

Supply, Implementation and Maintenance of AI Chat-bot/Virtual Assistant with Machine learning capabilities for the Bank. (Ref:CO:ITD:120/R1:2018-19 Date:28.06.2018)

Amendments						
S No.	RFP Page no.	RFP Clause no.	RFP Clause			Amended Clause
1	5-6	IV	Activity	Timeline for completion	Liquidated Damages	Activity
			SRS (System Requirement Specification) Sign-Off for Chatbot to be developed by bidder as per requirements mentioned in Part-I	10 days	The total time to complete the entire activities is two months from the date of accepting the purchase order by the successful bidder. Any delay in completing any or all will attract penalty at the rate of Rs.1,000/- (Rupees One Thousand Only) per day after two months from the date of accepting the purchase order	SRS (System Requirement Specification) Sign-Off for Chatbot to be developed by bidder as per requirements mentioned in Part-I
			Development of Chatbot	30 days		Development of Chatbot
			Installation, configuration, integration and customization of ChatBot for UAT	5 days		Installation, configuration, integration and customization of ChatBot for UAT
			On UAT signoff of proposed ChatBot Solution	10 days		On UAT signoff of proposed ChatBot Solution
			Go Live	5 days		Go Live
						Timeline for completion
						Liquidated Damages
						The total time to complete the entire activities is three months from the date of signing of contract by the successful bidder. Any delay in completing any or all will attract penalty at the rate of Rs.1,000/- (Rupees One Thousand Only) per day after three months from the date of signing of contract up to a maximum deduction of 10% of the total contract price. If the services are not rendered in time, the

							Purchaser may consider termination of the contract.																																										
2	18	Annexure - II	<table><tr><th>S. No.</th><th>Item</th><th>Amount(in Rupees)</th></tr><tr><td>1</td><td>Implementation Charges (installation, configuration, Customization, Training, Interface(s), Testing, Acceptance, Data Migration etc.)</td><td></td></tr><tr><td>2</td><td>Maintenance Charges for 1<sup>st</sup> year from the day of Go live of the AI Chatbot</td><td></td></tr><tr><td>3</td><td>Maintenance Charges for 2<sup>nd</sup> year from the day of Go live of the AI Chatbot</td><td></td></tr><tr><td>4</td><td>Maintenance Charges for 3<sup>rd</sup> year from the day of Go live of the AI Chatbot</td><td></td></tr><tr><td>5</td><td>Any other cost, Please specify</td><td></td></tr><tr><td></td><td><b>Total</b></td><td></td></tr></table>	S. No.	Item	Amount(in Rupees)	1	Implementation Charges (installation, configuration, Customization, Training, Interface(s), Testing, Acceptance, Data Migration etc.)		2	Maintenance Charges for 1 <sup>st</sup> year from the day of Go live of the AI Chatbot		3	Maintenance Charges for 2 <sup>nd</sup> year from the day of Go live of the AI Chatbot		4	Maintenance Charges for 3 <sup>rd</sup> year from the day of Go live of the AI Chatbot		5	Any other cost, Please specify			<b>Total</b>		<table><tr><th>S. No.</th><th>Item</th><th>Amount(in Rupees)</th></tr><tr><td>1</td><td><b>License Cost for Software at DC and DR</b></td><td></td></tr><tr><td>2</td><td>Implementation Charges (installation, configuration, Customization, Training, Interface(s), Testing, Acceptance, Data Migration etc.) at DC &amp; DR</td><td></td></tr><tr><td>3</td><td>Maintenance Charges for 1<sup>st</sup> year from the day of Go live of the AI Chatbot</td><td></td></tr><tr><td>4</td><td>Maintenance Charges for 2<sup>nd</sup> year from the day of Go live of the AI Chatbot</td><td></td></tr><tr><td>5</td><td>Maintenance Charges for 3<sup>rd</sup> year from the day of Go live of the AI Chatbot</td><td></td></tr><tr><td>6</td><td>Any other cost, Please specify</td><td></td></tr><tr><td></td><td><b>Total</b></td><td></td></tr></table>	S. No.	Item	Amount(in Rupees)	1	<b>License Cost for Software at DC and DR</b>		2	Implementation Charges (installation, configuration, Customization, Training, Interface(s), Testing, Acceptance, Data Migration etc.) at DC & DR		3	Maintenance Charges for 1 <sup>st</sup> year from the day of Go live of the AI Chatbot		4	Maintenance Charges for 2 <sup>nd</sup> year from the day of Go live of the AI Chatbot		5	Maintenance Charges for 3 <sup>rd</sup> year from the day of Go live of the AI Chatbot		6	Any other cost, Please specify			<b>Total</b>	
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3	7	VII. Contract Period	The contract period will commence from the date of acceptance of the Purchase order and will be valid upto a period of Three years from the date of go live. The contract is extendable / renewable further at the option of the Bank on mutually agreed terms.	The contract period will commence from the date of signing of the contract and will be valid upto a period of Three years from the date of go live. The contract is extendable / renewable further at the option of the Bank on mutually agreed terms.																																													
4	17	Annexure 1 Point 39	Bidder to submit the source code of the Chatbot after successfully implementation and also for every update.	The Bank and the successful bidder shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code for the chatbot software supplied by the successful bidder to the Bank in order to protect its interests in an eventual situation. The Bank and the successful bidder																																													





				shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, inter alia, the events of the release of the source code and the obligations of the escrow agent. Costs for the Escrow will be borne by the successful bidder. As a part of the escrow arrangement, the successful bidder is expected to provide a detailed code documentation of the chatbot software. The Escrow arrangement suggested by the successful bidder shall not be binding on the Bank. The Bank reserves the right to explore alternate escrow mechanisms based on the Bank's existing practices. The Bank and the successful bidder may enter into such escrow arrangement that is mutually agreed upon by the two parties. The source code of customizations done by the successful bidder on the latest version of the chatbot software running in the bank is to be kept in escrow once in a quarter. The escrow will be released to and become the property of the Bank in the event that the agreement is terminated for either default or insolvency or should the bidder cease, or give notice of intention to cease to provide maintenance or technical support service for the software as required by the agreement. All payment and costs with respect to lodging of software with escrow services in India would be borne by the successful bidder.
5	13	XXXII. DISASTER RECOVERY SITE	The Service Provider is required to establish the Disaster Recovery (DR) setup for the proposed solution at Chennai. DR setup will be mirror image of the Primary setup.	The Service Provider is required to establish the Disaster Recovery (DR) setup for the proposed solution at <b>Hyderabad</b> . DR setup will be mirror image of the Primary setup at Chennai.
6	1	Point no. 1	"Technical quote for Supply, installation and Maintenance of AI Chat-bot/Virtual Assistant with Machine learning capabilities for the Bank Website- Due on 25/07/2018 at 15.00 Hours".	Technical quote for Supply, installation and Maintenance of AI Chat-bot/Virtual Assistant with Machine learning capabilities for the Bank Website- Due on 06/08/2018 at 15.00 Hours.

7	3	Point no. 11	--Additional--	<b>Security requirements</b> <ul style="list-style-type: none"> <li>• Incorporate/ ensure information security across all stages of application life cycle</li> <li>• The Bank reserves the right to do Vulnerability Assessment and Penetration Testing (VAPT) audit of the Chabot solution, web server by third party security auditors appointed by Bank once in a year or as per RBI guidelines. The vendor shall fix/ rectify the vulnerabilities and observations found by the IS Auditor free of cost and submit the final compliance/closer report/certificate from the Auditor. First IS Audit and VA/PT should be conducted prior to launch of the solution.</li> <li>• Besides business functionalities security requirements relating to system access control, authentication, transaction authorization, data integrity, system activity logging, audit trail, session management, security event tracking &amp; exception handling are required to be clearly specified at the initial and ongoing stages of system development/ acquisition / implementation.</li> </ul>
8	16	Part I Point no. 19	Platform must support integrations using web hooks, REST APIs, Web Services, ESB-integration, MQ and custom adapters using the hybrid SDK. Integration to banking API's to be done at no additional cost.	Platform must support integrations using web hooks, REST/SOAP APIs/ Web Services etc. Integration to banking API's to be done at no additional cost.
9	2	I. Clause 8. Qualification criteria for	--Additional--	Start-up companies recognized by Department of Industrial Policy and Promotion, GOI, shall be exempted from the prior turnover and prior experience eligibility criteria.



		Bidders.		
10	6	V Clause	--Additional--	<b>The Payment Schedule for AMC cost will be as follows:</b> <ul style="list-style-type: none"> <li>• Yearly in advance for 2nd year.</li> <li>• Yearly in advance for 3rd year.</li> </ul>
11	22	Annexure – V Bid Form	Having examined the Bidding Documents including Agenda Nos..... (Insert numbers), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to Development, Implementation And Maintenance Of AI Chatbot for Indian Bank, in conformity with the said Bidding Documents.	Having examined the Bidding Documents including <b>amendments, clarifications and addendums</b> , the receipt of which is hereby duly acknowledged, we, the undersigned, offer to Development, Implementation And Maintenance Of AI Chatbot for Indian Bank, in conformity with the said Bidding Documents.



