

Minutes of the Meeting (Pre – BID TIME MOTION ANALYSIS RFP) held at Baroda Corporate Centre, Bank of Baroda, Mumbai through “Teams App” on Saturday, 19th April 2023 at 14:30 PM.

Members present:

Shri Subrat Swain	Deputy General Manager
Shri Pankaj Khatri	Deputy General Manager
Shri Vishal Bisaria	Deputy General Manager
Shri Shailesh Kumar Jain	Assistant General Manager
Various bidders	

Shri Vishal Bisaria welcomed all the participants.

Shri Vishal Bisaria in his opening statement provided brief insights on TMA which are summed as under:

- ✓ Time motion analysis study to ensure that the segment level cost is allocated in a correct manner.
- ✓ Whether the cost is being shared on a rightful basis and represents the true cost along with a view on the Profitability statement.

Pertaining to aforesaid scope of work, Shri Vishal Bisaria clarified that for time motion analysis, the consultant has to cover several branches including Mid Corporate branches, Corporate Financial Services, Top Retail Asset & Liabilities branches and Normal branches.

Processing cells such as SME Loan factory, Specialized Mortgage Stores, DMS Cell, Central Processing Centre’s, Education Cell, Car Loan Cell, Mid Corporate Cluster, Govt Business Cell and Agri Processing Cell forms part of the scope. Further briefing on admin offices including Head Office, Corporate Office, Zonal Office, Regional Office, City Back Offices, Digital Banking, Financial Inclusion and Global Shared Services was provided.

Detailed narrative of scope of work has been provided under Annexure 9 in RFP and the end objective would be to arrive at true allocation of cost along with profitability at segment / product / customer level.

Shri Vishal Bisaria further deliberated on the scope of work which is divided into four parts. The first part would be sampling wherein it is defined how many branches would require physical visits and which would require survey. The next phase would be validation wherein there would be a discussion with the bank whether sample represents the universe.

Further Bank expects comparing existing efficiencies with industry benchmarks and the same shall be validated with the businesses pertaining to the accuracy of TMA. The same needs to be presented to the management with final outcome. For any changes (if any), BRD has to be prepared and submitted.

Shri Vishal Bisaria highlighted that the current set of TMA principles are uploaded in the system. Since existing drivers prior to the merger have undergone substantial changes, Bank felt a need to refresh the drivers owing to evolution of processes, cessation of processes and introduction of fresh centres.

Shri Vishal Bisaria confirmed that the bank has gone through all the suggestions offered by all the consultants and have decided that all the existing terms of RFP would remain unchanged. In case any addendums are being issued they shall prevail over the existing clauses.



Shri Vishal Bisaria concluded his presentation and informed that the floor was open for questions / clarifications.

Shri Kunaey Garg enquired whether the bank can alter scoring criteria for the technical evaluation with emphasis on clause no. 4 pertaining to prior knowledge of OFSAA and the table structures. Shri Vishal Bisaria explained that currently bank is not considering any changes at present, but any changes (if any) would be informed in form of addendums.

Shri Kunaey Garg, further inquired about blacklisting clause that whether the same can be considered as on date rather than historically. Shri Vishal Bisaria clarified that existing clauses would be upheld.

The meeting ended with a vote of thanks to the chair.