

**Addendum-1 for RFQ Reference No. BCC:IT:RRB-DC:PROJ:108:53 dated 29.02.2016**

Sr. No	Clause in RFQ	Clarifications/Changes made
1	<p><b>[A] Important Dates Point No.5, Pg 2</b></p> <p>Last Date of submission of Application (Closing date) - 3:30 pm on <b>28th March 2016</b></p>	<p><b>[A] Important Dates Point No.5, Pg 2</b></p> <p>Last Date of submission of Application (Closing date) - 3:30 PM on <b>4th April 2016</b></p>
2	<p><b>[A] Important Dates Point No.5, Pg 2</b></p> <p>Application Opening date for Eligibility-4:00 PM on <b>28th March 2016</b></p>	<p><b>[A] Important Dates Point No.5, Pg 2</b></p> <p>Application Opening date for Eligibility-4:00 PM on <b>4th April 2016</b></p>
3	<p><b>Annexure 02- Eligibility Criteria C) Experience Point No.2, Pg 22</b></p> <p>Must have experience in supporting &amp; managing Finacle Core Banking Solution along with customization &amp; interface (internal &amp; external) for continuous assignment for <b>-3-</b> years in atleast one Public Sector Bank / PSU Bank sponsored RRBs /Govt Organisation / Private Sector Bank in India with 1000 branches / Offices from the date of the RFQ.</p>	<p><b>Annexure 02- Eligibility Criteria C) Experience Point No.2, Pg 22</b></p> <p>Must have experience in supporting &amp; managing Finacle Core Banking Solution along with customization &amp; interface (internal &amp; external) for continuous assignment for <b>-2-</b> years in atleast one Public Sector Bank / PSU Bank sponsored RRBs /Govt Organisation / Private Sector Bank in India with 1000 branches / Offices from the date of the RFQ.</p>
4	<p><b>Annexure 02- Eligibility Criteria C) Experience Point No.3, Pg 22</b></p> <p>Must have experience in managing &amp; supporting the following in atleast one Public Sector Bank /PSU Bank sponsored RRBs / Govt Organisation / Private Sector Bank in India with 1000 branches / Offices. Experience of End-to-End Facility Management Services (FMS) should be based on ITIL domain control KPAs &amp; KPIs. Below experiences separately across various Public Sector Bank / PSU Bank sponsored RRBs / Govt Organisation / Private Sector Bank in India each with 1000 branches / Offices will also be considered. In case of RRBs 1000 Branches count will be considered as total number of branches of all Sponsored RRBs in the same PSU Bank. a) Finacle Core Banking Solution along with allied Applications having customization &amp; interface (internal &amp; external) with AMS / ATS b) Data Centre / Disaster Recovery Centre operations. c) IT Infrastructure like Servers, Storage, Database, Network, IT Security, Backup etc.</p>	<p><b>Annexure 02- Eligibility Criteria C) Experience Point No.3, Pg 22</b></p> <p>Must have experience in managing &amp; supporting the following in atleast one Public Sector Bank /PSU Bank sponsored RRBs / Govt Organisation / Private Sector Bank in India with 1000 branches / Offices. Experience of End-to-End Facility Management Services (FMS) should be based on ITIL domain control KPAs &amp; KPIs. Below experiences separately across various Public Sector Bank / PSU Bank sponsored RRBs / Govt Organisation / Private Sector Bank in India each with 1000 branches / Offices will also be considered. In case of RRBs 1000 Branches count will be considered as total number of branches of all Sponsored RRBs in the same PSU Bank. a) Finacle Core Banking Solution along with allied Applications having customization &amp; interface (internal &amp; external) with AMS / ATS b) Data Centre / Disaster Recovery Centre operations. c) IT Infrastructure like Servers, Storage, Database, Network, IT Security, Backup etc.</p> <p><b><u>Experience of managing and supporting DR Center Operations and Network &amp; IT Security Services in any Govt. Organization having its offices/branches in more than 15 states in India will also be considered as an alternate qualifying criteria towards the criteria of 1000 Branches/Offices in India for these services</u></b></p>

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Sr. No	Clause in RFQ	Clarifications/Changes made
5	<p><b>Annexure 02- Eligibility Criteria C) Experience Point No.4, Pg 23</b></p> <p>Must have experience in application management comprising of System management, database management, storage management, integration, customization, security management etc in at least one Public Sector Bank / PSU Bank sponsored RRBs / Govt Organisation / Private Sector Bank in India with 1000 branches / Offices.</p>	<p><b>Annexure 02- Eligibility Criteria C) Experience Point No.4, Pg 23</b></p> <p>Must have experience in application management comprising of System management, database management, storage management, integration, customization, security management etc in at least one Public Sector Bank / PSU Bank sponsored RRBs / Govt Organisation / Private Sector Bank in India with 1000 branches / Offices.</p> <p><b><u>Experience of Security management services in any Govt. Organization having its offices/branches in more than 15 states in India will also be considered as an alternate qualifying criteria towards the criteria of 1000 Branches/Offices in India for these services</u></b></p>
6	<p><b>Annexure 02- Eligibility Criteria C) Experience Point No.6, Pg 23</b></p> <p>Must have experience in managing &amp; supporting other integrated applications with Finacle Core Banking systems such as Delivery channels ( at least one from - ATM, Internet Banking, Mobile Banking, SMS), Payment System (RTGS/ NEFT/ NACH).</p>	<p><b>Annexure 02- Eligibility Criteria C) Experience Point No.6, Pg 23</b></p> <p>Must have experience in managing &amp; supporting other integrated applications with Finacle Core Banking systems such as Delivery channels ( at least one from - ATM, Internet Banking, Mobile Banking, SMS) <b><u>OR</u></b> Payment System (RTGS/ NEFT/ NACH).</p>
7	<p><b>Annexure 06 Integrity Pact, 6) Fall Clause, Pg 34</b></p> <p>The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.</p>	<p><b>Annexure 06 Integrity Pact, 6) Fall Clause, Pg 34</b></p> <p>The BIDDER undertakes that it has not supplied/ isnot supplying similar <b><u>(in quantity)</u></b> product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar <b><u>(in quantity)</u></b> product/systems or subsystems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price <b><u>within a period of one year before and after bid submission date</u></b>, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded."</p>
<p>All other Terms &amp; Conditions and Annexures are same as per our RFQ Reference No. BCC:IT:RRB-DC:PROJ:108:53 dated 29.02.2016 for selection of Managed Service Provider (MSP) for Facility Management Services towards RRB DC/DR/Near DR Infrastructures &amp; Network Hardware of Branches/Offices along with CBS and allied Applications and Help Desk Support for BOB sponsored RRBs.</p>		