

BOB Financial Solutions Limited
Development, Implementation and Maintenance of Loan against Securities System
Response to Pre-Bid Queries

Reference document		RFP NO:CO:SYS:2018/09 dated 26/07/2018				
S.No.	Section & Clause Ref. No./Appendix no/Annexure no	Page No.	Line Item	RFP Text	Query	BFSL Response
1	Appendix 01		Techno Functionality Specification Requirement		Request to share the details of the functionality in an excel format document for the Bidder to respond.	Please refer Addendum-02 Dated 14th Aug-2018
2	Appendix 01 / Appendix 02	82	Part 4 - Other Systems and interfaces	DEBOS - DP System NSE/BSE/AMFI Website For realtime Prices LidhaDidha backoffice software of BOBCaps Interface with Account System	The list of interfaces mentioned in the RFP document Appendix 01 and Appendix 02 are different. Request to provide the final list The amendment to RFP is requested to be published	Please refer Addendum-02 Dated 14th Aug-2018
3	RFP Document	27	6.4 Facilities Management	The Company expects the selected bidder to provide all the services mentioned in this document the day the first module of the LASS is successfully implemented and made live.	It is expected that in the scope of service the Bidder is to provide an Onsite resource to support the functionality aspect of the Application Solution provided by the Bidder to the Company. The amendment to RFP is requested to be published	Selected bidder need to provide onsite application support. Hardware and Infrastructure will be managed by our DC Support / Partner

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4	RFP Document	29	6.7 Deliverables: a)	The Selected bidder has to handover the Source Code, Data Dictionary, Patches & Releases (If any), Application Software, all content used in the Development of LASS, along with Technical Documents, user manual, functional manual, PA-DSS, security certificate and all reports during error correction, installation guide and any other to the Company at regular intervals as decided by the company. Selected bidder also has to provide the list of software that would be used to design & develop the application and infrastructure portal/site (Responsive) including all recommended software and licenses that the Company will need to purchase for continued maintenance of the said application.	<p>It has been clarified that the Source code being an IPR of the Bidder cannot be directly deposited with the Company.</p> <p>It has been discussed that the Company and Bidder may enter into an ESCROW Arrangement.</p> <p>The amendment to RFP is requested to be published</p>	The Company and Bidder may get into ESCROW arrangement for Source Code and Document deposit.

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5	RFP Document 9.0 Payment Terms	48	9.2 Payment Terms		<p>It has been requested to have the Payment terms linked to milestones basis the Modules that are delivered and deployed. E.g.</p> <ul style="list-style-type: none"> - Acceptance of Purchase Order - Delivery of Modules for User Acceptance - User acceptance Signoff <p>The amendment to RFP is requested to be published</p>	No Change in clause
6	RFP Document 4.0 Detailed Scope of Work		4.4. Interface & Integration requirements	The Bidder will be responsible for setting up the test environment for interface testing.	The Environment setup would be taken up by BFSL infrastructure team. The Bidder will be providing the Application Interface towards the interfaces that are expected by the BFSL	Selected bidder need to provide onsite application support. Hardware and Infrastructure will be managed by our DC Support / Partner
7		18	4.12 Customization	1. The Selected Bidder has to carry out all the customization as per the Appendix 01 - Techno Functional Specification without any additional cost to the company	Any customisation not covered as part of the initial scope of deliverables will be assessed separately and the efforts estimation will be submitted to BFSL.	Company may consider non-mandatory interface deployment time separately from mentioned project timelines.

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8		19	4.15 Testing	<p>3. The Company expects the test environment to be available to the Company at all times, for the purpose of testing.</p> <p>4. The Bidder is expected to provide access to the company employees to its test and development infrastructure. The Company plans to use the testing environment throughout the period of the contract</p>	It has been clarified in the Pre-bid meeting that the Testing environment will be made available by BFSL.	Company will provide managed infrastructure, hardware and required software to selected bidder. It is expected from selected bidder to install and manage LAS application on DC, DR and UAT environment
9	RFP Document 4.2 Project Scope	14	Project Scope	The Vendor will be required to fix any vulnerability in the solution at no additional cost during the entire tenure of the contract. These vulnerabilities can be detected by the Company or can be a finding of any internal or external audit conducted by the Company or its auditors on a periodic basis.	<p>The nature of vulnerabilities expected to addressed is an unknown factor over the Period of the Contract. It would not be possible to comprehend the nature and effort of work required to be done.</p> <p>Request if this Condition can be relaxed and taken up as an Specific Customization need.</p>	No Change in clause
10	RFP Document 4.4 Interface & Integration requirements	15	Interface & Integration requirements		All the interfaces will require detailing to be scoped and would be mutually agreed with BFSL for the methodology and data Points	Required details related to interface will be provided by company. It is expected that selected bidder will developed the solution accordingly.

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11	RFP Document 4.5 Software Licenses	15		3. Selected Bidder is required to consider the Technical Support of the Solution and related application software for the period of contract from day one.	The Bidder is providing the Application Software to BFSL. The scope of service is expected to be towards the support of the same. All technical support with respect to Operating System / Database / Web servers / Network / Security / Infrastructure etc., would be managed by BFSL team.	Company will provide managed infrastructure, hardware and required software to selected bidder. It is expected from selected bidder to install and manage LAS application on DC, DR and UAT environment
12	RFP Document 4.8 Storage and Backups	16	Backup	The bidders have to ensure appropriate storage and backup for the solution meeting the growth requirements as detailed in Section 3.2 – Projections for the entire period of contract.	The Bidder is expected to provide the Application Software and Services related to Support of the same. All Hardware / Storage / Network Infrastructure requirements would required to be sourced , managed and maintained by BFSL.	Refer Point No.11.
13	Annexure 1			Requirement for Bidders Financial Statement	The Financial Report for FY2017-2018 is currently Un-Audited. Would that be permitted.	In such case last last 3 years audited Financial should be provided.
14	Annexure 1			Submission of CA Certificate	The Bidder is expected to submit the Financial Reports. Is the CA certificate a Must to be Submitted?	Yes, CA Certificate Required.
15	Appendix 02		Implementation Cost	Implementation of DC Implementation at DRC	It has been given to understand in the RFP Pre-Bid Meet that the Bidder would be carrying out the Implementation activity only in / for the Testing Environment Setup. Do we need to quote for the following; - DC Implementation Cost - DRC Implementation Cost	Please refer response to Point no. 10 and Appendix 02 - Bill of Materials.

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16	10. Terms and Conditions	49	10. Terms and Conditions		The Contractual Terms and Conditions we request to be taken up with mutual consent and acceptance of both Bidder and BFSL	As mentioned in RFP, company may entry in SLA till such time all the terms and conditions of RFP will in force. However company may have discussion with selected bidder for other T&Cs of SLA.
17	7.4. Bid Security and Performance Guarantee	31	II. Performance Guarantee	o the extent of 10% of the total contract value for the entire period of the five year contract	10% of the total contract value is very high. We request to have it reduced to 0.5%	No Change in clause
18		32	I. Bid Security & Earnest Money	Submit Bid security / Earnest Money	Can Fixed Deposit do in place of Bank Guarantee	Bidder / selected bidder need to submit Application money in the form of Demand Draft only. Bid Security Money may be submitted in form of Demand Draft or Bank Guarantee.
19				Certification	There is mention of Certification in several Clauses	Where ever certification is possible the same can be provided. Else References to be given were the expected solution is deployed. It should have name of organization, concern person name, contact number and email address. References shared should be proactive in answering queries raised.