

Addendum to RFP -Engagement of management consultant for Business Process Re-imagination and Innovation Project of the Bank, on 05TH November 2024.

1. Clarification in the eligibility criteria :-

a. Domestic Sphere: Annexure 2 - Experience (Domestic Sphere) Pg. - 24

Detailed scope of work as published in RFP	Bank's Response
Bidder should have an experience of at least - 2- projects in last 5 years, of which minimum 1 to be in immediate preceding 3 years, in the nature of a Business process and digital transformation in a public sector Bank/ Private Sector Bank or a Business Strategy project with any Public Sector Bank/ Private Sector Bank in India, with a minimum duration of 12 months	Bidder should have an experience and credentials in having executed/completed/ ongoing projects (ongoing since at least 12 months) at least -2- projects in last 5 years, of which minimum 1 to be in immediate preceding 3 years, in the nature of a Business process and digital transformation in a public sector Bank/ Private Sector Bank or a Business Strategy project with any Public Sector Bank/ Private Sector Bank in India, with a minimum duration of 12 months.

b. International Sphere: Annexure 02 - Experience (International Sphere) Pg. - 24

Detailed scope of work as published in RFP	Bank's Response
Bidder should have an experience of atleast-1- project of Business process and digital transformational nature in BFSI domain in international market by itself/ affiliates/ group entities in the last 3 years.	Bidder should have an experience of atleast-1- project executed/completed/ ongoing projects (ongoing since at least 12 months) of Business process and digital transformational nature in BFSI domain in international market by itself/ affiliates/ group entities in the last 3 years.

2. **Last Date for Submission of RFP Response** General Pg.-2

Detailed as published in RFP	Bank's Response
Last date of submission is 26 th November 2024	Extended up to 17 th Dec 2024 till 3PM

3. **Annexure-12-** Pg. 58 & 59

Detailed as published in RFP	Bank's Response
Vendor should be capable of providing an uptime of 99.90% (during AMC period), calculated on a monthly basis for each of the asset separately.	Omitted, as it's not relevant to the subject RFP

4. Contract period scope of Work- Pg-9 & 45

Detailed as published in RFP	Bank's Response
<p>Page 9: The Bank plans to implement the project in a phased approach, starting with Phase I, which includes key modules scheduled for completion within 12 months. Phase II will focus on additional modules and scaling up the modules implemented in Phase I, with an expected duration of 6 months. Phase III will be the final phase, aimed at fine-tuning, adoption, enforcement, and repositioning, and is also anticipated to last for 6 months.</p> <p>Page-45: Phase 1: Assessment / Planning & Design (0-6 Months) Phase 2: EVM Implementation Framework-Process Transformation (6-12 Months) Phase 3: Monitoring and Evaluation (12-24 Months)</p>	<p>The Bank plans to implement the project in a phased approach for each of the Sprints and duration of phases will vary for each of the sprints. Sprints are defined in point-5 below.</p>

5. Commercial: Project Milestone & Payment Terms. Pg.-57

Sprints & Milestones		
SN	Sprints	Milestones for payment (25% of 100%)
1	Retail Liability- (Build CASA growth including strategies for corporate salary Package)	
	Mobilisation of team (CMO) & Completion of diagnostic study (Evaluation of as-is state)	5%
	Finalisation of Design of operating model & Proposing of technology stack	15%
	Pilot launch of journeys	20%
	Roll out of product & process for business growth	20%
	Monitoring, Attaining Scale* & Evaluation	30%
	Knowledge Transfer & Handover	10%
2	Accelerate Growth in RAM portfolio	
	Mobilisation of team (CMO) & Completion of diagnostic study (Evaluation of as-is state)	10%
	Finalisation of Design of operating model & Proposing of technology stack	10%
	Pilot launch of journeys	20%

	Roll out of product & process for business growth	20%
	Monitoring, Attaining Scale* & Evaluation	30%
	Knowledge Transfer & Handover	10%
3 Enable new drivers to boost fee income- (Including Digital payment & Technology)		
	Mobilisation of team (CMO) & Completion of diagnostic study (Evaluation of as-is state)	5%
	Finalisation of Design of operating model including clear articulation of tech enablers	15%
	Pilot launch of journeys	20%
	Roll out of product & process for business growth	20%
	Monitoring, Attaining Scale* & Evaluation	35%
	Knowledge Transfer & Handover	5%
4 Enhancing Customer Journeys, Automation, and Analytics-Driven Decisioning		
	Mobilisation of team (CMO) & Completion of diagnostic study (Evaluation of as-is state)	10%
	Finalisation of Design of operating model & Proposing of technology stack	10%
	Pilot launch of journeys	20%
	Roll out of product & process for business growth	20%
	Monitoring, Attaining Scale* & Evaluation	30%
	Knowledge Transfer & Handover	10%
	*Minimum adoption in 50% targeted Business units	

Details will be shared with the successful bidder

6. Project Outcome Pg.-57- The Outcome of BPRI project is envisaged as follows:-

Outcomes
Increase in CASA (Excluding bulk & CD)
Increase in RAM
Increase in NIM
Decrease in C/I
Y-o-Y Increase in FEE Income
New STP Journeys

Details will be shared with the successful bidder

7. Minimum marks for qualification Pg.- 27

Detailed as published in RFP	Bank's Response
Bidder is required to secure minimum seventy marks (75) aggregate in all parameter as mentioned above in order to be eligible for opening of the commercial bid.	Please read it as seventy five (75) aggregate in all parameter as mentioned above in order to be eligible for opening of the commercial bid.

8. Annexure 10 Pg.- 43

Detailed as published in RFP	Bank's Response
Undertaking of Information Security (Bidder & OSD) & Certificate of Local Content.	Omitted, as it's not relevant to the subject RFP

9. Retail Liability (Section C) – Pg.47

Detailed as published in RFP	Bank's Response
Gap assessment in current collection module and Benchmarking with best-in-class module	Please consider collection module to be part of RAM Revamping.

All Bidders are advised to consider the above points while submitting the bids.
Other Terms and Conditions of the bid shall remain unchanged.