

Response to Pre-Bid Queries dated 27-02-2021

S.No	Document Name & Page #	Section #	Clause #	Document Reference	Clarification sought/ Query / Request change	vendor NAME	BOB Financial Remarks
1	1	1- Scope		Bidder is expected to analyze and make changes to associated in BO module of the respective customer portal functionality if there is any impact	Bidder requests details of the BO module	Hewlett Packard Enterprise India Pvt. Ltd	BO module is for the by BFSL staff to process all the requests which are raised by customers. They can view these requests and fulfill the requests as per approval and escalation matrix. More details will be provided to the onboarded vendor.
2	5	1- Scope		To Bridge this gap and stand and with a vision of a customer centric organization, we hereby propose to initiate the modification of existing customer portal for field level changes and develop for the API integration with middleware API platform which will be integrated with new Core Card Management System which are in line with the upgraded core system	Bidder request clarity on "Bridging the gap" period. 1) Do we need to implement certain use cases with API in the current customer portal before moving to the "revamped" portal as mentioned in section 3- scope of work? 2) If so, which modules are required to be modified in the current customer portal UI?	Hewlett Packard Enterprise India Pvt. Ltd	Yes. The Portal will consume the respective APIs published by BFSL ESB for the applicable functionalities.
3	6	2- Objective	1	Make the changes in the BFSL portal and its BO module for API calls through ESB platform which is integrated with new Card Management System and its associated systems	Bidder requests confirmation that the ESB platform is already set up and is integrated with the card management system. API needs to only invoke/ trigger the ESB endpoint.	Hewlett Packard Enterprise India Pvt. Ltd	ESB integration is in progress. Portal need to call the APIs published on the ESB.
4	6	2- Objective	1	Make the changes in the BFSL portal and its BO module for API calls through ESB platform which is integrated with new Card Management System and its associated systems	Bidder requests to provide details of the ESB platform which the API needs to call	Hewlett Packard Enterprise India Pvt. Ltd	API specifications of the ESB will be provided to selected bidder.
5	6	2- Objective	1	Make the changes in the BFSL portal and its BO module for API calls through ESB platform which is integrated with new Card Management System and its associated systems	Bidder requests to provide the technology stack of the current portal, along with the database used, load balancer etc.,	Hewlett Packard Enterprise India Pvt. Ltd	WebServer: IIS DB1: MS SQL Server DB2: Oracle Dev. Platform : MS .Net
6	6	2- Objective	5	The solution partner and the technical partner have to be hosted in India and atleast have an active clientele for 1 to 3 Indian PSU card issuers	Bidder requests change in this clause to accept past customers and international projects.	Hewlett Packard Enterprise India Pvt. Ltd	This clause can not be changed.

7	6	3-Scope of Work	2	The Bidder should have End-to-End API development and implementation solution to manage the customer portal for the credit card customers. It should have all aspects of management which includes minor tweaking and technical integration.	Bidder requests information on whether BOB financial has any API Gateway management system implemented.	Hewlett Packard Enterprise India Pvt. Ltd	BFSL is in process of implementring Middleware which will be API gateway for the portal.
8	6	3-Scope of Work	1	The Bidder should be able to conceptualize, design, implement and manage the customer portal for the credit card base customers as specified by the Bank including designing customized solutions as and when felt necessary by the Bank	Can the portal be designed and revamped in a technology for the User Interface layer?	Hewlett Packard Enterprise India Pvt. Ltd	BFSL is okay if this can be managed within the given timelines.
9	9	5 - General features of Portal	Features	Bidder should ensure the modifications to the web pages must be mobile responsive.	Bidder requests information on whether native mobile applications need to be created apart from responsive web pages?	Hewlett Packard Enterprise India Pvt. Ltd	No. Current portal is already mobile responsive.
10	10	6-Liquidated Damages and Penalty	2	The proposed rate of penalty would be per week cost of the project for the each week of the delay	Bidder requests to remove this clause	Hewlett Packard Enterprise India Pvt. Ltd	This clause can not be changed.
11	10	7-Timelines / Delivery Schedule	1	The selected Vendor is expected to complete the implementation of upgraded Portal with APIs within a period of 8 weeks from the date of acceptance of Purchase Order/ LOI.	Bidder requests to remove this clause. Request that (8-weeks) duration be decided post the contract awarding when we have more clarity on the requirement	Hewlett Packard Enterprise India Pvt. Ltd	This clause can not be changed.
12	11	9-Technical Evaluation Criteria	1	Self-declaration or Document from authorized body.	Please provide details of the self-declaration or document	Hewlett Packard Enterprise India Pvt. Ltd	Self Declaration on respective company letterhead . Document from authorized body means a certificate.
13	11	9-Technical Evaluation Criteria		Commission percentage	Bidder requests to provide the detail of Commission percentage and other line items expected in the table	Hewlett Packard Enterprise India Pvt. Ltd	Refer to Addendum to RFQ
14	12	Techno-commercial evaluation criteria	c	Onsite Support, Facility Management Cost, Per Man day cost	Bidder requests to provide details of facility management	Hewlett Packard Enterprise India Pvt. Ltd	Refer to Addendum to RFQ
15	12	Techno-commercial evaluation criteria	c	Onsite Support, Facility Management Cost, Per Man day cost	Bidder requests to provide details of the duration for which man power is required	Hewlett Packard Enterprise India Pvt. Ltd	For Project its as per the project timelines of the Project.

16	10		6	Liquidated Damages and Penalty:	Bidder requests Liquidated Damages and Penalty to be capped to 5% of Un Delivered value	Hewlett Packard Enterprise India Pvt. Ltd	For Project its as per the project timelines of the Project. For the Support/AMC its for the 2 years.
17			NEW	NEW	Bidder requests for the following Payment Milestone: Development Charges - 50% in Advance -50% on Sign-off AMC & ATS - Quarterly in Advance Onsite Support, Facility Management Cost, Per Man day cost - Monthly in Arrears	Hewlett Packard Enterprise India Pvt. Ltd	50% on the UAT Sign-off 50% -After 30days from Warranty period of Go-live.
18			NEW	NEW	Bidder requests to include "Any Changes in Taxes would be borne by BoB Financial"	Hewlett Packard Enterprise India Pvt. Ltd	Changes in the taxes will be reviewed as applicable as per regulatory changes.
19			NEW	NEW	Bidder requests to include Payment Terms: Payment to be made by customer 30 days from date of invoice	Hewlett Packard Enterprise India Pvt. Ltd	It will be 60 days from the date of invoice.
20						Hewlett Packard Enterprise India Pvt. Ltd	
21	6 - Liquidated Damages and Penalty	1. The proposed rate of penalty would be per week cost of the project for the each week of the delay. Company at its discretion may apply this rule to any major non-delivery, non-adherence, non-conformity, non-submission of agreed or mandatory documents as part of the Project. 2. Thereafter, at the discretion of the Company, the contract may be cancelled. Company also has the right to invoke the Performance Guarantee, Penalty Clause on delay which is not attributable to Company and is attributable to the selected Bidder.	1. Additionally, we suggest that there needs to be a cap on the total penalty amount across the engagement of 20% 2. Details clauses for contract termination should follow the terms and conditions agreed in the MSA between Mastek and BOB Financial Solutions Limited.			Mastek Ltd	This clause can not be changed.
22	6 - Liquidated Damages and Penalty	Inability of the selected bidder to provide services at the service levels defined would result in breach of contract and would invoke this penalty clause	Kindly provide the definition and description fo service level that the bidder needs to abide by. We also presume that			Mastek Ltd	Service Levels will be applicable to Project phase and in Support /AMC. The Sevice level for Project and AMC/Support may differ.

23	7 - Timelines / Delivery Schedule	The selected Vendor is expected to complete the implementation of upgraded Portal with APIs within a period of 8 weeks from the date of acceptance of Purchase Order/ LOI.	Considering the scope of this project as per our current understanding, 8 weeks timeline seems challenging. Our proposal submission			Mastek Ltd	You may provide your suggested plan with timelines you have estimated but the timeline will be one of the critical parameter for the selection.
24	Techno-commercial evaluation criteria	AMC & ATS Onsite Support, Facility Management Cost, Per Man day cost	Kindly provide the details of the support model expected in the AMC phase providing the specifics like - Whether it needs to 8 x 5 or 8 x 7 or 24 x 7 or any different model - Whether it needs to be pure onsite or a mix of onsite /			Mastek Ltd	Off-shore Support/AMC model with dedicated 8x5 support under normal circumstances and immediate support for Severity 1 issues and on-request onsite in case of critical issues.
25	2- Objective	The Company has conceptualized, designed and implemented the required API stack	Kindly provide clarity on technical aspects like - which ESB has been implemented			Mastek Ltd	IBM AppConnect is being used as middleware and APIs will be JSON format but BFSL will be at their sole description to make the changes to the format basis the system requirements.
26	3 - Scope of Work	<p>Section 1 Page 2 - Customer portal is widely used for managing the card and request for various allied services by our customers. With the current upgrade of our core systems, we need to update the services currently used in the portal with the latest APIs which will result in faster TAT in availing those services and also reduce the burden from operational teams.</p> <p>Section 2 Page 6 - The Company has conceptualized, designed and implemented the required API stack.</p> <ul style="list-style-type: none"> Make the changes in the BFSL portal and its BO module for API calls through ESB platform which is integrated with new Card Management System and its associated systems. <p>Section 3 Page 6 - The Bidder should be able to conceptualize, design, implement and manage the customer portal for the credit card base customers as</p>	<p>The sections showcased here are slightly confusing with respect to the overall scope of work and hence we have provided our understanding below.</p> <p>As per our understanding this translates to the following, kindly confirm</p> <ol style="list-style-type: none"> Customer Portal is already existing and developed and launched, however it does not include all the services that are mentioned in Table No 1 on page 2 of the RFP Whichever services are existing on customer portal, but not directly integrated with upgraded 			Mastek Ltd	<ol style="list-style-type: none"> The services given on Pg-1 and Pg-2 of the RFQ are the existing features on the portal. Please read the Pg-1 carefully. Bidder may also refer to Qresponse of query #2. Understanding is correct. Refer #1. above. SOW will include the Enhancement of existing portal for consuming APIs for the respective functionalities. Maintenance will be separate line item which for consideration. <p>Manday rate for future enhancements and changes will be separate line items for the consideration.</p>

27	2 - Objective	Data Transfer between the Bank and vendor systems should be in encrypted and secured manner. Sensitive data like card details should be in Hash format, in compliance with the security guidelines of the Bank/Regulator/Government or related Agencies, throughout the systems of the Bidder/sub-contractor	Which vendor systems are being referred to here? And what kind of data exchange is expected.			Mastek Ltd	Vedor system refers to any third party system of external vendor whenever we integrate with their system. And the Data exchange may include Card data, customer PI data, or tansactional data etc.
28	Techno-commercial evaluation criteria	Execution model of this engagement	Whether during development phase i.e. prior to start of support and AMC, is the bidders team expected to execute from offshore premises or onsite			Mastek Ltd	For this project execution the Onsite model is preffered model. But basis the government norms implemented from time-to time, BFSL will revise this model considering current COVID sitiation.
29	Extension of Bid submission date	Request for Extension of Bid submission date	Request for Extension of Bid submission date			Mastek Ltd	Not possible.
30	Objective (Page 6)	The solution partner and the technical partner have to be hosted in India and atleast have an active clientele for 1 to 3 Indian PSU card issuers.	Need clarification			Mastek Ltd	Refer to Addendum to RFQ
31							
32	What is the current size of the data and expected data grow size in next 4-5 years?					3I-INFOTECH	Which data size bidder is refering to and how is it relavant to this RFQ ?
33	Where document are currently stored? Are you using any DMS currently?					3I-INFOTECH	Docs are stored on the portal servers. There is no DMS.
34	What are the challenges in current system, if any?					3I-INFOTECH	Our core card system is getting migrated to new Card Management system
35	Is data migration in scope?					3I-INFOTECH	Not is scope but bidder may analyze and may suggest if any kind of data migration required for the portal data.
36	Will there be any requirement of sharing the content externally?					3I-INFOTECH	There may be in the near future with in the case of third party enegement with the BFSL.
37	For the calendar requirement, are you looking for meeting/calendar synchronization between outlook and SharePoint?					3I-INFOTECH	No clarity on which RFQ point bidder is refering to ? But there is no such requirement.

38	When is the Submission date of this proposal. Is soft copy of proposal okay to submit?					3I-INFOTECH	Submission data is provided in the RFQ. Softcopy with password protection would be a better option.
39	Are we looking for any specific technology for development customer portal like MS SharePoint, IBM Websphere Portal etc					Lauren	Currnety it on .Net platform
40	Are we looking for DR of the solution as well					Lauren	Not in the scope as of now.
41	The AMC for support will be offsite or onsite					Lauren	Onsite model is preffered model. But basis the government norms implemented from time-to time, BFSL will be revise this model as per the situation.
42	Can you please specify Techno-commercial evaluation criteria Point no C 'Onsite Support, Facility Management Cost, Per Man day cost					Lauren	Refer to Addendum to RFQ
43	For integration with other applications, API's will be provided by BOB Finance team or we need to develop the same'					Lauren	APIs are develped on the BFSL Middleware and portal will consume these APIs.
44	Bidder is expected to perform their own analysis and update the below given list in Table-1 if any additional feature noticed during the implementation phase. The list below is prepared by the company with its limited knowledge and understanding and technical skills	1	page no 2	Scope of Work/Background	Will the additional features that are identified during implementation phase considered as part of CR?	NSEIT Limited	Yes if it is comxpletely new feature which is not in the currnnet portal or in the current scope. Note that minor changes basis the other system if there are changes to the current functionalities in the scope will not be trated as CR.
45	Table 1	1	page no 2	Table 1	From the table mentioned, we are interpreting that "NA" means not applicable, is that right?	NSEIT Limited	API calls are Not Applicable (NA) but as part of complete testing working of the functionality will tested to verify the proper working of the portal.

46	The solution partner and the technical partner have to be hosted in India and at least have an active clientele for 1 to 3 Indian PSU card issuers.	2	page no 6	Objective	The solution partner and the technical partner have to be hosted in India and at least have an active clientele for 1 to 3 Indian PSU card issuers. Is this mandatory criteria? Can there be relaxation on this?	NSEIT Limited	Refer to Addendum to RFQ
47	The selected Vendor is expected to complete the implementation of upgraded Portal with APIs within a period of 8 weeks from the date of acceptance of Purchase Order/ LOI.	7	page no 10	Timelines / Delivery Schedule	Is it possible to consider timeline more than 8 weeks?	NSEIT Limited	You may provide your suggested plan with timelines you have estimated but the timeline will be one of the critical parameter for the selection.
48	The proposed rate of penalty would be per week cost of the project for each week of the delay. Company at its discretion may apply this rule to any major non-delivery, nonadherence, nonconformity, non-submission of agreed or mandatory documents as part of	6	page no 9	Liquidated Damages and Penalty	The proposed rate of penalty would be per week cost of the project for each week of the delay. Will there be any relaxation towards this criteria?	NSEIT Limited	This clause can not be changed. But basis the project execution status and provided the overall Core system migration project timelines are not impacted then relaxation criteria can be mutually worked out.
49	Scope/Portal Functionalities	3,4	page no 6	Scope of Work/Background	Is it possible to get walk through of current system to envisage exact scope of portal modification to perform effort estimation according?	NSEIT Limited	Short walkthrough can be provided for 15-30 mins by 01/03/2021. But no changes to the RFQ dates published.
50	1. There is no checklist or information provided regarding the Bid Proposal Document that has to be shared.					NSEIT Limited	Kindly share the documents provided in RFQ
51	2. Mode of Bid Submission is not mentioned anywhere on the RFQ document.					NSEIT Limited	Online , kindly refer Addendum for online submission

52	3. They have clearly mentioned -refer to Annexure 7 on page 12 but there is only 1 Annexure present in the RFQ document (rest of the annexures are not there)					NSEIT Limited	Kindly share the documents provided in RFQ
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