

Corrigendum 5 to GeM Bid ref. no. GEM/2023/B/3317348 dated 30/03/2023 for Selection of Vendor for Development, Implementation, Management and Maintenance of End-to-End Digital Lending Solution in Canara Bank

It is decided to amend the following in respect of the above GeM bid:

a.

#	Section or Clause	Existing Clause	Amended Clause
1.	Corrigendum 2 SECTION C DELIVERABLE AND SERVICE LEVEL AGREEMENTS, Pt. 6.1	<p><u>6.1 Penalties/Liquidated damages for delay in Delivery and Installation of Solution would be as under:</u></p> <p>6.1.1 Non-compliance of the implementation will result in the Bank imposing penalty of 0.50% plus GST on delay in Implementation per week or part thereof, on the contract value.</p> <p>6.1.2 However, the total Penalty/LD to be recovered under above clauses 6.1.1 shall be restricted to 5%(Plus GST) of the total contract value (exclusive of Taxes).</p>	<p><u>6.1 (a) Penalties/ Liquidated damages for delay in Delivery and Installation of Hardware would be as under:</u></p> <p>6.1.1(a) Non-compliance of the hardware delivery &amp; installation timelines will result in the Bank imposing penalty of 0.50% plus GST on delay in delivery &amp; installation of hardware per week or part thereof, on the contract value.</p> <p><u>6.1 (b) Penalties/Liquidated damages for delay in Implementation of Solution would be as under:</u></p> <p>6.1.1 (b) Non-compliance of the implementation timelines will result in the Bank imposing penalty of 0.50% plus GST on delay in implementation of the particular phase per week or part thereof, on the contract value.</p> <p>However, the total Penalty/LD to be recovered under above clauses 6.1.1(a) and 6.1.1 (b) shall be restricted to 5% (Plus GST) of the total contract value (exclusive of Taxes).</p>
2.	Corrigendum 2, Payment Terms	<p><u>Hardware Cost</u></p> <p>40%- on Successful delivery of hardware at respective sites 50%- on full implementation and sign-off from bank 10%- After completion of warranty period and after deducting applicable penalties and liquidated</p>	<p><u>Hardware Cost</u></p> <p>50%- On Successful delivery of hardware 20%- On successful Installation of hardware and sign-off from Bank 20%- On sign-off from Bank on implementation of Phase 2 (Q3 23-24) products</p>



#	Section or Clause	Existing Clause	Amended Clause
		damages OR On submission of a bank guarantee for equivalent to 10% of the remaining payment	<u>10%- After completion of warranty period and after deducting applicable penalties and liquidated damages OR On submission of a bank guarantee for equivalent to 10% of the remaining payment</u>
3.	Corrigendum 2 Annexure 2- Pre- Qualification	Annexure 2: Pre-Qualification Criteria Entire Annexure	Amended Annexure -2 Prequalification Criteria attached to this corrigendum
4.	Corrigendum 2 Annexure 4- Technical Evaluation Parameters	Annexure 4- Technical Evaluation Parameters	Amended Annexure 4: Technical Evaluation parameter is attached to this corrigendum.
5.	22. Human Resource Requirement, Pt.22.10, UI/ UX Design Team	<b>UI/UX Design Team</b> Educational Qualification- <b>B.Tech with relevant certifications</b> Length of professional Experience- Minimum 2 years Experience on eligible assignments- 2 years (min.)	<b>UI/UX Design Team</b> Educational Qualification- <u>Bachelors degree with relevant certifications</u> Length of professional Experience- Minimum 2 years Experience on eligible assignments- 2 years (min.)
6.	Annexure 15- Application Integrity Statement	<b>Annexure 15- Application Integrity Statement</b> In reference to the above- mentioned RFP, We _____ (Name of the Bidder) undertake, that application supplied for Implementation of Digital Lending Solution as per the scope of this RFP is free of malware, free of any obvious bugs, and free of any covert channels in the code.	<b>Annexure 15- Application Integrity Statement</b> In reference to the above- mentioned RFP, We _____ (Name of the OEM) undertake, that application supplied for Implementation of Digital Lending Solution as per the scope of this RFP is free of malware, free of any obvious bugs, and free of any covert channels in the code.

Date: 18/05/2023  
Place: Bengaluru

  
Deputy General/Manager





**Amended Annexure -2**

**Prequalification Criteria**

**SUB: RFP for Selection of Vendor for Development, Implementation, Management and Maintenance of End-to-End Digital Lending Solution in Canara Bank.**

**Ref: GEM/2023/B/3317348 dated 30/03/2023**

We have carefully gone through the contents of the above referred RFP along with replies to pre-bid queries & amendment, if any and furnish the following information relating to Pre-Qualification Criteria.

We have carefully gone through the contents of the above referred RFP along with replies to pre-bid queries & amendment, if any and furnish the following information relating to Pre-Qualification Criteria.

#	Eligibility Criteria	Supporting Documents
	<b>Bidder's Eligibility Criteria</b>	
1.	The Bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16-09-2020.	Certificate of local content to be submitted as per Annexure-14.
2.	Signing of Pre-Contract Integrity Pact	The bidder should submit signed Pre Contract integrity pact on Non Judicial Stamp Paper of Rs.200/- or more (as per respective state Stamp Act) as per Appendix-F.
3.	The Bidder has to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having common partners has not participated in the bid process.	Letter of confirmation (self-certified letter signed by authorized official of the bidder)
4.	Any bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means: a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or	A declaration stating "We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from such a country, has been registered with Competent Authority. We hereby certify that we and our OEM fulfill all requirements in this regard and are eligible to be considered" to be submitted in Company's letter head.



#	Eligibility Criteria	Supporting Documents
	<p>d. An entity whose beneficial owner is situated in such a country; or</p> <p>e. An Indian (or other) agent of such an entity; or</p> <p>f. A natural person who is a citizen of such a country; or</p> <p>g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.</p>	<p>[Where applicable, evidence of valid registration by the Competent Authority shall be attached.]</p>
5.	<p>The Bidder should have a minimum turnover of Rs. 200 Crores each year during the last three financial years [i.e., 2019-20, 2020-21 and 2021-22]. This must be the individual company turnover and not of any group of companies.</p> <p>For MSE should have a minimum turnover of Rs. 100 Crores each year during the last three financial years [i.e., 2019-20, 2020-21 and 2021-22]. This must be the individual company turnover and not of any group of companies.</p> <p>For Start-up should have a minimum turnover of Rs. 75 Crores each year during the last three financial years [i.e., 2019-20, 2020-21 and 2021-22]. This must be the individual company turnover and not of any group of companies.</p>	<p>Bidder has to submit copies of audited Balance Sheets for last 3 Years [i.e. 2019-20, 2020-21 and 2021-22].</p> <p>AND</p> <p>Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>
6.	<p>The bidder should have positive Net Worth as on 31/03/2022 and also should have not eroded by more than 30% in the last three financial years ,ending on 31/03/2022.</p>	<p>The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>The documents certified by Chartered Accountants should mandatorily contain UDIN.</p>
7.	<p>The Bidder shall be the Original Equipment Manufacturer (OEM)/ Original Software Developer (OSD)/ Original Software Owner (OSO) of the proposed Software/Hardware/Solution.</p> <p>(OR)</p> <p>An authorized dealer / System Integrator</p>	<p>If the applicant is a OEM/OSD/OSO, an Undertaking Letter has to submitted to this effect.</p> <p>If the bidder is an Authorized Dealer, an Authorization letter from their OEM and OSD/OSO to deal/market their product in India and it should be valid for entire contract period.</p>

#	Eligibility Criteria	Supporting Documents
8.	The Bidder should have experience of having implemented/ implementing Digital Lending Platform/ Solution in a Scheduled Commercial Bank in India with 500 branches or a NBFC in India with an asset size of INR 10,000 crores	<p><b>For Projects Completed</b></p> <p>Email confirmation specifying the name of the OEM whose product is implemented, date of completion along with client's signature clearly mentioning the Name, Designation and Contact details of the signatory from client. Person sending the email confirmation should be from executive level (DGM or equivalent &amp; above)</p> <p>OR</p> <p>Credential letter must specify the name of the OEM whose product is implemented, date of completion and confirm that the performance was satisfactory</p> <p><b>For Projects Ongoing/ Under Implementation</b></p> <p>Email confirmation specifying the name of the OEM whose product is being implemented along with client's signature clearly mentioning the Name, Designation and Contact details of the signatory from client. Person sending the email confirmation should be from executive level (DGM or equivalent &amp; above)</p> <p>OR</p> <p>Credential letter must specify the name of the OEM whose product is being implemented and confirm that the performance is satisfactory</p>
9.	Bidder and OEM Company Should not have been blacklisted by any PSU or Government Department or Regulatory or Statutory body in India as on date of publishing this RFP.	Self-Declaration from the Bidder/OEM signed by Authorized Signatory.
10.	Bidder should not be insolvent, in receivership, Bankrupt, or being wound up	Self-undertaking on company's letter head



#	Eligibility Criteria	Supporting Documents
11.	The Bidder should be an ISO 27001 certified organization valid as on date of this GeM bid.	Bidder to provide a copy of ISO Certificate
<b>OEM's Eligibility Criteria</b>		
12.	The OEM for DLP should have an average annual turnover of Rs. 25 Crores or more during the last three financial years [i.e., 2019-20, 2020-21 and 2021-22]. This must be the individual company turnover and not of any group of companies.	OEM has to submit copies of audited Balance Sheets for last 3 Years [i.e. 2019-20, 2020-21 and 2021-22]. AND OEM must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.
13.	<p>The proposed End to End Digital Lending Platform/ Solution* should have been implemented in at least in 2 organizations (Scheduled Commercial Banks in India having at least 500 branches OR NBFCs in India with an asset size of over INR 10,000 crores)</p> <p>-Of the above, at least 1 implementation should be in a Scheduled Commercial Bank with at least 500 branches</p> <p>-Ongoing/ under implementation project will be considered. However, it is mandatory to have at least one completed project (Not necessary for all product journey)</p> <p>*For OEM- End to End digital lending platform is where all the steps involved in underwriting /onboarding of customer including lead generation , data capture , pre-sanction, sanction , decision , approval and disbursement of loan happens digitally either by STP through customer or assisted in case some part of journey can't be digitised because of or compliance /regulatory issues.</p>	<p><b>For Projects Completed</b></p> <p>Email confirmation specifying the name of the OEM whose product is implemented, name of unique product journeys implemented along with the category (Retail/MSME/Agri) under which this unique product journey lies, date of completion along with client's signature clearly mentioning the Name, Designation and Contact details of the signatory from client. Person sending the email confirmation should be from executive level (DGM or equivalent &amp; above)</p> <p>OR</p> <p>Credential letter must specify the name of the OEM whose product is implemented, name of unique product journeys implemented along with the category (Retail/MSME/Agri) under which this unique product journey lies, date of completion and confirm that the performance was satisfactory</p> <p><b>For Projects Ongoing/ Under Implementation</b></p>



#	Eligibility Criteria	Supporting Documents
		<p>Email confirmation specifying the name of the OEM whose product is being implemented, name of the unique product journeys being implemented along with the category (Retail/ MSME/ Agri) under which this unique product journey lies along with client's signature clearly mentioning the Name, Designation and Contact details of the signatory from client. Person sending the email confirmation should be from executive level (DGM or equivalent &amp; above)</p> <p>OR</p> <p>Credential letter must specify the name of the OEM whose product is being implemented, name of the unique product journeys being implemented along with the category (Retail/ MSME/ Agri) under which this unique product journey lies and confirm that the performance is satisfactory</p>

NB : No change/ addition or deletion to be made by the Bidder to any of the above clauses  
 Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted. All documents shall be uploaded online on GeM Portal while submitting the bid.

**Note:**

1. Bidders need to ensure compliance to all the eligibility criteria points.
2. In-case of corporate restructuring the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered.
3. In case of business transfer where Bidder has acquired a Business from an entity ("Seller"), work experience credentials of the Seller in relation to the acquired business may be considered.
4. Scheduled Commercial Bank means Scheduled Commercial Bank in India
5. Scheduled Commercial Banks does not include Payments Bank, Cooperatives & RRBs.
6. For OEM- End to end digital lending platform is where all the steps involved in underwriting /onboarding of customer including lead generation , data capture , pre-sanction, sanction , decision , approval and disbursement of loan happens digitally either by STP through customer or assisted in case some part of journey can't be digitised because of in availability of solution or compliance /regulatory issues.



*Handwritten signature*

7. If an agent submits a bid on behalf of the Bidder/ OEM, the same agent shall not submit a bid on behalf of another Principal/ OEM for the same solution.
8. Bidder /OEM should continue to meet the all the eligibility criteria till the award of contract.
9. While submitting the bid, the Bidder is required to comply with inter alia the following CVC guidelines detailed in Circular No. 03/01/12 (No.12-02-6 CTE/SPI (I) 2 / 161730 dated 13.01.2012): 'Commission has decided that in all cases of procurement, the following guidelines may be followed:
  - a. In RFP, either the Indian agent on behalf of the Bidder/OEM or Bidder/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same RFP. The reference of 'item/product' in the CVC guidelines refer to 'the final solution that bidders will deliver to the customer.
  - b. If an agent submits bid on behalf of the Bidder /OEM, the same agent shall not submit a bid on behalf of another Bidder /OEM in the same RFP for the same item/product.'

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection.

Date:

Signature with Seal:

Name:

Designation:





**Amended Annexure 4- Technical Evaluation Parameters**

**SUB: RFP for Selection of Vendor for Development, Implementation, Management and Maintenance of End-to-End Digital Lending Solution in Canara Bank.**

**Ref: GEM/2023/B/3317348 dated 30/03/2023**

#	Particulars	Max. Marks
1	Compliance to Functional Specifications as per Annexure 3.2	40
2	Bidder Credentials and Experience	10
3	OEM Credentials and Experience- DLP	15
4	OEM Credentials and Experience- DLP	5
5	Technical Presentation	10
6	Product Demonstration	15
7	Site Visit	5
	<b>Total Marks</b>	<b>100</b>

**Detailed Evaluation Criteria**

#	Particulars	Max. Marks
1	<p><b>Compliance to Functional Specifications as per Annexure 3.2</b></p> <p>The Bidder is required to submit the compliance to Functional Specifications.</p> <p>Marks would be awarded as: Fully Compliant (FC)-10 marks- No customization is required, Partially Compliant (PC)- 5 marks- Customization is required</p> <p>The total marks of the Annexure will be scaled down on a scale of 40 marks</p> <p>Bidders are required to submit reference to artifacts or data sheet references to substantiate the compliance submitted.</p> <p>Bidder to note that all features must be available for demonstration during Presentation/ Product Demonstration. During evaluation, if any of the criteria mentioned as compliant is not found in the solution, marking will be modified in the respective category as evaluated by the Bank &amp; Bank's decision shall be binding on the bidders. It is mandatory for Bidders to have all functionalities listed. Any non-compliance may lead to bidder's disqualification at the sole discretion of Bank.</p>	40
2	<p><b>Bidder Credentials and Experience</b></p> <p><u>Clause:</u> The Bidder should have experience of having implemented/ implementing Digital Lending Platform/ Solution in a Scheduled Commercial Bank in India with 500 branches or a NBFC in India with an asset size of INR 10,000 crores</p> <p><b>Implementation Experience - Maximum 10 Marks</b> 2 or more implementations- 10 marks 1 implementation - 7 marks</p> <p><u>Supporting Documents:</u> <i>For Projects Completed</i></p>	10



#	Particulars	Max. Marks
	<p>Email confirmation specifying the name of the OEM whose product is implemented, date of completion along with client's signature clearly mentioning the Name, Designation and Contact details of the signatory from client. Person sending the email confirmation should be from executive level (DGM or equivalent &amp; above)</p> <p>OR</p> <p>Credential letter must specify the name of the OEM whose product is implemented, date of completion and confirm that the performance was satisfactory</p> <p><b>For Projects Ongoing/ Under Implementation</b></p> <p>Email confirmation specifying the name of the OEM whose product is being implemented along with client's signature clearly mentioning the Name, Designation and Contact details of the signatory from client. Person sending the email confirmation should be from executive level (DGM or equivalent &amp; above)</p> <p>OR</p> <p>Credential letter must specify the name of the OEM whose product is being implemented and confirm that the performance is satisfactory</p>	
3	<p><b>OEM Credentials and Experience- DLP</b></p> <p><b>Clause</b></p> <p>The proposed End to End Digital Lending Platform/ Solution* should have been implemented in at least in 2 organizations (Scheduled Commercial Banks in India having at least 500 branches OR NBFCs in India with an asset size of over INR 10,000 crores)</p> <p><b>Implementation Experience - Maximum 15 Marks</b></p> <p>4 or more implementations- 15 marks 3 implementations- 12 marks 2 implementations - 10 marks</p> <p>-Of the above, at least 1 implementation should be in a Scheduled Commercial Bank with at least 500 branches -Ongoing project will be considered. However, it is mandatory to have at least one completed project -It is mandatory for the OEM to submit past experience/ credentials for at least 7 unique product journeys across 2 product categories out of 3 categories (Retail, MSME, Agri).</p> <p><b>Supporting Documents:</b></p> <p><b>For Projects Completed</b></p> <p>Email confirmation specifying the name of the OEM whose product is implemented, name of unique product journeys implemented along with the category (Retail/MSME/Agri) under which this unique product journey lies, date of completion along with client's signature clearly mentioning the Name, Designation and Contact details of the signatory from client. Person sending the email confirmation should be from executive level (DGM or equivalent &amp; above)</p> <p>OR</p>	15



#	Particulars	Max. Marks
	<p>Credential letter must specify the name of the OEM whose product is implemented, name of unique product journeys implemented along with the category (Retail/MSME/Agri) under which this unique product journey lies, date of completion and confirm that the performance was satisfactory</p> <p><b>For Projects Ongoing/ Under Implementation</b></p> <p>Email confirmation specifying the name of the OEM whose product is being implemented, name of the unique product journeys being implemented along with the category (Retail/ MSME/ Agri) under which this unique product journey lies along with client's signature clearly mentioning the Name, Designation and Contact details of the signatory from client. Person sending the email confirmation should be from executive level (DGM or equivalent &amp; above)</p> <p>OR</p> <p>Credential letter must specify the name of the OEM whose product is being implemented, name of the unique product journeys being implemented along with the category (Retail/ MSME/ Agri) under which this unique product journey lies and confirm that the performance is satisfactory</p> <p>*For OEM- End to end digital lending platform is where all the steps involved in underwriting /onboarding of customer including lead generation , data capture , pre-sanction, sanction , decision , approval and disbursement of loan happens digitally either by STP through customer or assisted in case some part of journey can't be digitised because of or compliance /regulatory issues.</p>	
4	<p><b>OEM Credentials and Experience- DLP</b></p> <p>Clause</p> <p>OEM's End to End DLP should have been implemented across the 3 categories (Retail, MSME, Agri) in a scheduled Commercial Bank in India with at least 500 branches in India or a NBFC in India with an asset size of over INR 10,000 cr</p> <p>Implementation Experience Maximum Marks-5 marks</p> <p>i. DLP is implemented across all 3 categories (Retail, MSME, Agri)- 5 marks</p> <p>ii. DLP is implemented across any 2 category out of the 3 category (Retail, MSME, Agri)- 3 marks</p> <p><b>Implementation Experience - Maximum 5 Marks</b></p> <p>For Point i- 1 category can be under implementation, however at least 2 categories should have been implemented</p> <p>For Point ii- Both categories should have been implemented</p> <p>-Of the above, at least 1 implementation should be in a Scheduled Commercial Bank with at least 500 branches</p> <p>-Ongoing project will be considered. However, it is mandatory to have at least one completed project</p>	5



#	Particulars	Max. Marks
	<p><b>Supporting Documents:</b> <b>For Projects Completed</b></p> <p>Email confirmation specifying the name of the OEM whose product is implemented, name of unique product journeys implemented along with the category (Retail/MSME/Agri) under which this unique product journey lies, date of completion along with client's signature clearly mentioning the Name, Designation and Contact details of the signatory from client. Person sending the email confirmation should be from executive level (DGM or equivalent &amp; above)</p> <p>OR</p> <p>Credential letter must specify the name of the OEM whose product is implemented, name of unique product journeys implemented along with the category (Retail/MSME/Agri) under which this unique product journey lies, date of completion and confirm that the performance was satisfactory</p> <p><b>For Projects Ongoing/ Under Implementation</b></p> <p>Email confirmation specifying the name of the OEM whose product is being implemented, name of the unique product journeys being implemented along with the category (Retail/ MSME/ Agri) under which this unique product journey lies along with client's signature clearly mentioning the Name, Designation and Contact details of the signatory from client. Person sending the email confirmation should be from executive level (DGM or equivalent &amp; above)</p> <p>OR</p> <p>Credential letter must specify the name of the OEM whose product is being implemented, name of the unique product journeys being implemented along with the category (Retail/ MSME/ Agri) under which this unique product journey lies and confirm that the performance is satisfactory</p> <p>*For OEM- End to end digital lending platform (DLP) is where all the steps involved in underwriting /onboarding of customer including lead generation , data capture , pre-sanction, sanction , decision , approval and disbursement of loan happens digitally either by STP through customer or assisted in case some part of journey can't be digitised because of or compliance /regulatory issues.</p>	
5	<p><b>Technical Presentation</b></p> <p>All eligible partners will be required to make presentations. The bank will schedule presentations and the time and location will be communicated to the bidders. Failure of a bidder to complete a scheduled presentation to the bank may result in rejection of the proposal.</p> <p>The following criteria should broadly be included for the Presentation.</p> <ul style="list-style-type: none"> <li>• Overall Understanding of Scope &amp; Requirements</li> <li>• Product features and functionalities</li> <li>• Differentiation of product</li> </ul>	10



#	Particulars	Max. Marks
	<ul style="list-style-type: none"> <li>• Ready availability of modules, features and integrations</li> <li>• Ability to meet expected timelines</li> <li>• Detailed Solution Capability</li> <li>• Implementation Plan - Approach, Service Model Demonstration and Timelines</li> <li>• Implementation expertise and availability of resources from Bidder and OEM</li> <li>• Ability to respond to Canara Bank's queries</li> </ul>	
6	<p><b>Product Demonstration</b></p> <p>All eligible OEMs will be required to showcase the overall solution proposed. The bank will schedule product demonstration and the time and location will be communicated to the bidders. Failure of a bidder to complete a scheduled product demonstration to the bank may result in rejection of the proposal.</p> <p>Demo should cover the following scope in addition to key differentiators of the product or any other feature which the bidder wants to cover within the allocated time:</p> <p>Pre-built journeys: 2 STP journeys in each segment. Bank will convey to Bidders about the journeys to be showcased.</p> <p>Key differentiators of Workflow platform</p> <ul style="list-style-type: none"> <li>• Hyper-personalization features</li> <li>• Omni-channel interface - Mobile App, Web, Tab</li> <li>• User experience, general navigation, visual clarity and appeal</li> <li>• BRE capability including ability to host ML/AI models, run champion/challenger models/strategy</li> <li>• Data and Reporting capabilities</li> <li>• Any other, as required by the bank</li> </ul> <p>Bank will have the right to either change or ask for additional journeys, the same shall be notified to the bidders.</p> <p>Bank at its discretion may ask the OEM to showcase capabilities during Demo of the use cases shared by the Bank. Use cases will be shared with the Bidders/ OEM before the Demo.</p>	15
7	<p><b>Site Visit</b></p> <p>Bank may at its discretion ask the bidder and/ or OEM to conduct a site visit / telephonic interview / video conference with the client for any one or more of the credentials submitted by the bidder.</p> <p>However, Bidder to note that if the site feedback is not satisfactory, bank may penalize the bidder by deducting up to 5 marks from this section's scoring.</p> <p>Further, the credential submitted by Bidder and/or OEM for scoring will also be disqualified.</p> <p>It will be the responsibility of the Bidder and/or OEM to schedule the Site Visit as per Bank's direction. Bank will have the right to select the site from the set of credentials submitted. Bank may choose to conduct site visit for any one or all credentials submitted.</p>	5

#	Particulars	Max. Marks
	Total Marks	100

**Note:**

1. The bidder should score Minimum 75% of the total marks (i.e., 75 marks out of 100 marks) for qualifying under Technical Evaluation. The bidders qualified under Eligibility cum Technical Evaluation will be eligible for commercial opening.
2. Bidder to note that all features must be available for demonstration during Presentation/ Product Demonstration. During evaluation, if any of the criteria mentioned as mandatory is not found in the solution, the bidder will be disqualified without further evaluation.
3. Bidder to further note that all products/ modules and/ or journeys mentioned as part of Bidder's Credential(s) submitted must be confirmed during Site Visit. During evaluation, if any of the criteria mentioned in the credential is not found in the solution, the bidder will be disqualified without further evaluation. Bank's decision in this regard will be final and binding on the Bidder.
4. The Evaluation Committee decided by the Bank or Bank's appointed Consultant would be carrying out the Evaluation and will be appropriately assigning the final marks. The Bank will have the discretion to change the FTR compliance & marks against the Bidder's scored line item(s) if the Bidder/ OEM is not able to showcase the same in Presentation/ Product Demonstration or Site Visit. Bank's decision in this regard will be final and binding on the Bidder.
5. Scheduled Commercial Bank means Scheduled Commercial Bank in India
6. Scheduled Commercial Banks does not include Payments Bank, Cooperatives & RRBs.
7. For OEM- End to end digital lending platform is where all the steps involved in underwriting /onboarding of customer including lead generation , data capture , pre-sanction, sanction , decision , approval and disbursement of loan happens digitally either by STP through customer or assisted in case some part of journey can't be digitised because of in availability of solution or compliance /regulatory issues.

All the other instructions and terms & conditions of the above bid shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject bid.

