

**Amendment-2 to "RFP 20/2017-18 dated 09/11/2017 for Selection of Service Provider for Implementation, Integration, Migration and Maintenance of Secure Enterprise-Class Mailing Solution on ASP Hosted (OPEX) Model"**

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

| Sl. No. | Page No. | Clause No.   | Existing   | Amended  |
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| a.      | 29       | 49. Local Support:   | The Bidder has to provide comprehensive onsite support for the period of 5 years.  | The Bidder has to provide comprehensive onsite support for the period of 3 years from the Project Acceptance Sign-off. Further, the bidder shall also provide the onsite support for additional period of 2 years, if contracted.  |
| b.      | 41       | <u>Annexure-3</u><br><br><u>Eligibility Criteria Declaration</u><br><br>Criteria no. g   | <u>Eligibility Criteria:</u><br>The Bidder should have experience of having managed the solution proposed to the Bank with a minimum of 3000 mailboxes in any Scheduled Commercial Banks/PSUs/Government Departments/ Multi-National Corporates in India during the immediate preceding 4 years (2013-14, 2014-15, 2015-16 & 2016-17).<br><u>Documents to be submitted:</u><br>The bidder shall provide the details of contract which are still valid. Work Orders & reference letters of Satisfactory Performance from the Clients as per format provided has to be submitted along with documentary proof. | <u>Eligibility Criteria:</u><br>The Bidder should have experience of having managed the proposed solution/ similar solution from the proposed OEM to the Bank with a minimum of 3000 mailboxes in any Scheduled Commercial Banks/PSUs/Government Departments/ Multi-National Corporates in India during the immediate preceding 4 years (2013-14, 2014-15, 2015-16 & 2016-17).<br><u>Documents to be submitted:</u><br>The Bidders has to provide order copy / reference Letter from their customer in India duly mentioning the solution name and the no. of mailboxes. |
| c.      | 52       | <u>Annexure-10</u><br><br><u>Technical Requirements:</u><br><br><u>A. Secure Enterprise-Class Mailing Solution on ASP Hosted (OPEX) Model:</u> | <b>New Clause</b>  | <b>65.</b> The proposed Enterprise Mailing Solution should be able to successfully deliver any auto-triggered mails from the Bank's Core Banking Servers and any other Application Servers, like day-to-day Business Alerts, Reports, Official Communications, Transactional Mails, Transactional Alerts, Statements, etc. to the mailboxes of Bank Officials and Customers without any additional cost to the Bank. It should be scalable as per Bank's requirements.   |

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| d. | 55 | <p><u>Annexure-11</u><br/><u>Scope of Work</u></p> <p><u>Detailed Scope of Work:</u></p> <p>1. <u>Business Functionalities:</u></p> | New Clause   | 1.18. The proposed Enterprise Mailing Solution should be able to successfully deliver any auto-triggered mails from the Bank's Core Banking Servers and any other Application Servers, like day-to-day Business Alerts, Reports, Official Communications, Transactional Mails, Transactional Alerts, Statements, etc. to the mailboxes of Bank Officials and Customers without any additional cost to the Bank. It should be scalable as per Bank's requirements. |
| e. | 55 | <p><u>Annexure-11</u><br/><u>Scope of Work</u></p> <p><u>Detailed Scope of Work:</u></p> <p>2. <u>Technical Requirements:</u></p>   | 2.8. Onsite Support should be available from 8 AM to 8 PM on Bank's all working days for a period of One year from the Start Date of implementation of the solution. However, in case of exigencies & any urgency, the Support shall be provided on Holidays & Non-working days, as and when required by the Bank. No additional Cost / Charges shall be paid by the Bank for such requirements. The Onsite Support should be skilled & technically efficient on the proposed E-mail solution. | 2.8. Onsite Support should be available from 8 AM to 8 PM on Bank's all working days during the Contract Period. However, in case of exigencies & any urgency, the Support shall be provided on Holidays & Non-working days, as and when required by the Bank. No additional Cost/Charges shall be paid by the Bank for such requirements. The Onsite Support should be skilled & technically efficient on the proposed E-mail solution.                          |
| f. | 55 | <p><u>Annexure-11</u><br/><u>Scope of Work</u></p> <p><u>Detailed Scope of Work:</u></p> <p>2. <u>Technical Requirements:</u></p>   | 2.9. The Bank reserve the right to continue/renew the Onsite Support Services beyond One Year based on the satisfactory performance of the Resident Engineer and shall terminate the services by giving 30 days' notice period to the bidder. Also, if the performance of the Onsite Resource is not satisfactory, bidder has to replace   | 2.9. The Bank reserve the right to continue/renew the Onsite Support Services beyond Three Years based on the satisfactory performance of the Resident Engineer and shall terminate the services by giving 30 days' notice period to the bidder. Also, if the performance of the Onsite Resource is not satisfactory, bidder has to replace the same within 15 days from the date of Communication to the Bank.   |

All the other Instructions and Terms & Conditions of the above RFP remain unchanged. Please take note of the above Amendments while submitting your response to the subject RFP.

Date: 05/12/2017  
Place: Bengaluru

  
Deputy General Manager

