 5 years. And please change the technical scoring marks accordingly.	
Annexure	234	Nil	Commercial bid cover letter	An annexure titled "ANNEXURE 21: COMMERCIAL BID COVER LETTER". Under the commercial bid folder in the e-tender portal, there is only one option to upload the file which is the commercial bid Excel sheet. Please confirm where we have to upload Annexure -21.	The bidder should submit the commercial bid cover letter with their respective technical bid response.
Generic Query	Generic Query	Generic Query	Generic Query	For price & cost estimations we would request the bank to please provide the information on the following: Total ATM Count for all 24 banks; Total Debit Card count of all 24 banks; Total IMPS transactions for all 24 banks; ALSO, PRACTICAL GROWTH PROJECTION FOR THE SAME WOULD ALSO HELP.	To be shared with shortlisted bidder

Section Number	Page Number	Point Number	Original Clause	Query	BSCB Response
Generic Query	Generic Query	Generic Query	General Query	<p>For UPI, most of the cooperative banks are in UPI2.0 Issuer services; UPI acquiring service require a separate license from RBI and takes time for approval depending on the bank's business / performance. So, within the span of RFP term of 5 years, the UPI Acquiring enablement may not come up. So, can we request to keep only UPI issuer as the service to be delivered. Although we have capability & other commercial bank customers is operational with our UPI Acquiring platform, which confirms our capability for UPI Acquiring, still should it be consider in proposing and unnecessary loading the cost for UPI Acquiring, when practically it may not happen during the first 5 years tenure. Request view on the same and excluding UPI Acquiring & keep UPI Issuer as the service to be delivered.</p>	<p>Please consider UPI acquiring services as "Out of Scope".</p>