

S.No	Clause No	Existing RFP Clause	New RFP Clause/ Amendment/ Clarification
1.	Pg. 8, Clause C, Point ii.	The work order will initially be placed for	The work order will initially be Placed for 24 months which may be for another 12 months based on performance review.
2.	Pg. 8, Clause C, Point iii.	Any contract that may result from this RFP will be issued based on annual review and discretion of the Bank. The term will be finalized.	Deleted
3.	Pg. 8, Clause C, Point iv.	Bank reserves the right to extend the term on man-month basis for a period of 3 months at no extra cost.	Post expiry of contract Bank reserves the right to extend the project term, after 3 years, for another period of 3 months based on existing SLA and commercial terms.
4.	Pg. 10, Clause E, Point 3	The period of contract will be for 3 years with annual review.	The period of contract will be of 24 months which may be extended for another 12 months based on performance review.
5.	Pg. 21, Clause F, Point 25	The bidder shall not outsource the development and maintenance work assigned by the Bank, to any third party and attend all complaints registered by the Bank through its own service/support infrastructure only.	The bidder shall not outsource the work assigned by the Bank, to any third party and attend all complaints registered by the Bank through its own service/support infrastructure only.
6.	Pg. 21, Clause F, Point27	Delay in supply, installation, integration and maintenance of Hardware, Software & related equipment, completion of project beyond the specified period.	Deleted
7.	Pg.22, Clause F, Point 30	Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS) where Technical Bid Score is qualifying (Minimum Score should be 80) with full weightage to the Commercial. The final selection will be on the commercial bid only.	Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS) as per terms of RFP.
8.	Pg.28, Clause G, Point 1	The bidders shall also carry out security assessment	The bidders shall also carry out Security infrastructure assessment

9.	Pg.28, Clause G, Point 2	Feasibility study and implementation of Security Operations Centre.			Deleted		
10.	Pg.29, Clause G, Point 8	Review of user experience: The bidder shall also consider the user experience across the delivery channels which should include factors like customer service request response, ease of use, and feedback capturing mechanisms.			Deleted		
11.	Pg.35, Clause G, Point 2	Roles	Overall minimum work experience	Relevant certifications and work experience	Roles	Overall minimum work experience	Relevant certifications and work experience
		Project manager (PM)	5-7 years	Should be on bidder's payroll for at least 5 years. Should have at least 5 years of experience in IT consulting & executing IT projects.	Project manager (PM)	5 years	Should be on bidder's payroll for at least 2 years. Should have at least 5 years of experience in IT consulting & executing IT projects.
		Consultant (Domain Expert)	3-5 years	Should be on bidder's payroll for at least 3 years. Should have at least 3 years of experience in designing and implementing security architecture/	Consultant (Domain Expert)	3 years	Should be on bidder's payroll for at least 1 year. Should have at least 3 years of experience in IT consulting, designing and implementing security architecture/

				IT framework etc.			IT framework etc.
12.	Pg.38, Clause H, Point 2 --and-- Pg.57, Annexure -V	Bidder must have experience of providing IT consulting services to at least one public sector bank in last 5 years			Bidder must have experience of providing IT consulting services to at least one public sector bank/ PSU (Maharatna/Navratna) in last 5 years.		
13.	Pg.39, Clause H, Point 4.4	No. of IT Consultants on the payroll (Full-time) as on 31st March, 2015 having minimum MBA/ MCA/ BE/B. Tech. or equivalent qualification with proven experience of at least 5 years			No. of IT Consultants on the payroll (Full-time) as on 31st March, 2016 having minimum MBA/ MCA/ BE/B. Tech. or equivalent qualification with proven experience of at least 5 years		
14.	Pg.41, Clause I, Point 3.ii	The price should be valid for full contract period of five years.			The price should be valid for full contract period of three years.		
15.	Pg.41, Clause I, Point 3.iv	The price quoted by the Bidder shall be fixed during the Bidder's performance of the contract i.e., for a period of five years and extended if required by NHB.			The price quoted by the Bidder shall be fixed during the Bidder's performance of the contract i.e., for a period of three years and extended if required by NHB.		
16.	Pg.48, Clause J, Point 8	Bank will enter into a service contract with successful bidder for a period of 5 years from the date of SLA sign-off, and on satisfactory performance, the same will be renewed for the subsequent years of contract at Bank's discretion.			Bank will enter into a service contract with successful bidder for a period of 3 years from the date of SLA sign-off, and on satisfactory performance, the same will be renewed for the subsequent years of contract at Bank's discretion.		
17.	Pg.48, Clause J, Point 8.ii	Situation	Expected response of Service Provider	Deleted			

		<p>Immediate requirement: Requirement within a day</p>	<p>1st call response immediate</p> <ul style="list-style-type: none"> • Our Resources at your site as soon as possible. • Continuous effort on a 24x7 basis • Notification of Our Senior Executives 	
		<p>Critical requirement: Requirement within 5 days</p>	<p>First call response within 4 hours</p> <ul style="list-style-type: none"> • Our Resources at Your site as required. • Continuous effort on a 24x7 basis • Notification of Our Senior Managers 	
		<p>Moderate requirement: Requirement within 5 days</p>	<p>First call response within a day</p> <ul style="list-style-type: none"> • Effort during Business Hours 	
		<p>Situation</p>	<p>Expected response of Service Provider</p>	
18.	Pg.48, Clause J, Point 11	<p>Bidder should guarantee that the Hardware & Software delivered to the Bank are brand new & of latest & compatible version.</p>		Deleted

19.	Pg.68, Point 9, Annexure - XIII	Project Relevance to Dena Bank Tender Scope (section details)	Project Relevance to Bank Tender Scope (section details)
20.	Pg.70, Annexure - XIV	Resolution matrix	Deleted
21.	Pg. 34-35 - Phase I & II General guidelines : Point 3	Considering importance of such material which requires to be presented before various stakeholders, relevant domain expert/consultant will be deployed onsite/offsite based on such requirement for minimum 2 weeks per quarter during contractual period.	Considering importance of such material which requires to be presented before various stakeholders, relevant domain expert/consultant will be deployed onsite/offsite based on such requirement for minimum 3 weeks per quarter during contractual period.
22.	MEC at Pg.38, Clause H, Point vi --and-- Pg.56, Annexure -V	The bidder must have on its rolls consulting staff of at least 100 technically qualified personnel (15 Project Managers & 85 Domain experts) in the area of IT consulting/Vendor evaluation, IT Security and project / program management of IT procurement who possess relevant degrees / credentials with prior experience in providing the above consultancy services. It is mandatory that bidder to provide details of project handled, brief of the assignment, period for each of the resource proposed relevant to scope of the tender And The bidder must have on its rolls at least 20 technically qualified IT consulting staff with proven experience of at least 5 years in the area of consulting services for IT related projects including IT infrastructure, IT security.IT procurement, e-Business, Program / Project Management and who shall be relevant degree holders and shall possess prior experience in providing	The bidder must have on its rolls consulting staff of at least 100 technically qualified personnel (15 Project Managers & 85 Domain experts) in the area of IT consulting/advisory, RFP preparation/vendor evaluation, IT Security, project / program management. Certificate from HR is required for the same.

		the above consultancy services as on August 31, 2016. Certificate from HR or CS is required for the same.	
23.	MEC at Pg.38, Clause H, Point vi --and-- Pg.56, Annexure -V	Should be company registered under Companies Act, 1956 or a partnership firm registered under LLP Act, 2008 Registered with the Service Tax Authorities Should have been operating for the last five years.	Should be company registered under Companies Act, 1956 or a partnership firm registered under LLP Act, 2008/Partnership Act 1932. Should be registered with the Service Tax Authorities. Should have been operating for the last five years.
24.	Pg.62-63, Annexure - IX	Annexure IX (Commercial bid format)	Revised. Format for Annexure IX is detailed below.

Corrigendum - Revised Annexure

Annexure IX

I. Present Requirement (Weightage 80%)

A. Cost Matrix

Table A

S.No	Item Description	Cost excl. of taxes	Tax Rate	Total Cost inclusive of taxes
1	Total Cost towards consultancy and delivery during Phase I			
2	Total Cost towards consultancy and delivery during Phase II (Onsite - 1 week per quarter of PM and 2 weeks per month of domain expert)			
3	Total cost towards onsite domain expert consultant for ancillary jobs/consultancy with minimum 2 weeks per quarter during contract period.			

4	Total cost towards consultancy and delivery for additional 12 months post completion of Phase II. (Onsite - 1 week per quarter of PM and 2 weeks per month of domain expert)			
5	Total Cost (X)			

Bank will initially place work order for 24 months (Phase I & Phase II tenure). However, Bank may issue additional work order for another 12 months' subject to performance review.

Table B (Weightage 20%)

S.No	Item Description	Cost excl. of taxes	Tax Rate	Total Cost inclusive of taxes
i.	Man-day rate for PM			
ii.	Man-month rate for PM			
iii.	Man-day rate for Domain expert			
iv.	Man-month rate for Domain expert			
	Cost for Commercial evaluation Total Cost {Y} # $Y=22*i + ii+22*iii+ iv$			

*One Week = 5 working days (Monday to Friday); Man-day = 8 working hours;

#For commercial evaluation purposes only

Note: Cost mentioned in Table B will be applicable for orders issued after first year.

Note:

- i. Successful bidder will be issued work order for the first year. Support services will be renewed for subsequent years' subject to satisfactory services & yearly review.
- ii. If PM/consultant engagement crosses 15 consecutive working days, then Man-month rates will be applicable.

II. Commercial Evaluation

- a. Total value be considered for Commercial Evaluation:

Table C

S.No	Item Description	Total Value	Total Value in words
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1	Total Value for Commercial evaluation. [Z= 80% of X+20 % Y]		
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Note: This value (Z) will be used to arrive at lowest bidder for further evaluation as per terms of RFP

Authorized Signatories

(Name & Designation, seal of the company)

Date: