



CHAITANYA GODAVARI GRAMEENA BANK

(A Government undertaking sponsored by Union Bank of India)

HEAD OFFICE :: GUNTUR

Guntur

Dept. :Information Technology

Date: 21.11.2022

Addendum - II

RFP for Supply of hardware and software for Implementation, Customization, Integration & Maintenance of Account Aggregator solution for a period of 5 years

Tender Reference : 099/51/RFP/2022-23/07, Date: 31.10.2022
Date of Addendum : 21-11-2022

Purpose of Addendum:

Amendments in RFP document ----- Page Nos - 2, 26, 30 & 52

Amendments:

Page No.	Current Clause details as per RFP & Addendum-I	To be amended as																
2	BID DETAILS: Last date for receipt of Bid Documents: 22/11/2022 at 03.30 PM	BID DETAILS: Last date for receipt of Bid Documents: 28/11/2022 at 03.30 PM																
2	BID DETAILS: Date & Time of Opening of Technical Bids: 22/11/2022 at 04.00 PM	BID DETAILS: Date & Time of Opening of Technical Bids: 28/11/2022 at 04.00 PM																
26	20. Term of execution of work The vendor shall deliver and complete the installation of all the devices and rollout the entire solution within 7 weeks from the date of issue of the Purchase Order.	20. Term of execution of work The vendor shall deliver and complete the installation of all the devices and rollout the entire solution within 11 weeks from the date of issue of the Purchase Order.																
26	21. Delivery condition: <table border="1"> <thead> <tr> <th>Activities</th> <th>Durati on</th> </tr> </thead> <tbody> <tr> <td>Delivery of hardware, software and Corporate perpetual license, installation, development, customization, integration and configuration at DC.</td> <td>2 weeks</td> </tr> <tr> <td>User Acceptance testing of Account Aggregator, Pilot Run along with Audit review and submission of reports.</td> <td>2 weeks</td> </tr> <tr> <td>User Acceptance testing</td> <td>2</td> </tr> </tbody> </table>	Activities	Durati on	Delivery of hardware, software and Corporate perpetual license, installation, development, customization, integration and configuration at DC.	2 weeks	User Acceptance testing of Account Aggregator, Pilot Run along with Audit review and submission of reports.	2 weeks	User Acceptance testing	2	21. Delivery condition: <table border="1"> <thead> <tr> <th>Activities</th> <th>Durati on</th> </tr> </thead> <tbody> <tr> <td>Delivery of hardware, software and Corporate perpetual license, installation, development, customization, integration and configuration at DC.</td> <td>8 weeks</td> </tr> <tr> <td>User Acceptance testing of Account Aggregator, Pilot Run along with Audit review and submission of reports.</td> <td>1 week</td> </tr> <tr> <td>User Acceptance testing for on boarding of Bank</td> <td>1 week</td> </tr> </tbody> </table>	Activities	Durati on	Delivery of hardware, software and Corporate perpetual license, installation, development, customization, integration and configuration at DC.	8 weeks	User Acceptance testing of Account Aggregator, Pilot Run along with Audit review and submission of reports.	1 week	User Acceptance testing for on boarding of Bank	1 week
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	Documentation/DR Config/training and Go-Live	1 week	Documentation/DR Config/training and Go-Live	1 week
30	<p>30. Commercial evaluation:</p> <p>The Technically Qualified bidder with the lowest Commercial Bid would be declared as L1. The bidder whose price bid is accepted (L1 bidder) will be referred to as “Selected Bidder” and the bank will notify the name of the Selected Bidder.</p>		<p>30. Commercial evaluation:</p> <p>The Bank intends to finalize L1 vendor through a reverse auction process from the Technically Empanelled Vendors.</p> <p>The commercial bids submitted by the bidders will be considered as indicative commercial bids.</p> <p>The Indicative Commercial Bids of the Technically Empanelled vendors will only be considered for commercial evaluation through a reverse auction process. Time and Date of reverse auction will be informed to such technically empanelled vendors after opening of indicative commercial bids.</p> <p>Annexure - I5 (Business Rules and Terms & Conditions of Reverse Auction), Annexure-RA-1 & Annexure-RA-1 are attached.</p>	
52	<p>Annexure - 10 - Articles of Agreement</p> <p>6. Time shall be considered as the essence of this Contract and the Vendor/contractor hereby agrees to commence the work soon after the issue of formal purchase order and to complete the entire work within 10 weeks from the date of purchase order.</p>		<p>Annexure - 10 - Articles of Agreement</p> <p>6. Time shall be considered as the essence of this Contract and the Vendor/contractor hereby agrees to commence the work soon after the issue of formal purchase order and to complete the entire work within 11 weeks from the date of purchase order.</p>	

All the other terms and conditions of the RFP read with Addendum-I & II remain unchanged.

Place : Guntur
Date : 21.11.2022

Dr. B V RAMANA RAO
GENERAL MANAGER

Annexure 15

Business Rules and Terms & Conditions of Reverse Auction:

Reverse Auction event will be carried out among the technically qualified bidders, for providing opportunity to the bidders to quote the price dynamically for the procurement for which this RFP is floated.

Applicability:

Reverse Auction is carried out under the framework of rules that are called Business Rules.

All bidders participating in Reverse Auction shall understand/accept and give an undertaking for compliance with the same to the Bank in the prescribed Annexure-RA-1 enclosed as annexure.

Any bidder not willing to submit such an undertaking shall be disqualified for further participation respecting the procurement in question.

Eligibility of Bidders to participate in Reverse Auction:

Bidders, who are technically empanelled and accept the Business Rules, Terms & Conditions of Reverse Auction and submit the undertakings as per Annexure-RA-1, can only participate in Reverse Auction process. Bidders not submitting the above undertaking or submitting with deviations / amendments thereto will be disqualified from further evaluation / participation in the process of relevant procurement.

Compliance / Confirmation from the Vendor:

The bidder participating in the Reverse Auction shall submit the following duly signed by the same Competent Authority who signs the offer documents in response to the RFP:

- a) Acceptance of Business Rules for reverse auction and undertaking as per format in Annexure-RA-1.
- b) Agreement between service provider and vendor (This format will be given by the service provider prior to announcement of Reverse Auction.)
- c) Letter of authority authorising the name/s of official/s to take part in Reverse Auction as per the format Annexure-RA-2.

Training:

The Bank will facilitate training for participation in Reverse Auction either on its own or through the Service Provider for the Reverse Auction.

Where necessary, the Bank/Service provider may also conduct a 'mock reverse auction' to familiarize the bidders with the Reverse Auction process.

Any bidder not participating in training and/or 'mock reverse auction' shall do so at his own risk and it shall not be open for him to make any complaint/grievance at a later date.

Total Cost of Ownership (TCO):

Total Cost of Ownership (TCO) refers to the aggregate amounts payable by the Bank for transfer of ownership.

TCO shall encompass but not limited to the following:

Commercial Bid form-B of RFP.

Date / Time for Training:

The Venue, Date, Time etc. for training in Reverse Auction shall be advised at the appropriate time.

The Bank shall endeavour to fix such Date/Time at mutual convenience to the bidder/s, Service Provider and the Bank.

No request for postponement/fixing of Training Date/Time shall be entertained which in the sole view and discretion of the Bank might result in any avoidable delay to either Reverse Auction or the whole process of selection of Vendor.

Date / Time of Reverse Auction:

The Date and Time of commencement of Reverse Auction as also the Duration of 'Reverse Auction Time' shall be communicated at least 4 days prior to such auction date.

Any force majeure or other conditions leading to postponement of auction shall entitle the bank to postponement of auction even after communication, but, the Bank shall be obliged to communicate to all participating bidders the 'postponement' prior to commencement of such 'Reverse Auction'.

Conduct of Reverse Auction:

The Reverse Auction shall be conducted on a specific web portal meant for this purpose.

The Reverse Auction may be conducted by the Bank itself or through a Service Provider specifically identified/appointed/empanelled by the Bank.

Service Provider's Role & Responsibilities:

In all Reverse Auctions conducted by the Bank through a Service Provider, the Bank shall enter into a separate agreement clearly detailing the role and responsibilities of the Service provider hosting the web portal for the Reverse Auction.

For creating necessary obligations and rights, the Service Provider will also enter into an agreement with each bidder as per the format designed by the Service Provider for this purpose.

The Bank shall resolve any points/issues concerning such agreement of the bidders and Service Provider. While a Service Level Agreement (SLA) by the Bank with the Service Provider is an agreement for smooth and fair conduct of the Reverse Auction, the Bank shall be directly responsible to the bidders for fair and transparent conduct of Reverse Auction.

The Service Provider at the end of each reverse Auction shall provide the Bank with all details of the bids and the reports of Reverse Auction. The Service Provider shall also archive the data pertaining to the Reverse Auction for a minimum period of 3 years.

Training and Auction:

Service Provider/auctioneer is responsible for conduct of adequate training to all technically qualified bidders representing the Reverse Auction and bidding process. Each bidder shall participate in the training at his/their own cost.

Wherever it is considered necessary and asked by the bidders or as decided by the Service provider/auctioneer or by the Bank, a mock auction may also be conducted for the benefit of all concerned.

Authorized representatives of the bidders named in the authorization letter given by the bidders (Annexure-RA-2) shall be given unique user name and password by the Service Provider/auctioneer.

Each bidder shall change the password and edit the information in the registration page after receipt of initial password.

All the bids made from the log-in ID given to the bidders shall ipso-facto be considered bid made by the bidder to whom log-in ID and password were assigned by the Service Provider/auctioneer.

Any bid once made through the registered log-in ID/password by the bidder cannot be cancelled. The bidder, in other words, is bound to sell the 'Offering' as per the RFP at the bid price of TCO.

Every successive bid by the bidder being decrement bidding shall replace the earlier bid automatically and the final bid as per the time and log-in ID shall prevail over the earlier bids.

The Bank shall conduct the Reverse Auction as per the Standard English reverse auction, that is, no two bids can have identical price from two different bidders. In other words, there shall never be a 'TIE' in bids.

Proxy Bid:

A proxy bid is one where the bidder can submit the lowest bid amount by him in strict confidence to the system directly. This obviates the need for him in participating in the bidding process until the proxy bid amount is decrementally reached by other bidders.

When proxy bid is reached, the bidder has an option to revise the proxy bid amount or he can prefer to start participating in the bidding process.

Since it is an English auction with no ties, two bidders submitting identical proxy bid amount and succeeding in auction simultaneously does not arise.

During the training, the issue of proxy bidding will be clarified in detail by the Service Provider/auctioneer.

Transparency in Bids:

All bidders will be able to view during the auction time the current lowest price in portal. Bidder shall be able to view not only the lowest bid but also the last bid made by him at any point of time during the auction time.

Masking of Names:

Name of bidders shall be anonymously masked in the Reverse Auction process and the bidders will be given suitable dummy names.

After completion of Reverse Auction, the Service Provider/auctioneer shall submit a report to the Bank with all details of bid and the original names of bidders as also the L1 bidder with his/their original names.

Start Price:

Bank shall determine the start price either on its own or through the indicative commercial bid. Based on the price band so informed by the vendors, Bank would determine the start price for Reverse Auction.

Decremental Bid Value:

The bidders shall be able to bid only at a specified decrement value and not at any other fractions. The bid decrement value shall be Rs.10,000/- or 0.50% of the start price of the Reverse Auction, whichever is higher.

The bid decrement value shall be rounded off to the nearest thousands of rupees. For the sake of convenience of the bidders, the web portal shall display the next possible decrement value of the bid. It is not, however, obligatory on the part of the bidders to bid at the next immediate lower level only. That is, bids can be even at multiple levels lower than the immediate lower level.

Copy of Business Rules:

The Bank shall supply copy of the Business Rules to any bidder wishing to participate in the Reverse Auction. Such request shall be made in writing to the Bank by an authorized representative of the bidder.

The Bank shall also send/handover a copy of the Business Rules with a covering letter duly signed by an authorized signatory of the Bank.

For any dispute concerning the Business Rules, the hard copy of Business Rules supplied by the Bank for the reference of Reverse Auction process will alone be considered as final and binding.

Reverse Auction Process:

In order to reduce the time involved in the procurement process, Bank shall be entitled to complete the entire process through a single Reverse Auction. For this purpose, Bank shall do all it can to award the contract to L1 bidder.

The Bank shall however, be entitled to cancel the procurement through Reverse Auction process, if in its view procurement through Reverse Auction process cannot be conducted in a fair manner and / or in the interest of the Bank.

The successful bidder shall be obliged to provide a Bill of Material at the last bid price at the close of auction.

Expenditure on Reverse Auction:

All expenses of Reverse Auction shall be borne by the Bank.

The bidders, however, shall attend the training or mock auction at their own cost.

Change in Business Rules:

Any change in Business Rules as may become emergent and based on the experience gained shall be made only by a committee of Senior / Top executives of the Bank.

Any / all changes made in Business Rules shall be uploaded in the Bank's website immediately.

If any Reverse Auction process has commenced and a change is made in Business Rules, it shall be informed immediately to each bidder and his concurrence to / acceptance of the change shall be obtained in writing by the Bank.

Don'ts Applicable to the Bidders:

No bidder shall involve himself / itself or any of his / its representatives in any price manipulation directly or indirectly with other bidders. If any such practice comes to the notice of the Bank, the Bank shall disqualify the bidder/bidders concerned from the Reverse Auction process.

Bidder shall not disclose details of his bids or any other details concerning the Reverse Auction process of the Bank to any other third party without specific permission in writing from the Bank.

Neither Bank nor Service Provider / auctioneer can be held responsible for consequential damages such as no power supply, system problem, inability to use the system, loss of electronic information, power interruptions, UPS failure etc. Bank shall, however, entertain any such interruptions, problems with an open mind and fair degree of transparency in the process before deciding to stop or extend the auction.

Grievance Redressal:

Any aggrieved bidder through Reverse Auction process can make a complaint in writing within 48 hours of the Reverse Auction to the Bank.

The Grievance Redressal Committee formed by the Bank shall give a personal hearing to the aggrieved bidder and decide upon the complaint/grievance.

Decision of the Grievance Redressal Committee shall be binding on the Bank as well as on the bidders participating in the Reverse Auction.

Errors and Omissions:

On any issue or area of material concern in respect of Reverse Auction not specifically dealt with in these Business Rules, the decision of the Bank shall be final and binding on all concerned.

Place:

Date:

Annexure-RA-1 (to be submitted on company letter head by all Bidders participating in Reverse Auction)

To,
The General Manager
Chaitanya Godavari Grameena Bank
Head Office, 3rd Floor, Raghu Mansion
4/1, Brodipet, Guntur - 522 002

Date:

DECLARATION

1. We _____ (name of the company) hereby confirm having submitted our bid for participating in Bank's RFP ref no _____ dated _____ for supply of hardware and software for implementation, Customization, Integration & Maintenance of Account Aggregator solution for a period of 5 years.
2. We also confirm having read the terms of RFP as well as the Business Rules relating to the Reverse Auction for this RFP process.
3. We hereby undertake and agree to abide by all the terms and conditions stipulated by Bank in the RFP document including all annexures and the Business Rules for Reverse Auction.
4. We shall participate in the on-line auction conducted by _____ Ltd. (Auction Company) and submit our commercial bid. We shall also abide by the procedures prescribed for online auction by the auction company.
5. We, hereby confirm that we will honor the Bids placed by us during the auction process, failing which we shall forfeit the EMD. We also understand that the Bank may debar us from participating in future tenders.
6. We confirm having nominated Mr. _____, designated as _____ of our company to participate in the Reverse Auction on behalf of the company. We undertake that the company shall be bound by the bids made by him in the Reverse Auction.
7. We undertake to submit the confirmation of last bid price by us to the auction company/Bank within 48 working hours of the completion of the event. We also undertake to submit the Bill of Materials for the TCO (Total Cost of Ownership) in terms of the RFP.

Signature with company seal

Name:

Company/Organization:

Designation within Company / Organization:

Address of Company / Organization:

Date:

Name of Authorized Representative:

Signature of Authorized Representative:

Verified above signature

Signature of Competent Authority:

Date:

Annexure-RA-2: Process Compliance Form

(The Bidders are required to print this on their company’s letter head and sign, stamp before submitting)

Letter of Authority for participation in Reverse Auction

(The Bidders are required to print this on their company’s letter head and sign, stamp before submitting)

To,
The General Manager
Chaitanya Godavari Grameena Bank
Head Office, 3rd Floor, Raghu Mansion
4/1, Brodipet, Guntur

Date:

1. We _____ (name of the company) have submitted our bid for participating in Bank’s RFP dated _____ for selection of _____.
2. We also confirm having read and understood the terms of the RFP as well as the Business Rules relating to the Reverse Auction for this RFP process.
3. As per the terms of RFP and Business rules, we nominate Mr. _____, designated as _____ of our company to participate in the Reverse Auction.
4. We accordingly authorize Bank and/or the Auction Company to issue user id and password to the above named official of the company.
5. Both Bank and the auction company shall contact the above named official for any and all matters relating to the Reverse Auction.
6. We, hereby confirm that we will honor the Bids placed by Mr. _____ on behalf of the company in the auction process, failing which we comply as per the terms in Bid security form. We agree and understand that the bank may debar us from participating in the future tenders for any such failure on our part.

Signature with company seal

Name:

Company/Organization:

Designation within Company/Organization:

Address of Company/Organization:

Date:

Name of Authorized Representative:

Signature of Authorized Representative:

Verified above signature

Signature of Competent Authority:

Date: