

ADDENDUM & PRE-BID QUERIES RESPONSE DATED 19.12.2023 – RFP

The Bank had issued the Request for Proposal (RFP) to the eligible bidders bearing tender no. **BOB:UAE:ZO:Digital:2023/25 dated 7th December,2023**, inviting the eligible Vendors to respond to the Request for Proposal for acquiring software solution related to online verification & validation of Emirates ID & Procuring Tablets for account opening

The addendum has been issued in response to the Pre-Bid queries received from the bidders for clarity on certain terms and conditions of the tender. Bank's response on these queries has been included in this addendum. Request for modifications of other terms and conditions have not been considered and there will not be separate communication to the bidder in the matter –

Prebid Queries Received from Bidders						
Sr. No	Page #	Point/ Section#	Category (Scope/Technical/ Legal/General)	Clarification points as stated in the tender document	Comment/Suggestion/Deviation	Bank Reply
1	7	1.1	Project overview and scope	Software solution should also be delivered by the bidder for online verification/ validation of Emirates ID, which can be used by the Bank in various existing or new products.	Is the Integration with bank software to be included as part of the deliverable.	Successful Bidder needs to provide all relevant software support for integration with Bank's applications, which includes but not limited to APIs, web-services, URLs etc.
2	7	1.3	Contract period	Initial Contract period is for 3 years,	Is any Payment terms defined by the Bank	Please refer the section1.10 of RFP document
3	17	4.3	Scope of Work	RFP, Bank envisages to procure 40 Tablets for account opening and Acquiring software solution related to online verification & validation of Emirates ID.	Please provide the Use Case and detailed work flow including the data received from UAE pass/ CA.	As mentioned in RFP documents following are tentative use case for the procured tablets (Indicative list not exclusive, more use cases may also be added): 1. KYC at the time of account opening 2. ReKYC of existing customers 3. Emirates ID verification at branch level for cash transactions Detailed process/ work flow shall be shared with successful bidder and post in-dept discussion, design/ process flow will be finalized. Bank may also seek

						prevailing the data flow/ architecture diagram from vendor for use cases.
4	17	4.3.1	Scope of WorkHandheld / Rugged TAB device for EID validation	Integrating with other banking application	Needs clarity on type of information and integration to be considered.	List of banking applications are given as under: (Indicative list not exclusive, more application may also be added) 1. CBS 2. Account Opening Application 3. Integrations with ICA gateway for cash related transactions at branch level and through the portal provided by the bidder, which mainly can be done by reading the chip data. Detailed process/ work flow shall be shared with successful bidder and post in-dept discussion, design/ process flow will be finalized. Bank may also seek prevailing the data flow/ architecture diagram from vendor for specific use cases and post agreed timeline bidder needs to be provide the solution to the Bank
5	18	4.3.2	Scope of work	New ICA gateway should work parallelly with existing gateway used by the Bank	Whether Bank will provide the credentials to connect to ICA as the data user will be the bank. Or is it the expectation that the validation will be done at vendor level.	Vendor is expected to use VG of Bank
6	18	4.3.2	Scope of work	Is the bank expecting the information to be collected over NFC	If NFC is a requirement hardware requirement will also change	For current phase NFC not required
7	18	4.3.2	Scope of work	Web based portal requirements are mentioned. Post collection of the information is there any integration envisaged	Any further use of the data may involve developments from both sides (Bank and Vendor side)	Bidder needs to provide the relevant portal/ APIs, so that validation/ verification data can be consumed by Bank's applications

8	18	4.3.2	Scope of work	Please explain offline data synchronization	We need clarity on the synchronization	We envisaged that in Emirates id not present scenarios, there was need to update the relevant fields on regular basis such as EID expiry date, EID renewal date etc., so solution should be provided for handling such scenarios. All the data fetched from EID should be stored with the Bank
9	18	4.3.2	Scope of work	Please clarify requirement of new ICA gateway	We need clarity on the deliverable part from the vendor	Current ICA setup to be managed by the successful bidder. Improvement/ changes required taken accordingly by the successful bidder. Walkthrough of current setup will be provided to successful bidder from Bank side
10	18	4.3.2	Scope of Work	We need clarity on 1. APIs, 2. Validation of reference number, 3. Validation of card not present	1. Is API related to integration with bank for with ICA or others 2. Validation of reference number is mentioned, please clarify reference number is related to which information and its validation is required against which field 3. Since the biometric are to be captured as part of the solution, card not present scenario will not arise.	1. APIs are required for Bank's internal applications and with ICA 2. It is referred for those EIDs for which offline validations are required 3. There are some scenarios wherein we only want to verify the Emirates id wherein biometric is not required so such solution should also be provided

11	17	4.3.	Technical: Scope of Work	Software solution should also be delivered by the bidder for online verification/ validation of Emirates ID.	<p>A. Features expected in Software Solution are mentioned in the RFP. No Specific workflow details covered is mentioned in the RFP.</p> <p>B. Any custom development requirements will be given to Bidder? We require more details on this.</p> <p>C. Solution format is not mentioned. Whether Android/IOS Mobile app, or SDKs which can be integrated with Bank's App(s).</p> <p>D. Web Based Solution requirements are not captured in detail. Emirates ID integration varies for Android / IOS / Windows.</p>	<p>A. Complete end to end work flow shall be shared with successful bidder and post in-dept discussion, design/ process flow will be finalized. Bank may also sought Prevailing the data flow/ architecture diagram from vendor for specific use cases and post mutually agreed timeline bidder needs to be provide the solution to the Bank</p> <p>B. Use cases and related integration details mentioned in RFP document and Addendum.</p> <p>C. Software solution should be based on Android based devices only.- Tablet should support latest android version and at least next two upgrades- Tablet should support the MDM solution of the territory. - Web URL based admin portal should be provided</p> <p>D. Web based solution is mainly required for Integrated Dashboard for capturing all related transactions/ activities for EID validation / verification along with success/ failure response. Facility to generate various reports also should be provided</p>
12	17	4.3.1	Technical: Handheld / Rugged TAB device for EID validation: Technical	The Tablets supplied should be compatible with current software used by Bank for seamless integration of various applications and Mobile apps of the Bank.	Need Details related to Software that are expected to integrate with Tablets and Mobiles Apps.	Tablet should support latest android version and at least next two upgrades

13	17	4.3.2	Technical : Software solution for online verification and validation of Emirates ID	New ICA gateway should work parallelly with existing gateway used by the Bank.	Need clarification, Whether Bank wants to use their VG connectivity in addition to Bidder VG Connectivity. Or Bidder VG Connectivity will only be consumed by the Bank for this RFP Scope.	Only Bank's VG connectivity
14	19	4.3.2	Technical: Software solution for online verification and validation of Emirates ID	UAE Pass validation: End – to end project management, support, and integration for UAEPASS. All relevant API's to be provided for consumption of Bank's application to perform UAE pass validation and signature signing.	Need Clarification.	List of banking applications are given as under: (Indicative list not exclusive, more use case may also be added)1. KYC at the time of account opening2. ReKYC of existing customers3. User authentication for Mobile Banking/ Net Banking and other Banking applicationsBank will apply for the all-regulatory licenses/ infra for using UAEPass functionality. Bidder needs to provide all relevant support for the same i.e. coordination with UAEPass authority for integration, storing relevant data/ logs, integration with internal bank applications etc. without extra cost to the Bank

All other terms and conditions of the RFP document remain unchanged. Please treat this clarification an integral part of the RFP documents issued.