



बैंक ऑफ बड़ौदा Bank of Baroda



CORRIGENDUM TO THE RFP DOCUMENT REF NO HO:STN:SF:117:02 DATED 04-01-2025 RFP FLOATED FOR EMPANELMENT OF INTEGRATED LOGISTICS MANAGEMENT SERVICE PROVIDER FOR MANAGING SECURED SHIPMENT LOGISTICS WITH END TO END TRACKING THROUGH WEB BASED PORTAL UNDER CENTRALIZED DISPATCH UNIT (CDU).

Date 15-01-2025

S.N.	Page no.	RFP Clause No.	Existing RFP Clause	Modified RFP Clause
1	3 & 4	[A] Important Dates S. No. 12 Security Deposit	Successful tenderer/s will have to give Security Deposit (@ 5% of total project cost for 2 years which will be arrived on the basis of actual rate quoted by the bidders) in the form of Bank Guarantee issued by commercial bank other than Bank of Baroda as per Annexure 14" for a period of 42 months from the date of issuance.	Successful bidder/s will have to give Security Deposit (@ 5% of total project cost for 2 years which will be arrived on the basis of actual rate quoted by the bidders) in the form of Bank Guarantee issued by scheduled commercial bank other than Bank of Baroda as per Annexure 14" for a period of 24 months and 6 months thereafter so total for 30 months from the date of issuance.
2	4	[A] Important Dates S. No. 14 Award of Contract	Bank at its sole discretion may split contract between L1 & L2 bidder in the ratio deemed fit by the bank, if L2 bidder matches rates of L1 bidder. If no bidder matches the L1 rates then 100 % work order will be awarded to L1 bidder. Bank at its sole discretion may decide about the using of web portal provided by both bidders.	Bank at its sole discretion may split contract between L1 & L2 bidder in the ratio 60:40 , if L2 bidder matches rates of L1 bidder. If no bidder matches the L1 rates then 100 % work order will be awarded to L1 bidder. Bank reserves the right to amend the ratio of work between L1 & L2 based on the performance of the successful bidders. Bank at its sole discretion may decide about the using of web portal provided by both bidders.
3	10 & 30	Pre Qualification Criterion for submission of Bid 4.	The Bidder should have achieved the following during last three financial years i.e. 2021-22, 2022-23, 2023-24: a. Domestic annual financial turnover of Rs. 70.00 crores on account from the business from Indian operations. b. Bidder should have positive net worth as on 31-03-2024. Net worth should not have eroded by	The Bidder should have achieved the following during last three financial years i.e. 2021-22, 2022-23, 2023-24: a. Domestic annual financial turnover of Rs. 70.00 crores on account from the business from Indian operations. b. Bidder should have positive net worth as on 31-03-2024. Net worth should not have eroded by more



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			<p>more than 30% in the last three financial year.</p> <p>Documents to be submitted in support of Eligibility Criteria: Copy of the Audited Balance Sheet for 2021-22, 2022-23,2023-24.</p> <p>Bidder to provide certificate from CA certifying the annual Turnover from dispatch activities, if the item not mentioned specifically in the Balance sheet.</p>	<p>than 30% in the last three financial year.</p> <p>Documents to be submitted in support of Eligibility Criteria: Copy of the Audited Balance Sheet for 2021-22, 2022-23,2023-24.</p> <p>Bidder to provide certificate from CA certifying the annual Turnover from business from Indian operations.</p>
4	11 & 31	Eligibility Criteria	<p>10.The BIDDER should have experience of 3 years of Integrated Logistics Management Service for managing secured shipment logistics (cheque book, debit cards, Welcome Kit etc.) Bidders should have experience of handling minimum 1 crore shipments) during any of the last 3 years with End to End Tracking through Web based Portal on Pan India Basis for at least one Private/Public Sector/Small Finance Bank in India with minimum 1000 branches and having facility to provide old records up to 90 days.</p> <p>Experience in Query Handling, Help Desk / Call Centre Set up for complaint redressal</p>	<p>10.The BIDDER should have experience of 3 years of Integrated Logistics Management Service for managing secured shipment logistics (cheque book/debit cards/ Welcome Kits/UID/PAN Card/Passport.) Bidders should have experience of handling minimum 1 crore shipments) during any of the last 3 years with End to End Tracking through Web based Portal on Pan India Basis for at least one Private/Public Sector/Small Finance Bank in India with minimum 1000 branches and having facility to provide old records up to 90 days.</p> <p>Experience in Query Handling, Help Desk / Call Centre Set up for complaint redressal</p>
5	12	Eligibility Criteria 11	Printer shall not be defaulter to any tax/Govt. Authorities/ statutory dues etc. and NPA holder in any bank	Bidders shall not be defaulter to any tax/Govt. Authorities/ statutory dues etc. and NPA holder in any bank/FI/NBFC
6	17	Termination	11.1. Bank reserves the right to terminate this RFP at any stage without any notice or assigning any reason. The Bank may terminate the subsequent agreement without assigning any reason in the specified events.	11.1. Bank reserves the right to terminate the contract with the vendors at any stage with 30 days written notice without assigning any reason. Vendor can not terminate the contract.
7	70	Annexure 17 Checklist-	16. Web Tracking Portal Application for Managing Secured Shipment Installed On	16. Web Tracking Portal Application for Managing Secured Shipment Installed On Cloud/Private Cloud



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		cum-Format for evaluation of Web Portal	Cloud Infrastructure for at least one Private/Public Sector/Small Finance Bank	Infrastructure for at least one Private/Public Sector/Small Finance Bank
8	75	Annexure 18	15. Compliance with various standards: 15.1 The SP shall comply with the relevant standards including ISO27001, as applicable to the IT ecosystem.	15. Compliance with various standards: 15.1 The SP shall comply with the relevant standards including ISO27001 & PCI DSS , as applicable to the IT ecosystem, however PCI DSS is not mandatory.
9	57	Technical Evaluation Chart	Experience in delivery of the Financial instrument like cheque book, Debit/ credit cards, Banking letters, Account statements etc. for banks - (10) 3 years to 7 years - 6 marks 7 years to 10 years- 8 marks >10 years - 10 marks	Experience in delivery of the Financial instrument like cheque Book/ Debit Cards/ credit cards/ UID/PAN Card/Passport/ Banking letters, Account statements etc. for banks (10) 3 years to 7 years - 6 marks 7 years to 10 years- 8 marks >10 years - 10 marks
10	69-70	Annexure 17	Annexure 17 Checklist-cum-Format for evaluation of Web Portal for Stage 2 of technical evaluation	Annexure 17 Checklist-cum-Format for evaluation of Web Portal for Stage 2 of technical evaluation has been revised and enclosed along with corrigendum.



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Revised Annexure 17

Checklist-cum-Format for evaluation of Web Portal

Name of the Bidder:

Address of the Bidder:

Integrated Logistics Management Services with Web Portal Matrix:

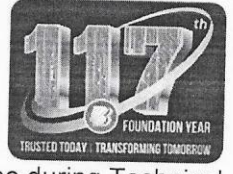
S.N.	Type of facility	Description of facilities required	Marks allotted
1	Uploading of Data	Manual and bulk file upload facility for data input in to the application at various stages such as AWB series, Telecalling comments, RTO verities, Re direction request	5
2	RTO Room Management facilities	Providing details of RTO cases on an individual basis with proper tracking on the portal	5
3	Download Facility	Ability to download reports from the application based on multiple parameters - Product, branch, RTO, Delivery status, AWB wise etc.	5
4	MIS Reports	Multiple reports to be available at various stages during the journey of an article. User audit logs and usage reports including stock destruction, lost cum RTO, Telecalling history	10
5	Dashboard	Dashboards to be configurable based on role definition.	5
6	Data Security	Data to be secured so that no other branch can view data of another branch	5
7	Auto Courier Status Update	Integration with courier partner systems for delivery status updates	5
8	Customer Micro Site	Ability to take feedback from the customer to ensure contactability and delivery feedback	5
9	Customer Notification	Configurable email and SMS notifications to the customer at various stages during the delivery cycle	5
10	Search Engine	Search feature for query based on multiple parameters	5
11	PAN India Reports	Production recon, Vendor Pickup Status, Dispatch & RTO, Rule Based Handling	10
12	Security & User Management	User Log Identification with facility of Reset Password of Users	5
13	View Masters	Ability to configure masters - branch, product, pin code, courier carrier, etc.	5
		Web tracking Portal (Total - A)	75



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For above mentioned Web Tracking Portal Bidder has to give demo to the committee during Technical Evaluation Stage.

14	Capability of Application	No of Web Tracking Portal Application Installed in Private/Public Sector/Small Finance Banks for Managing Secured Shipment such as Cheque Book, Debit Cards, Welcome Kit, etc. (10)	
		Minimum 1 Install	6
		2 - 5 Installs	8
		More than 5 Installs	10
15		No of Years of Experience since Web Tracking Portal Application Installed in Private/Public Sector/Small Finance Bank for Managing Secured Shipment such as Cheque Book, Debit Cards, Welcome Kit, etc. (5)	
		< 3 Years	2
		3 Years and more	5
16		Web Tracking Portal Application for Managing Secured Shipment Installed On Cloud Infrastructure for at least one Private/Public Sector/Small Finance Bank (5)	5
17		Experience of Integration with Core System and other adhoc system - API based integration with Net Banking, Mobile Banking, Chatbot for at least one Private/Public Sector/Small Finance Bank (5)	5
Application Capability Experience (Total - B)		25	
TOTAL Marks (A+B)		100	

Note – If any of the above parameter is not applicable to bidder, then score will be “zero” for that particular parameter.

Bidder must score 60 marks out of 100 to become eligible for opening of price bids

Date:

Signature of Evaluation Officer:

Name:

Designation:



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