

Request for Proposal (RFP) for appointment of Consultant to assist Bank in Implementation of Accounts Payable Solution to handle Payment system (Capital and Revenue expenses) of Bank and Switching to a Centralized expense management System

RFP Reference No. BCC:CAT:RFP:AP:21-22:1 dated 10th February, 2022

Response to Pre Bid queries

S.no	Reference Point/Page No	RFP Point	Query	Bank's Response
1	Pg.76/ Annexure 19/ II: Invoice Processing & Approval	II: Invoice Processing & Approval 2.1 Allow the invoice processing of respective branches, regions & zones	<p>We understand that there is a requirement to have a decentralized model to allow each branch, region & zone for processing their invoices & releasing the payment. This will be facilitated through Branch Payment Solution.</p> <p>However for accounting these invoices & payments, it will be interfaced to Oracle AP. Is our understanding right...?</p>	<p>A workflow system has to designed, to enable creation/initiation of payments at branches and offices of the Bank. This workflow will have embedded the maker / checker functionality, which will be configured as per the delegation of authority defined by the bank.</p> <p>Relevant business rules are to be set up in the workflow to ensure finance governance and budgeting norms are implemented across the bank. The workflow requires to be integrated with Oracle ERP.</p> <p>The account payable module will be integrated to the GL and Finacle System for purpose of initiating payments.</p>
2	Pg.77/ Annexure 19/ II/ 2.1: Invoice Processing & Approval	Considering the benefits of Oracle Accounts Payables (AP) module, which offers business to manage & control the payable operations centrally, BOB is looking to switch to Oracle AP for creating invoices, making payments & managing other payable operations.	Would like to understand the TO Be State of current system? If it is required to continue with VenPay, do we have to factor the integration with Oracle AP?	Bank intends to revamp the entire structure and do away with the existing one. Separate Branch payment solution duly integrated with ORACLE AP to replace the existing structure.

3	Pg.77/ Annexure 19/ II: Invoice Processing & Approval/ 2.2 Ability to create manual invoice in Oracle Payables for Corporate invoices.	2.2 Ability to create manual invoice in Oracle Payables for Corporate invoices. BOB would like to process the invoices of its administrative offices directly in the new centralized system "Oracle AP", where centralized team will have the facility to create invoices.	Would like to understand are we referring all administrative offices (zonal, regional & corporate) ? How Corporate office would process the invoice ?	The Workflow system intended to be introduced will be used uniformly across the Bank to initiate Vendor Payments. The Workflow will have embedded decision rules to ensure payments are as per the delegation of powers and approval matrix of the bank. Additional decision rules may be built to ensure adequate financial controls are adhered to.
4	Pg.80/ Annexure 19/ VIII: Reports	VIII: Reports Bidder is required to develop reports as per the business requirements during the Oracle Payable Implementation. Few of the necessary reports are listed as below: 8.1 Master code wise Payment reports - Beneficiary Report 8.2 Covering Letter triggered to vendor giving all the details of the payment 8.3 Employee Payment Report 8.4 Account wise transaction dump 8.5 GST MIS Report 8.6 List of monthly operating expenses – YTD 8.7 Budget vs Actual Operating Expenses 8.8 Budget vs Actual Capital Expenses 8.9 Prepaid Expenses Report 8.10 15AA Report	Would require reports count in scope for development	The reports mentioned are inclusive and not exhaustive. Basis the current requirement of compliances separate reports are required from the system, which may be around 20. The same could be prune down basis the optimisation solutions provided by bidder

5	Pg.81/ Annexure 19/ VIII: Training	<p>VIII: Training</p> <p>9.1 Complete knowledge imparting to business team about the process and procedures</p> <p>9.2 Conduct of seminars for end user training for Corporate users</p> <p>9.3 Conduct of seminars for end user training for users at Zone/Region & Branch level</p>	<p>BIDDER would recommend to follow "Train the Trainer Approach". In this approach we propose BOB to setup a core team, which will consist of Champion Users module wise at Corporate level for respective zones and regions as well. These Champion users would be well trained by BIDDER supported by a detailed user training manuals.</p> <p>BIDDER would conduct module wise 3 layer training sessions at Corporate level, Zonal level & Regional Levels.</p> <p>These trained Champion users will be thus in a strong position to train their respective branches.</p>	<p>Bank wishes to have extensive training sessions for core team at corporate office, zonal offices and regional offices through User manuals, interactive sessions, live demo of the product etc.</p> <p>In addition to the above, users from training Centres of the bank are to be given training along with the necessary user manuals to enable them pass on the information to operating units.</p>
6	Pg.85/ Annexure 19/ IV: Reports/ Project Completion and Post Go-Live Support	<p>Project Completion and Post Go-Live Support</p> <p>1. Bidder will have to provide a certificate from OEM that the new setup with all its functionalities is GST & TDS compliant, as per latest GST & TDS statutory requirements.</p> <p>2. Support of 12 weeks post UAT and post Go-Live for both i.e. standard product and customization.</p>	<p>Based on our vast experience, we understand that no OEM will issue such certificate. Having said that we would request BOB to get this query directly clarified from the respective OEM.</p> <p>As a standard package, BIDDER provides 12 weeks of post Go Live support.</p> <p>We would like to know if BOB wants additional 4 weeks of support each for Standard Product and for Customization post Go live.....?</p>	<p>As mentioned in the RFP document support of 12 weeks post UAT and GO-Live is required for standard product and customization. Further, the bidders are expected to provide a detailed break up Financial quoted clearly mentioning the work to be undertaken at each implementation level.</p>

7	Pg. 22/ 4.2.1/ Technical Bid Evaluation/ Table/ Sl. No 1 & 2	<p>Number of successful Oracle Payables implementations commenced in the last four years in scheduled commercial banks – 10 marks for every such implementation. Any implementation done in the capacity of a sub-contractor, will not be counted for marking. (Max 30 marks)</p> <p>Number of successful Oracle Fixed Assets & Property Manager implementations commenced in the last four years in scheduled commercial banks – 15 marks for every such implementation. Any implementation done in the capacity of a sub-contractor, will not be counted for marking. (Max 20 marks)</p>	<p>Industry practice is to give more than 60% weightage to past credentials but BOB has given only 50% weightage to past credentials. Any specific reason for this...?</p>	<p>Please refer to addendum dated 04 March 2022</p>
8	Pg. 22/ 4.2.1/ Technical Bid Evaluation/ Table/ Sl. No 2	<p>Number of successful Oracle Fixed Assets & Property Manager implementations commenced in the last four years in scheduled commercial banks – 15 marks for every such implementation. Any implementation done in the capacity of a sub-contractor, will not be counted for marking. (Max marks 20)</p>	<p>BOB has suggested 15 marks for each implementation but the max marks allocated for this section is 20. Any specific reason why..?</p>	<p>Technical Bid Evaluation criteria remains same as mentioned in the RFP & Addendum thereof (if any)</p>

9	Pg. 47/ Annexure 2/ Eligibility Criteria Compliance/ Point 6	The applicant bidder should have implemented or under implementation, Oracle Payables or similar ERP solution as specified in the scope of work section, in minimum one scheduled commercial bank/Financial Institution in India having a balance sheet size or Rs 2,00,000 crores or more. Bank means a Scheduled Commercial Bank in India having at least 1000 branches as on the date of RFP. The said implementations should have commenced within Four previous years from the date of this RFP. Necessary documents are to be submitted with the bid.	<p>We would like to state that no Private or Public sector bank issues such completion certificate to any Service provider. In this case would it suffice if we share the Go-Live Email for particular implementation...?</p> <p>We can also share similar info on BIDDER letter head...Will that work...?</p>	Appointment letter from the client and duly certified Go-Live approval is required. The same is required to be self-attested by the bidder.
10	Pg. 49/ Annexure 3/ BID SECURITY/ EARNEST MONEY DEPOSIT (EMD) LETTER Pg. 50/ Annexure 4/ BANK GUARANTEE (BG) IN LIEU OF BID SECURITY/ EARNEST MONEY DEPOSIT (EMD)		<p>In the RFP BOB has asked EMD to be submitted as per format given in Annexure 4 but we see Annexure 3 also, for EMD format.</p> <p>Which one should we consider for EMD format? Annexure 3 or 4...?</p> <p>There is also mention of Bank Guarantee....in Annexure 4.what is this for...?</p> <p>In what format does BOB want Application Money...?</p>	Bidder has to provide the EMD, however, in case the same is not feasible a bank guarantee can be provided in lieu of EMD

11	General Queries		<p>After submission of pre bid queries, what are the next steps to explain these queries to Bank of Baroda Team....?</p> <p>Will there be a physical meeting or a virtual meeting to explain our queries...?</p>	<p>If required, bidder can contact the RFP coordinator for discussion.</p>
12	Annexure 02, Sr. No. 6 pg. 47	<p>The applicant bidder should have implemented or under implementation, Oracle Payables or similar ERP solution as specified in the scope of work section, in minimum one scheduled commercial bank/Financial Institution in India having a balance sheet size or Rs 2,00,000 crores or more. Bank means a Scheduled Commercial Bank in India having at least 1000 branches as on the date of RFP. The said implementations should have commenced within Four previous years from the date of this RFP. Necessary documents are to be submitted with the bid.</p>	<p>We request the Bank to also include NBFCs having a balance sheet size of INR 50,000 crores as a lot of NBFCs have implemented Oracles Payables or similar ERP solution for their Accounts Payable processes and the business use-cases are similar in nature</p>	<p>Please refer to addendum dated 04 March 2022</p>

13	Annexure 02, Sr. No. 6 pg. 47	The applicant bidder should have implemented or under implementation, Oracle Payables or similar ERP solution as specified in the scope of work section, in minimum one scheduled commercial bank/Financial Institution in India having a balance sheet size or Rs 2,00,000 crores or more. Bank means a Scheduled Commercial Bank in India having at least 1000 branches as on the date of RFP. The said implementations should have commenced within Four previous years from the date of this RFP. Necessary documents are to be submitted with the bid.	We request the Bank to amend the commencement date from 4 years to 8 years.	Please refer to addendum dated 04 March 2022
14	Annexure 19, Other Terms & Conditions pg. 84	Bidder should have a formal engagement with Oracle as OEM vendor for support required for execution of this project.	We have successfully implemented large number of Accounts Payable Solutions on Oracle across globe and in India. However, since we are auditors of the OEM, getting a letter from the OEM to this effect is not possible. We request the Bank to please waive this condition. In support of our experience, if required, we can submit our implementation credentials.	Since this is a unique situation to avoid conflict of interest, the bidder may proceed with submission of their bid. The same would be subject to approval for the technical evaluation committee of the bank at the time of evaluation of bid.
15	Bid details , Pg. 2	Last date of submission of RFP Response (Closing date) By 4th March 2022, 2:00 PM	We request BOB to provide 3 weeks extension for the submission of the RFP response. This will help us to properly evaluate the requirements for formulating our approach. Also, this will give us enough time for	The due date of submission of bids have been extended to 21st March 2022, please refer to the addendum published on Banks website

			completing internal compliance and approval processes.	
16	Annexure 19-Scope of Work, Pg. 76	Configuration of Oracle AP & Branch Payment Solution:	We assume the BOB shall provide all the required Oracle license, System Software , required IT Infrastructure for execution of the project	All required Oracle Licences and IT infrastructure will be provided by bank, bidder needs to provide the detailed requirement for the necessary implementation
17	Invoice Processing and Approval, Pg. 77	Ability to create manual invoice in Oracle Payables for Corporate invoices.	Please clarify the business purpose of leveraging Finance as a downstream system where AP invoices need to be sent	To facilitate banks major vendors and mitigate any anomalies in the invoices raised by them.
18	II: Invoice Processing & Approval , Pg. 77	2.2 BOB is also looking for a separate utility “Branch Payment Solution”, which should facilitate invoice creation for all its branches, regions & zones.	BOB expected separate sub-system? And integration of same Invoices into centralized Oracle AP to process bulk Invoices? is there any other utility for importing Invoices in Oracle AP.	<p>A workflow system will be introduced, to enable creation/initiation of payments at branches and offices of the Bank. This workflow will have embedded the maker / checker functionality, which will be configured as per the delegation of authority defined by the bank.</p> <p>Relevant business rules are to be set up in the workflow to ensure finance governance and budgeting norms are implemented across the bank. The workflow requires to be integrated with Oracle ERP.</p> <p>The account payable module will be integrated to the GL and Finacle System for purpose of initiating payments through the payment gateway or Account to Account transfers.</p>

19	Integrations, Pg. 78	<p>As per scope section The following are the list of Integrations</p> <ol style="list-style-type: none"> 1. GSTR2A Automation Integration is required between Oracle AP and ASP/GSP for invoice matching GSTR 2A reconciliations. Such integration must bring the automation and provide effective reconciliation of updating matched records of invoices. 2. Integration of Oracle Payments with Core Banking Solution for interface with GL as well as for Payments through the bank's payment gateway for NEFT, RTGS, IMPS transactions or for Bank Account Credit 3. Integration of Oracle Payments with Workflow solution (for contributors to input invoices & payment requests) 	Pls confirm these are the only integrations with Oracle solution are envisaged as part of the scope	Interfaces and integrations mentioned in the scope of work are required to be done. Any other integration which is necessary to overall target also needs to be done(Annexure 19)
20	V. Interfaces, Pg. 79	5.1 Interfacing with Finacle is required as vendors created in Payables to be reflected in Finacle for invoice creation.	Vendors are already present in Finacle and due to Branch Payment (non-centralized) there are many duplicate Suppliers present. In such, it is expected to clean-up and migrated into Oracle AP and then migrate back to Finacle?	Unified Vendor Payment list needs to be created, with robust set of controls in maintaining data hygiene at time of migration to new payments infrastructure. Hence some element of data clean-up will be required.

21	Payment terms, Pg. 34	<p>The Bidder must accept the payment terms proposed by the Bank. The commercial bid submitted by the Bidders must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder.</p> <p>Such withholding of payment shall not amount to a default on the part of the Bank. If any of the items / activities as mentioned in the price bid is not taken up by the Bank during the course of the assignment, the Bank will not pay the fees quoted by the Bidder in the price bid against such activity/item.</p>	<p>We request for deviation for this clause and request for finalization of these terms at the time of signing the contract</p>	<p>Payment criteria to remain same as mentioned in the RFP</p>
22	Payment terms, Pg. 35	<p>If Bank is made aware that the Bidder is offering similar services to any other entity at lower price then Bidder will have to refund the higher charges levied to the Bank.</p>	<p>Please let us know the conditions based on which the comparison of rates would be done by the bank. We request for finalization of this clause at the time of signing the contract.</p>	<p>The details for the same would be agreed after discussions with the approved bidder</p>
23	Scope of work, Pg. 76	<p>Configuration of Oracle AP & Branch Payment Solution:</p>	<p>Which Oracle version bank is already using?</p> <p>Has bank already purchased the licenses for the required Oracle modules?</p> <p>If yes, please let us know the user base for the bank across each of</p>	<p>Bank is under the process of upgrading to Version 12.2.9</p> <p>Required licences will be procured by bank. Bank has decided initial setup basis which users will be determined but the same will be finalised with the successful bidder at the time of signing the contract.</p>

			the business function.	
24	Other Terms and Conditions, Pg. 84	Bidder will make sure script are tested and validated by OEM experts	Oracle product company does not validate the deliverables by SI partners. Please suggest.	The details for the same would be agreed after discussions with the approved bidder
25	Other Terms and Conditions, Pg. 84	Bidder should have a formal engagement with Oracle as OEM vendor for support required for execution of this project.	Please let us know what type of engagement is expected with Oracle to satisfy this clause?	Bidder is required to be an implementation partner with Oracle
26	Services Milestones, Pg. 84	Services mentioned above would be delivered in following Steps.	What is the significance of the % given against each of the milestone?	Payment terms to be as mentioned on Page 34 & 35 of RFP
27	Introduction and Overview, Pg. 18	BOB is currently using Finacle for vendor management, invoice processing, payment & for reporting purpose. BOB now wants to leverage Oracle Financials & implement Payables for the said purposes.	After implementing Oracle Payables, will the existing Finacle system be completely decommissioned and replaced by Oracle Payables or both system will run in parallel? If both systems will run in parallel then please let us know the processes or functional areas that will continue in Finacle.	Post migration entire activity to be carried out in new system and bank intends to do away with the existing system
28	Scope of work, Pg. 76	Current system architecture	Please let us know the current system architecture implemented at BOB	Bank intends to revamp the entire structure and do away with the existing one. Separate Branch payment solution duly integrated with ORACLE AP to replace the existing structure.

29	integrity pact, Pg. 42	Bidders responding to this RFP need to sign the Integrity Pact (IP) as per attached Annexure - 14 which will be also signed by Banks representative.	<p>We understand that the Integrity Pact is to be signed at the time of signing the contract .</p> <p>If this is to be signed at the time of submitting the bid then please let us know the procedure as this will be signed by both the parties and will have to be reviewed by the legal teams before signing the Pact.</p>	In terms of CVC guidelines, entering into a Pre-contract integrity pact is a preliminary requirement. Therefore, the agreement should be executed separately by bidder as per the format to enable the bank to consider the Bid of said Bidder. Hence the request cannot be accepted.
30	UNDERTAKING FOR INFORMATION SECURITY, Pg. 58	We hereby undertake that the proposed hardware/software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/ modifications done).	Is this declaration expected from OEM or we as in SI partners?	The declaration is expected from the OEM
31	I: Vendor Management 1.1	Setting up the Centralized Procurement System for feasible expenses and preparation of SOPs for other expenses. Necessary responsibilities to be created in Oracle Payables & assigned to authorized users as per SOD	Will preparation of SOP and SOD be responsibility of SI. Also is BOB looking for GRC product for maintaining SOD or will it be only required to be managed by SOP.	Bidder needs to prepare SOP and SOD, the approval matrix and delegation powers to be embedded in the workflow and Oracle Ap.

32	II: Invoice Processing & Approval 2.2	BOB is also looking for a separate utility "Branch Payment Solution", which should facilitate invoice creation for all its branches, regions & zones	Will this separate utility be required to upload mass invoices or is the requirement only to have separate utility with respect to access control.	<p>A workflow system will be introduced, to enable creation/initiation of payments at branches and offices of the Bank. This workflow will have embedded the maker / checker functionality, which will be configured as per the delegation of authority defined by the bank.</p> <p>Relevant business rules are to be set up in the workflow to ensure finance governance and budgeting norms are implemented across the bank. The workflow requires to be integrated with Oracle ERP.</p> <p>The account payable module will be integrated to the GL and Finacle System for purpose of initiating payments through the payment gateway or Account to Account transfers.</p>
33	II: Invoice Processing & Approval 2.2	After the invoices are approved in the utility, it should post them to Oracle AP for accounting & payment	Oracle AP provides the functionality of creating invoices. Once invoices are approved they can be accounted and posted into GL, also they can further facilitate creation of payment files. Will the bank be open to user AP's invoicing capability instead of separate Branch Payment Solution.	Bank intends to revamp the entire structure and do away with the existing one. Separate Branch payment solution duly integrated with ORACLE AP to replace the existing structure.
34	II: Invoice Processing & Approval 2.5	Leverage the budget functionalities of General Ledger module to Oracle Payables to keep a check on the expenses & monitoring the same	Is encumbrance already enabled for BOB or will the SI be required to enable encumbrance for budgetary control	SI needs to enable the encumbrance for budgetary control

35	II: Invoice Processing & Approval 2.6	Tailor made invoice approval process is required to meet the management expectations to determine the approvers by factoring the threshold limit of the concerned branch	Can you share the number of different approval workflows required to be configured. Alternatively SI can suggest a number to cap the total number of approval workflows. BOB in future can create new approval workflows and the training for the same would be provided during implementation	The Workflow will have embedded decision rules to ensure payments are as per the delegation of powers and approval matrix of the bank. Additional decision rules may be built to ensure adequate financial controls are adhered to.
36	IV: Compliance & Governance 4.3	Generate reports for tracking and complying with GST & TDS. Details of payable invoices need to be send to ASP/GSP for GST Reporting	Can bank share number of reports and its complexity. Alternatively can SI suggest the same on the basis of its experience.	The reports mentioned are inclusive and not exhaustive. Basis the current requirement of compliances separate reports are required from the system, which may be around 20. The same could be prune down basis the optimisation solutions provided by bidder.
37	V:Interfaces 5.1	Interfacing with Finacle is required as vendors created in Payables to be reflected in Finacle for invoice creation. Invoices will be thus created against these vendors only which are sourced from Payables. Once invoices are created in Finacle, it needs to be interfaced to Payables for validation, approval, accounting & payment. Also, payment initiated in Oracle Payables need to be interfaced to Finacle	Can the invoices be created in Oracle AP and only the accounting interfaced with Finacle	The Workflow system intended to be introduced will be used uniformly across the Bank to initiate Vendor Payments. The Workflow will have embedded decision rules to ensure payments are as per the delegation of powers and approval matrix of the bank. Additional decision rules may be built to ensure adequate financial controls are adhered to.
38	V:Interfaces 5.3	Interface with employee's expense system for pushing the expense invoices to Oracle Payables for accounting & payment	Which application is used by BOB for employee expense	ORACLE PeopleSoft

39	V:Interfaces 5.4	Automate the processing of bulk invoices through image scanning solution	Does the bank already has any image scanning solution. If not will the SI be required to procure the licenses of any such solution. If SI has to suggest and procure licenses can they choose as per their preference	All required Licences and IT infrastructure will be provided by bank, bidder needs to provide the detailed requirement for the necessary implementation
40	V:Interfaces 5.5	Automated & seamless solution for branch payments & reimbursements	Under automated seamless solution, is bank looking for host to host payment configuration. Will these payment be with only 1 bank or multiple banks. In case of multiple banks can you specify the number of banks and accounts	No, bank is not envisaging host to host payments.
41	VI: Migration 6.6	Migrate the open invoices, advance invoices & prepayments through WebAdi as per the data provided by BOB in the template	Is it mandatory to migrate the open invoices using WebADI or can SI do the same using any other scripting solution	To be finalised at the time of signing of contract as per the feasibility and resources
42	VI": Reports	Bidder is required to develop reports as per the business requirements during the Oracle Payable Implementation. Few of the necessary reports are listed as below:	While BOB has shared list of 10 reports, can you also share the total number of reports to be developed as part of the scope.	The reports mentioned are inclusive and not exhaustive. Basis the current requirement of compliances separate reports are required from the system, which may be around 20. The same could be prune down basis the optimisation solutions provided by bidder.
43	VIII: Training		We generally suggest train the trainer approach as part of training strategy. The end user training is then conducted by the trained core users. Can we assume the same approach or is it required for SI to train the end users. In case SI is required to train the end users can you share the total count along with location of such users. Also will the training be required to be conducted in different locations or can these be live	Bank wishes to have extensive training sessions for core team at corporate office, zonal offices and regional offices through User manuals, interactive sessions, live demo of the product etc. In addition to the above, users from training Centres of the bank are to be given training along with the necessary user manuals to enable them pass on the information to operating units.

			online training conducted on platforms like WebEx	
44	I Asset Updation	Migration of existing data from existing system	Can you share the volume of existing data	Bank has about 7.5 lakh vendor master records and about 75000 vendor payments transactions per month. The bidder is to optimise the count of vendors by removing duplicates
45	VI' Reports 7.1	7.1 Standard delivered reports such as Asset Additions report, Assets Retirement Report, Asset Cost Adjustment Report, Journal Entry Reserve Ledger Report etc. Customized reports to cater the requirements of tax laws	Can you share the count of reports to be customized	To be decided at the time of signing of contract as per the approach agreed upon
46	Configuration of Property Manager		Does the bank already has property manager licenses or will the same have to be procured by SI. In case it has to be procured by SI can you share the count of licenses required	All required Licences and IT infrastructure will be provided by bank, bidder needs to provide the detailed requirement for the necessary implementation
47	I Property Creation 1.1	Migration of existing asset data	How many leases tentatively will be there for property manager? Is the lease data digitised already?	Leases at present is handled at individual office level and no central repository of data is present.
48	III Lease payment Processing 3.3	Guidelines as laid out under IND AS to be embedded in the module	Is any specific IFRS/ GAAP applicable for BOB	As of now IND AS is not applicable for BOB, however, the same would be in accordance with the guidelines of RBI
49	IV Reports	Reports such as Future Minimum Rent Obligations Report, Lease Abstract Report, rent schedule details report, Space allocation	Can you share the count of reports to be customized	Count of reports can only be fixed at the time of finalisation of implementation framework

		report etc.		
50	Other Terms and Conditions 1	Bidder will make sure script are tested and validated by OEM experts	Kindly clarify if the validation has to be done by SI resources who are expert in Oracle or is it to be validated by Oracle consultants only.	OEM Experts to test the same
51	Other Terms and Conditions 2	Bidder should have a formal engagement with Oracle as OEM vendor for support required for execution of this project.	BIDDER is a certified partner of Oracle. During implementation BIDDER would use BOB CSI number to create service requests and coordinate for resolution. Does BOB expect the SI to have any other service level agreement with OEM for resources and support? If yes, can you suggest how many hours of OEM support is expected to be part of proposal.	Proof of being certified partner to be submitted. Further, bidder to assess the requirement of support to be taken from OEM as per the existing terms of RFP and advice bank.
52	Other Terms and Conditions 3	Any milestone will be deemed to be complete only after the Bank issues letter / mail to this effect signed / sent by authorized official	Can SI bind the maximum number of days required for approval and maximum number of iterations required for correction?	Terms to be as per the RFP document
53	Project Completion and Post Go-Live Support 1	Bidder will have to provide a certificate from OEM that the new setup with all its functionalities is GST & TDS compliant, as per latest GST & TDS statutory requirements	BIDDER as an SI performs the project management during the lifecycle of the project. Also during the project there are multiple test cycles such as SIT and UAT test cycles. During these both BIDDER and BOB users would perform the testing of configured and customized solution. We expect these testing to be self-sufficient before go-live. But does BOB expect OEM to be	Bidder needs to provide the latest functionalities of product to the bank, in this regard a certificate to be obtained from OEM with respect to confirmation on latest setup

			involved by SI as PMO for the duration of the project.	
54	Project Completion and Post Go-Live Support 2	Support of 12 weeks post UAT and post Go-Live for both i.e. standard product and customization	We assume this point means 12 weeks post go-live support. Is that assumption correct? Also in case of such a support there is no corresponding milestone defined by BOB in the section of "Services Milestones". Can we assume that these payments be done after completion of 4 weeks cycle	This would be finalised with the successful bidder at the time of signing the contract
55	4.2.1 Technical Bid Evaluation SI.No. 1	Number of successful Oracle Payables implementations commenced in the last four years in scheduled commercial banks – 10 marks for every such implementation. Any implementation done in the capacity of a subcontractor, will not be counted for marking.	Can we include global references? Also since in past 4 to 5 years most of the institutions have started adopting cloud bases solutions. Can we either consider the SaaS solution as reference or can the timeline be increased from 4 years to 10 years. Can we consider BFSI clients instead of only scheduled commercial banks	Please refer to addendum dated 04 March 2022
56	4.2.1 Technical Bid Evaluation SI.No. 2	Number of successful Oracle Fixed Assets & Property Manager implementations commenced in the last four years in scheduled commercial banks – 15 marks for every such implementation. Any implementation done in the capacity of a sub-contractor, will not be counted for marking.	Can we include global references? Also since in past 4 to 5 years most of the institutions have started adopting cloud bases solutions. Can we either consider the SaaS solution as reference or can the timeline be increased from 4 years to 10 years. Can we consider BFSI clients instead of only scheduled commercial banks	Please refer to addendum dated 04 March 2022

57	5.6 Resource planning	<p>The bid should also contain resource planning proposed to be deployed for the project which includes inter-alia, the number of personnel, skill profile of each personnel, duration of employment etc.</p> <p>During the assignment, the substitution of key staff identified for the assignment shall not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation</p>	<p>The validity period of the RFP is of 6 months. It may not be possible to retain the named resources over such longer duration. Request bank to update this clauses to include similar profiles with same experience and skill instead of named key profiles.</p>	Terms to be as per the RFP
58	5.9.3 Payment Terms		<p>The payment milestone differs from the one mentioned in SoW document. Which one to be considered as final. In both the cases no payment milestone defined for post go-live support</p>	Payment terms mentioned on page 34 & 35 of RFP documents are to be considered

59	ELIGIBILITY CRITERIA COMPLIANCE	<p>6 The applicant bidder should have implemented or under implementation, Oracle Payables or similar ERP solution as specified in the scope of work section, in minimum one scheduled commercial bank/Financial Institution in India having a balance sheet size or Rs 2,00,000 crores or more. Bank means a Scheduled Commercial Bank in India having at least 1000 branches as on the date of RFP. The said implementations should have commenced within Four previous years from the date of this RFP. Necessary documents are to be submitted with the bid.</p>	<p>Can the condition be changed to include global references and with self-declaration signed by the SI for completion of an engagement</p>	<p>Implementation must have been done in India</p>
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