जम्मू एवं कश्मीर ग्रामीण बैंक
JAMMU AND KASHMIR GRAMEEN BANK
Scheduled Bank Owned by Government
Head Office: Near Fruit complex Narwal, Jammu-180006
Ph: 8899006459 / 9103995267 **Email_Id:** dac.hoj@jkgb.bank.in
Digital and Alternate Channels Cell

Ref No : JKGB/DAC/2026-27/5675 *Date: 21-Oct-2026*

CORRIGENDUM

This Corrigendum is hereby issued in reference to the Request for Proposal (RFP) bearing Reference No. JKGB/DAC/2026-27/5065 dated 01 Oct 2026, for the purpose of incorporating the amendments / clarifications specified herein. **The last date for the submission of bids, i.e. 21 Oct 2026 is hereby extended up to 04 Nov 2026, 05:00 PM**. The following clause-wise amendments / clarifications set forth in this Corrigendum shall form an integral part of the RFP. All other terms and conditions of the RFP shall remain unchanged and continue to be applicable.

Sl. No.	RFP Section / Annexure	Clause / Reference	Original Clause (as per RFP)	Amendment / Clarification
1	1. Section A - Bid Details & Abbreviations, cl. 6 Participation methodology 2. Section E, cl. 3.3.1(A) Technical Experience and Capabilities (all items referring to Bidder/OEM) 3. Annexure-2, Pre-Qualification Criteria, 4. Annexure-15, OEM/OSD/Manufacturer Authorization Form (MAF)	BIDDER/OEM Eligibility	BIDDER/OEM Eligibility	Bidder should be either the OEM of the offered solution or an Authorized Partner of the OEM. The OEM can quote directly or through authorized partners. However, both i.e., OEM and their authorized partner cannot participate in the bid for the same solution/product. In case both participate, the bid of the OEM only will be considered. For the purpose of eligibility criteria, the experience and credentials of only the entity submitting the bid (OEM or Authorized Partner) shall be considered, and the experience of the OEM shall not be counted in the case of a partner submitting the bid, or vice versa. The bidder shall submit documentary proof of authorization along with Annexure-15 (MAF), wherever applicable. [Note :This definition of Bidder/OEM shall apply uniformly throughout the RFP]

2	Section E, Clause 3.3.1(A), S.No. 3	Technical Experience and Capabilities	The bidder should be in the Enterprise Fraud Risk Management Software business at least for a period of last 2 Years as on the date of RFP. **Max. Marks ….40 marks :** Minimum 02 Years and upto 03 years of Existence & Operational as on bid submission……20 marks More than 03 Years and up to 05 Years……30 marks More than 5 Years…....40 marks	The bidder should be in the Enterprise Fraud Risk Management Software business at least for a period of last 01 Year as on the date of RFP. **Max. Marks ….40 marks :** Minimum 01 Year and upto 02 years of Existence & Operational as on bid submission.....15 Marks More than 02 Years and upto 03 years of Existence & Operational as on bid submission……30 marks More than 03 Years ……40 marks

3	Annexure 2, Point 11, Section E, Clause 3.3.1(A), S.No. 5	Technical Experience and Capabilities	The bidder/OEM/SI should have implemented the proposed EFRM solution & integrated with Core Banking System (CBS) with the following digital channels mandatorily and the solution is running in real time in at least Two (2) Scheduled Public/Private Sector Banks (Including RRBs) in India with at least 300 branches, during last 3 years & Live as on date of RFP. Digital Channels are: a. Mobile Banking b. Internet Banking c. UPI d. Debit Card (ATM Switch) e. NEFT, RTGS & IMPS. Note: The bidder should have integrated with Finacle CBS in at least Two Banks. If they do not have experience in integration with Finacle CBS they will not be qualified. **Max. Marks ….40 marks :** Minimum Two (2) Scheduled Commercial Banks (Including RRBs) …….20 marks 03 Scheduled Commercial Banks(Including RRBs) …….30 marks More than 3 Banks(Including RRBs) ….40 marks.	The bidder/OEM/SI should have implemented the proposed EFRM solution & integrated with Core Banking System (CBS) with the following digital channels specified below and the solution is running in real time in atleast one (1) Scheduled Public/Private Sector Banks (Including RRBs) in India with at least 150 branches, atleast 01 year & Live as on date of RFP. Digital Channels are: a. Mobile Banking b. Internet Banking c. UPI d. Debit Card (ATM Switch) e. NEFT, RTGS & IMPS. The integration should cover atleast four (4) of the above five (5) digital channels, with UPI being mandatory, i.e. UPI along with any three (3) of the remaining four (4) Channels. Note: The bidder should have integrated with Finacle CBS in at least One Bank. If they do not have experience in integration with Finacle CBS they will not be qualified. **Max. Marks ….40 marks :** Minimum One (1) Scheduled Commercial Banks (Including RRBs).....10 Marks Two (2) Scheduled Commercial Banks (Including RRBs) …….20 marks 03 Scheduled Commercial Banks(Including RRBs) …….30 marks More than 3 Banks(Including RRBs) ….40 marks.

4	Annexure 2, Point 13, Section E, Clause 3.3.1(A), S.No. 7	Technical Experience and Capabilities	NCCRP/I4C Reporting System (Cross Channel Control Platform including Cyber Complaint Processing, CCCP / NCRP / Suspect Registry/DPIP/ I4C integration) should have been implemented by the bidder and it is running in real time in at least One Scheduled Public/Private Sector Bank (Including RRBs) in India with at least 300 branches, at least for a period of last Two years as on the date of RFP.	NCCRP/I4C Reporting System (Cross Channel Control Platform including Cyber Complaint Processing, CCCP / NCRP / Suspect Registry/DPIP/ I4C integration) should have been implemented by the bidder and it is running in real time in at least One Scheduled Public/Private Sector Bank (Including RRBs) in India with at least 150 branches, at least for a period of One year as on the date of RFP.
5	Section E, Clause 3.3.1(A), S.No. 8	Technical Experience and Capabilities	The bidder should have implemented Cross Channel Integration i.e., correlation of all digital & CBS transactions in real time to detect frauds in at least two Scheduled Commercial banks (Including RRBs) in India. **Max. Marks ….20 marks :** Minimum Two (2) Scheduled Commercial Bank (Including RRBs) ……10 marks Three (3) Scheduled Commercial Banks(Including RRBs)……15 Marks Four (4) Scheduled Commercial Banks(Including RRBs)…….20 marks	The bidder should have implemented Cross Channel Integration i.e., correlation of all digital & CBS transactions in real time to detect frauds in at least one (1) Scheduled Commercial banks (Including RRBs) in India. **Max. Marks ….20 marks :** Minimum one (1) Scheduled .....05 Marks Two (2) Scheduled Commercial Bank (Including RRBs) ……10 marks Three (3) Scheduled Commercial Banks(Including RRBs)…….15 Marks Four (4) Scheduled Commercial Banks(Including RRBs)…….20 marks

6	Annexure 2 — Pre-Qualification Criteria, Point 8, Section E, Clause 3.3.1(A), Item 2	Financial eligibility — turnover inconsistency	"The bidder should have an average annual turnover of Rs.100 Crores and has positive EBITA during last 3 financial years (i.e., 2023-24 & 2024-25, 2025-26) from Indian operations. This must be the individual company turnover and not of any group of companies.""The bidder should have an average annual turnover of Rs.25 Crores during last 3 financial years (i.e., 2023-24 & 2024-25, 2025-26) from Indian operations. This must be the individual turnover of Bidder and not of any group of companies."	"The bidder should have an average annual turnover of Rs.25 Crores during the last 3 financial years (i.e., 2023-24, 2024-25 and 2025-26) and have positive EBITA during the last 3 financial years from Indian operations. This must be the individual turnover of the Bidder and not of any group of companies. The Bidder shall submit audited Balance Sheets for the last 3 financial years along with a certificate from the Company's Chartered Accountant bearing a valid Unique Document Identification Number (UDIN). The turnover requirement in Annexure 2, Point 8 and Section E, Clause 3.3.1(A), Item 2 shall be read as Rs.25 Crores. The scoring bands shall be read consistently with this minimum threshold."
7	Section E, Clause 3.3.1(A), Item 4,Annexure 2, Point 22, Technical Specification, Clause 2.18, Clause 2.71.7	Prior deployment TPS evidence versus proposed solution TPS	"The proposed Solution should handle the Transactions of 500 TPS (Transaction per Second) at the peak and should be scalable as per the future needs. The Solution should be able to respond within a guaranteed low millisecond response time.""Number of Scheduled Commercial Banks in India where the proposed solution is live with more than or equal to 100 TPS (Transaction per second)."	"For prior-experience evaluation under Section E, Clause 3.3.1(A), Item 4 and Annexure 2, Point 22, production deployment evidence of the proposed solution at or above 100 TPS may be provided by the bidder or the solution OEM, supported by a certificate from the concerned bank. For avoidance of doubt, the mandatory capacity requirement for the solution proposed for JKGB under Technical Specification, Clause 2.18 remains 500 TPS at peak and shall be demonstrated through an agreed performance/load test before acceptance. Prior-experience TPS and the mandatory capacity of the proposed solution shall be evaluated separately."
8	Section C, Clause 1.3, Clause 1.5.1(a), Clause 1.6	Delivery schedule versus implementation timeline	"Within 4 weeks from the date of acceptance of Purchase Order""Go Live complete within 04 months from the date of Acceptance of Purchase Order."	"The four-week period under Clause 1.5.1(a) shall apply to supply/delivery of the application software and other software specified therein. The four-month period under Clause 1.3, Phase-III shall apply to end-to-end implementation and Go-Live. If a milestone is delayed solely due to documented non-availability of Bank-controlled infrastructure, access, connectivity, interface information or third-party prerequisites, the bidder shall promptly notify the Bank in writing with supporting evidence. Any extension shall be considered by the Bank's authorised project authority and shall be valid only if approved in writing. No extension shall apply to delay attributable to the bidder."

9	Section C, Clauses 1.6 and 2.3	Warranty commencement	"The delivery/Installation will be deemed as incomplete if any component of the solution (database/application software/software etc.) is not delivered or is delivered but not installed and/or not operational or not acceptable to the Bank after acceptance testing/examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted and the warranty period will not commence…"	"The warranty period shall commence only after completion of installation and commissioning, successful acceptance testing and written acceptance/sign-off by the Bank for the relevant solution/component. The AMC/ATS period shall commence after expiry of the applicable warranty period, unless otherwise expressly stated in the contract."
10	Section C, Clause 4.3,Technical Specification, Clauses 2.57–2.59	RTO/RPO and DR drill periodicity	"Both DC&DR setups should be available in Active-Passive Mode and maintained in sync and should be switchable from DC to DR and vice versa anytime. Recovery Time Objective (RTO) should be less than 120 minutes and Recovery Point Objective (RPO) should be nearly 15 minutes with zero data loss.""The Data Replication should happen from Primary Site to DR Site in real time to keep them in sync with a Recovery Time Objective (RTO) of 120 minutes and Recovery Point Objective (RPO) of 15 minutes."	"For avoidance of doubt, the applicable recovery targets shall be RTO of 120 minutes and RPO of 15 minutes, as specified in Technical Specification, Clause 2.58. The phrase 'with zero data loss' in Section C, Clause 4.3 shall be deleted to remove inconsistency with the stated RPO of 15 minutes. The successful bidder shall demonstrate a successful DR drill before Go-Live under Clause 2.57 and shall conduct subsequent DR drills at least once every six months and additionally as reasonably required by the Bank under Clause 2.59, with a documented test plan and report."
11	Technical Specification, Clauses 2.42–2.43	Bank interface/API responsibilities	"The Selected Vendor should work with Bank's existing Service-Providing vendors to carry out the integration. Bank will co-ordinate to facilitate the required interfaces. The details of interface like file format, API details etc. are to be provided by the bidder. It will be responsibility of the bidder to integrate the proposed solution with the existing applications, transactional and other systems deployed by the Bank without impacting the performance of the source systems."	"The Selected Vendor should work with Bank's existing Service-Providing vendors to carry out the integration. Bank will co-ordinate to facilitate the required interfaces. The bidder shall remain responsible for solution-side APIs/connectors, configuration, secure integration, testing and resolution of defects attributable to the proposed solution. Changes required in the Bank's source systems shall be handled by the Bank in accordance with Clause 2.43. Any documented schedule impact due solely to non-availability of Bank-controlled interfaces or third-party prerequisites shall be considered only through the written extension process stated in this corrigendum."

12	Section C, Clauses 18.1–18.9, Technical Specification, Clause 2.75.3	Source-code escrow	“The selected bidder will place the Source Code (and the procedures necessary to build the source into executable form) along-with flow diagrams and technical write up for the Software, within Thirty (30) days of implementation of Project/Signoff from bank team in escrow with a reputable agency in India, acceptable to both the parties. The modalities of the versions to be kept etc., can be finalized as mutually agreed, at the time of lodging the software for escrow. The escrow so executed shall contain the Bank as beneficiary/ Bank.”	"The Bank may require the selected bidder to enter into an escrow arrangement (tri-partite agreement) for the source code of the solution offered under this RFP. The selected bidder shall keep the source code of the proposed solution with an approved/recognised escrow agent in India, acceptable to both the Bank and the bidder, for the entire project period, in compliance with the applicable statutory/regulatory requirements, as amended from time to time. The Bank shall be named as beneficiary and shall have enforceable release rights. For standard OEM software, the OEM's existing escrow arrangement may be accepted only if the Bank is named as beneficiary (or has enforceable beneficiary and release rights acceptable to the Bank) and the arrangement covers the version deployed for the Bank. For Bank-specific customisations and bidder-developed components, the selected bidder shall deposit the applicable source code, build instructions, flow diagrams and technical documentation within thirty (30) days of implementation/sign-off from the Bank team, and shall update the deposit on every major release/version change, at least annually and on demand by the Bank, without any additional cost to the Bank as per Clause 18.3. The cost of the escrow arrangement shall be borne by the Bank. The contract will be signed on mutually acceptable terms among the Bank, the selected bidder and the escrow agent, as per Clause 18.9. All other provisions of Clauses 18.3 to 18.9 shall continue to apply, and nothing in this paragraph reduces the Bank's rights under the escrow clauses."
13	Relevant scope, compliance, change-control and contractual clauses to be identified by the RFP owner; no single clause number should be inserted without checking the full contract.	Regulatory changes after bid date	“The RFP does not prescribe this matter under a single standalone clause; the relevant provisions are identified in the clause references above.”	Compliance with all applicable laws, regulations and regulatory requirements during the contract period shall be the responsibility of the Vendor/Service Provider, and any changes arising therefrom shall be implemented without any additional cost to the Bank. Any enhancements or modifications beyond the awarded scope, if required by the Bank, shall be considered only upon the Bank’s written request and mutual agreement on scope, cost and timelines through negotiations and formal written approval.

जम्मू एवं कश्मीर ग्रामीण बैंक
JAMMU AND KASHMIR GRAMEEN BANK
Scheduled Bank Owned by Government
Head Office: Near Fruit complex Narwal, Jammu-180006
Ph: 8899006459 / 9103995267
Email_Id: dac.hoj@jkgb.bank.in
Digital and Alternate Channels Cell

14	1. Section G - General Conditions, Cl. 21.2 2. Section G - General Conditions, Cl. 23.12 3. Appendix-G (Draft Contract Agreement), Cl. 14.2 4. Appendix-G (Draft Contract Agreement), Cl. 31.11	Liability for wilful negligence / malpractice	The Vendor/Service Provider shall be liable for any loss caused to the bank due to any wilful negligence /malpractice by the Vendor/Service Provider or any of its officers, employees, agents or representatives which is found to be a causative factor for any fraud, in spite of liability under the relevant statute, civil and/ or criminal as the case may be, for any malicious acts, negligent acts, wrongful acts, fraudulent acts and/ or offline transactions committed (including those committed by any of its employees, agents and/or representatives) in the performance of the Services under this Agreement and shall not be deemed to be acting on or behalf of the Bank in any manner whatsoever to the extent of such acts and/ or transactions.	The Vendor/Service Provider shall be liable for any loss caused to the bank due to any wilful negligence /malpractice by the Vendor/Service Provider or any of its officers, employees, agents, representatives, sub-contractors or third-party service providers which is found to be a causative factor for any fraud, in spite of liability under the relevant statute, civil and/ or criminal as the case may be, for any malicious acts, negligent acts, wrongful acts, fraudulent acts and/ or offline transactions committed (including those committed by any of its employees, agents and/or representatives) in the performance of the Services under this Agreement and shall not be deemed to be acting on or behalf of the Bank in any manner whatsoever to the extent of such acts and/ or transactions. The Bank shall be entitled to hold the Vendor/Service Provider accountable and to recover such loss in all situations where such wilful negligence/malpractice is found to be a causative factor for fraud. (The same amendment applies to each of the four clauses listed in column C.)

15	1. Annexure-8, cl. 2.73 “ONSITE RESOURCES” (including its sub-clauses) , cl. 2.71.16, cl. 2.72.1, 2.72.2 and 2.72.7 2. Annexure-8, Scope of Work (complete implementation by Onsite OEM resources only) - Page 118 3. Annexure-2, Pre-Qualification Criteria, Point 18 (OEM end-to-end responsibility by deploying resources onsite) - Page 83 4. Section G, cl. 15.2 (Service Levels - essential personnel on-site during exigencies) - Page 65 5. Appendix-G (Draft Contract), cl. 9.2 - Page 223	ONSITE RESOURCES	RFP Clause 2.71 – “ONSITE RESOURCES” (including its sub-clauses) **All other Provisions/References/Clauses/Sections/Annexures in the RFP relating to onsite resources, onsite support or deployment of resources.**	Any provision in the RFP referring to onsite resources, onsite support or deployment of resources shall stand superseded by this clause. Resources, whether onsite or offsite, may be required by the Bank, if considered necessary, for response/support, solution enhancements and further development. The bidder shall quote separate man-day rates for such resources in the commercial format provided alongside this amendment. These rates shall not be included in the commercial evaluation or the evaluated bid price. If the Bank requires any such resources, the requirement and applicable rates shall be discussed and negotiated separately with the bidder before engagement. No resource engagement is committed under this RFP merely by submission of the rates. Changes required to comply with applicable statutory or regulatory guidelines/instructions during the entire project tenure shall be carried out by the bidder at no additional cost to the Bank. The Bank shall not pay separately for such regulatory changes. [Onsite Man-day Rate: ₹ _____ per man-day Offsite Man-day Rate: ₹ _____ per man-day These rates shall not form part of the commercial evaluation or evaluated bid price. If resources are required, the Bank shall discuss and negotiate the applicable rate separately. One man-day shall mean 8 working hours.]

16	Section C, Clauses 10.2 and 10.5 (Local Support and Response Time / Mean Time to Restore [MTTR])	Response Time, Restoration and Resolution	Response Time, Restoration and Resolution	The selected bidder shall provide 24×7×365 support throughout the contract period. The following severity-wise service levels shall apply: Severity Description -- P1 – Critical Complete production outage or failure of critical fraud-monitoring/decisioning functionality materially affecting Bank operations. Initial Response-15 minutes Restoration / Workaround-2 hours Resolution-4 hours P2 – High Major degradation or failure of important functionality with significant operational impact, but no complete system outage. Initial Response- 30 minutes Restoration / Workaround- 4 hours Resolution-8 hours P3 – Medium Partial functionality issue or non-critical defect for which an operational workaround is available. Initial Response- 2 hours Restoration / Workaround- 8 hours Resolution-2 business days P4 – Low Minor defect, cosmetic issue or service request without material operational impact. Initial Response- 4 hours Restoration / Workaround- 2 business days Resolution- 5 business days 10.5.1 The timelines shall be measured from the earlier of the incident being reported through the designated support channel or being detected through the agreed monitoring mechanism. 10.5.2 The bidder shall acknowledge the incident, assign the appropriate severity and provide regular status updates until resolution. 10.5.3 The Bank may review the severity classification based on actual operational impact. Restoration through a workaround shall not be treated as final resolution unless the Bank accepts the workaround or the underlying issue is resolved. 10.5.4 The bidder shall promptly escalate P1 and P2 incidents to the designated senior support team and keep the Bank informed of the incident status, corrective action and root-cause analysis. 10.5.5 Penalties, wherever applicable, shall be governed by the relevant provisions of Section C, Clause 5 and other applicable contractual provisions. No separate monetary penalty is introduced through this amendment. **All other provisions of the RFP shall remain unchanged.**