

- If deemed necessary Bank may seek clarifications on any aspect from the bidder(s). However that would not entitle the bidder(s) to change or cause any change in the substances of the bid already submitted.
- All eligible shortlisted agencies will be called for presentation before the Evaluation Committee. The date for presentation will be intimated to the short listed agencies by Email/Telephone.
- Bank will evaluate only those proposals, which meet the technical eligibility criteria as well as complete and responsive in all respects, for comparison and final selection. ○ Bank will follow the two bid system i.e. Technical Bid and Financial Bid. The financial bids of only those agencies shall be opened who are found technically qualified and the qualified agencies shall be intimated by the authorized officer.

15. TECHNICAL EVALUATION

The process of evaluation is detailed hereunder:

18.1 All the bids (applications) will be evaluated based on "Eligibility Criteria" mentioned under Para No.8.0. Bank will short-list those Agencies which are satisfying the eligibility criteria in all respects and declare the Agencies which are technically qualified for further evaluation.

18.2 The above short-listed Agencies will be advised to make a presentation to the Evaluation Committee Members on their capabilities, experiences, etc. and showcase their work done for other clients. These Agencies will be given sufficient notice for this presentation. This presentation will include a strategy suggestion for the Bank of Baroda, outlining the Agency's understanding of the bank. The broad (indicative) evaluation criteria for evaluating this presentation are as below:

Sr. No	Criteria	Max Marks	Scoring Methodology
A			
AGENCY PROFILE			
1	Years of Agency Experience in Digital Collection	10	10 Marks if experience is more than 5 Yrs (For Startup 3 Yrs) 9 Marks if experience is more than 4 Yrs (For Startup 2 Yrs) 8 Marks if Experience is more than 3 Yrs (For Startup 2 Yrs) 5 Marks if Experience is 2 Yrs (For Startup 1 Yrs)
2	Quality of Client List and retention of clients. (10 Marks)	10	BFSI Clients 1 to 2 Clients – 4 Marks (Min. 1 Clients retained for more than 3 years) 3 Clients – 6 (Min. 2 Clients retained for more than 3 years) 4 Clients – 8 (Min. 3 Clients retained for more than 3 years) 5 or More than 5 Clients – 10 (Min. 4 Clients retained for more than 3 years)

		NonBFSI Clients	10	1 to 2 Clients – 4 Marks (Min. 1 Clients retained for more than 3 years) 3 Clients – 6 (Min. 2 Clients retained for more than 3 years) 4 Clients – 8 (Min. 3 Clients retained for more than 3 years) 5 or More than 5 Clients – 10 (Min. 4 Clients retained for more than 3 years)
3	Gross Annual Turnover(GAT) (as defined in eligibility)		10	Full Marks (10) if GAT is more than 15 Crores(For Startup 7 Cr) 8 Marks if GAT is more than 10 Crores (For Startup 5 Cr) 6 Marks if GAT is more than 5 Crores (For Startup 3 Cr) 4 Marks if GAT is more than 3 Crores (For Startup 1 Cr)
	Total (A)		40	
B	PRESENTATION PARAMETER - Digital Collection			
5	Past Performance & Credential	<ul style="list-style-type: none"> Strategic Thinking Innovations executed, if any, please specify by giving details. Awards and Recognition to the Agency in the last 3 years (Industry Recognized) 	15	Subjective Evaluation by the Committee
6	Recommendation on digital collection automation	<ul style="list-style-type: none"> Analyzing the best practices in the industry Recommending tools/process for Collection automation Showcase agency experience in this subject and experience of using/deploying such tools. 	5	
7	Strategy Presentation for Bank of Baroda on Digital collection	<ul style="list-style-type: none"> Understanding of Present Position / Perception about Bank in the digital space. Quality of Team working for Bank of Baroda. Presentation of sample campaigns including action plan / strategy, communication concept proposed for the Bank, leveraging digital channels/platforms for collection 	20	
	Total (B)			40