

Clause in RFP

S. No.	Clause in RFP	Clarifications/ Changes made
	<p>[A] Important Dates</p> <p>Last Date of Submission of RFP Response (Closing Date)</p> <p>03:00 PM on 21st July, 2023</p> <p>Eligibility Cum Technical Bid Opening Date</p> <p>03:30 PM on 21st July, 2023</p>	<p>[A] Important Dates</p> <p>Last Date of Submission of RFP Response (Closing Date)</p> <p>03:00 PM on 27th July, 2023</p> <p>Eligibility Cum Technical Bid Opening Date</p> <p>03:30 PM on 27th July, 2023</p>
1	<p>Annexure 2 – Evaluation Terms</p> <p>A. Eligibility Bid Evaluation</p> <p>Bidder must be in Core business of providing proposed e-procurement services in India at-least for a period of last three years (as on RFP date).</p> <p>B. Technical Bid Evaluation</p> <p>The number of Implementations carried out in India (In the last 3 years starting from 01-01-2020 till RFP submission date) **</p> <p>For each Implementation 2 marks (Max 10 marks)</p>	<p>Annexure 2 – Evaluation Terms</p> <p>A. Eligibility Bid Evaluation</p> <p>Bidder must be in Core business of providing proposed e-procurement services in India at-least for a period of last three years (as on RFP date).</p> <p>B. Technical Bid Evaluation</p> <p>The number of Implementations carried out in India (In the last 3 years starting from 01-01-2020 till RFP submission date) **</p> <p>For each Implementation of end-to-end e-procurement solution - 2 marks and for each implementation of auction / reverse-auction solution – 1 mark (Max 10 marks)</p>

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2	<p>Annexure 10 – Project Details - Scope of Work</p> <p>1.19 The ASP should be able to provide all the data on a CD on quarterly basis.</p> <p>Technical Requirement ACCESS CONTROL</p> <p>The system should have at least 3 levels of Access Control at Bank Administrator - who will be the super User and create Internal Users Tender Owners (dept wise) - who can approve Tenders Tender Team - Third Level will be the Users who will create Tenders, create Corrigendum, attend pre-bid meetings, download Tender documents of Vendors, evaluate etc.</p> <p>TENDER NOTICE CREATION</p> <p>Additional point</p> <p>BID SUBMISSION</p> <p>Additional point</p>	<p>Annexure 10 – Project Details - Scope of Work</p> <p>1.19 The ASP should be able to provide all the data on a CD through e-mail on quarterly basis.</p> <p>Technical Requirement ACCESS CONTROL</p> <p>The system should have at least 3 levels of Access Control at Bank Administrator - who will be the super User and create Internal Users Tender Owners (dept wise) - who can approve Tenders Tender Team - Third Level will be the Users who will create Tenders, create Corrigendum, attend pre-bid meetings, download Tender documents of Vendors, evaluate etc.</p> <p>The system shall be able to assign the maker or checker role to the user as per requirement of the Bank and role of maker and checker will be defined by the Bank and bidder will have to customize accordingly.</p> <p>TENDER NOTICE CREATION</p> <p>25. After publishing the tender, the system shall generate the XML file as per format required to be uploaded on CPPP portal (Central Public Procurement Portal) and any other public portal made mandatory by the regulators.</p> <p>BID SUBMISSION</p> <p>10. The formats and permissible size of bid documents to be uploaded by the vendors will be as per bank</p>

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	<p>Additional General Point</p>	<p>Additional General Point</p> <p>The solution proposed by the bidder shall have all the features of end-to-end procurement life cycle irrespective of Bank mentioned or not in RFP. Any feature required in future due to CVC / Govt. / Any other regulatory guidelines shall be customized in the existing solution without any additional cost to the Bank.</p>

All other Terms & Conditions are same as per our RFP no. GEM/2023/B/ 3606169 dated 23.06.2023 for Selection of Service Provider for Supply, Implementation & Maintenance of e- Procurement Services for a period of 5 years.

RFP for Selection of Service Provider for Supply, Implementation & Maintenance of e- Procurement Services for a period of 5 years
Bid no. GEM/2023/B/3606169 dated 23.06.2023
Bank Response to Pre-Bid Queries

Sr No.	Page #	Point / Section #	Category (Scope/ Commercial/ Legal/ General)	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Response
1	53	Broad Scope of Work - Annexure 10 –Project Details Scope of Work Brief Project Scope	General/Scope	Successful bidder needs to create dedicated e-Procurement portal for the Bank. After completion of all customization required by the Bank, successful vendor will conduct STQC audit for the same portal. The STQC certificate should be issued with the name of Bank's portal.	As per the BoB RFP in Eligibility criteria, it mentions that only STQC certified solution would be considered for evaluation of the bids. As the application is already certified by STQC, only CERT -IN or STQC web security audit would be sufficient or not? This would also save cost and time for BoB. Please confirm the same.	The proposed solution should be STQC certified. Post go-live, L1 Bidder will conduct STQC audits as per Bank requirement during the contract duration
2	32	B. Technical Bid Evaluation	Eligibility	The number of Implementations carried out in India (In the last 3 years starting from 01-01-2020 till RFP submission date) **	We understand BoB needs an eProcurement solution (tenders & auctions). Does by "Implementations " BoB means any general web application implementation experience or only eProcurement project implementations? . Please confirm.	Implementation of the proposed e-procurement solution shall be considered only
3	31	A. Eligibility Bid Evaluation - D Experience and Support Infrastructure serial no.2	Eligibility	Bidder should have direct support offices in Mumbai. In case direct support office of the bidder is not present in Mumbai then an undertaking to be provided by the Bidder stating that direct support would be provided by the bidder at Mumbai whenever desired by the Bank.	We have centralized helpdesk support team at Hyderabad to handle the day to day support activities and one account manager would be assigned to address any escalation / customer interfacing as and when required by BoB through "ONLINE" . In case BoB wants in-person presence (exclusive support) , please restrict to not more than 4 visits per year. This would give us clarity to provision the cost. Is this mode acceptable to BoB?	No Change
4	55	Broad Scope of Work A. General	Scope	18) The vendor needs to provide a dedicated URL to Bank for conducting the events	Vupadhi can provide the below specific URL for BoB: https://AZZprocure.com/BOB Is this type of URL accepted or does BOB means or expects anything else? Please Clarify as it involves cost ?	Accepted
5	30	Pt. D (1) Experience and Support Infrastructure	Eligibility	The proposed solution should have been provided to minimum 3 organizations in India, in which at least 2 should be of Government departments / PSUs / PSBs and successfully conducted 200 numbers of e procurement events altogether in last three years.	Please elaborate. Are you referring to e-tendering only or e-tendering & e-auction both or either any of e-tendering/ e-auction would be counted.	Implementation of only proposed e-procurement solution shall be considered
6	32	Pt. B / Technical Bid Evaluation	Eligibility/ Technical Bid Evaluation Criteria	The number of Implementations carried out in India (In the last 3 years starting from 01-01-2020 till RFP submission date) **	This clause is contradictory. Request BOB to consider to amend this clause as Others as. "The number of Implementatio carried out in India (In the last 3 years starting from 01-04-2019 till RFP submission date) **	No Change
7	54	Point 14 / Annexure 10 – Project Details Scope of Work	Broad Scope of Work, A. General, The System should have the following Modules	Prepare Tender document online	Ref. to this point, we assume the BOB will upload tender document in each e-Tender when tender is in preparing mode. System will not prepare any tender document in online mode. Please confirm if any deviation	Yes, the Bank will upload the tender document but there shall be templates to create the tender on portal itself
8	56	2 / C. Functional Requirement	Scope	Rate Contracts: Empanelment: a. Eligibility Only, b. Eligibility cum Technical	Please elaborate this functionality in detailed.	These are various methods and stages of procurement
9	60	Point 23 / TENDER NOTICE CREATION	Scope	System should allow uploading of revised document for each line item without revoking the whole bid, if requested by Bank	Please elaborate this feature	Before bid submission end time, bidder shall be able to replace or revoke the whole bid or bid documents in particular
10	61	Point 2 / VENDOR REGISTRATION	Scope	It should be possible to provide different levels of access to the employees of the Vendors as required by them	Please elaborate this feature with an example.	Maker & checker / administrator / multiple login for vendor
11	62	Point 1 / BID OPENING	Scope	After submission of Price Bid by the Bidder the link should get de-activated	Please elaborate this feature	It's under BID OPENING. After bid opening, the link for submission for bidder shall get de-activated / disabled
12	63	Point 4 / BID EVALUATION	Scope	The system should able to generate automatic comparative commercial evaluation sheet along with NPV calculation (if required) based on the prices submitted by bidders after opening of commercial bids	Please elaborate this feature with an example. What is NPV calculation?	Will be discussed with L1 bidder during UAT phase
13	63	Point 2 / Auction	Scope	System should have provision for Parameters Defining and Setting of Opening Price, Historic Price, Reserve Price, Landed & Base Price.	Ref. to this point, please elaborate functionality of Landed & Base Price in the auction.	This is the feature of AUCTION and shall be available as part of auction process
14	63	Point 4 / Auction	Scope	There should be Automatic and Manual Extensions and Closing rules	Ref. to this point, we assume that manual extensions or any editing in auction will not be allowed once auction is published & live. Please confirm.	To be made flexible and as per Bank requirement.
15	63	2 / EXTRA FEATURES	Scope	System should have facility of e-payment.	1. Please confirm which mode of payment will be required in e-Payment. E.g. Debit card, credit card, net banking, challan, NEFT/RTGS, etc.. 2. Which payment will be required to collect through e-payment. E.g. Registration, doc fees, EMD, etc.. 3. For which modules payment will be required. e.g. Auction, e-Tender	1. All common modes available for e-payment to be made available. 2. EMD / application money deposited by the bidders. 3. For all the mentioned modules in the RFP

16	65	4 / EXTRA FEATURES	Scope	System should be able to integrate with other system by open API	1. Please elaborate this functionality in detailed. 2. Please elaborate which modules & details will be integrated with the bank as requested in RFP.	CPPP and GeM portal currently.
17	65	5 / EXTRA FEATURES	Scope	System should have strong analytics capabilities with Fraud Analytics	Please elaborate this functionality in detailed.	Clause is self explanatory
18	65	6 / EXTRA FEATURES	Scope	Supplier performance module to help in vendor rationalization based on score card	Please elaborate this functionality in detailed.	Will be discussed during UAT phase with L1 bidder
19	21	19.38	General Terms and Conditions	The bidder shall undertake to provide appropriate human as well as other resources required, to execute the various tasks assigned as part of the project, from time to time.	The resources will be required at BOB's premises or vendor's premises?? Do let us know number of resources are required for this project if any.	Vendor to ensure all tasks are executed from their premises however bank may seek onsite support as & when required
20	53	Annexure 10 – Project Details Scope of Work. (Point no. 2)	A. General	The system shall cover full life cycle of purchasing (indent to placing of Purchase Order).	Ref. to point please confirm who will perform event creation activity bank or service provider? If the service provider is expected to handle all activities, we assume that the BOB team will provide sufficient time to create the event as per mutual agreement.	Bank will execute such activities however in case of any issue at our side, bidder to take it forward within the given timelines
21	53	Annexure 10 – Project Details Scope of Work. (Point no. 7)	A. General	Provide Help-line during Events	Help-line will be available on working days & hours. Request you to confirm the same.	During business hours of Bank
22	54	Annexure 10 – Project Details Scope of Work. (Point no. 15)	A. General	Training and Support: Implementation Phase: The Vendor as part of the implementation phase shall have to provide a comprehensive hands on onsite training to Bank officials and Bidders at Mumbai location. The objective of training would be to make an individual familiarise with e-Procurement system & to get start working on it. The training shall cover the complete process of eprocurement from beginning to end. The successful completion of the training would be deemed as executed as part of acceptance of Project Sign off. The cost of the Training needs to be factored as part of implementation cost in the commercial bid.	Please confirm the number of required onsite training sessions for officers and bidders during the implementation phase. Additionally, we assume that the training schedule for bank officers will be conducted once at the bank's location, while vendor training will be done online for each event. Please confirm .	One onsite training at Bank premises to be conducted by the selected bidder. However online support can be sought by Bank as & when required during any stages of the tender process.
23	57	Helpdesk Requirement (i)	Scope	12 Hours (i.e. 08 AM to 08 PM), 365 days a year except Bank & National Holidays, online support facility through MS teams, phone, email and SMS alerts by L1, L2 and L3 onsite/remote staff with from Systems Integrator/vendor depending on the criticality of the issue. Final Bid Submission related issues should be resolved within maximum 30 minutes and all other issues should be resolved within maximum 5 hours from the call logging. Any issue pending due to bidder's dependency must be bring to bank's notice within 30 minutes through phone as well as email.	Ref. to point as per normal practice we provide telephonic support during event to vendors and officers, we hope this will suffice the purpose. Also with ref. to time line for resolving issues regarding submission or any other, 30 minutes and 5 hours respectively are very less, we request bank to relook time timing of it and it should be dealt with the type of issues, as issues can be minor or major.	No change
24	64	1/MESSAGING	Scope	There should be a facility of Broadcasting SMS messages & Email to vendors and Bank.	SMS is mandatory ?	Email & SMS are mandatory
25	65	4/EXTRA FEATURES	Scope	System should be able to integrate with other system by open API	Integration with which kind of system? PI tool available for integration?	Repeated Query
26	53	A(5)	Scope	Within 10 days of completion of every quarter, the data pertaining to Bank shall be submitted.	Kindly let us know how we have to provide data on quarterly basis to BOB	Through mail (online)
27	67	STQC Audit Charges	Commercial	STQC Audit charges payable as & when Bank asks for the same and on submission of valid STQC certificate for the solution implemented. The STQC audit shall be done specifically for the portal designed for Bank of Baroda.	STQC audit happens every year and the same will be shared with the BOB	No change

28	30	C - 2	The solution should be STQC certified	The solution should be STQC certified	<p>Sir/Madam as per our understanding, any e-Procurement system (e-Tendering, Reverse e-Auction, Forward e-Auction) has to be tested and audited by STQC and has to be compliant with all the applicable requirements relating to security and transparency of the following guidelines”</p> <p>The conformity certificate of the following guidelines, extant CVC guidelines, GFR Rules and ISO 27001 (Information Security Management) Process Audit pertaining to e-Procurement application / system can be issued only by STQC department based at New Delhi</p> <p>Guidelines for compliance to quality requirement of e-Procurement Systems dated 31st August 2011 of Department of Electronics and Information Technology (DeITY), Ministry of Communications & Information Technology of the Government of India [DeITY Guidelines] which includes</p> <ol style="list-style-type: none"> 1. CVC Guidelines of e-Procurement application software as covered by the relevant provisions of Annexure-II of DeITY – Guidelines 2. GFR 2017 as covered by Annexure III of DeITY – Guidelines 3. IT Act 2000 (and its amendment 2008) as covered by Annexure IV of DeITY – Guidelines. <p>We further bring to your kind notice that in recent times many e-Procurement service providers misguides concern government departments by submitting non-admissible certificates issued by Private / CERT-IN Test Labs or STQC empanelled test laboratories which is not valid.</p> <p>We request you to confirm that final certificate issued by STQC New Delhi will only be considered as valid STQC Certificate and not from any other empanelled or third party agencies like EQDC, Suma soft etc.</p> <p>BOB should not compromise with application infrastructure and data security, hence only those bidders who has experience of providing e-Auction services on STQC audited and certified eProcurement application should be allowed. Requesting to add such clause as mandatory qualification criteria.</p>	No Change
29	77	Annexure 14–Bill of Material	Vendor need to submit Bill of Material of all deliverables as per of offering proposed solution / service.	certified	Need more understanding what details need to be submitted in Annexure 14. if it can be clarity in Pre bid meeting virtually	Clause is self-explanatory
30	General query	General query	General query	In last 3 fiscal year, how many eProcurement events and Reverse auction events are conducted by Bank of Baroda.		Can't be disclosed
31	1	Bid Details	Bid End Date /Time	21-07-23 18:00	Please confirm the correct Bid Submission End Date/Time as there is discrepancy in the Time mentioned in RFP & GeM Portal.	Necessary rectification will be done on GeM
	2	RFP Cum Additional Terms	Last Date of RFP Response (Closing Date)	03:00 PM on 21st July, 2023		Necessary rectification will be done on GeM
32	11	5.2	Exemption for EMD amount:	Enterprises (MSE) / Startups. The bidders who are MSE have to submit necessary document registered under Udyam Registration and the bidders who are startups have to be recognized by Department for Promotion of Industry and Internal Trade (DPIIT) to avail the exemption.	Please clarify whether NSIC certificate is mandatory for EMD Exemption.	Exemption of EMD will be given as per Govt. of India guidelines.
	45	Annexures	For Micro and Small Enterprises (MSE) / Startups need to provide Bid SecurityDeclaration in following format in lieu of Form Bid security (EMD)	1. I/We, the undersigned, declare that M/s.....is a Micro and Small Enterprise and the copy of registration certificate issued by NSIC/DIPP for Micro and Small Enterprises (MSE) / Startups which are valid on last date of submission of the tender documents are enclosed.		
33	45	Annexures	For Micro and Small Enterprises (MSE) / Startups need to provide Bid SecurityDeclaration in following format in lieu of Form Bid security (EMD)	2. I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration as per Rule 170 of General Financial Rules (GFRs) 2017 by Micro and Small Enterprises (MSEs). OR 2A. as per the tender / RFP no:floated for At para no: a Bid Declaration Form in lieu of Bid Security is required to be submitted by me/ as per Rule 170 of General Financial Rules (GFRs) 2017 by Micro and Small Enterprises (MSEs).	Please clarify the applicability of these two different points mentioned regarding submission of Bid Securing Declaration.	Annexure needs to be submitted for any exemption sought by the bidder in lieu of EMD along with valid EMD exemption certifications
34	53	Broad Scope of Work	A.General	5) Within 10 days of completion of every quarter, the data pertaining to Bank shall be submitted.	Please specify the data which needs to be shared every quarter	Details of tenders floated during the given quarter . Exact report format will be discussed with L1 bidder during UAT phase
35	59	Functional and Technical scoring sheet:	Tender Notice Creation #18	System should have provision download files by vendor wise in archive format with proper tree structure	Please define the proper tree structure as per your requirement.	Will be discussed during UAT phase with L1 bidder
36	62	Functional and Technical scoring sheet:	Bid Submission #8	System should allow upload revised document in each category.	Please clarify that who will have the provision of uploading the documnts.	Repeated Query
37	63	Functional and Technical scoring sheet:	Bid Evaluation#4	The system should able to generate automatic comparative commercial evaluation sheet along with NPV calculation (if required) based on the prices submitted by bidders after opening of commercial bids.	Please give more details on NPV Claculation	Will be discussed during UAT phase with L1 bidder

38	64	Functional and Technical scoring sheet.	Messaging	There should be a facility of Broadcasting SMS messages & Email to vendors and Bank	Please confirm whether successful bidder have to integrate their solution with Bank SMS Gateway Solution or the Bank is looking for the SMS Gateway solution from bidder's end.	Bidder's own SMS gateway. SMS can be broadcasted from bidder's portal itself. No separate integration is required with any of the Bank's application
39	30	Annexure 02 Evaluation Terms	Eligibility	Experience & Support Infrastructure (Page 30). The proposed solution should have been provided to minimum 3 organizations in India, in which at least 2 should be of Government departments / PSUs / PSBs and successfully conducted 200 numbers of e procurement events altogether in last three years	We have undertaken large scale implementations for Government / PSU entities and solution is being successfully used for over 5 years by 6000+ Suppliers and 250+ Users. We do not have three implementations in India but have these Customers out of India. Can we be considered?	No Change
40	30	Annexure 02 Evaluation Terms	Eligibility	Bidder must be in Core business of providing proposed eprocurement services in India at least for a period of last three years!	Bidder is willing to participate in this RFP but the above-mentioned clause is restricting us to participate in this tender as bidders core business is not in e-procurement services, but bidder is diversifying in different e-Governance services and providing the services to our clients successfully. Even in the last tender also bidder participated and provided the services to Bank of Baroda. We request you to kindly remove this clause and allow us to participate in this tender process.	Please refer adendum