

RFP no. BCC/DIGITAL/DLD/116/112 for engagement of Strategic Consultant for Design and Project Management for implementation of digital lending initiatives under Retail, Agri and MSME segments

Replies to pre-bid queries:

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1	25	3. Proposed approach and Methodology	Technical Bid Evaluation	System monitoring mechanisms to ensure compliance to credit policies, regulatory, information security, etc.	We would like to understand current systems as listed below: 1) Loan Origination System 2) Loan Management System 3) Peripheral Systems 4) Digital Channels	Details of current systems will be provided to successful bidder.
2	24	2. Experience of relevant experience of projects as per context of this RFP	Technical Bid Evaluation	MSME (WC, TL, NFB, CV, RENEWALS, Cash flow based pre-approved offers - each product 5 marks maximum 15 marks) Retail / Agri (AL, PL, HL, EL, KCC, GOLD, Cash flow based preapproved offers - each product 5 marks maximum 15 marks	We would like to understand the count and details of lending products under 1) MSME 2) Retail 3) Agri Does the provided list include all products?	Details of design and implementation management of products to be carried out under Retail, Agri and MSME are mentioned in RFP document
3					Are all lending products across segments of MSME/Retail/Agri build on single LOS vendor application. Please provide list of vendor LOS solutions	List of LOS vendors will be provided to successful bidder
4	25	3. Proposed approach and Methodology	Technical Bid Evaluation	UI/UX for digital lending journeys	What are the channels through which Digital lending	Products to be rolled out on all digital channels (web,

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					products are distributed?	mobile, internet, tab) or any of it depending upon Bank's requirement,
5	10	11.3	Other	After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same, In such an event, the bidder is bound to make good the additional expenditure which the Bank may have to incur for the execution of the balance of the contract	This clause is unacceptable as unsatisfactory performance cannot be defined. Furthermore for any delays in execution of the contract arising due to absence /unavailability / non-cooperation from Bank of Baroda designated officials, cannot be attributed to the selected bidder	No change proposed in RFP clause
6	25	3. Proposed approach and Methodology	Technical Bid Evaluation	Practicality of solutions	Please elaborate	Self-explanatory
7	45	Annexure 13 – Project Details- Design	Scope of Work	Identify all the areas of process automation through Fintech integrations and provide suggestions for the same.	What are the current integrations with fintechs?	List of Bank's fintech integration will be provided to successful bidder
8	13	18.4	General	No sub-contracting of any of the work involved in this project is permissible unless expressly allowed	Please elaborate on the process for getting sub-contracting approval	Sub-contracting is not generally permitted. Bidders need to seek prior permission from Bank before

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				by the Bank.		awarding sub-contract
9	45	Annexure 13	Scope	Bank proposes to engage the services of a consulting firm, also referred in this document as Strategic Consultant to work with the Digital Lending Department and Bank other verticals for support and assistance across the key areas outlined below.	Please confirm that the current scope of project is limited to study, benchmark and design of digital lending processes and it does not involve implementation as a part of it.	RFP is for design as well as for implementation management of digital lending initiatives
10	26	Annexure 02	Weighted evaluation: Techno-commercial evaluation criteria	This will be Techno-commercial evaluation and accordingly the Technical evaluation will have 70% weightage and Commercial Evaluation shall have 30% weightage.	Given the design and implementation of the mentioned digital journeys at the bank will require a range and high quality of technical skills including product design, risk and analytics, digital marketing, etc. we request you to consider changing the techno-commercial evaluation criteria to 80% weightage for technical evaluation and 20% weightage for commercial evaluation.	No changes are proposed in RFP clause
11	22	A. Sr no.2	Stage 1 – Eligibility Bid Evaluation	<i>Bidder should have an experience of at least 2 assignments in the nature of digital transformation (one of them should be in</i>	As the specific scope of work centered around products around Retail, MSME and Agri , can the classification of experience	No change proposed in the RFP clause. Experience of Banks only considered

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				<i>the digital lending in a PSU Bank) across banks in India and with a minimum duration of 12 months for each assignment in the last -5- years. The assignment referred should either have been completed or if ongoing, minimum 6 months should have been completed.</i>	cover all Financial Institutions rather than "Banks in India" - i.e. large public and private sector SCBs, SFBs, NBFCs and foreign banks	
12	24	B. Sr. No. 2	Stage 2 – Evaluation methodology for eligible Bidders	<p>Experience of relevant experience of projects as per context of this RFP</p> <p>Experience and Credentials in end-to-end lending (live systems will be considered) process digitization in India in a Bank with 25,000+ employees and 3000+ branches and INR 5 Lakh Crore+ Business as of 31/03/2023</p> <p>MSME (WC, TL, NFB, CV, RENEWALS, Cash flow based pre-approved offers - each product 5 marks maximum 15 marks)</p> <p>Retail / Agri (AL, PL, HL, EL, KCC, GOLD, Cash flow based pre-approved offers -</p>	<p>As the specific scope of work centered around products, requesting the bank to consider reducing the qualifying criteria to showcase our credentials by relaxing the criteria as suggested below.</p> <p>Bank with 25,000+ employees and 3000+ branches and INR 5 Lakh Crore+ Business as of 31/03/2023</p> <p>To Financial Institution with 10,000+ employees, 1000+ branches and INR 1 lakh crore+ business as of 31/03.2023 (To be finalized)</p>	Refer to addendum.

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				each product 5 marks maximum 15 marks) Client reference visit / feedback (Client project and contact details to be provided)		
13	7	3	Contract Period	<i>The appointment of the Consultant is envisaged for a duration of 12 months from the date of appointment.</i>	In case the vendor(s) requests for higher implementation time, more than what is anticipated, then how does the bank envisage to engage the consultant? Kindly clarify.	Any extension of time granted by the Bank to complete the delivery of scope will be without any additional cost to the Bank.
14	10	11.3	Termination	<i>In such an event (bank terminates contract due to unsatisfactory work), the bidder is bound to make good the additional expenditure which the Bank may have to incur for the execution of the balance of the contract</i>	kindly elaborate on the type of expenses under the additional expenditure.	Such expenses will be measurable basis the work completed and balance work / activities to be covered / completed.
15	13	18.4	General Terms and conditions	<i>The Banks expect prospective partner to deploy on-site team to support the stage wise implementation activities. The team will be responsible for delivering on the above scope. The</i>	Request Bank to provide clarity on locations other than Mumbai for resource deployment	Current deployment of resources would be at Bank's office at Mumbai. However, bank reserve rights to request for deployment of resources at any other location.

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				<i>bidder should have ability to provide full-time on-site resources in Mumbai or as desired by the Bank.</i>		
16	25	B Stage 2, Technical bid evaluation point 4	Technical Bid Evaluation	Proposed Team Profile and deployment <ul style="list-style-type: none"> Resource with minimum 4 years and above with similar experience for Bank RFP requirement will only to be considered for deployment 	We understand that the 4 years experience required is for the overall experience of the resource comprising of current and previous organization experience. Please confirm.	RFP clause is clearly defines the requirement
17	45	Annexure 13	Project Details- Scope of work	<i>Bank has currently implemented Digital Lending applications on different LOS platforms and integrated with various internal, external and fintech service providers.</i>	Bidder requests bank to share a list of the digital lending applications, LOS platforms and interfaces to internal, external and fintech service providers to gain a better understanding of the scope of work	List will be provided to successful bidder
18	45	Annexure 13	Project Details- Scope of work	EASE compliance: Consultant shall study current digital lending journeys and proposed journeys listed for implementation part of track 1 and track 2 are compliant to EASE requirement.	Bidder requests to share any documentation available with the bank for the current and proposed digital lending journeys	RFP covers details of digital lending journeys to be designed and implemented
19	45	Annexure 13	Project Details-	Identify all the areas of	Please elaborate on the	Consultant to suggest

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			Scope of work - Design	process automation through Fintech integrations and provide suggestions for the same	level of documentation available	maximum integrations for digitally verifiable data / parameters for journey design
20	45	Annexure 13	Project Details- Scope of work - Design	Identify all the areas of process automation through Fintech integrations and provide suggestions for the same	Bidder requests bank to ensure adequate support from Fintechs and other vendors be provided during the course of execution of various phases of project	Required support will be extended
21	46	Annexure 13	Project Details- Scope of work – Project Management		The specific software to be procured cannot be estimated at this time of bid preparation and thus it cannot be included in the commercial bid at the time. Support activities for the procurement of any software or vendor selection will be taken as a change request.	The commercial quoted by the bidder should cover all the scope mentioned in the RFP. There cannot be any price escalation for defined scope during the contract period.
22	46	Annexure 13	Project Details- Scope of work – Project Management	<ul style="list-style-type: none"> • Full scale roll-out - Program manage the full scale roll out of the new journey PAN India - Training related activities - Change Management 	We assume the preferred choice of bank is to go for phased rollout of product journeys accomplished by pilot and full-scale rollout. Please confirm.	Full roll out of the product is carried post pilot launch. However, it will be at the discretion of the Bank.
23	2	Important Dates	4. Last Date of Submission of RFP Response (Closing Date)	13th May, 2024 at 3:00 PM	We request for extension of the current RFP submission date to be 4 weeks from the date of publishing the	Refer to addendum on Bank's website.

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					responses to pre-bid queries on the website.	
24	48		Commercial	Payment Terms	Bidder request the bank for a revised payment structure, so that our payments are only linked to our deliverables and scope of work. Our payments should not be held back for any delays in the implementation which are not attributable to us	No change proposed in RFP clause
25	66	16	Legal	PENALTIES AND LIQUIDATED DAMAGES:	The penalty/liquidated damages clauses are open ended. Bidder requests the bank to specify the percentages applicable and the overall capping of penalties/LD.	Refer to addendum on Bank's website.
26	2	Important Dates	4. Last Date of Submission of RFP Response (Closing Date)	Last Date of Submission of RFP Response (Closing Date) 13th May, 2024 at 3:00 PM	Based on the comprehensive nature of the RFP, we request the Bank to kindly extend the bid submission date by 2 weeks to 27th May 2024	Refer to addendum on Bank's website.
27	24	Annexure 02, Section B, Sr. No. 2	Eligibility and Evaluation	Experience and Credentials in end-to-end lending (live systems will be considered) process digitization in India in a Bank with 25,000+	We request the Bank to kindly consider either of the below amendment to the clause: "Experience and Credentials	Refer to addendum

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				employees and 3000+ branches and INR 5 Lakh Crore+ Business as of 31/03/2023	in end-to-end lending (live systems will be considered) process digitization in India in a Bank with 22,000+ employees and 3000+ branches and INR 5 Lakh Crore+ Business as of 31/03/2023" OR "Experience and Credentials in end-to-end lending (live systems will be considered) process digitization in India in a Bank with 25,000+ employees and 800+ branches and INR 5 Lakh Crore+ Business as of 31/03/2023" OR "Experience and Credentials in end-to-end lending (live systems will be considered) process digitization in India in a Bank with 25,000+ employees and 3000+ branches and INR 4 Lakh Crore+ Business as of 31/03/2023"	
28	24	Annexure 02, Section B, Sr. No. 2	Eligibility and Evaluation	Experience and Credentials in end-to-end lending (live systems will	We request the Bank to kindly consider either of the below amendment to the	Refer to addendum

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				be considered) process digitization in India in a Bank with 25,000+ employees and 3000+ branches and INR 5 Lakh Crore+ Business as of 31/03/2023	clause: "Experience and Credentials in end-to-end lending (live systems will be considered) process digitization in India in a Bank with 22,000+ employees and 3000+ branches and INR 5 Lakh Crore+ Business as of 31/03/2023"	
29	24	Annexure 02, Section B, Sr. No. 2	Eligibility and Evaluation	Experience and Credentials in end-to-end lending (live systems will be considered) process digitization in India in a Bank with 25,000+ employees and 3000+ branches and INR 5 Lakh Crore+ Business as of 31/03/2023	We request the Bank to kindly consider either of the below amendment to the clause: "Experience and Credentials in end-to-end lending (live systems will be considered) process digitization in India in a Bank with 25,000+ employees and 800+ branches and INR 5 Lakh Crore+ Business as of 31/03/2023"	Refer to addendum
30	24	Annexure 02, Section B, Sr. No. 2	Eligibility and Evaluation	Experience and Credentials in end-to-end lending (live systems will be considered) process digitization in India in a Bank with 25,000+ employees and 3000+ branches and INR 5 Lakh	We request the Bank to kindly consider either of the below amendment to the clause: "Experience and Credentials in end-to-end lending (live systems will be considered) process digitization in India	Refer to addendum

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				Creore+ Business as of 31/03/2023	in a Bank with 25,000+ employees and 3000+ branches and INR 4 Lakh Creore+ Business as of 31/03/2023"	
31	45	Annexure 13 - Project Details - Scope of work	Scope	Bank has currently implemented Digital Lending applications on different LOS platforms and integrated with various internal, external and fintech service providers.	We want to understand the distinct LOS systems used by Banks for the LOBs outlined within the scope of the RFP. Journeys will be implemented on the existing LOS or a new platform will be developed?	Proposed journeys as mentioned in RFP will be implemented on Bank's existing LOS systems. However, in case of need, journeys will be implemented on a new platform, if required will be procured through RFP process with the help of selected bidder.
32	45	Annexure 13 - Project Details - Scope of work	Scope	Participating bidder shall be capable to architect solutions using multiple LOS, CBS (for LMS), fintech services, etc.	The technology platform will be owned by the existing or new implementation partner and as such the architecture of the solution will be the ownership of the respective technology partner. Please confirm the understanding.	Bidder is expected to architect solutions as per scope defined.
33	45	Scope of engagement (Point 4)	Scope	Develop metrics for daily system monitoring, identification of breaches to ensure compliance to credit policies, regulatory, RBI Digital Lending guidelines, Information	We are of the view that we need to identify the metrics for different processes while technology implementation partner would develop all the relevant capabilities for monitoring such metrics.	Selected bidder should identify the metrics for different processes and also guide/validate the devised solution by Bank's technology partner.

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				Security, Audit, etc.	Request you to please confirm the same?	
34	45	Scope of engagement (Point 5)	Scope	System monitoring mechanism to ensure compliance to credit policies, regulatory, information security, etc.	We understand that this will be provided by the technology implementation partner. Kindly provide clarity on the same	Bidder is expected to design system monitoring mechanism and manage its implementation
35	45	Design(Point 1)	Scope	Journey Design scope	We want to understand what digital/physical channels would be covered under this project for e.g. Digital, assisted, branch etc	Products to be rolled out on all digital channels (web, mobile, internet, tab) or any of it depending upon Bank's requirement,
36	45	Design(Point 1)	Scope	Journey Design scope	We recognize that the customer journeys will be designed for both existing-to-bank (ETB) and new-to-bank (NTB) customers. Could you please confirm this?	Journeys will be designed for both ETB customers as well as NTB customers
37	45	Design(Point 2)	Scope	Identify the changes required in products and policies	We want to understand how many current policies are defined within the Bank and if there is a need to define new credit policies as part of this RFP?	Details of current policies will be provided to successful bidder
38	45	Design(Point 6)	Scope	Field level mapping for integrations and auto-generated documents	We understand this will include technology solutioning that includes identification of systems and existing/new API's to be defined for the functionality.	Bidder is expected to ensure field level mapping is correctly carried out for integrations and auto-generated documents.

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					However, the field level mapping will be done by the implementation partner. Request your confirmation on the same?	
39	45	Design(Point 7)	Scope	Review of the business requirement documents prepared by the vendor	We acknowledge that we need to assess the BRDs produced by Bank appointed vendors and we won't be required to create the user stories/BRDs in this context. Could you please confirm the same?	Ensure correctness of the BRDs, provide required changes.
40	45	Design(Point 8)	Scope	Review of the wireframes and prototypes prepared by the vendor	We acknowledge that we are tasked with reviewing the wireframes and prototypes generated by Bank appointed vendors and we will not be involved in creating the wireframes and prototypes. Could you please confirm?	Ensure correctness and provide required changes
41	45	Design(Point 9)	Scope	Masters creation and management processes	We understand the bank wants us to review the master creation and management process. However, the design and creation & maintenance of the masters for each journey will be done by the implementation partner.	Ensure correctness and provide required changes

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					Please confirm the understanding.	
42	45	Design(Point 10)	Scope	Degree of digitization measurement	We understand that the Bank wants to define the measurement metrics in terms of level of digitization. Eg: Fully Digital journey; Digital onboarding and assisted processing, sanction and disbursement etc. and not get into fields and clicks details	Degree of digitization measurement mean journey's various stages from lead generation to disbursement
43	45	Design(Point 11)	Scope	UI/UX for digital lending journeys	We understand that this would require us to provide suggestions for improving the overall user experience basis design thinking principles	UI/UX design is for smooth conduct of DIY & Assisted journeys.
44	46	Program Management(Point 6)	Scope	Devise the communication and roll out plan within the Bank for full adoption of digitized processes	We understand that communication and adoption will center around the end customer journey. Could you please confirm whether the scope also includes the strategy for rollout and adoption will be done by the bank	Bidder is expected to plan and execute the communication plan to ensure transparent, timely and specific communication to all groups of stakeholders such as branch staff, sales teams, credit teams, etc.
45	46	Program Management(Point 9)	Scope	Pilot roll-out & full-scale roll-out	We understand that the engagement scope is for a duration of 12 months. In case the implementation of	Selected bidder as part of PMO should ensure required escalations for timely completion of planned

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					the journeys by the partner delays and exceeds 12 months, the roll-out will be limited to the products that have gone live. Please confirm our understanding.	activities.
46	46	Program Management (Point 7)	Scope	In case of requirement, consultant to prepare scope document for procurement of any software and assist in Bank for vendor selection	We understand the software procurement is related to design of digital journey. If Yes, the time for software procurement through vendor selection and onboarding the journey is not factored into the overall project schedule. Request your clarity on this point	Identify any such requirement at the beginning of the engagement to ensure vendor selection and implementation can be completed within time.
47	46	Deliverables Timeframe & Milestones (Milestone M8)	Scope	M1 Timelines	Design of the product journey would mean sign off from all relevant teams in the bank - Considering the timelines given for T+ 1, T+2 etc effectively 30 days for each stream of products. Is the bank expecting only design from consultant and signoff across departments to be managed by the bank?	The primary responsibility of getting the Sign-off regarding completion of the work lies with the Consultant Project Manager. Nominated officer from Bank shall assist in getting the sign-off from respective stakeholders.
48	47	Deliverables Timeframe & Milestones(Milestone M8)	Scope	Extensive monitoring and necessary corrective actions basis data analysis	In the context of the digital or do-it-yourself journey, the existing marketing	Identify any such requirement at the beginning of the engagement to

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				of MSME, Retail, Agri Live Products	technology tools will be combined and utilized as part of the journey. There will be no acquisition of additional tools for the purposes of monitoring and analyzing data. Could you please confirm this?	ensure vendor selection and implementation can be completed within time.
49		-	Scope	-	We acknowledge that tasks related to UAT such as test case definition, review and conducting the overall testing of the systems will be conducted by the bank respective vendors and fall outside the scope of this Request for Proposal (RFP). Kindly provide confirmation.	Bidder is expected to facilitate/ assist Bank team in defining test scenarios, overall UAT.
50		-	Scope	-	We acknowledge that tasks related to security, non-functional requirements (NFR), load testing, performance and similar activities will be conducted by the bank respective vendors and fall outside the scope of this Request for Proposal (RFP). Kindly provide confirmation.	Selected bidder to provide guidance for such activities.
51	48	Payment miletsones	Payment terms	Completion of activities for milestones	In case of delay from the implementation partner	Selected bidder as part of PMO should ensure required

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					beyond the control of consulting partner, we request that the payments due to the consulting partner be released for the task completed by the consulting partner as per timelines.	escalations for timely completion of planned activities.
52	22	Annexure 02 – Eligibility criteria & Evaluation Terms S.No.2	Eligibility	Bidder should have an experience of at least 2 assignments in the nature of digital transformation (one of them should be in the digital lending in a PSU Bank) across banks in India and with a minimum duration of 12 months for each assignment in the last -5- years. The assignment referred should either have been completed or if ongoing, minimum 6 months should have been completed.	If we have done technology projects with apex banks like RBI, NABARD etc, can it be considered as relevant experience for our evaluation criteria?	No change proposed in RFP clause
53	45	Annexure 13 – Project Details - Scope of Work (a) Scope of Engagement	Scope	EASE compliance: Consultant shall study current digital lending journeys and proposed journeys listed for implementation part of track 1 and track 2 are compliant to EASE	Are you referring to EASE 6.0 or earlier versions?	Applicable current / latest EASE guidelines during the entire contract period should be complied.

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				requirement. Consultant shall suggest and effect necessary design changes and Implementation.		
54	45	Annexure 13 – Project Details - Scope of Work (a) Scope of Engagement	Scope	Bank has currently implemented Digital Lending applications on different LOS platforms and integrated with various internal, external and fintech service providers	<p>a. Can you please elaborate which applications are these?</p> <p>b. Are these vendors for them to be finalized or is the bidder's assistance required for it?</p>	<p>a. Details of Bank's existing LOS will be provided to successful bidder.</p> <p>b. Proposed journeys as mentioned in RFP will be implemented on Bank's existing LOS systems. However, in case of need, journeys will be implemented on a new platform, if required will be procured through RFP process with the help of selected bidder.</p>
55	45	Annexure 13 – Project Details - Scope of Work	Scope	Develop metrics for daily system monitoring, identification of breaches to ensure compliance to credit policies, regulatory, RBI Digital Lending guidelines, Information Security, Audit, etc	Are there any existing frameworks for measuring compliance with credit policies, regulatory guidelines, and information security standards?	Bidder is expected to design system monitoring mechanism.
56	45	Annexure 13 – Project Details - Scope of Work	Scope	<p>Design</p> <ul style="list-style-type: none"> Conduct current state assessment of existing products and journeys 	<p>What are the current systems in place for:</p> <p>a. LOS/LMS</p> <p>b. Core Banking</p> <p>c. HRMS</p>	Details will be provided to successful bidder

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				<ul style="list-style-type: none"> Identify the changes required in products and policies 	d. Accounts/ Finance e. Regulatory reporting	
57	41	Annexure 09 - Credentials	Any other	Credentials have been asked to be submitted in a particular format where project team is also mentioned.	Project Team: Do we need to share the names of the entire project team members deployed for the engagement or only the leads of the respective projects	Bidder to provide details of entire team members
58	46	Annexure 13 - Deliverables Timeframe & Milestones	Scope	Deliverables Timeframe & Milestones M1 - Key deliverables for this engagement including timelines are as under: <ul style="list-style-type: none"> Insta OD product GST sahay 	For other products design and implementation have been mentioned but for Insta OD and GST Sahay nothing as such has been mentioned. Could you please clarify at what stage are these products and does the consultant need to design these products or its just the implementation?	RFP scope covers design and implementation management of mentioned products
59	63	Annexure 18-SERVICE LEVEL AND NON DISCLOSURE AGREEMENT	Legal	12. Confidentiality The Consultant shall not make or retain any copies or record of any Confidential Information submitted by BOB other than as may be required for the performance of the Consultant obligation under	We request you to consider modification in this Clause with the addition of the following: Notwithstanding anything to the contrary, bidder shall be allowed to retain sufficient documentation as part of its professional records to support and evidence the	No change proposed in RFP clause

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				this Agreement.	work performed by bidder. Such retention shall be subject to obligations of confidentiality mentioned herein.	
60	66	Annexure 18-SERVICE LEVEL AND NON DISCLOSURE AGREEMENT	Legal	<p>16. PENALTIES AND LIQUIDATED DAMAGES: Consultant shall be liable to pay penalty of ____% to the contract value per week or part thereof for not adhering to the time schedules.</p> <p>If the Consultant fails to complete the due performance as per this Agreement, BOB reserves the right to terminate the contract and recover Liquidated Damages ____% of contract value.</p>	We seek to have the penalty and liquidated damages as fixed amount in clause 16. Also, we request you to consider modification in this clause so that the aggregate cap on penalty and liquidated damages under this Agreement should not go beyond 5% of the contract value	Refer to addendum on Bank's website.
61	22	Annexure 2 A Point 3	Eligibility	The Bidder should be a profit-making company/ firm for the last three consecutive financial years (2022-23, 2021-22, 2020-21). If the financial year is calendar year, then the last 3 years will be 2022, 2021 & 2020	The Bidder should be a profit-making company/ firm for the last two consecutive financial years (2022-23, 2021-22). If the financial year is calendar year, then the last 2 years will be 2022, 2021.	No changes are proposed in RFP clause

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62	23	Annexure 2 A Point 4	Eligibility	The Bidder should have an average annual gross turnover/ revenue of at least INR 250 Crores for last three financial years as per the audited financial statements. (2022-23, 2021- 22, 2020-21). If the financial year is calendar year, then the last 3 years will be 2022, 2021 & 2020	It is requested to kindly provide exemption for startup/ MSMEs for turnover requirement.	No changes are proposed in RFP clause
63	23	<u>Annex-2 A stage-1.4</u>	<u>Eligibility</u>	The Bidder should have an average annual gross turnover/ revenue of at least INR 250 Crores for last three financial years as per the audited financial statements. (2022-23, 2021- 22, 2020-21). If the financial year is calendar year, then the last 3 years will be 2022, 2021 & 2020	The RFP document does not specify any exemption for Non-profit organizations of the Government of India from the eligibility criteria of profit-making with an average gross revenue of Rs 250 crores for the last three years. Therefore, it is requested that the National Productivity Council (NPC), a non-profit organization under the Ministry of Commerce & Industries, may be exempted from this eligibility criterion. Alternatively, the average revenue of Rs 50 Crores for the last three years may be considered as eligibility	No changes are proposed in RFP clause

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					criteria for non-profit organizations.	
64			Eligibility		Kindly clarify if consortiums are allowed to participate with consideration for co?	Consortium based bids are not permitted.
65			Any other		Kindly provide more details on the specific digital lending initiatives planned for each segment (Retail, Agri, and MSME)?	Scope is defined in RFP document
66			Any other		Will the consultant be expected to provide recommendations on technology platforms, vendors, or solutions?	Scope is defined in RFP document
67			Any other		What are the key challenges or pain points that these digital lending initiatives aim to address?	To improvise ease of doing business and customer experience.
68	24	Annexure 02 - Technical Bid Evaluation	Eligibility	Experience of relevant experience of projects as per context of this RFP Client reference visit / feedback (Client project and contact details to be provided)	Kindly clarify the exact break-up of marks in Serial Number 2 between 15, 15, and 5.	Bidder needs to submit relevant implementation management experience credentials in the area of end-to-end digital lending Journeys. Experience credentials for each product under MSME will be awarded 5 marks subject to maximum 15 marks. Similarly, for each product implementation

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						management experience under Retail/ Agri segment will be awarded 5 marks subject to maximum 15 marks. Client reference will be awarded maximum 5 marks.
69	24	Annexure 02 - Technical Bid Evaluation	Eligibility	<p>Experience and Credentials in end-to-end lending (live systems will be considered) process digitization in India in a Bank with 25,000+ employees and 3000+ branches and INR 5 Lakh Crore+ Business as of 31/03/2023</p> <p>MSME (WC, TL, NFB, CV, RENEWALS, Cash flow based pre-approved offers - each product 5 marks maximum 15 marks)</p> <p>Retail / Agri (AL, PL, HL, EL, KCC, GOLD, Cash flow based pre-approved offers - each product 5 marks maximum 15 marks)</p> <p>Client reference visit /</p>	<ul style="list-style-type: none"> • Requirements mentioned in the RFP are narrow, kindly consider request for broader coverage of experience to provide equal participation for global consultants. • Can the consultant submit multiple credentials for different engagements undertaken for both Banks and NBFCs of different sizes in terms of employees and branch network? • Additionally, can the consultant include engagements where the systems have not gone live yet but are currently in process/on-going. • Kindly also consider a request to include additional credentials and experience for relevant work across 	<p>Multiple credentials can be submitted relevant to Banks.</p> <p>Live journeys will be considered.</p> <p>No changes are proposed in RFP clause.</p>

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				feedback (Client project and contact details to be provided)	Banks and NBFCs for products other than the ones listed in the RFP. • Is it possible to submit credentials for relevant engagements which have been executed in other jurisdictions (outside India) for the purpose of complying with the eligibility criteria?	No changes are proposed in RFP clause.
70	41	Annexure 09 – Credentials	Eligibility	All Credentials should be backed by references, which must include the following details: 1. Contact Person's Name 2. Name of Organization and Designation 3. E-mail Address 4. Mobile Number	Kindly confirm if official engagement letter from respective organization for past work can be provided instead of the details requested in RFP due to confidentiality reasons.	No changes are proposed in RFP clause
71	45	Annexure 13 - Scope of Work - Design	Scope	Identify the changes required in products and policies	Kindly clarify if the product and policies are limited to the Retail, Agriculture, and MSME products and policies (as per the 6 sets/categories defined in the milestones) or will this include any bank-wide product and policies? Are there any regulatory or compliance requirements driving these changes?	Apart from products and policies covered under Retail, Agri and MSME segments, changes are made to meet regulatory, business and compliance requirements.

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72	45	Annexure 13 - Scope of Work - Design	Scope	Conduct current state assessment of existing products and journeys	Kindly clarify the number of product, journeys, user types including segments/personas covered as part of track 1 and track 2. Such details will enable us to arrive at right resource/price estimate.	Details are already covered under scope of deliverables. Journeys to be covered for ETB, NTB, ETC & NTC etc.
73	45	Annexure 13 - Scope of Work - Design	Scope	Current digital lending journeys and proposed journeys listed for implementation part of track 1 and track 2	Kindly clarify the number of product, journeys, user types including segments/personas covered as part of track 1 and track 2. Such details will enable us to arrive at right resource/price estimate.	Details are already covered under the scope of deliverables. Journeys to be covered for ETB, NTB, ETC& NTC etc.
74	45	Annexure 13 - Scope of Work - Design	Scope	Peer Bank lending journeys benchmarking analysis	Kindly clarify the number of peer bank lending journeys expected to be covered as part of track 1 and track 2.	Bidder is expected to provide benchmarking of best-in-class practices adopted by peers
75	45	Annexure 13 - Scope of Work - Design	Scope	UI/UX for digital lending journeys	Kindly clarify the number of products and journeys covered as part of track 1 and track 2? Have we conducted user research or gathered feedback on existing UI/UX?	Kindly refer Annexure 13 wherein details of products/ journeys are mentioned in Deliverables timeframe & Milestones.
76	45	Annexure 13 - Scope of Work - Design	Scope	Develop metrics for daily system monitoring, identification of breaches to ensure compliance to	Kindly clarify if the metrics or KPIs are for the purpose of regulatory or internal requirements?	For both

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				credit policies, regulatory, RBI Digital Lending guidelines, Information Security, Audit, etc. Masters Creation and management processes. Program Manage all the activities involved during the design and development of the journeys, including co-ordination with vendors, internal business stakeholders, FinTechs and Bank's IT team		
77	45	Annexure 13 - Scope of Work - Design	Scope	Degree of digitization measurement	How do we presently gauge the extent of digitization within our lending processes? Are there existing methods for measurement, or is it necessary for the consultant to introduce such metrics? Are there established metrics or key performance indicators (KPIs) for evaluating digitization levels? If not, have any metrics or KPIs been identified, or should consultant propose them?	Degree of digitization measurement means lead generation to disbursement. Successful bidder to bring industry practice to improvise existing internal metrics.

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78	45	Annexure 13 - Scope of Work - Design	Scope	Review of the business requirement documents prepared by the vendor	Please clarify if the SoW includes only review of the BRDs and suggest possible recommendations or there could be instances of re-drafting the BRDs? Will User stories be provided for UX/UI flow?	Ensure correctness of the BRDs, provide required changes.
79	45	Annexure 13 - Scope of Work - Design	Scope	Review of the wireframes and prototypes prepared by the vendor	<ul style="list-style-type: none"> • Please clarify if the SoW includes only review of the wireframes/prototypes and suggest possible recommendations or there could be instances of developing new wireframes/prototypes? • Does the review include visual designs or wireframes/prototypes? • Which tool is being used for creating visual designs? • Which devices and browsers are being considered for design and what all is included/ considered in the Visual Design deliverables from the consultant? 	Ensure correctness and provide required changes.
80	45	Annexure 13 - Scope of Work - Design	Scope	Develop metrics for daily system monitoring,	Could a list of existing Reporting tools in use be	Selected bidder should identify the metrics for

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				identification of breaches to ensure compliance to credit policies, regulatory, RBI Digital Lending guidelines, Information Security, Audit, etc.	shared? Is there a constraint on the reporting tools for the target state to match the existing toolset?	different processes and also guide/validate the devised solution by Bank's technology partner.
81	45	Annexure 13- Scope of Work	Scope	Consultant shall suggest and effect necessary design changes and Implementation.	Kindly confirm the existing solutions technology stack details (web/mobile/ backend application and infrastructure stacks)	Details will be provided to successful bidder
82	45	Annexure 13- Scope of Work	Scope	Scope of engagement	What would be the approval process for the deliverables?	Kindly refer page no. 48 of RFP document where sign off process for deliverables is mentioned.
83	45	Annexure 13- Scope of Work	Scope	Scope of engagement	The project team would require documentation and clarification/overview of existing systems which come under scope. This would need to be prioritized from the bank in order to avoid delays. Will there be dedicated POCs for each system for the project from the bank?	Bank will align internal team and will provide required documentations / clarifications.
84	45	Annexure 13- Scope of Work	Scope	Field level mapping for integrations and auto-generated documents	Kindly clarify the requirement on auto generated document.	Auto generated documents means documents generated by the system (e.g. – CAM, Sanction letter, etc)

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85	45	Annexure 13- Scope of Work	Scope	<ul style="list-style-type: none"> Review of the business requirement documents prepared by the vendor Review of the wireframes and prototypes prepared by the vendor 	Kindly clarify the roles and responsibilities of the vendor partner.	Vendor scope is to provide technological solution apart from day-to-day support activities.
86	45	Annexure 13- Scope of Work	Scope	Masters Creation and management processes	Kindly clarify if Master Data Management (MDM) solution exists and it can be extended.	Selected bidder to conceptualize and provide design.
87	45	Annexure 13- Scope of Work	Scope	Develop metrics for daily system monitoring, identification of breaches to ensure compliance to credit policies, regulatory, RBI Digital Lending guidelines, Information Security, Audit, etc.	Kindly clarify if Enterprise Data Warehouse (EDM) solution exists and it can be extended.	Bank has EDM.
88	45	Annexure 13- Scope of Work	Scope	Scope of engagement	Kindly confirm if there is an enterprise architecture roadmap which should be considered.	Review and redesign to meet growing needs.
89	45	Annexure 13 - Scope of Work - Design	Scope	Identify all the areas of process automation through Fintech integrations and provide suggestions for the same.	What tasks or journeys (Fintech) have already been identified for process automation?	Kindly refer Annexure 13 – Scope of Work wherein details of journeys to be implemented is provided. Bank has integrations for Aadhaar, PAN validation, Bank Statement Analysis, Name matching, digital

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						documentation etc.
90		Annexure 13 - Scope of Work	Scope	-	Kindly clarify the SoW scope is only limited to track 1 and 2.	Yes, additionally if changes are proposed to any of existing journeys.
91	46	Annexure 13- Scope of Work	Scope	Provide integrated Project Management services through its, full time Project Managers allotted to the project to ensure prompt management and timely implementation of journeys for all products	Kindly clarify the scope of involvement of the consultant during the implementation stage of track 1 and track 2.	Kindly refer page no, 46, Program Management wherein scope of engagement during implementation management stage is mentioned
92	46	Annexure 13- Scope of Work	Scope – program Management	In case of requirement, consultant to prepare scope document for procurement of any software and assist in Bank for vendor selection	Kindly clarify the upper limit on the number of scope documents to be created or vendor selection.	Bidder to assess basis the defined scope.
93	46	Annexure 13- Scope of Work	Deliverables Timeframe & Milestones	<ul style="list-style-type: none"> • Insta OD product • GST Sahay 	Kindly clarify the scope of involvement in the M1 milestone specifically for the Insta OD Products and GST Sahay.	Scope involves design and implementation management of mentioned products.
94	46	Annexure 13- Scope of Work	Deliverables Timeframe & Milestones	<ul style="list-style-type: none"> • Design of first set of products for Retail – Home Loan (all variants) • Design of first set of products for Agri – Finance to Food & Agro processing units 	Kindly clarify if the current state assessment and to-be process design are to be undertaken in M1 or can the to-be process design be completed gradually across the months of the engagement duration.	Current assessment and to be process design to be carried out as per timelines mentioned under Deliverables Timeframe & Milestones.

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				<ul style="list-style-type: none"> Design of first set of products for MSME – Government sponsored schemes (PMMY/ PMEGP/ SUPI/ NULM/ PMSVANIDHI/ BARODA ENERGY EFFICIENCY/ VISHWAKARMA) and Solar project Preparation of the Master Project Plan for Track 1 and Track 2 Cash Flow based pre-approved product offerings (convert current ACB based offerings to cash flow-based offerings) Building functionalities for day-to-day system validations / BRE checks 		
95	46	Annexure 13 - Scope of Work	Scope	Milestone, deliverable, timelines	Kindly clarify if the timelines mentioned across milestones and deliverables can be amended as per progress of engagement within the 12 month duration.	Implementation management of identified products to be carried out within 12 months
96		Format	General	-	Is there a specific requirement for the format of	Bidder to submit proposal as mentioned in annexure-1

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					the technical proposal?	and requirements indicated in the RFP.
97		GeM Portal	General	GeM Portal ID	Kindly provide the GeM portal ID for the Bid to upload the relevant documents as per requirement in time for submission.	Refer to guidelines in Annexure-1-B.
98	7	3. Contract Period		The appointment of the Consultant is envisaged for a duration of 12 months from the date of appointment. Any extension of time to complete the delivery of the scope will be without any additional cost to the Bank. The engagement can be extended on mutually agreed terms to work on any other deliverables/fresh action points in sprints of 6 months depending upon Bank's requirement and satisfactory performance. However, any such extension shall be on the sole discretion of the Bank and will be on the same commercials on pro-rata	Rates for such extension should be on Mutually agreed basis as that would have inflation impact post 1 year period. Business and Delivery to ensure NO risk to bidder.	No changes are proposed in RFP clause

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				basis as decided for the initial project assignment.		
99	8	6. Bid Security (Earnest Money Deposit) & Annexure 05 - Bid Security Letter		Bid Security (Earnest Money Deposit)	In general, bidder submits the EMD in form of BG only.	Bidder has option to pay EMD through electronic form or a Bank guarantee
100	9	7. Performance Guarantee		Performance Guarantee	Also suggests, before invoking, it would help if client can notify as that would help to address any performance related issues. Lastly recovering from the bidder?	Due process will be followed
101	10	Termination		Termination	Bidder propose to mutually discuss the termination clause. Termination leading to any form of Penalty is not acceptable. In case of ANY "Termination For Convenience", it is NOT ACCEPTABLE to bidder.	No changes are proposed in RFP clause
102	14	General Terms and Conditions		Point no. 18.6	Recovery of payments and LD is not acceptable. Bank should pay for services rendered till last day of project.	No changes are proposed in RFP clause
103	14	General Terms and Conditions		Point no. 18.13 and 18.15	Pricing suggest to have a mutually agreed T's and C's.	No changes are proposed in RFP clause
104	27	Commercial/ price bids			Team to ensure B2B from the opening of the commercial bid and bid has	No changes are proposed in RFP clause

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					to be valid for 6 Months (180 days). Pricing suggest to start the project post the bid validity period as that would help to ensure factoring of appropriate inflation.	
105	47	Payment Terms		Broad terms of release of payment	Understand this is Milestone based project services which can be billed upon completion and sign off by the client. If so, then why bidder has to agree for Payment With holding and dispute as the billing will be done post client sign off only. Hence please propose deviation for these said points.	No changes are proposed in RFP clause
106	49	Annexure 13 – Project Details – Scope of Work		Right to alter requirements	Right to Alter during the Tender period is fine, however for any such changes /alteration, Bank should allow the bid to revise the commercials in line with the alteration during the Tender process. Post contract acceptance, Right to alter will not be allowed as that would impact bidder both technical wise	No changes are proposed in RFP clause

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					delivery as well as commercially. Thus, right to alter will not allowed. Any changes post contract signing must be routed through PCR process only.	
107	51	Annexure 15 – Commercial Bid		Note: for any extension of the contract, Bank may pay at the man-month cost proposed above basis number of resources deployed for the extended period. Total Contract Value will be considered for the Techno Commercial Bid Submission	Auto extension may have financial impact on bidder especially for project based deliverables. Pricing suggest that for any extension beyond the initial term has to be discussed and mutually agreed and has to be routed through PCR process. It should not be an auto extension.	No changes are proposed in RFP clause
108	57	Annexure 17 – Integrity Pact		Section 8 - Independent External Monitor (IEM)	This clause sounds more like Right to Audit. If so, then Bank / IEM will not have any access to bidder to financial books or project financials of IBM (Customer will not have access to project revenue and cost details). Even Customer can not audit Subcontractors books of accounts, and this has to be ensure by the team with client	No changes are proposed in RFP clause

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109	66	Annexure 18 – SERVICE LEVEL AND NON DISCLOSURE AGREEMENT		16. PENALTIES AND LIQUIDATED DAMAGES:	<p>This clause is not specific to attributes deliverable as this being Milestone based solution. Secondly Penalty / LD Capping is not stated. Lastly Risk purchase is also included under this section. Pricing requires clarity on the said LD / Penalty and suggest to propose deviation on Risk Purchase clause as this needs to be discussed and agreed mutually by both the parties.</p> <p>Bidder propose Capping of 10% of respective Milestone invoice value.</p>	Refer to addendum on Bank's website.
110	67	Annexure 18 – SERVICE LEVEL AND NON DISCLOSURE AGREEMENT		17.TERMINATION	<p>Please propose Standard "Termination For DEFAULT or CAUSE" wordings. Penalty leading to Termination and invoking of PBG is not acceptable. In case of ANY "Termination For Convenience", it is NOT ACCEPTABLE</p>	No changes are proposed in RFP clause
111	68	Annexure 18 – SERVICE LEVEL AND NON DISCLOSURE AGREEMENT		20. AUDIT	<p>We should clearly mention to Customer that they will not have access to financial books or project financials of</p>	No changes are proposed in RFP clause

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					bidder (Customer will not have access to project revenue and cost details). Even Customer cannot audit Subcontractors books of accounts.	
112	9	8/Sub contracting	General	Subcontracting portion of the work mentioned in the RFP in designing As- is or To be customer journeys or in PMO	Suggested - Allowance of sections in the RFP to be subcontracted	No changes are proposed in RFP clause
113	13	General terms and condition/18.3	Eligibility	Is the bidder only working with the digital lending team or also with the consumers of the DLP and whether their sign off on the design would also be incumbent on the approval	NA	Bidder to work with Bank & Vendor teams
114	13	General terms and condition/18.4	Eligibility	IS the team expected to be fully on site or some work during the course be done remotely also	Provision for remote work	On-site only (at Bank's office)
115	22	Stage 1 – Eligibility Bid Evaluation	Eligibility	The Bidder should be a limited company (public/ private) registered in India under Companies Act, 1956/2013 or Partnership firm/ LLP registered in India under Partnership Act 1932/2008(as amended). The Bidder should be	In case the bidding company/firm is hived off from the demerged company, the experience, eligibility etc as per the requirement of the RFP may be considered as of the demerged company, provided the demerged	Refer to addendum on Bank's website.

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				registered for GST. It should not be individual/ proprietorship firm/ HUF etc.	company doesn't apply in the same RFP process. As bidder is hived off as a separate company from Principal on Nov 2021. This clause has been relaxed by other Banks like SBI, UBI, BOI, and other banks. If required, we can share the RFP copies.	
116	22	Stage 1 – Eligibility Bid Evaluation	Eligibility	The Bidder should be a profit-making company/ firm for the last three consecutive financial years (2022-23, 2021-22, 2020-21). If the financial year is calendar year, then the last 3 years will be 2022, 2021 & 2020	In case the bidding company/firm is hived off from the demerged company, the experience, eligibility etc as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process. As bidder is hived off as a separate company from principal on Nov 2021. This clause has been relaxed by other Banks like SBI, UBI, BOI, and other banks. If required, we can share the RFP copies.	Refer to addendum on Bank's website.
117	23	Stage 1 – Eligibility Bid Evaluation	Eligibility	The Bidder should have an average annual gross	In case the bidding company/firm is hived off	Refer to addendum on Bank's website.

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				turnover/ revenue of at least INR 250 Crores for last three financial years as per the audited financial statements. (2022-23, 2021-22, 2020-21). If the financial year is calendar year, then the last 3 years will be 2022, 2021 & 2020	from the demerged company, the experience, eligibility etc as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process. As bidder is hived off as a separate company from principal on Nov 2021. This clause has been relaxed by other Banks like SBI, UBI, BOI, and other banks. If required, we can share the RFP copies.	
118	22	Stage 1 – Eligibility Bid Evaluation	Eligibility	Bidder should have an experience of at least 2 assignments in the nature of digital transformation (one of them should be in the digital lending in a PSU Bank) across banks in India and with a minimum duration of 12 months for each assignment in the last -5- years. The assignment referred should either have been completed or if ongoing, minimum 6	Bidder would like to know if we can submit self-declaration of projects executed by sub-contractor as eligibility criteria.	Projects executed by sub-contractors will not be considered for eligibility criteria. No changes are proposed in RFP clause

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				months should have been completed.		
119	24	B. stage 2	Evaluation	Experience and Credentials in end-to-end lending (live systems will be considered) process digitization in India in a Bank with 25,000+ employees and 3000+ branches and INR 5 Lakh Crore+ Business as of 31/03/2023	If the bid is submitted along with a sub-contractor, will a joint work done be applicable.	Projects executed by sub-contractors will not be considered for Technical evaluation. No changes are proposed in RFP clause
120	24	B. stage 3	Evalauation	Benchmarking analysis of the peer bank	Will it cover only the PSU or private sector lending also	Bidder is expected to provide benchmarking of best-in-class practices adopted by peer Banks (PSU as well as private Banks)
121	45	Annexure 13- Project Details	Scope	Bank has implemented the DLP on various systems will the study be culminate to one system to address both track 1 and track 2	Chance for some LoS to continue along with the new system also	Proposed journeys as mentioned in RFP will be implemented on Bank's existing LOS systems. However, in case of need, journeys will be implemented on a new platform, if required will be procured through RFP process with the help of selected bidder.
122	45	Annexure 13- Project Details	Scope	develop metrics for system monitoring, compliance	Since these have implications for other	Sign-off from relevant stakeholders will be

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					departments do they also become party to sign off on the design submitted	applicable.
123	45	Annexure 13- Project Details	Design	Assess and design the process- till what level of granularity would the process assessment is required-L0/L1/L2	process decomposition would be needed and till what level would the selected vendor need to address. Also will it involve field visit also then the OPE inclusive of the travel to locations other than Mumbai would be covered?	Assessment & Design is the core competency of appointed consultant, accordingly activity to be planned.
124	46	Annexure 13- Project Details	program management	PMO of the end to end of the complete program including other business verticals, fintechs, vendors - this would need a PMO champion from the bank so that he/she can liase with the selected bidder to work and help resolve conflict. Also if the identification and definition of the dependancies is done there should be someone responsible for resolution of those?	PMO champion needed from the bank from the DLP side to work along with the PMO counterpart of the selected bidder	A team of officials from respective stakeholder departments will be created for managing PMO from Bank side.
125	46	Annexure 13- Project Details	Deiverable timeframes	The timeframe seems to be very aggressive, and the first deliverable of design is at T+1 which is short	Suggestion would be to relook at the timelines and combine some to make it achievable	No changes are proposed in RFP clause

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126	48	Annexure 13- Project Details	Payment Terms	Payment milestones- the first payment is made only after achieving milestone 3 which is 4 months into the project. This might put pressure on the cost of handling	Suggestion would be have some payments for the bidder for mobilization and Milestone 2	No changes are proposed in RFP clause
127				The experience of working at 2 PSU banks with the minimum duration is	Working at private sector banks can be allowed and the allowance could be given to working at 1 bank at minimum	Query is not clear
128				clause to be added	"Client agrees that no Client personal data that is subject to European General Data Protection Regulations (GDPR) / Digital Personal Data Protection (Act 2023) requirements will be provided to bidder under this transaction. In the event of a change, Client will notify bidder in writing and bidder's Data Processing Addendum (DPA) will apply and supplements the Agreement. Additionally, bidder and Client will agree on a DPA Exhibit (as described in the DPA). The DPA Exhibit and, if	No changes are proposed in RFP

Sr. No.	Page #	Point / Section #	Category (Eligibility/ Scope / Commercial / Legal / General / Any Other)	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's reply
					applicable, a custom services DPA amendment will be added as an Appendix to this transaction."	
129				Clause to be added	The Parties acknowledge and agree that COVID-19 is an event beyond the parties' reasonable control, and it is not possible to foresee (or advisable to try and foresee) its duration, impact, or extent (including measures and recommendations that may be put in place by regulators). As such, where a party's non-monetary obligations are not performed, affected, and/or delayed and that is attributable to COVID-19 or its related impacts, notwithstanding any other provision in the agreement, the affected party will not be responsible for such non-performance, affected performance or delay. The parties will act reasonably to discuss the affected obligations, potential	No changes are proposed in RFP clause

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					workarounds and related issues in good faith and will document any agreed changes to the agreement.	
130		"Technical evaluation criteria No.2"		Experience of relevant experience of projects as per context of this RFP Experience and Credentials in end-to-end lending (live systems will be considered) process digitization in India in a Bank with 25,000+ employees and 3000+ branches and INR 5 Lakh Crore+ Business as of 31/03/2023	We request you to lower the criteria to include scheduled commercial banks with (i) 22000 employees (ii) 4 lac crore business (advances + deposits) and (iii) 1500 branches.	Refer to addendum on Bank's website.