	Karnataka Gramin Bank
	(A scheduled Bank established by Govt of India- Sponsored by Canara Bank)
	Head Office : Ballari

AMENDMENT No 1 to RFP Ref: KaGB/Project Office/RFP/04/2024-25 dated 07.02.2025 for "SELECTION OF SERVICE PROVIDER FOR PROVIDING CBS & ALLIED APPLICATION SERVICES".

We have herewith provide our responses in consolidated manner with respect to Pre bid queries submitted by multiple bidders as per RFP terms.

The amendments to the RFP are uploaded and all other instructions, terms & conditions of the above RFP will remain unchanged.

The Bidders are hereby requested to take note of our responses to pre bid queries and amendments before participating in bid submission process of our RFP. If any of your pre bid queries submitted remains unanswered then the same should be intimated on or before 28.03.2025 2:00PM by sending email to apmgroup@kgbk.in or via any written communication mode. Please ensure to follow the standard email policy guidelines to avoid any issues with email delivery to us.

If no queries received on or before the above mentioned timeline, then it is deemed acceptance that all the pre bid queries have been answered.

Date: 25-03-2025

Sd/-
General Manager

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Sl No	Page and Clause No	Existing Clause	Amended Clause
1	Page No. 08 SECTION A – BID DETAILS & ABBREVIATIONS Sl. No 10.	Last Date and Time for Submission of Bids 07.03.2025 at 3:00 PM	Last Date and Time for Submission of Bids **15.04.2025 at 3:00 PM**
2	Page No. 08 SECTION A – BID DETAILS & ABBREVIATIONS Sl. No 11.	Date & Time for Opening of Part A- Conformity to Eligibility Criteria. 07.03.2025 at 3:30 PM	Date & Time for Opening of Part A- Conformity to Eligibility Criteria. **15.04.2025 at 3:30 PM**
3	Page No. 18 Clause No. 8 Eligibility Criteria: Sl No 2	a) The Bidder should be Certified Implementation/coding/customization Partner of OEM (Infosys/EdgeVerve) for Finacle implementation, customization and should have provided support for the Finacle 10.x version in any Scheduled bank(s) with minimum 250 branches per bank and at least 1000 branches (altogether).	a) This is pertaining to Infosys/EdgeVerve Certified Finacle Implementation/Coding/Customization Partners The Bidder should be an Infosys/EdgeVerve certified Implementation /coding /customization Partner and should have implemented/maintained Finacle 10.x version of CBS, as a System Integrator or its Core Banking Services partner, in any Scheduled Bank(s) having minimum 650 branches all together in the last 5 years, wherein the per-Bank branch size is 250 or more.

Sl No	Page and Clause No	Existing Clause	Amended Clause
4	Page No. 18 Clause No. 8 Eligibility Criteria: Sl No 2	Mandatory Supporting Documents to be Submitted For a) 1. The relevant certificate from Infosys/ EdgeVerve should be submitted. 2. Authorization letter from their OEM as per Annexure–10 and Annexure–11 of this RFP. 3. The Bidder has to provide purchase order copy along with proof of execution/ Credential Letter from Scheduled banks in India with minimum 250 branches per bank. Multiple credentials are acceptable to fulfil at least 1000 branches (all together).	Mandatory Supporting Documents to be Submitted For a) 1. The relevant certificate/Joint Service Agreement from/with Infosys/ EdgeVerve should be submitted. 2. Authorization letter from their OEM as per Annexure–10 and Annexure–11 of this RFP. 3. The Bidder has to provide purchase order copy along with proof of execution/ Credential Letter from Scheduled banks in India with minimum 250 branches per bank. Multiple credentials are acceptable to fulfil at least 650 branches (all together).
5	Page No. 18 Clause No. 8 Eligibility Criteria: Sl No 2	b) The bidder should have provided/ is providing Finacle CBS application support (10.x version) to scheduled Bank(s) with minimum 250 branches per bank and at least 2000 branches (altogether).	b) This is pertaining to bidders other than Infosys/EdgeVerve Certified Finacle Implementation/Coding/Customization Partners The Bidder should have implemented/maintained CBS in 1300 branches of any Scheduled Bank(s) out of which minimum 650 branches in Finacle 10.x version and the remaining in any type of CBS, as a System Integrator or its Core Banking Services partner, in the last 5 years, wherein the per-Bank branch size is 250 or more.

Sl No	Page and Clause No	Existing Clause	Amended Clause
6	Page No. 18 Clause No. 8 Eligibility Criteria: Sl No 2	Mandatory Supporting Documents to be Submitted For b) 1. The Bidder has to provide purchase order copy along with proof of execution/ Credential Letter from Scheduled banks in India with minimum 250 branches per bank. Multiple credentials are acceptable to fulfil at least 2000 branches (all together). 2. Authorization letter from their OEM as per Annexure–10 and Annexure–11 of this RFP.	Mandatory Supporting Documents to be Submitted For b) 1. The Bidder has to provide purchase order copy along with proof of execution/ Credential Letter from Scheduled banks in India with minimum 250 branches per bank. Multiple credentials are acceptable to fulfil at least 1300 branches (all together). 2. Authorization letter from their OEM as per Annexure–10 and Annexure–11 of this RFP.
7	Page No. 19 Clause No. 8 Eligibility Criteria: Sl No 3	The bidder should have an average annual turnover of Rs.12 Crores during last 3 financial years (i.e., 2021-22 & 2022-23, 2023-24) from Indian operations. This must be the individual company turnover and not of any group of companies.	The bidder should have an average annual turnover of Rs.10 Crores during last 3 financial years (i.e., 2021-22 & 2022-23, 2023-24) from Indian operations. This must be the individual company turnover and not of any group of companies.
8	Page No. 42 Clause No 13.1.9 Exit management Plan	13.1.9. The transition & exit management period will start three (3) months before the expiration of the contract or as decided by the Bank.	13.1.9. The transition & exit management period will start **Six (6)** months before the expiration of the contract or as decided by the Bank.
9	Page No. 60 Clause No. 3.3. Part – B: Technical Proposal:	L = TCO by the vendor for period of 7 years	L = TCO by the vendor for period of **5** years

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Sl No	Page and Clause No	Existing Clause	Amended Clause
10	Page No. 62 Technical Evaluation - S. No. 1 - Bidder's capability (50 Marks)	Evaluation Approach - A) The Bidder should be Certified Implementation /coding /customization Partner of OEM (Infosys/ EdgeVerve) for Finacle implementation, customization and should have provided support for the Finacle 10.x version in any Scheduled bank(s) with minimum 250 branches per bank and at least 1000 branches (altogether) in last 5 years. (15 Marks) • The proposed CBS application should have been Implemented successfully and Ongoing Support by the bidder in any Scheduled bank(s) with minimum 500 branches per bank and at least 1000 branches (altogether) in last 5 years (15 Marks) • The proposed CBS application should have been Implemented successfully and Ongoing Support by the bidder in any Scheduled bank(s) with minimum 250 branches per bank and at least 1000 branches (altogether) in last 5 years (12 Marks)	Evaluation Approach - **A) a) This is pertaining to Infosys/EdgeVerve Certified Finacle Implementation/Coding/Customization Partners (Max 15 Marks)** • The Bidder should be an Infosys/EdgeVerve certified Implementation /coding /customization Partner and should have implemented/maintained Finacle 10.x version of CBS, as a System Integrator or its Core Banking Services partner, in any Scheduled Bank(s) having minimum 650 branches all together in the last 5 years, wherein the per-Bank branch size is 250 or more. (10 Marks) • The Bidder should be an Infosys/EdgeVerve certified Implementation /coding /customization Partner and should have implemented/maintained Finacle 10.x version of CBS, as a System Integrator or its Core Banking Services partner, in any Scheduled Bank(s) having 651-1000 branches all together, in the last 5 years, wherein the per-Bank branch size is 250 or more. (12 Marks) • The Bidder should be an Infosys/EdgeVerve certified Implementation /coding /customization Partner and should have implemented/maintained Finacle 10.x version of CBS, as a System Integrator or its Core Banking Services partner, in any Scheduled Bank(s) having more than 1000 branches all together, in the last 5 years, wherein the per-Bank branch size is 250 or more. (15 Marks)

Sl No	Page and Clause No	Existing Clause	Amended Clause
11	Page No. 62 Technical Evaluation - S. No. 1 - Bidder's capability (50 Marks)	A) Note: If the bidder is only providing Finacle CBS application support (10.x version) to scheduled Bank(s) then the above two scoring criteria will be valid for the Bidder with an additional clause that it has to mandatorily provide Ongoing Support to at least 2000 Branches (all together).	**Evaluation Approach -** **A) b) This is pertaining to bidders other than Infosys/EdgeVerve Certified Finacle Implementation/Coding/Customization Partners - (Max 15 Marks)** • The Bidder should have implemented/maintained CBS in 1300 branches of any Scheduled Bank(s) out of which minimum 650 branches in Finacle 10.x version and the remaining in any type of CBS, as a System Integrator or its Core Banking Services partner, in the last 5 years, wherein the per-Bank branch size is 250 or more. (10 Marks) • The Bidder should have implemented/maintained CBS in 1600 branches of any Scheduled Bank(s) out of which minimum 800 branches in Finacle 10.x version and the remaining in any type of CBS, as a System Integrator or its Core Banking Services partner, in the last 5 years, wherein the per-Bank branch size is 250 or more. (12 Marks) • The Bidder should have implemented/maintained CBS in 2000 branches of any Scheduled Bank(s) out of which minimum 1000 branches in Finacle 10.x version and the remaining in any type of CBS, as a System Integrator or its Core Banking Services partner, in the last 5 years, wherein the per-Bank branch size is 250 or more. (15 Marks)

Sl No	Page and Clause No	Existing Clause	Amended Clause
12	Page No. 62 Technical Evaluation - S. No. 1 - Bidder's capability (50 Marks)	Supporting Documents to be submitted A) 1. The relevant certificate from Infosys/ EdgeVerve should be submitted. 2. Authorization letter from their OEM as per Annexure–10 and Annexure–11 of this RFP. 3. The Bidder has to provide purchase order copy along with proof of execution/ Credential Letter from Scheduled banks in India with minimum 250 branches per bank. Multiple credentials are acceptable to fullfill at least 1000 branches (all together).	Supporting Documents to be submitted **A) a) This is pertaining to Infosys/EdgeVerve Certified Finacle Implementation/Coding/Customization Partners** 1. The relevant certificate/Joint Service Agreement from/with Infosys/ EdgeVerve should be submitted. 2. Authorization letter from their OEM as per Annexure–10 and Annexure–11 of this RFP. 3. The Bidder has to provide purchase order copy along with proof of execution/ Credential Letter from Scheduled banks in India with minimum 250 branches per bank. Multiple credentials are acceptable to fulfil at least 650 branches (all together).
13	Page No. 62 Technical Evaluation - S. No. 1 - Bidder's capability (50 Marks)	Nil	Additional Clause - Supporting Documents to be submitted **A) b) This is pertaining to bidders other than Infosys/EdgeVerve Certified Finacle Implementation/Coding/Customization Partners** 1. The Bidder has to provide purchase order copy along with proof of execution/ Credential Letter from Scheduled banks in India with minimum 250 branches per bank. Multiple credentials are acceptable to fulfil at least 1300 branches (all together). 2. Authorization letter from their OEM as per Annexure–10 and Annexure–11 of this RFP.

Sl No	Page and Clause No	Existing Clause	Amended Clause
14	Page No. 62 & 63 Technical Evaluation - S. No. 1 - Bidder's capability (50 Marks)	B) The Bidder should have undertaken at least two(2) Application Management services for Surround applications (Internet Banking, Mobile Banking with IMPS and UPI,PFMS,AML, CTS, SFMS,LOS,LMS) any of the commercial/Scheduled banks during last three financial years. (15 Marks) • The Bidder should have undertaken Six (6) or more Application Management services for Surround applications (Internet Banking, Mobile Banking with IMPS and UPI,PFMS,AML, CTS, SFMS,LOS,LMS) any of the commercial/Scheduled banks during last three financial years. (15 Marks) • The Bidder should have undertaken at least Four (4) Application Management services for Surround applications (Internet Banking, Mobile Banking with IMPS and UPI, PFMS, AML, CTS, SFMS,LOS,LMS) any of the commercial/Scheduled banks during last three financial years. (12 Marks) • The Bidder should have undertaken at least two (2) Application Management services for Surround applications (Internet Banking, Mobile Banking with IMPS and UPI, PFMS, AML, CTS, SFMS, LOS, LMS) any of the commercial/Scheduled banks during last three financial years. (10 Marks)	B) The Bidder should have undertaken at least two(2) Application Management services for Surround applications (Internet Banking, Mobile Banking with IMPS and UPI,PFMS,AML, CTS, SFMS,LOS,LMS) any of the Scheduled banks during last three financial years. **(Max 15 Marks)** • The Bidder should have undertaken Six (6) or more Application Management services for Surround applications (Internet Banking, Mobile Banking with IMPS and UPI, PFMS, AML, CTS, SFMS, LOS, LMS) any of the Scheduled banks during last three financial years. (15 Marks) • The Bidder should have undertaken at least Four (4) Application Management services for Surround applications (Internet Banking, Mobile Banking with IMPS and UPI, PFMS, AML, CTS, SFMS, LOS, LMS) any of the Scheduled banks during last three financial years. (12 Marks) • The Bidder should have undertaken at least two (2) Application Management services for Surround applications (Internet Banking, Mobile Banking with IMPS and UPI, PFMS, AML, CTS, SFMS, LOS, LMS) any of the Scheduled banks during last three financial years. (10 Marks)

Sl No	Page and Clause No	Existing Clause	Amended Clause
15	Page No. 63 & 64 Technical Evaluation - S. No. 1 - Bidder's capability (50 Marks)	C) The Bidder should have prior experience in providing L1 and L2 resources for Application Support services for at least One(1) commercial/Scheduled banks in India during last three financial years. (10 Marks) • The Bidder should have prior experience in providing L1 and L2 resources for Application Support services for at least One(1) commercial/Scheduled banks in ndia during last three financial years.(7 Marks) • The Bidder should have prior experience in providing L1 and L2 resources for Application Support services for at Two (2) commercial/Scheduled banks in India during last three financial years.(8 Marks) • The Bidder should have prior experience in providing L1 and L2 resources for Application Support services for a more than Two (2) commercial/Scheduled banks in India during last three financial years.(10 Marks)	C) The Bidder should have prior experience in providing L1 and L2 resources for Application Support services for at least One(1) Scheduled banks in India during last three financial years. **(Max 10 Marks)** • The Bidder should have prior experience in providing L1 and L2 resources for Application Support services for at least One(1) Scheduled banks in India during last three financial years.(7 Marks) • The Bidder should have prior experience in providing L1 and L2 resources for Application Support services for at Two (2) Scheduled banks in India during last three financial years.(8 Marks) • The Bidder should have prior experience in providing L1 and L2 resources for Application Support services for a more than Two (2) Scheduled banks in India during last three financial years.(10 Marks)

Sl No	Page and Clause No	Existing Clause	Amended Clause
16	Page No. 64 Technical Evaluation - S. No. 1 - Bidder's capability (50 Marks)	D) The bidder should have an average annual turnover minimum ₹. 12 Crore during last three financial years (i.e., 2021-22, 2022-23, 2023-24). (10 Marks) • The Bidder should have an average annual turnover minimum ₹. 10 Crore during last three financial years (i.e., 2021-22, 2022-23, 2023-24). (7 Marks) • The Bidder should have an average annual turnover minimum ₹. 15 Crore during last three financial years (i.e., 2021-22, 2022-23, 2023-24). (8 Marks) • The Bidder should have an average annual turnover minimum ₹. 20 Crore during last three financial years (i.e., 2021-22, 2022-23, 2023-24). (10 Marks)	D) The bidder should have an average annual turnover minimum ₹. 10 Crore during last three financial years (i.e., 2021-22, 2022-23, 2023-24). (Max 10 Marks) • The Bidder should have an average annual turnover minimum ₹. 10 Crore but up to ₹ 15 crore during last three financial years (i.e., 2021-22, 2022-23, 2023-24). (7 Marks) • The Bidder should have an average annual turnover more than ₹. 15 Crore but less than ₹ 20 crore during last three financial years (i.e., 2021-22, 2022-23, 2023-24). (8 Marks) • The Bidder should have an average annual turnover above ₹. 20 Crore during last three financial years (i.e., 2021-22, 2022-23, 2023-24). (10 Marks)

Sl No	Page and Clause No	Existing Clause	Amended Clause
17	Page No. 64 & 65 Technical Evaluation - S. No. 2 - Proposed Manpower Deployment (30 Marks)	A) Project Manager Experience (10 Marks) • Project Manager – Project Manager having 15+ years of Experience and Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. or equivalent or higher qualification. Practical experience in project management methodology and techniques gained through managing large and complex projects. Experience in Managing Bank operations engagements and have worked as a Program manager in at least one Schedule Commercial Bank in India Having Certification in any one of the following: ITIL 4 certified, PMP Certified, Prince -2 certified. (10 Marks) • Project Manager – Project Manager having 10+ years of Experience and Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. or equivalent or higher qualification. Practical experience in project management methodology and techniques gained through managing large and complex projects. Experience in managing Bank operations engagements and have worked as a Program manager in at least one Schedule Commercial Bank in India Having Certification in any one of the following: ITIL 4 certified, PMP Certified, Prince -2 certified. (7 Marks)	**A) Project Manager Experience (Max 10 Marks)** • Project Manager – Project Manager having 15+ years of Experience and Graduate in Commerce/Science/BSc IT/ BSc Computer science/BCA/Engineering /B.E. / B.Tech. /MBA/ PGDCM/ MCA/or equivalent or higher technical qualification. Practical experience in project management methodology and techniques gained through managing large and complex projects. Experience in Managing Bank operations engagements and have worked as a Program manager in at least one Schedule Commercial Bank in India Having Certification in any one of the following: ITIL 4 certified, PMP Certified, Prince -2 certified. (10 Marks) • Project Manager – Project Manager having 10+ years of Experience and Graduate in Commerce/Science/BSc IT/ BSc Computer science/BCA/Engineering /B.E. / B.Tech. /MBA/ PGDCM/ MCA/or equivalent or higher technical qualification. Practical experience in project management methodology and techniques gained through managing large and complex projects. Experience in managing Bank operations engagements and have worked as a Program manager in at least one Schedule Commercial Bank in India Having Certification in any one of the following: ITIL 4 certified, PMP Certified, Prince -2 certified. (7 Marks)

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Sl No	Page and Clause No	Existing Clause	Amended Clause
18	Page No. 65 & 66 Technical Evaluation - S. No. 2 - Proposed Manpower Deployment (30 Marks)	B) Technical Lead Experience (10 Marks) • Technical Lead- Having 10+ years of Experience and Graduate in Engineering /PGDCM /MBA/ MCA/PGDGM / BE/B.Tech in Computer Science & Engineering or equivalent or higher qualification. Should have experience in Allied Applications & Interfaces, Infrastructure management but not limited to (Windows/Solaris/IBM Unix/AIX Administration/RHEL), storage, database (Oracle/DB2/Sybase/MySQL/MSSQL) and Network (Firewall/Load balancer/WAF/switch/router/SD WAN) in Banking Domain and should have certification in any two(2) of the following : Application development Certification Technical certifications like MCP/SA/RHCE / CCNP/ VMware vSphere/ Oracle Solaris Certified/ PowerVM/IBM Certified Specialist.Professional/Expert level DB Certifications but not limited to Oracle/MS-SQL/MY-SQL/Sybase/DB2 (10 Marks) • Technical Lead- Having 7+ years of Experience and Graduate in Engineering /PGDCM /MBA/ MCA/PGDGM / BE/B.Tech in Computer Science & Engineering or equivalent or higher qualification. Should have experience in Allied Applications & Interfaces, Infrastructure management but not limited to (Windows/Solaris/IBM	**B) Technical Lead Experience (Max 10 Marks)** Technical Lead- Having 10+ years of Experience and Graduate in BSc IT/ BSc Computer science/BCA/ PGDCM /MBA/ MCA/PGDGM / BE/B.Tech in Computer Science & Engineering or equivalent or higher technical qualification. Should have experience in Allied Applications & Interfaces, Infrastructure management but not limited to (Windows/Solaris/IBM Unix/AIX Administration/RHEL), storage, database (Oracle/DB2/Sybase/MySQL/MSSQL) and Network (Firewall/Load balancer/WAF/switch/router/SD WAN) in Banking Domain and should have certification in any two(2) of the following : Application development Certification Technical certifications like MCP/SA/RHCE / CCNP/ VMware vSphere/ Oracle Solaris Certified/ PowerVM/IBM Certified Specialist.Professional/Expert level DB Certifications but not limited to Oracle/MS-SQL/MY-SQL/Sybase/DB2 (10 Marks) Technical Lead- Having 7+ years of Experience and Graduate in BSc IT/ BSc Computer science/BCA/ PGDCM /MBA/ MCA/PGDGM / BE/B.Tech in Computer Science & Engineering or equivalent or higher technical qualification. Should have experience in Allied Applications & Interfaces, Infrastructure management but not limited to (Windows/Solaris/IBM Unix/AIX Administration/RHEL), storage, database (Oracle/DB2/Sybase/MySQL/MSSQL) and Network (Firewall/Load balancer/WAF/switch/router/SD WAN) in Banking Domain and should have certification in any two (2) of the following: Application development

Sl No	Page and Clause No	Existing Clause	Amended Clause
		Unix/AIX Administration/RHEL), storage, database (Oracle/DB2/Sybase/MySQL/MSSQL) and Network (Firewall/Load balancer/WAF/switch/router/SD WAN) in Banking Domain and should have certification in any two (2) of the following: Application development Certification Technical certifications like MCP/SA/RHCE / CCNP/ VMware vSphere/ Oracle Solaris Certified/ Power VM/IBM Certified Specialist. Professional/Expert level DB Certifications but not limited to Oracle/MS-SQL/MY-SQL/Sybase/DB2 (7 Marks)	Certification Technical certifications like MCP/SA/RHCE / CCNP/ VMware vSphere/ Oracle Solaris Certified/ Power VM/IBM Certified Specialist. Professional/Expert level DB Certifications but not limited to Oracle/MS-SQL/MY-SQL/Sybase/DB2 (7 Marks)

Sl No	Page and Clause No	Existing Clause	Amended Clause
19	Page No. 66 & 67 Technical Evaluation - S. No. 2 - Proposed Manpower Deployment (30 Marks)	C) L2 Support for Finacle CBS and Finacle Integrator (10 Marks) • L2 Support for Finacle CBS and Finacle Integrator – Having 5+ years of Experience and Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele communication & or equivalent or higher qualification. Experience of Finacle Core Banking applications, Banking Operations, Treasury, Interfaces, Internet Banking, Mobile Banking, IMPS, UPI other payment services, Vendor Management Customization, Implementation, Configuration, managing EOD/BOD process. (10Marks) • L2 Support for Finacle CBS and Finacle Integrator – Having 3+ years of Experience and Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele communication & or equivalent or higher qualification. Experience of Finacle Core Banking applications, Banking Operations, Treasury, Interfaces, Internet Banking, Mobile Banking, IMPS, UPI other payment services, Vendor Management Customization, Implementation, Configuration, managing EOD/BOD process. (7 Marks)	**C) L2 Support for Finacle CBS and Finacle Integrator (Max 10 Marks)** • L2 Support for Finacle CBS and Finacle Integrator – Having 5+ years of Experience and Graduate in BSc IT/ BSc Computer science/BCA/ Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele communication & or equivalent or higher technical qualification. Experience of Finacle Core Banking applications, Banking Operations, Treasury, Interfaces, Internet Banking, Mobile Banking, IMPS, UPI other payment services, Vendor Management Customization, Implementation, Configuration, managing EOD/BOD process. (10 Marks) • L2 Support for Finacle CBS and Finacle Integrator – Having 3+ years of Experience and Graduate in BSc IT/ BSc Computer science/BCA/ Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele communication & or equivalent or higher technical qualification. Experience of Finacle Core Banking applications, Banking Operations, Treasury, Interfaces, Internet Banking, Mobile Banking, IMPS, UPI other payment services, Vendor Management Customization, Implementation, Configuration, managing EOD/BOD process. (7 Marks)

Sl No	Page and Clause No	Existing Clause	Amended Clause
20	Page No. 91 Annexure - 1 Eligibility Criteria Declaration Sl No 2	x) The Bidder should be Certified Implementation/coding/customization Partner of OEM (Infosys/EdgeVerve) for Finacle implementation, customization and should have provided support for the Finacle 10.x version in any Scheduled bank(s) with minimum 250 branches per bank and at least 1000 branches (altogether).	a) This is pertaining to Infosys/EdgeVerve Certified Finacle Implementation/Coding/Customization Partners The Bidder should be an Infosys/EdgeVerve certified Implementation /coding /customization Partner and should have implemented/maintained Finacle 10.x version of CBS, as a System Integrator or its Core Banking Services partner, in any Scheduled Bank(s) having minimum 650 branches all together in the last 5 years, wherein the per-Bank branch size is 250 or more.
21	Page No. 91 Annexure - 1 Eligibility Criteria Declaration Sl No 2	Mandatory Supporting Documents to be Submitted For a) 4. The relevant certificate from Infosys/ EdgeVerve should be submitted. 5. Authorization letter from their OEM as per Annexure–10 and Annexure–11 of this RFP. 6. The Bidder has to provide purchase order copy along with proof of execution/ Credential Letter from Scheduled banks in India with minimum 250 branches per bank. Multiple credentials are acceptable to fulfil at least 1000 branches (all together).	Mandatory Supporting Documents to be Submitted For a) 1. The relevant certificate/Joint Service Agreement from/with Infosys/ EdgeVerve should be submitted. 2. Authorization letter from their OEM as per Annexure–10 and Annexure–11 of this RFP. 3. The Bidder has to provide purchase order copy along with proof of execution/ Credential Letter from Scheduled banks in India with minimum 250 branches per bank. Multiple credentials are acceptable to fulfil at least 650 branches (all together).

Sl No	Page and Clause No	Existing Clause	Amended Clause
22	Page No. 91 & 92 Annexure - 1 Eligibility Criteria Declaration Sl No 2	y) The bidder should have provided/ is providing Finacle CBS application support (10.x version) to scheduled Bank(s) with minimum 250 branches per bank and at least 2000 branches (altogether).	b) This is pertaining to bidders other than Infosys/EdgeVerve Certified Finacle Implementation/Coding/Customization Partners The Bidder should have implemented/maintained CBS in 1300 branches of any Scheduled Bank(s) out of which minimum 650 branches in Finacle 10.x version and the remaining in any type of CBS, as a System Integrator or its Core Banking Services partner, in the last 5 years, wherein the per-Bank branch size is 250 or more.
23	Page No. 91 & 92 Annexure - 1 Eligibility Criteria Declaration Sl No 2	Mandatory Supporting Documents to be Submitted For b) 3. The Bidder has to provide purchase order copy along with proof of execution/ Credential Letter from Scheduled banks in India with minimum 250 branches per bank. Multiple credentials are acceptable to fulfil at least 2000 branches (all together). 4. Authorization letter from their OEM as per Annexure–10 and Annexure–11 of this RFP.	Mandatory Supporting Documents to be Submitted For b) 1. The Bidder has to provide purchase order copy along with proof of execution/ Credential Letter from Scheduled banks in India with minimum 250 branches per bank. Multiple credentials are acceptable to fulfil at least 1300 branches (all together). 2. Authorization letter from their OEM as per Annexure–10 and Annexure–11 of this RFP.
24	Page No. 92 Annexure - 1 Eligibility Criteria Declaration Sl No 3	The bidder should have an average annual turnover of Rs.12 Crores during last 3 financial years (i.e., 2021-22 & 2022-23, 2023-24) from Indian operations. This must be the individual company turnover and not of any group of companies.	The bidder should have an average annual turnover of Rs.10 Crores during last 3 financial years (i.e., 2021-22 & 2022-23, 2023-24) from Indian operations. This must be the individual company turnover and not of any group of companies.