

**CORRIGENDUM 1: MODIFICATIONS AND CLARIFICATIONS WITH RESPECT TO
CLOSED REQUEST FOR PROPOSAL FOR EXIM MITRA WEBSITE AND MOBILE
APPLICATION DEVELOPMENT AND MAINTENANCE**

With reference to the Bid document numbered GEM/2023/B/3231293 - **CLOSED REQUEST FOR PROPOSAL FOR Exim Mitra Website and Mobile Application Development and Maintenance** published in the GEM Portal on March 6, 2023, please note the following modifications and clarifications to the closed RFP document in accordance with the discussions and conclusions of the pre-bid meeting held on March 17, 2023.

Please note the following changes-

MODIFICATIONS

Sr. No.	RFP Document (Page No)	Section/Description	Existing Clause	Modified Clause
1.	65	Sr No. 5.4.1- Commercial Proposal (Section 5. 'Evaluation Process' → 5.4 'Commercial Bid Evaluation' → 5.4.1 'Commercial Proposal')	Exim Mitra Website and Exim Mitra Mobile Application (both android and iOS) Solution along with any orchestration layer (for API integration) License with 1 year warranty including phase I and II development, deployment and Go-Live.	Exim Mitra Website and Exim Mitra Mobile Application Development and Maintenance (both android and iOS) Solution along with any orchestration layer (for API integration) License with 1 year warranty, deployment and Go-Live.
2.	68	Sr No. 6.3- Warranty Payouts (Section 6. 'Payment Terms'--> 6.3 'Warranty Payouts')	Amount payable during the warranty period, following successful implementation of application, will be paid on completion of warranty period of three (3) years. Performance Bank Guarantee will be	Amount payable during the warranty period, following successful implementation of application/maintenance, will be paid on completion of warranty period on quarterly basis.

			released on submission of Financial Bank Guarantee.	
3.	68	Sr. No. 6.4- AMC Pay-outs (Section 6. 'Payment Terms'--> 6.4 'AMC Pay-outs')	The annual amount payable towards AMC would be paid at the end of every year following successful implementation of the application and delivery of satisfactory services.	The amount payable towards AMC would be paid at the end of every quarter following successful implementation of the application and delivery of satisfactory services.
4.	68	Sr No. 6.5- Continuous Development Team Pay-outs (Section 6. 'Payment Terms'--> 6.5 'Continuous Development Team Pay-outs')	The annual amount payable towards Continuous Development Team would be paid at the end of every year following successful implementation of the application and delivery of satisfactory services.	The amount payable towards Continuous Development Team would be paid at the end of every quarter following successful implementation of the application and delivery of satisfactory services.
5.	74	Sr. No 7.9- DETAILS OF BIDS TO BE SUBMITTED (Section 7. 'RFP response' -> 7.9 'Details of Bids to be submitted')	Entire section to be considered redacted	Bidders are required to submit their responses to the GeM portal only.
6.	121	Annexure B4- 10.2.4- Integrity Pact (Section 10 'Annexures' → 10.2- 'Annexures related to Technical Bid-B' → 10.2.4- Annexure B4- Integrity Pact)	..Preamble The principal intends to award, under laid down Organizational procedures, contract/s for "Empanelment of insurance brokers at Exim Bank" . The principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its	..Preamble The principal intends to award, under laid down Organizational procedures, contract/s for "Exim Mitra Website and Exim Mitra Mobile Application Development and Maintenance" . The principal values full compliance with all relevant laws of the land, rules, regulations, economic use of

			relations with its Applicant(s) and / or Contractor(s)...	resources and of fairness / transparency in its relations with its Applicant(s) and / or Contractor(s)...
7.	60	Section 5 - Evaluation Process Subsection 5.1 - Objective of Evaluation Process -	For the evaluation and selection of Bidder for the project implementation, a two-stage evaluation process will be followed. Those Bidders who were shortlisted from the Expression of Interest process will only be eligible to participate in the closed RFP process 'the Technical Bid' and 'the Commercial Bid' process. The Bidder has to submit 'Technical Bid' keeping in view the information / criteria mentioned in para 5.2 of this document by the date and time stipulated as in table under para 1.4.	For the evaluation and selection of Bidder for the project implementation, a two-stage evaluation process will be followed. Those Bidders who were shortlisted from the Expression of Interest process will only be eligible to participate in the closed RFP process 'the Technical Bid' and 'the Commercial Bid' process.
8.	60	Section 5 - Evaluation Process Subsection 5.1 - Objective of Evaluation Process - Stage 1 - Technical Bid	'Technical Bid' will contain the exhaustive and comprehensive technical details. The Technical Bid shall NOT contain any pricing or commercial information at all and if the Technical Bid contains any price related information, then that Technical Bid would be disqualified and would NOT be processed further. The 'Technical Bids' will be opened on the date mentioned at Time frame table	Technical Bid' will contain the exhaustive and comprehensive technical details. The Technical Bid shall NOT contain any pricing or commercial information at all and if the Technical Bid contains any price related information, then that Technical Bid would be disqualified and would NOT be processed further.

			mentioned under para 1.4 and subsequently evaluated on certain pre-determined criteria and accordingly a technical score would be arrived at.	
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CLARIFICATIONS

Sr. No	Page Number	Section	Description in the Existing clause of RFP document	Clarification regarding clause
1.	81	Section 8.1 -Functional Requirements-Website and Mobile Application Development - Point 76	Regarding Multilingual Character - Accommodate external language translation services - e.g., google translate, Bing and local translation like CDAC, web dunia etc.	Developing a multilingual Exim Mitra Website and Exim Mitra Mobile App requires a combination of technical expertise, linguistic and cultural knowledge. Hence, the Bank has decided the following approach: <u>Design and Development:</u> This involve creating the design/Development and structure of the Exim Mitra Website and Exim Mitra Mobile Application, including the layout, navigation, labelling and user interface, and implementing it using web development technologies such as HTML, CSS, JavaScript etc. It is a responsibility of the successful bidder to complete the design and development of multilingual Exim Mitra Website/Exim Mitra

				<p>Mobile Application in six languages i.e. English, Hindi, Telugu, Tamil, Gujarati and Marathi.</p> <p><u>Content preparation, Translation, and localization:</u> This includes preparing the content for Exim Mitra website and Exim Mitra Mobile Application in each of the target languages, including text, images, videos and adapting it to the cultural and linguistic nuances of each target audience. It is a responsibility of the Bank to provide the contents to the vendor.</p> <p><u>Testing and quality assurance:</u> This involves testing of Exim Mitra website and Exim Mitra Mobile Application to ensure that it works as intended in all target languages and browsers, and that the content is accurate and properly localized (No junk character). It is a combined responsibility of the Bank and the Vendor.</p>
2.	71	Section 7.1 - Bid Price - Point 2	<p>Regarding EMD (Earnest Money Deposit)- Such MSEs would be entitled for exemption from furnishing tender fee and earnest money deposit</p>	<p>MSMEs are exempted from furnishing tender fee and Earnest Money Deposit (EMD) subject to furnishing the valid MSME certificate.</p>

			(EMD).	
3.	63	Section 5.2.1 Technical Evaluation mark distribution Point 5	Regarding customer satisfaction certificate - (Only from customer whose Purchase Orders are uploaded in Category (1) will be considered for evaluation)	<ul style="list-style-type: none"> • Mail references will not be considered for CSAT certificate. • Proper testimonials from the customer once the project is completed or after Go -live process is completed will be considered as CSAT Certificate.
4.			How many API integrations are required for Scope of Work	At present, the Bank has envisaged for around 10 APIs integration. The count may increase as and when the detailed requirement is finalised. These 10 APIs need to be integrated by the successful bidder as part of Scope of Work.
5.			BID END DATE	Bid end date has been extended from March 27, 2023, to March 29, 2023.

The bidders are advised to consider the following amendments/Corrigendum before submission of their bids against this closed RFP.

All other terms and conditions of the tender document will remain unchanged. The Closed RFP document is available on GeM Portal.

Sd/-

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