

RFP Ref BOI:HO:IT:WEBSITE:0631 dated 24.09.2021

Corrigendum 1 dated 06.10.2021

We give below necessary modifications/clarifications/additions/deletions pertaining to various clauses contained in the RFP. Please note that this corrigendum forms integral part of the RFP.

Sl. No	RFP Clause	Clarification / Change in clause / New clarification
1.	<p>4.11 Training</p> <p>1. Bidder has to provide training to a maximum of ten people as per the requirement at a central location in Mumbai in our premises. Venue for the training will be provided by bank. Training period should not be more than a week. Training must be provided by OEM (IF ANY) certified trainers.</p> <p>2. The cost of travelling/stay for trainers to be borne by bidder. Training to include analytical tools implemented in the site(s) (if any) and all the features / functionalities implemented.</p> <p>An additional training for 10 persons (2 times additional training) during the contract period to be arranged without any additional cost to the bank.</p> <p>3. The training should cover the demonstration of all the functionalities/features / management of website as per scope and functionalities mentioned in the RFP.</p> <p>4. The successful bidder should provide training on Administration & Usage to identified Bank staff on Content Management and Data Restoration.</p>	<p>4.11 Training</p> <p>1. The bidder will provide certified cloud platform training and certified CMS/DXP platform training each for 5 resources of the Bank. Related certification to be provided after completion of training.</p> <p>The training to be imparted from the OEM team and cover including but not limited to detailed product functionalities and administration, with each training of minimum 5 days.</p> <p>Such training will be required one-time during the contract period.</p> <p>2. Further, bidder has to arrange in-person training once a year at the bank premises covering minimum 25 participants of Bank officials, with each training of 2 days, during the contract period without any additional cost to the Bank.</p> <p>The training may be broadcasted to bank officials through Video Conferencing/ WebEx/ any other online mode from remote locations.</p> <p>The cost of travelling/stay for trainers to be borne by bidder. Training to include analytical tools implemented in the site(s) (if any) and all the</p>

<p>5. The successful bidder shall deploy competent resources having the relevant certifications for managing the cloud infrastructure and provide all the necessary training to these users to use, administer, trouble shoot and any other function required for smooth functioning of the Web site.</p> <p>6. The successful bidder will provide certified cloud security training of five days duration for the platform offered to 5 resources of the Bank before production rollout.</p> <p>7. The successful bidder will provide proper documentation and training of any software application if deployed in hosting the site along with escrow arrangement of source code.</p> <p>For each module /database/middleware and third party utilities installed, the Supplier is required to train the designated Bank's technical team in all aspects like application management, resource management of hardware and software, storage allocation, backup management, backup reconciliation and end-user personnel to enable them to effectively operate and perform administration of the total system. The bidder shall conduct the training without any additional cost.</p> <p>Training has to be provided to users of the bank as required in various HO departments. Further System Administration training has to be provided to IT team of the Bank. The Bidder will be responsible for training the Bank's employees in the areas of implementation, Integration, migration, operations, management, error handling, system</p>	<p>features / functionalities implemented.</p> <p>3. The training should cover the demonstration of all the functionalities/ features / management of website as per scope and functionalities mentioned in the RFP.</p> <p>The training should also cover Administration & Website Usage on Content Management and Data Restoration</p> <p>4. For each module /database/ middleware and third party utilities installed, the bidder is required to train the designated Bank's technical team in all aspects like application management, resource management of hardware and software, storage allocation, backup management, backup reconciliation and end-user personnel to enable them to effectively operate and perform administration of the total system. The bidder shall conduct the training without any additional cost.</p> <p>System Administration training has to be provided to IT team of the Bank. The Bidder will be responsible for training the Bank's employees in the areas of implementation, Integration, migration, operations, management, error handling, system administration, etc.</p> <p>The training should cover the following but not limited to following areas:</p> <p>a. Functionality available in the solution b. New functionality customized (if any) c. Integration d. Data Migration (data mapping, field validation, default values, gaps in</p>
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	<p>administration, etc. Training will be conducted at identified location by the bank. The training should at least cover the following areas:</p> <ol style="list-style-type: none"> Functionality available in the solution New functionality customized (if any) Integration Data Migration (data mapping, field validation, default values, gaps in data migration, manual data entry programs etc.) Impact Analysis Generating various MIS/EIS reports from the solution provided System and Application administration Log analysis and monitoring <p>Bidder has to arrange such training twice in each year during the contract period without any additional cost to the Bank and number of trainees will be decided by the Bank.</p> <p>All the trainings would be held at the appropriate sites (Bidder and Bank premises as identified from time to time) and the Bidder has to organize the trainer/s.</p>	<p>data migration, manual data entry programs etc.)</p> <ol style="list-style-type: none"> Impact Analysis Generating various MIS/EIS reports from the solution provided System and Application administration Log analysis and monitoring <p>5. The successful bidder shall deploy competent resources having the relevant certifications for managing the cloud infrastructure and provide all the necessary training to these users to use, administer, trouble shoot and any other function required for smooth functioning of the Web site.</p> <p>The successful bidder will provide proper documentation / softcopy of presentation, training materials like videos, eBooks, pdfs etc. and training of any software application if deployed in hosting the site along with escrow arrangement of source code.</p>
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2.	3.2 Scope of Work Language Point 2 Additional Clause	<p>Out of above mentioned existing twelve (12) foreign websites, nine(9) websites (viz. France, Kenya, New Zealand, Singapore, United States, Tanzania, UK, Uganda and Antwerp) are in English language, whereas three(3) websites (viz. Hongkong, Japan and Vietnam) are in respective Foreign languages and English both.</p> <p>Bank reserves the right for inclusion of foreign language for these nine (9) websites mentioned above, at any point during the contract period.</p> <p>For this, bidder needs to translate these websites and deliver it at no additional cost to the bank and thereafter ensure maintenance of the websites (English and translated foreign website).</p>
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Please note: The revised clauses mentioned above will be applicable wherever the same clauses are appearing at multiple pages (if any) in the RFP.

- ★ **The above change shall be construed as part of RFP document Ref BOI:HO:IT:WEBSITE:0631 dated 24.09.2021.**
- ★ **All other terms and conditions shall be same as per RFP Ref BOI:HO:IT:WEBSITE:0631 dated 24.09.2021.**

For Bank of India