

Response to Pre-Bid Queries

Sr. No .	Page #	Point /Section	Clarification	BFSL Comments
1	Page 19	Point 13-17	Are these solutions available currently or proposed to be procured during the course of the project	LMS : Existing. system Rest to be developed
2	Page 17	UI & mobility	Create a Customer and agent app - Is it only mobile app or both for mobile and desktop ?	Responsive website + Mobile Apps
3	Page 16	Communication management	Can you elaborate on drip marketing platform	Drip Email like drip, sendloop, customer.io etc
4	Page 43	Financial and other Requirement to be met by the Bidder - point 8	Active user base of 5,00,000 is mentioned. Request you to relax this to 5000 users as NBFCs wont have so many number of users.	In case of NBFC, acquired atleast 500000 customers
5	Additional queries		Can you elaborate on the number of expected touchpoints - both for desktop & mobile applications and specifically for customers and agents	See point 2
6	Additional queries		For the platform, can you enlist an exhaustive set and count of processes to be included in the workflow system	These are industry standard origination processes with customisation as per business model
7	Additional queries		Do you plan to introduce an ESB or/and API manager considering the large number of integrations expected as a part of the BOB Financial growth story	API manager Should be the part of the solution
8	Additional queries		Will the licensing for the platform or any allied applications be included in the commercial bid. Also, please let me know if BOB financials will be comfortable to associate with the OEM directly for the licensing. This is keeping in mind the possible rate provided directly to the organization	Yes
9	Additional queries		Is Data Migration from the existing systems to new systems also in scope for the bidder	Yes
10	Additional queries		Annexure 01 is missing. Request you to attach for further discussions	Please refer to revised Annexure-1
11	Additional queries		Is technology evaluation and selection part of the scope and open to any new Digital platform solution recommendations.	Please refer to Eligibility Criteria
12	Page 28		Please provide timelines for milestones to be achieved from the start of project	Already given in RFP. Page 28
13	Page 11		Is User Journey defined for the Applications in scope 2.1? Should this be defined as part of project	Yes
14	Page 11		Please provide details for data requirements and technology to be used for Reports and dashboard	System should have the capability to monitor and fetch all data that flows through the system. Standard dashboards to be developed as a part of solution. Refer to Techno commercial criteria for some examples. System shuld have the ability for BFSL to create custom dashboards later as per need
15	Appendix and Annexures		Annexure 2, Appendix 1, Appendix 2 and Appendix 10 are missing from the RFP document uploaded on website	Please refer to revised Annexures & Appendix
16	3.3 Interface and Integration		Integration with Bank of Baroda- which core systems?	API integration for Cash management systems, Tab banking system, Retail assets systems and digital banking systems etc
17			Integration with BGSSL – which system?	DMS, CRM, Contact Centre etc
18			Integration with alternative data solutions- which internal/external system	API integration: Fintechs like Lendo, Finbox etc
19	4.1 Level Classifications			Infrastrucutre SLA not applicable for the
20	4.2 Service Levels		Are these Infrastructure SLAs or Application SLAS. Id the solution to be deployed on premise/cloud or private cloud?	proposed solution. Poposed solution needs to

21	4.2 Availability measurement	Is providing and maintaining the Infra part of the scope?	be an On-prem deployment on a private cloud
22	Part 1: Eligibility bid	Can we submit the soft copies in pend drive instead of CD/DVD?	No
23	8.1 Eligibility bid(page 43 point 9)	Data Migrations- what data will it be? Which system/database? Amount of Data size?	COS data, LOS data (less than 500K records as on 14th March 2019). All the data present in the system at the time of implemetation needs to be migrated
24	8.1 Eligibility Bid	The eligibility points given on page 43 are slightly different from Annexure O1. Which ones to follow	Please refer to addendum
25	Payment Terms	9.1 Application cost - Can some part of payment be released upon signing of purchase order or delivery of software/license?	5% of the cost, of such software, will be payable on successful delivery 20% of the cost, of such software, will be payable on successful installation, and 45% of the cost, of such software, will be payable on successful implementation with all the functionalities of the said software and acceptance sign off from the Company 30% of the delivered software cost would be payable on completion of three months from the date of successful implementation of the solution
26			
27	30% of cost held till 3 months after go live can be reduced?	Reduced to 2 months after go live	
28		Implementation cost: current payment terms is completion of milestone or completion of a timeline, whichever is later. Can it be only upon completion of milestone. We may finish milestones earlier than the stipulate timeline	In such case, completion of milestones will be considered
29		AMC cost- to be paid quarterly in arrears- can this be made quarterly in advance	Yes
30		Application license- what type of software license is required? Capex/Opex, user based or Enterprise level? License metrics needs to be defined to normalize the cost of license/platform across bidders	Capex, Enterprise level
31	10.2 page 49	<del>Indemnity- modifications suggested as under, red fonts to be added and underlined words to be deleted.</del> The Selected Vendor shall indemnify the company, and shall always keep indemnified and hold the Company, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and <b>all actual and proven</b> losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Company as a result of: • Company's authorized / bona fide use of the Deliverables and /or the Services provided by selected Vendor under this RFP; <u>and/or</u> • any act of <u>commission or omission</u> , fraud, <b>Gross</b> negligence, breach on the part the selected Vendor and/or its employees, agents, sub-contractors in performance of the obligations under this RFP; and/or any act of omission of statutory requirement and/or • claims made by employees or subcontractors or subcontractors' employees, who are deployed by the selected Vendor, against the company; and/or	NOT Accepted
32	Point 3 of Clause 10.3 page 50	<b>No Liability, Red fonts to be added- please seek approval from GS to accept this clause as is.</b> Under no circumstances <b>Either Party</b> shall be liable to the <b>Other Party</b> for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this project, even if Company has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business. <b>The limitations set forth in this section shall apply even if any other remedies fail of their essential purpose. Notwithstanding the other provisions of this Agreement, In no event shall the either party be liable to the other party or any third party for a monetary amount greater than the Annual value of Agreement pursuant to RFP</b>	NOT Accepted
33	Clause xiii page 62	<b>Confidentiality Obligations- please seek approval from GS to accept this clause as is.</b> The confidentiality obligations shall survive <b>for the period of 5 years post</b> expiry or termination of the agreement/contract between the Selected Bidder and the Company	NOT Accepted
34		<b>Termination Right to be added for the Bidder as under-</b> Bidder/Service Provider may terminate this Agreement and / or any SOW upon written notice to the Company if the Company commits a default or material breach and does not remedy the default or material breach within 30 days of notice from the Bidder/Service Provider.	We are open for Mutual discussion later.

35			requesting you kindly make it as bidder/ OEM	If implemented in bidder/OEM capacity or else Bidder Only
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39	clause no.8.1	43	requesting you kindly make it as bidder/ OEM	If implemented in bidder/OEM capacity or else Bidder Only
40	3.2.1 Activities under scope		should include LMS & CCMS systems be included in the bid scope or not	No. LMS and CCMS is not in scope