Request for Proposal (RFP) For Empanelment of Fintechs for Development, Customization & Maintenance of New Software Applications, Digital Marketing including Campaign Management

RFP Ref No: UBI/DIGI/2021-22/Emp/1 dated 09.09.2021

CORRIGENDUM #1 dated 22.09.2021

Union Bank of India, Digitization Vertical, Central Office,

10th Floor, Naman Centre, G Block

BKC, Bandra (E), Mumbai – 400 051

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1.0 The following clauses in the RFP Ref No: UBI/DIGI/2021-22/Emp/1 dated 09.09.2021 for Empanelment of Fintechs for Development, Customization & Maintenance of New Software Applications, Digital Marketing including Campaign Management are amended as per details given below. All other terms & conditions shall be as per terms & conditions mentioned in Original RFP document

Page No	Clause	Existing	Revised
11	5.1	**Notes:** The participating bidders are required to submit valid unambiguous documentary evidences, in support of their meeting the above eligibility criteria as per Annexure C. The Bidder must comply with all above mentioned criteria. Noncompliance of any of the criteria will entail rejection of the Bid summarily.	**Notes:** In case of Startups, Clauses 5.1.a, i & j shall only be applicable and in case of Fintechs (other than startups) Clauses, 5.1.b to 5.1.j shall be applicable. The participating bidders are required to submit valid unambiguous documentary evidences, in support of their meeting the above eligibility criteria as per Annexure C. The Bidder must comply with all above mentioned criteria. Noncompliance of any of the criteria will entail rejection of the Bid summarily.
11	5.1.d	The bidder must have been in operation for a period of at least three years as on date of RFP with a proven track record of at least one successful collaboration with PSU / Private Bank in India for minimum period of Six months.	The bidder must have been in operation for a period of at least three years as on date of RFP with a proven track record of at least one successful and live collaboration with a company in the BFSI sector in India for minimum period of Six months.
12	5.2.1	The bidder should have its development centre/office in India with a minimum of 10 software professionals on their payroll.	The bidder should have its development centre/office in India with a minimum of 10 domain professionals on their payroll
20	7.4.a	Bank shall own the Intellectual Property Rights for the applications developed by the empaneled bidder.	Bank shall own the Intellectual Property Rights for the applications developed as per the requirement of the Bank by the empanelled bidder.
20	7.4.i	For products already developed, for which the empaneled vendor holds the IPR, Bank may purchase the IPR/ purchase perpetual licenses/ purchase subscription or implement escrow	For products already developed, for which the empanelled vendor holds the IPR, Bank may purchase the IPR/ purchase perpetual licenses/ purchase subscription or

		arrangement. The decision for the same shall be taken mutually with the empaneled vendor for such products.	implement escrow arrangement within the overall project outlay specified as per the prevailing policy of the Bank
20	7.4.j	The product may be deployed on either CAPEX or OPEX Model based on the requirements of the Bank and mutual discussion with the empaneled vendor.	The product may be deployed on either CAPEX or OPEX Model based on the requirements of the Bank.
22/23	12	The proposal/ bid being submitted would be binding on the Bidder. As such, it is necessary that authorized personnel of the firm or organization sign the bid documents. The designated personnel should be authorized by a senior official of the organization having authority. The Bid should be signed by the authorized signatory of the bidder. A suitable authorization letter / board resolution to that effect shall be submitted by the bidders. a. All pages of the bid shall be initialed by the person or persons signing the bid. b. Bid form shall be signed in full & official seal affixed. c. All such initials shall be supported by a rubber stamp impression of the Bidder's firm. d. The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a bid commitment. The letter should also indicate the complete name and designation of the	The proposal/ bid being submitted would be binding on the Bidder. As such, it is necessary that authorized personnel of the firm or organization sign the bid documents. The designated personnel should be authorized by a senior official of the organization having authority. The Bid should be signed by the authorized signatory of the bidder. A suitable authorization letter / board resolution to that effect shall be submitted by the bidders. a. All pages of the bid shall be initialed by the person or persons signing the bid. b. Bid form shall be signed in full & official seal affixed. c. All such initials shall be supported by a rubber stamp impression of the Bidder's firm. d. The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a bid commitment. The letter should also indicate the complete name and designation of the designated

		designated personnel.	personnel. e. The term signature shall also include digital signature / e-sign.
30/31	23	Evaluation of Bids Received	Revised Scoring matrix furnished at the end of this document
37	35	Exit Clause	Clause Deleted
38	36.a	The empaneled vendor commits a breach of any of the terms and conditions of the bid.	The empaneled vendor commits a material breach of any of the terms and conditions of the bid.
38	36.j	Successful bidder is found to be indulging in frauds.	Successful bidder is found to be indulged in frauds
49	51	Annexure E	Revised Annexure E furnished at the end of this document
6		Timelines	Revised Timelines are furnished at the end of this document

Clause 23 - Evaluation of Bids Received

The bids received in response to this RFP shall be evaluated by a Committee of the Bank, as per the evaluation matrix furnished below. The bidders may be required to make an in-person / virtual presentation before this committee. The duration of the presentation shall be maximum of 30 mts excluding time for queries and interaction. The presentation can cover the following areas

a. Brief about the company
b. Specialization of the bidder in various domain areas specified by the Bank
c. Demo on projects (as specified in RFP) executed
d. Any other relevant areas

Maximum of 3 participants per firm/company will be allowed for in-person or a virtual presentation as per the Bank's discretion.

Sl No	Parameters	Max Marks (Fintech other than Startup)	Max Marks (Startup)	Criteria	Marks
1	**Experience of the Fintech (Track Record)**	**15**	**5**		
	Similar projects Executed in BFSI sector (Purchase Order along with completion certificate to be submitted)	10	N/A	>5 completed projects	10
				>3 completed projects	6
				1 completed project	2
		(Additional 1 mark for each additional completed project, subject to max of 10 marks)			
	Number of years of operation in India as on 31.03.2021	5	5	<=3 years	3
				>3 years	5
		(Additional 1 mark for each additional year. subject to max of 5 marks)			
2	**Location of Office**	**5**	**5**		**5**
	At Mumbai	5	5		
	At Bangalore, Hyderabad, Pune	3	3		
3	**Employees on Rolls**	5	5		5
	Domain professionals on payroll			10 to 25	2
				26 to 50	3
				More than 50	5

4	**Presentation** a. Brief about the company b. Specialization of the bidder in various domain areas specified by the Bank c. Demo on projects (as specified in RFP) executed d. Any other relevant areas	**25**	**35**		**25/35**
	TOTAL	**50**	**50**		

A firm scoring 70%, or more will be empanelled by the Bank for a period of 2 years

Annexure E - Bidder Information & Technical Specifications (Revised)

A. Details Of Development Center/Office

SL. No.	Address Of Development Center	No Of Software Professionals On Payroll
1		
2		
3		

B. Employee Information:

SL. No.	Name Of Professional	Specific Technology	Experience (In Years)	Certified In Technology (Y/N)	C.V Attached (Y/N)
1					
2					

C. Empanelment Specific Criteria

SL. No.	Category	Experienced (Y/N)	Proof Attached (Y/N)
1	Development & Integration of Digital Journeys		
2	Wealth Management including Insurance		
3	Agricultural Lending		
4	UI / UX Development & Customisation		
5	Analytics using AL / ML / DL		
6	Intelligent Virtual Assistance (Chatbot)		
7	Digital Marketing		
8	Cash Management, Trade & Supply Chain Financing		
9	Pension Management Solution		

Authorized Signatories

(Name & Designation, seal of the firm)

Date:

In view of the above amendments made, the timelines for submission of bids are revised as under:

Date of issue of RFP	09.09.2021 at 14:30 Hours
Last date and time for submission of query	28.09.2021 by 17:00 Hours
Download End Date & Time	11.10.2021 by 15:00 Hours
Last date and time for submission Of Bidding Document	11.10.2021 at 16:00 Hours
Date and Time of Bid Opening	11.10.2021 at 16:15 Hours
Place of opening of Bids	Union Bank of India, Digitization Vertical Central Office, 10th Floor, Naman Centre, G Block, BKC, Mumbai – 400 051
Address & Contact Numbers	As above Tel:(022) 40122400 Nishant Joshi - +91-8584884226 Ajay Tiwari - +91-8806831982
Cost of RFP (Non-Refundable)	Rs 5000/- Amount should be payable by means of Demand Draft favouring Union Bank of India payable at Mumbai.
Contact details	Interested Bidders are requested to send the email to: digitization@unionbankofindia.com containing below mentioned information, so that in case of any clarification same may be issued: **Name of company, contact person, Mailing address with Pin Code, Telephone No., Mobile No., email address, etc.** Subject of the email should be Queries with respect to RFP for Empanelment of Fintechs for Development, Customization & Maintenance of New Software Applications, Digital Marketing including Campaign Management