Annexure-A

RFP for Selection of Service Provider to Design and Implement Intelligent Automation use cases across multiple banking business value chain

RFP no. GEM/2023/B/3485795 Dated 24.05.2023

Prebid queries response / clarification as part of Addendum Dated 31.08.2023

S.No.	Point/Section	Clauses mentioned in RFP Document	Comment/Suggestions (From Vendors)	Bank's Clarifications to the vendor's query
1	Annexure 11 – Project Details (Scope of Work)	1. a) Build Underlying Platform & Command Center Build the underlying technology platform with cognitive and automation capabilities Robotics Process Automation etc. to enable IA use cases	Request bank to clarify whether bank is considering container based platform for running RPA and related tools. Please clarify whether the scope also includes integration of RPA / Intelligent automation with existing AI/ML models	The proposed solution will be hosted on virtual environment. It should also support cloud native deployment.
2	Annexure 11 – Project Details (Scope of Work) Build and Support Maintenance	Build underlying platform to enable the IA use cases Support / Maintenance Integrate with Bank's existing landscape.	Request bank to kindly clarify whether bank is also considering automating IT process and IT assets involved in Bank Value chain/process.	Usecase range covers both IT & non IT use cases. The details will be shared with the qualified bidder.
3	Resources provided by the bank	Following software stack available with Bank may be used: o API Gateway o Middleware o NLP/NLU services o Dashboard/ Reporting platform o Data environment like Data Lake o Workflow Management plateform o ICR/ OCR engine	Request bank to clarify whether these stack components are already running in container or whether bank is looking to have some of these software applications containerized	The proposed solution will be hosted on virtual environment. It should also support cloud native deployment.
4	Section 2: Project overview and scope of work	Key goal is to build process and operations efficiency across various banking value chains and functions through new age cognitive and automation technologies.	Request bank to clarify whether the bank is also looking for event based or event driven automation	Yes
5	Annexure 11– Project Details (Scope of Work) - 1-d	Bank will optionally provide use of existing software stack (as per the details given) and IT Infrastructure including Hardware / VM, Operating System, Database, Peripheral Security and Infrastructure Monitoring components.	What are the technical stack of the existing software stack for the following o API Gateway o Middleware o NLP/NLU services o Dashboard/ Reporting platform o Data environment like Data Lake o Workflow Management platform o ICR/ OCR engine	Details will be shared with successful bidder.
6	Annexure 11– Project Details (Scope of Work) - 2-b	Use Cases may cover all aspects of value chain – Acquisition, Servicing, Collections etc	Please provide the high-level processes for these aspects which are required to be automated. What are other aspects apart from these?	Details will be shared with successful bidder.
7	Annexure 11– Project Details (Scope of Work) - 2-b	Details of some indicative processes and applicable business functions	Details of some indicative processes and applicable business functions are missing. This is required for the scope and sizing purpose.	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
8	Annexure 11– Project Details (Scope of Work) - 3-c	Design of new processes and customer journeys for the IA use cases	What are existing processes which are already Intelligently automated? What is the existing framework or OEM product that Bank is already using? Does the existing ones to remain as IS or to be redeveloped using the new platform?	Details will be shared with successful bidder.
9	Annexure 11– Project Details (Scope of Work) -4-c	Change Management to enable program appreciation and adoption	Please explain "Program appreciation"	Please refer to the RFP & Addendum.
10	Annexure 11 – Project Details (Scope of Work) 5	Develop Business Case highlighting potential operating profit benefits that can be realized for every use case	Please explain "operating profit benefits".	Please refer to the RFP & Addendum.

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11	Annexure 11 – Project Details (Scope of Work) 5	Identify setup requirements for IA use cases – Knowledge (input / output documents, historical applications), Algorithms (confidence thresholds, segment / profile thresholds, etc.), Training requirements (document types and output values), Content (writing language of credit notes, branch / employee response formats).	Please elaborate confidence thresholds, segment / profile thresholds	Please refer to the RFP & Addendum.
12	Annexure 11 – Project Details (Scope of Work) 7	The bank will provide requisite Hardware, Database (Oracle, MSSQL etc.), OS (Windows, Linux), Networks, Peripheral Security and Infrastructure Monitoring components (SOC, NOC etc.).	For the existing already Automated processes is there a NoC and SoC laid out in Bank? Already existing NoC if any and issues OR pain points associated to it will help putting forth the solution with consideration of the possible expectation of the bank.	Please refer to the RFP & Addendum. Details will be shared with successful bidder.
13	Annexure 11 – Project Details (Scope of Work) 8	The service provider must align their resources for this project such that sufficient to execute on time and with quality not only all agreed assignments, but also a few new requirements that come up dynamically (if any).	For sizing and scoping purpose the number of new requirements has to be added as an assumption.	Please refer to the RFP & Addendum.
14	Annexure 11– Project Details (Scope of Work) - 9	Bank want to implement IA across 100+ (25 complex, 25 medium, 50 small) processes across various business of the Bank	Please provide the following understanding of the complexity matrix. For each simple / medium / complex process hoe many of the following is expected ? No Of screens 2 -way human robots hand-offs Business Rules Business Exceptions OCR & PDF reading use cases	Please refer to the RFP & Addendum.
15	Annexure 11– Project Details (Scope of Work) - 10		Does bank has any restrictions of number of resources OR a cap of number of resources for this engagement	Please refer to the RFP & Addendum.
16	Technical Bid Evaluation	Implementation of Intelligent Automation solution and use cases in Financial Institution having turnover of minimum 1,00,000 Crore	Request Bank to please clarify whether "turnover" refers to Revenue or AUM	Please refer to the RFP & Addendum.
17	Technical Bid Evaluation	Implementation of Intelligent Automation solution and use cases in Financial Institution having turnover of minimum 1,00,000 Crore. (Maximum 3 references) Marks Criteria: '- 1-19 use cases implemented (04 marks) '- 20-49 use cases implemented (07 marks) '- 50+ use cases implemented (10 marks)	We request the Bank to please clarify if the 50+ use cases are for each of the 3 references or for all of the references put together	For each reference.
18	Commercial Bid Evaluation	The proposal of L1 (Lowest quote) bidder, if qualified in the POC shall be recommended for award of contract.	Considering the complexity of the scope and the strategic importance of this inititative, we request the Bank to evaluate the commercials using the Quality cum Cost Based Section of 70:30 ration, where weightage of 70% is given to technicals and 30% of weightage is provided to commercials. This will ensure that the technical evaluation criteria marks are included in the selection process and a hihg-quality bidder is selected to partner the Bank.	No change, The proposal of L1 (Lowest quote) bidder, shall be recommended for award of contract.

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19	Technical Bid Evaluation	Client citations (including site visit , if required by the Bank)	We request the Bank to please state the number of client citations to achieve the full 20 marks.	Client citation for all the references submitted against point 1 of technical evaluatino criteria.
20	Project Details (Scope of work)	Licensing, Bank want to implement IA across 100+ (25 complex, 25 medium, 50 small) processes across various business of the Bank. Bidder may consider this volume for the purpose of licensing.	Can we get list of processes which the bank has identified for RPA implementation and subsequently tagged as per complexity levels (Low/ Medium / High)	Details will be shared with successful bidder.
21	Project Details (Scope of work)	Licensing, Bank want to implement IA across 100+ (25 complex, 25 medium, 50 small) processes across various business of the Bank. Bidder may consider this volume for the purpose of licensing.	As the Bank defined any internal definitions in terms of man days required for development and deployment of low, medium and complex use cases	Will be mutually decided with successful bidder.
22	Project Details (Scope of work)	Resources provided by the bank	Can the Bank tell us the current configuration of the Database, OS and other hardware components? Also in case the desired configuration or utilization rate is not available how much time will the bank take to make the same available	Details will be shared with successful bidder.
23	Project Details (Scope of work)	Resources provided by the bank	Can the Bank tell us the current configuration of the Software stack available with the bank? Can the Bank provide list of all such paltforms currently being used? Also in case the desired configuration is not available how much time will the bank take to make the same available	Details will be shared with successful bidder.
24	Project Details (Scope of work)	Resource Profile	Is the Bank open to have Program Manager with experience of less than 10 years and without a Master's degree?	Please refer to the RFP & Addendum.
25	Project Details (Scope of work)	Resource Profile	Is the Bank open to have Solution Architect with experience of less than 8 years?	Please refer to the RFP & Addendum.
26	Project Details (Scope of work)	Resource Profile	Is the Bank open to have Automation Engireer/Developer with experience of less than 3 years?	Please refer to the RFP & Addendum.
27	Project Details (Scope of work)	Resource Profile	Is the Bank open to have Senior Automation Engireer/Developer with experience of less than 5 years?	Please refer to the RFP & Addendum.
28	Project Details (Scope of work)	Process Discovery	Is the Bank open to have Business analyst with experience of less than 3 years?	Please refer to the RFP & Addendum.
29	Payment Terms	The Bank shall have the right to withhold any payment due to the vendor, in case of delays or defaults on the part of the vendor. Such withholding of payment shall not amount to a default on the part of the Bank.	Can the Bank clarify to what extent the payment will be withhold in event of delays / defaults?	No change
30	Payment Terms	ATS/AMC Cost – Payable quarterly in advance against receipt of satisfactory service report of previous quarter from the Bank's Project / Operation Manager.	How will bank release the ATS / AMC cost as a advance in the first quarter?	No satisfactory service report from Bank's Project Manager is required for releasing ATS payment of first quarter.
31	Sub-Contracting	The selected service provider/ vender shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required under this project.	Is the Bank open to have the vendor sub-contract particular service at the beginning or during the period of the contract	No change

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32	Termination	Bank reserves the right to terminate this RFP at any stage without any notice or assigning any reason	Request Bank to remove this clause	No change
33	Guidelines for submission details	Bidder to submit – list of Assignments for India and Global Assignments relating to Intelligent Automation	Request Bank to clarify how many India and Global assigments has to be listed?	
34	Facilitation of Investigation	In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination	Request Bank to remove this clause	No change
35	Limitation of liability	Limitation of liability	We request the bank to remove the Indemnity clause	No change
36	Indemnity	Indemnity	We request the bank to remove the Indemnity clause	No change
37		Open Query	Has the bank identified any OEM for the vetting implementation plan or the bidder has the flexibility to get it vetted by OEM of its choice? At times automating as-is might be inefficient and benefits can be achieved only with underlying process re-design . Are we open to process re-design as part of best practices ?	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
38		Open Query	What is the criteria to evaluate the progress of the contract?	Details will be shared with successful bidder.
39		Open Query	For automating few of the process we might required to use some open source technologies like Python etc, are we allowed to use these technologies keeping security best practices in mind ?	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
40		Open Query	APIs will be required for fetching information from the existing applications for the RPA to perform. Can the API stack being shared by the bank be customized in line with RPA solution?	Details will be shared with successful bidder.
41		Open Query	Are there any custom based applications required to be interfaced as part of this project ?	Details will be shared with successful bidder.
42		Open Query	Has the bank decided on any OCR/ AI/ NLP/ ML platform ? OR that too has to be proposed by the bidder and cost thereon factored in the proposal ?	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
43	Annexure 11 Page 1 Pont 1.C	Bidder is expected to provide all required software and services to build the platform. In case bidder propose any accelerator	Bank is looking for the third party OEM Technology or bank want to build it's own capability Tool which serve the purpose of Intelligent RPA with cognitive & AI	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
44	Annexure 11 Page 1 Pont 1.C	Prebuild automation code it should allow bank to make necessary changes as on when required by the Bank.	What if we go for the OEM Technology where thechnology support low code no code and OEM not Allow us to change access core technology code Are we looking for only access change in project logic which was build in using low code no code	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
45	Annexure 11 Page 7 Pont 9 Para II	The Bank has no preference for any open source or proprietary tools. It is the vendor's responsibility to choose the right tools, and justify its functionality and cost. Only supported tools (Proprietary / Open source) should be proposed by the Bidders.	Can we use the WinAppDriver (Windows Application Driver), Selenium or Pywinauto technology to build this IA solutions **Can we used more then one Technology for the RPA?**	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work

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46	Annexure 11 Page 7 Pont 9 Para I	Bank want to implement IA across 100+ (25 complex, 25 medium, 50 small) processes across various business of the Bank. Bidder may consider this volume for the purpose of licensing	For this we need details Average Manual time Per Transaction , volume, SAL and Frequency to come up the exact number of robot sizing	Please refer to the RFP & Addendum.
47	Annexure 11 Page 8 Pont 11 Para I	The Vendor shall procure and provide a non-exclusive, non-transferable, enterprise wide perpetual license to the Bank for all the software to be provided as a part of this project	1) What will be age of the perpetual license ? 2) The licence cost will be close based on OEM Selection or Based on Approach selection for this process (OEM Or Own technology) 3) "Validity of the proposed license should be for the contract period of the Vendor" this means this licence age should equal to Contract period of vendor	Please refer to the RFP & Addendum.
48	Annexure 11 Page 8 Pont 11 Para I	The Bank can use the software at any of its branches and locations without restriction and use of software by service	We need more licence or Infra for setup this solution to other Branches . Who will going to arrange for this infra and licence Bank or Vendor? It's need more licence when we deploy the RPA Bot in different units	Clause is self explanatory
49	Annexure 11 Page 1 Pont 1.D	Bank will optionally provide use of existing software stack (as per the details given) and IT Infrastructure including Hardware / VM, Operating System, Database, Peripheral Security and Infrastructure Monitoring components.	Pls confirm whether the Bank is also goinng to provide the Existing AI modle for reuse in proposed solution	Details will be shared with successful bidder.
50	Annexure 11 Page 1 Pont 1.e	upstream / downstream applications	Like to know application involved in the upstream / downstream	Details will be shared with successful bidder.
51	Annexure 11 Page 1 Pont 1.f	Command center support multiple technologies	Bank looking for the Center point where they can configure and controls all the RPA Project and Monitor the performance ?	Yes. Process deployed should be monitored and analyzed through central console.

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52	Annexure 02 Financial Eligibility	The Bidder must have registered average annual turnover of Rs. 15 Crores or above during the last three completed financial years – 2019-20, 2020-21 and 2021-22* (Not inclusive of the turnover of associate companies). OR Below clause is applicable for bidders who fall under the category of Micro & Small Enterprise (MSEs) or Start-ups (Necessary valid documentary proof certifying the bidder as an MSE or Start-up needs to be submitted by the bidder). The Bidder must have registered average annual turnover of Rs. 8 Crores or above during the last three completed financial years – 2019-20, 2020-21 and 2021-22* (Not inclusive of the turnover of associate companies). * If 2021-22 Financial Statements of any bidder is unaudited, then Financial statements for 2018-19, 2019-20 and 2020- 21 will be considered, along with an undertaking letter from the bidder that FY 2021-22 statements are not audited. In this scenario Audited Financial statements for the financial year 2018-19, 2019-20 and 2020-21 are to be submitted. The Bidder must be Net profit making entity continuously for the last three years i.e. financial years –2019-20, 2020-21 and 2021-22* OR The net worth of the bidder should be positive as on RFP date and should not have eroded by more than 30% in the last three years. * If 2021-22 Financial Statements of any bidder is unaudited, then Financial statements for 2018-19, 2019-20 and 2020- 21 will be considered, along with anUndertaking letter from the bidder that FY 2021-22 statements are not audited. In this scenario Audited Financial statements for the financial year 2018-19, 2019-20 and 2020-21 are to be submitted.	As on date of RFP, the FY 2022-23 is also completed, whereas in RFP the latest FY considered as Fy 2021-22 for evaluation purpose. Please clarify whether there is some clerical mistake and Fy 2022-23 needs to be taken into consideration or the terms mentioned in RFP wrt last three FY are need to be considered as it is.	Please refer Addendum
53	Annexure 11 Page 4 Pont 7	The underlying Base platform Setup and command center must be built as per project scope within 3 months from the date acceptance of purchase order.	It should be done after completing one Process live or Defining the scope of 100 Process . It could be change during the Project developmnet and during the contract period based on user requirmnet. Could you pls change this in RFP ?	Base platform & Command Center to be implemented first. Subsequently, Bank will share the periodic automation plan(details of processes to be automated) .
54	Annexure 11 Page 5 Pont 7	If delay exceeds five weeks from due date of delivery, Bank of Baroda reserves the right to cancel the purchase order.	What if delay happen due to following case Process change Optimization CR Come during the Dev and UAT UAT Data Delay due to Documntion Signoff	Only delay attributable to the vendor will be considered for SLA calcuation. Delay due to Bank's dependency will not be considered for SLA calculation. Howerver, Successful bidder have to make best efforts to provide the deliverables on scheduled time.
55	EMD exemption	EMD exemption for MSE	Request you to kindly exempt for MSME as well	No change
56	Payment Terms	ATS/AMC cost	Kindly change this to yearly in advance	No change
57	Eligibility Criteria, Point C.1	Bidder should have at least Minimum 40 Core Intelligent Automation professionals on Bidder's payroll.	Request you to kindly change the No.of preofessionals to 25	No change
58	Annexure 02 –Evaluation Terms	A. Eligibility Bid Evaluation.	To select the best platform having strong support and presence in India, we request the bank to add below criteria- Eligibility Criteria- The proposed platform OSD/OEM must be registered and operating in India for at least 10 years, and should have at least 700 for last 3 years with a dedicated engineering center having more than 200 Engineering employees for last three years, and at least 250+ customers in India. Supporting Documents Required - The certificate of registration by the OSD/OEM and a self-declaration having - a)700+ employees in India for last three years, b) 200+ engineering employees in India for last three years and c)more than 250+ customers in India.	No change

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59	Annexure 02 –Evaluation Terms	A. Eligibility Bid Evaluation.	To select the top global platform, we request the bank to add below eligibility criteria Eligibility Criteria- The proposed platform OSD/OEM must have below rated in the latest reports- •Leader in Gartner's Magic Quadrant™ for RPA • Leader in IDC MarketScape: Worldwide Robotic Process Automatio Software •Leader in The Forrester WaveTM: Robotic Process Automation, •Leader in Everest Group PEAK Matrix® for RPA Supporting Documents Required – an undertaking by OSD/OEM mentioning the OSD/OEM has been rated in the latest reports as - •Leader in Gartner's Magic Quadrant™ for RPA • Leader in IDC MarketScape: Worldwide Robotic Process Automatio Software •Leader in The Forrester WaveTM: Robotic Process Automation, •Leader in Everest Group PEAK Matrix® for RPA	No change
60	Annexure 02 –Evaluation Terms	One bidder can bid only with one OSD and similarly one OSD can bid with only one bidder.	To select the best top implementation partner and also the best OEM/OSD, we request the bank to consider the below clause- Eligibility Criteria - One bidder can bid only with one OSD/OEM. One OSD/OEM may bid with more than one bidder. Supporting Documents Required – Letter of confirmation from the vendor and OSD/OEM. In case the bidder is an Authorized partner of the OEM/OSD, Bidder needs to provide - Manufacturer Authorization Form (MAF) by the OSD/OEM stating that bidder is an authorized partner of OEM/OSD and authorized to participate in this tender. Th OSD/OEM extends full support to the bidder in all respects for supply and installation for their product and will support their product provided to the Bank of Baroda throughout the End-of-Support (EOS) and End-of-Life (EOL) of the product as per their policies.	No change

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61	Annexure 11 – Project Details (Scope of Work)	1.Build Underlying Platform & Command Center	In such valuable projects like yours of setting-up Intelligent Autonmation CoE, we suggest BOB to include the below important features available with any standard solutions- 1. Hyper automation / Intelligent process automation: The vendor shall not restrict the proposed solution to robotic process automation platform, but aim at automating end-to-end process in the organization that can be automated using advanced technologies such as Machine Learning, Deep Learning, Natural Language Processing, GenerativeAI, Intelligent Document Processing (IDP), and Analytics 2. Controller: The solution shall provide a single scalable control interface for managing the 1000+ processes/bots/workflows and all the components in the intelligent process automation solution 3. IDP: Built-in best in class OCR + pre-trained AI and ML engine capable of automatically extracting from semi-structured documents like invoices and POs without requiring any training. Ability to extract from other structured / semi-structured banking documents whether scanned, PDFs, images etc. Supporting features like image pre-processing and enhancements, classification of documents, validation screens and machine learning from business user feedback 4. AI Capabilities: Native AI built into the platform for various capabilities like Intelligent Task Mining, Image based automation, document processing and Code review and standardizations as well as 3rd Party AI, NLP, ML ingestion capabilities including in-built integrations with latest Generative AI solutions 5. Analytics: Built-in real-time Analytics Module for Bot Operations and Business Analytics integrated closely with bots 6. Modes of Operation: Attended & Unattended Automation modes of operating a bot. Human in the loop capabilities below must support both modes of operation 7. All use-cases: Support for features such as APIaas (bots always warm connected APIs for fast responses), IPAaas (required for seamless integration with banking platforms) to ensure capability of solution automating all use-cases across front office / branch, contact centre and back office. 8. Human in the Loop: Business users should have dedicated customizable human in the loop user interfaces for both attended and unattended bots. Business user interfaces to support User input to IPA, IPA output to User, real time visibility into bot status, "Picture in Picture" mode of operation, support workflows, approvals, exception handling. Custom form capabilities like: various buttons, text boxes, credentials to be created by business users without any coding. The business user interfaces may be embedded into existing web based banking applications / any web based applications, desktop applications like MS teams and support browser based overlay for core desktop applications to enable seamless change management. 9. Reusability: Online repository of 100+ pre-built banking related bots in areas like KYC, Reconciliation, currency conversion, financial closing activity, etc.	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
62	Annexure 11 – Project Details (Scope of Work)	1.Build Underlying Platform & Command Center	For selection of any high grade product platform for intelligent automation, we request BOB to include the below points- 1. One single platform: Control and administration of all IPA components like BOT, Developer IDE, IDP, Human in the loop, Process discovery, Analytics, APIs, Custom scipts and macros, Credential vault etc. from a single platform to administer all components like Identity and access management, Work load management, Execution management, IPA life cycle management, logging and monitoring management, upgrade etc 2. Modern Architecture: Modern, scalable, cloud native, microservices based architecture supporting On-premise, private cloud, public cloud and software as a service models with all users working on browsers without requiring any thin/thick client at user machines to create, administer or execute bots.	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work

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63	Annexure 11 – Project Details (Scope of Work)	1.Build Underlying Platform & Command Center	For selecting IA solution for a data-sensitive organization like Banks, the following security certifications are important. These are not a one particular exclusive features but standard refered across globe. We request BOB to include- The proposed solution must have these Bank grade security: Security certifications and compliant data frameworks such as: Veracode Verified certification, ISO 27001, ISO 22301, SOC1 and SOC 2 Type1, Type 2 certified, adherence to PCI DSS data governance standards, NIST SP800-53 Rev4, Compliant operation in HIPAA, FISMA/FedRAMP and GDPR compliant environments or any other required to work in a banking environments globally.	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work. The solution will be hosted on on-premise virtual environement. The solution/ technology & components should meet specification / criteria as mentioned in the RFP.
64	Annexure 11 – Project Details (Scope of Work)	1.Build Underlying Platform & Command Center	Since BOB is embarking on Intelligent automation project and has a vision to succeed and scale it further, the flowing features are important to be included in RFP for scalability. The underlying platform must have - 1. Process Intelligence: AI/ML and computer vision based Process intelligence tools which might be procured by the Bank in future for possible use-cases of automation must be native to IA platform and should be able to discover processes without any integration to bank systems or access to banking system logs. 2. Enterprise Solution: The must be a proven enterprise automation solution recognized as a leader (highest category) in the market by multiple analysts across multiple years in RPA as well as other components like IDP 3. Ensuring ROI and Automation Success for Bank: Solution has publicly available Playbooks, guides, peer testimonials and path for scaling automation ensure success. A Solution to automatically track use-case deployment status (Idea, pipeline, in-progress, deployed) and success of the all automations including Monetary Benefits.	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
65	Annexure 18 – Bill of Material	Vendor need to submit Bill of Material of all deliverables as per of offering proposed solution / service:	BOB must provide the details of the Intelligent automation technology components required. For example - please specify the no of unattended bots, attended bots, developer, Human-in-the loop users, Intelligent document processing	Please refer to the RFP & Addendum. Details will be shared with successful bidder.

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S.No.	Point/Section	Clauses mentioned in RFP Document	Comment/Suggestions (From Vendors)	Bank's Clarifications to the vendor's query
66	Annexure 20 - Letter of Undertaking from OEM/ OSD on Cloud Security and Compliance	4. The solution conforms to the following industry level certifications: § ISO 27001:2013 § ISO 27017 § SOC 1 / SOC 2 / SOC 3 § ISO 27018	For a data-sensitive organization like Banks, the following security certifications are important. These are not any one product exclusive features but standard referred by data sensitive BFSI industry. We request BOB to include the below point/modify the existing clause. The proposed solution must have these Bank grade security: Security certifications and compliant data frameworks such as: Veracode Verified certification, ISO 27001, ISO 22301, SOC1 and SOC 2 Type1, Type 2 certified, adherence to PCI DSS data governance standards, NIST SP800-53 Rev4, Compliant operation in HIPAA, FISMA/FedRAMP and GDPR compliant environments or any other required to work in a banking environments globally.	No change
67	Annexure 20 - Letter of Undertaking from OEM/ OSD on Cloud Security and Compliance	7. The location of Cloud server should be in India.	Considering the importance of the application uptime, we request BOB to amend this clause as- The proposed solution OEM/OSD must offer a software as a service offering, cloud-native offering with a cloud data center based in Mumbai	No change
68	B.Technical Bid Evaluation (Sr. 1 in the table provided)	Implementation of Intelligent Automation solution and use cases in Financial Institution having turnover of minimum 1,00,000 Crore. (Maximum 3 references)	In a banking scenario, turnover can also mean the balance sheet size of the bank. Please verify our understanding.	Please refer to the RFP & Addendum.
69	B.Technical Bid Evaluation (Sr. 1 in the table provided)	Implementation of Intelligent Automation solution and use cases in Financial Institution having turnover of minimum 1,00,000 Crore. (Maximum 3 references)	Kindly request both Indian and Global client references ro be considered. Please clarify.	Please refer to the RFP & Addendum.
70	B.Technical Bid Evaluation (Sr. 1 in the table provided)	Implementation of Intelligent Automation solution and use cases in Financial Institution having turnover of minimum 1,00,000 Crore. (Maximum 3 references)	Kindly request both vendor and OEM references to be considered for the 3 references required. Please clarify.	Please refer to the RFP & Addendum.
71	Annexure 11	Project Details (Scope of Work)	Based on the scope of work defined, we assume bot performance analytics (transactional & operational) is out of scope of this RFP. Please validate our assumption.	No. It is part of scope.
72	Annexure 11	Project Details (Scope of Work) - a	Please specify the banks objective to invest in building the underlying technology platform with cognitive and automation capabilities Robotics Process Automation etc.to enable IA use cases.	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
73	Annexure 11	Project Details (Scope of Work) - a	Is the bank open to adopt existing 3rd party platforms with cognitive and automation capabilities Robotics Process Automation etc.to enable IA use cases?	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
74	Annexure 11 – Project Details (Scope of Work)	Build & Support / Maintenance	Please provide the support coverage expectation e.g. 8x5, 24x5	Details will be shared with successful bidder.
75	6. Resources Provided by the Bank	ICR/ OCR engine	please specifiy the OEMs (Product names) of the ICR/OCR engines expected to be used by the vendor	While Bank will provide the infrastructure, components like NLP/ LNU, ICR/OCR, Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
76	6. Resources Provided by the Bank	ICR/ OCR engine	We assume the bank has estimated the capacity of the OCR engines (# of pages) and meets the requirement of the processes in scope. Please verify our assumption.	While Bank will provide the infrastructure, components like NLP/ LNU, ICR/OCR, Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work

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S.No.	Point/Section	Clauses mentioned in RFP Document	Comment/Suggestions (From Vendors)	Bank's Clarifications to the vendor's query
77	6. Resources Provided by the Bank	ICR/ OCR engine	Is the bank willing to consider an alternate OCR/ICR option which is more suitable for the automation?	While Bank will provide the infrastructure, components like NLP/ LNU, ICR/OCR, Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
78	6. Resources Provided by the Bank	ICR/ OCR engine	Vendor is not expected to include OCR/ICR licensing detials in the final bill of material. Please validate our understanding.	While Bank will provide the infrastructure, components like NLP/ LNU, ICR/OCR, Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
79	6. Resources Provided by the Bank	Dashboard/ Reporting platform	Please specifiy the platform to be used by the vendor	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
80	7. Delivery	Delivery	We assume late delivery charges are applicable only if delays are attributed to the vendor. Incase of delays attributable to the bank, these charges are not applicable. Please verify our assumption.	Accepted, if bank acknowledged the same in writing.
81	8. Resource profile	Based on the work requirements and timelines provided in the RFP, Service Provider is expected to calculate the number of full-time and part-time resources required for each of the roles below	In the commercial bid format, man-days for each role required have been fixed and cannot be changed. So you don't need service provider to calculate resources required at this stage. Please confirm.	Please refer to the RFP & Addendum.
82	9. Licensing	Licensing	The automation platform licenses will be installed on premises. Please clarify.	Yes
83	9. Licensing	Licensing	Is the bank open to adopting the OEMs cloud platform provided the OEM meets the compliance requirement mandated by the bank. Using the OEMs cloud platform will help the bank to save on prem licensing and hardware costs.	No
84	9. Licensing	Bank want to implement IA across 100+ (25 complex, 25 medium, 50 small) processes across various business of the Bank	In the commercial bid format, number of man-hours provided might be insufficient to implement 100+ processes. In our understanding, post doing discovery along with bank's team actual processes will be selected for implementation and implementation time & effort will be mutually agreed for every type of use case selected (complex, medium, small), based on which commensurate FTEs will be deployed by service provider and charged as per the rate specified in commercial bid format. Please clarify and confirm if this understanding is correct.	No change
85	10. Technical Response Document	Technical Response Document	Please provide a year wise breakup (based on complexity) of the 100 IA mentioned in the RFP document. This information will help us to create a Program Roadmap and detailed project plan	Details will be shared with successful bidder.
86	11. Ownership, Grant and delivery - A	Ownership, Grant and delivery - A	The license cost will be provided for the tenure of the contract. The bank needs to renew the licenses once the contract tenure gets over. Is the bank open to such licensing policy?	Query not in RFP- NA
87	11. Ownership, Grant and delivery - C	Ownership, Grant and delivery - C	Copies of the object code version of the Software means the customized software developed to automate the process. Please validate our understanding.	The understanding is correct
88	Annexure 15 – Proposed list of Key personnel	Bidder need to provide the Bio-data of each professional along with required certificate (confirming his / her education qualification, Identity and address) of those professionals who will deployed for this project	Please specify which certificates are required to be furnished for the personnel to be deployed. Kindly relax Masters certificate criteria for personnel because bank will lose out on strong skillset individuals having only graduation degrees. Please confirm.	Please refer to the RFP & Addendum.
89	Annexure 18	Bill of Material	Please specify the aspects which needs to be added in the 'Other Component' table	Please refer to the RFP & Addendum.

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S.No.	Point/Section	Clauses mentioned in RFP Document	Comment/Suggestions (From Vendors)	Bank's Clarifications to the vendor's query
90	Annexure 18	Bill of Material	We assume hardware sizing and costing is out of scope for this RFP. Please verify our assumption.	The proposed solution will be hosted on virtual environment. It should also support cloud native deployment. Bank will provide the Infrastructure.
91	General	NA	We are bidding for digital consultant RFP (Originated from Gujrat) for Baroda location so can we bid for the implementation of IA (Originated from Mumbai) as well for Mumbai location	Yes, you can bid
92	-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal --> Annexure 02 –Evaluation Terms ---> Section A : Eligibility Bid Evaluation ----> Sub section: A - General, Point 1	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India at least for the last 5 years.	PwC IA practice works under2 entities - Pvt Ltd and service LLP, having said that can you please confirm if experience under PwCPL is to be considered as a valid eligibility or not for PwCSLLP entity	No change
93	-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal --> Annexure 11 ---> Section : 9 - Licensing	Bank want to implement IA across 100+ (25 complex, 25 medium, 50 small) processes across various business of the Bank. Bidder may consider this volume for the purpose of licensing. Validity of the proposed license should be for the contract period.	List of processes mentioned as 100+ in the document. Can we please get the exact no of processes or should we consider it as 100 only	Processes will be finalized during the contract period as per the requirement of Bank. The number of processes are indicative. However actual numbers can vary +/- 25%
94	-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal --> Annexure 11 ---> Section : 9 - Licensing	Bank want to implement IA across 100+ (25 complex, 25 medium, 50 small) processes across various business of the Bank. Bidder may consider this volume for the purpose of licensing. Validity of the proposed license should be for the contract period.	Can we get the input on how many no of processes we are looking to deliver every year?	Processes will be finalized during the contract period as per the requirement of Bank. The number of processes are indicative. However actual numbers can vary +/- 25%
95	-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal --> Annexure 11 ---> Section : 9 - Licensing	Bank want to implement IA across 100+ (25 complex, 25 medium, 50 small) processes across various business of the Bank. Bidder may consider this volume for the purpose of licensing. Validity of the proposed license should be for the contract period.	How do you classify simple, complex and medium processes?	Please refer to the RFP & Addendum.
96	-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal --> Annexure 11 ---> Section : 9 - Licensing	Bank want to implement IA across 100+ (25 complex, 25 medium, 50 small) processes across various business of the Bank. Bidder may consider this volume for the purpose of licensing. Validity of the proposed license should be for the contract period.	Do we have the list of processes identified or to be discovered completely once the engagement starts?	Processes will be finalized during the contract period as per the requirement of Bank. The number of processes are indicative. However actual numbers can vary +/- 25%
97	-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal --> Annexure 11 ---> Section : 9 - Licensing	Bank want to implement IA across 100+ (25 complex, 25 medium, 50 small) processes across various business of the Bank. Bidder may consider this volume for the purpose of licensing. Validity of the proposed license should be for the contract period.	What are the applications used in the process?	Details will be shared with successful bidder.

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S.No.	Point/Section	Clauses mentioned in RFP Document	Comment/Suggestions (From Vendors)	Bank's Clarifications to the vendor's query
98	-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal --> Annexure 11 ---> Section : 9 - Licensing	Bank want to implement IA across 100+ (25 complex, 25 medium, 50 small) processes across various business of the Bank. Bidder may consider this volume for the purpose of licensing. Validity of the proposed license should be for the contract period.	Do we have a co-relation for the no. of BOTs and the Processes already ? if yes Please share the details?	Details will be shared with successful bidder.
99	-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal -->8. Payment Terms--> Software License Cost	1. Software Licenses Cost: 100% of the license cost on delivery of Software Licenses plus applicable tax (wherever applicable) at actuals. The required documents to be provided along with original invoice: a) Original delivery Challans duly stamped and signed by Vendor's representatives and the Bank Official.	Can you give the process details so we can decide the what all exact software licenses to procure?Can we get the license Payment at the start of the contract year after procuring all the licenses?	Clause is self explanatory
100	RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal-->A. Commercial Bid Terms, Point k	k. Considering the enormity of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional cost to the Bank. The Bidder needs to consider and envisage all services that would be required in the Scope and ensure the same is delivered to the Bank. The Bank will not accept any plea of the Bidder at a later date for omission of services on the pretext that the same was not explicitly mentioned in the RFP.	What additional things can come in scope of work other than actual scope of Work to be part of RFP?	The clause is self-explanatory.
101	-->RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal--> 3. Contract period	The bank shall enter in to an agreement with the selected bidder for a period of 3 years or period of deliverables undmediumer this contract whichever is later from the date of placing purchase order and can be extended for further 2 years on the same terms & conditions on Bank's discretion	We assume if the contract is extended for a further 2 years, it will be post mutual discussion on scope & commercials?	Yes
102	-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal --> Annexure 11 – Project Details (Scope of Work) ---> Point 5: Production Roll-out and support	The entire scope of work/proposed requirement/services or obligations required to be performed by the Vendor in terms of this RFP shall be hereinafter be referred to as "Program"/" Solution"/"Services" and such terms may be used interchangeably, however shall have the same meaning as ascribed herein. The vendor is expected to provide turnkey services towards Design, Build & Scale of IA use cases. High level scope of the program includes	Will there be a dedicated Sustain (support and maintainence) team on the bank side post the BOTs are live in production during the engagement and after 3 years	Please refer to the RFP & Addendum.

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103	Commercial Bid Format ANNEXURE - 14 --> Row 25 (Note) and -> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal --> Annexure 02 –Evaluation Terms ---> Section C : Commercial Bid Evaluation	The commercial bids of only those bidders who qualify in both eligibility and technical evaluation will be opened. The date for opening of the commercial bid would be communicated separately to the technically eligible Bidders. The commercial bids submitted by Bidders will be evaluated based on discounted total cost of ownership. The discount rate will be used @ 10%. The key considerations of the TCO would be the total payouts for entire project through the contract period, discounted at 10% to arrive at the present value of the future cash outflows. Accordingly, the L1 (Lowest Bidder) would be arrived at. Note: The Bidder shall quote the Prices in the format mentioned above. Prices to be filled in yellow color boxes only (in commercial excel sheet) and nothing to be inserted in boxes where X is mentioned.*Please refer Annexure 11 of RFP for roles and baseline profile. Payment will be processed on the basis of actual man-days utilization.	As per Commercial Bid Format ANNEXURE - 14 , Payment will be done on actual man-days utilization and as per Commercial Bids Terms, evaluation criteria is L1 (Lowest Bidder). So can you please clarify if the model is TnM or Fixed Bid?	Pls refer terms & conditions mentioned in the commercial bid format and RFP Payment terms
104	RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal-->9. Licensing	Bank want to implement IA across 100+ (25 complex, 25 medium, 50 small) processes across various business of the Bank. Bidder may consider this volume for the purpose of licensing. Validity of the proposed license should be for the contract period.	What is the frequency of transactions(24*7 /daily/weekly,monthly,yearly) for each simple, complex and medium processes	Details will be shared with successful bidder.
105	RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal-->9. Licensing	Bank want to implement IA across 100+ (25 complex, 25 medium, 50 small) processes across various business of the Bank. Bidder may consider this volume for the purpose of licensing. Validity of the proposed license should be for the contract period.	How do you identify the complexity of the processes (Simple, medium ,complex)	Please refer to the RFP & Addendum.
106	RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal-->9. Licensing	Bidder need to propose dedicated resources for the project and deployed onsite.	How do we on board the processes to kickstart the implementation?	Please refer to the RFP & Addendum.
107	RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal-->9. Licensing	Bank want to implement IA across 100+ (25 complex, 25 medium, 50 small) processes across various business of the Bank. Bidder may consider this volume for the purpose of licensing. Validity of the proposed license should be for the contract period.	What type of process we have to derive Attended /Unattended?	Both
108	RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal-->9. Licensing	Bank want to implement IA across 100+ (25 complex, 25 medium, 50 small) processes across various business of the Bank. Bidder may consider this volume for the purpose of licensing. Validity of the proposed license should be for the contract period.	How many transactions(Volume) would be there for simple,medium and complex process?	Please refer to the RFP & Addendum.
109	-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal --> Annexure 11 ---> Section : 8 - Resource Profile	Bidder need to propose dedicated resources for the project and deployed onsite.	Development team to be deployed on onsite and governance team to be worked from offshore. Hope this is fine with the bank	Please refer to the RFP & Addendum.

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110	-->> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal -->Terms and COnditions	Based on Terms and conditions and Commercial Bids Terms	Variation of tax to be borne by the bidder and GST would be paid on actuals, can you the explain the ambiguity on it ?	Query not clear
111	-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal -->Annexure 13–Masked Commercial Bid and -->8. Payment Terms -->3 -->C. Commercial Bid Evaluation	a) 70% of implementation cost of building the platform & Command Center plus applicable tax after UAT Sign off in the form of Acceptance Form should be signed by both Bank's identified Project Manager & vendor representative.	Specify payment milestone - man days utilization or 70% of implementation cost would be given after UAT Sign off . Can man day utlisation be given on monthly basis instead of UAT? Can we proose this milestone?10% advance on order acceptance and submission of bank guarantee?20% on completion of set up,UAT sign off - 50 % and Go Live 20%	Strictly as per the Payment terms mentioned in the RFP document
112	-->-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal -->Eligibility Bid Evaluation.	Eligibility Criteria documents	Wouldn't audited financial statements signed & sealed by chartered accountants suffice. Certified letter from the Chartered Accountant mentioning Turnover, Net Profit and Networth required separately?	No change, both documents required
113	Commercial Bid Format ANNEXURE - 14	1684931545.xlsx	In the commercial sheet, resource cost requested is for supporting use cases post go-live (for 3 years)?	Yes
114	Commercial Bid Format ANNEXURE - 14	1684931545.xlsx	In the commercial sheet, the software cost cannot be a one time cost. It is a recurring cost but the sheet has 'X' under yeat 1, 2 & 3	Pls refer revised commercial bid format attached as part of Addendum.
115	-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal --> Annexure 11 --->3.b	b. Provide maintenance and support, continuous improvements for complete solution including underlying platform and the IA Use Cases for the contract period.	Can you list Exact things to be covered in contract period ? Like development, testing, Go live and also cover maintenance and support, continuous improvements ?	Please refer to the RFP & Addendum.
116	-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal --> "-->Annexure 11 – Project Details (Scope of Work) -->7. Delivery"	Vendor will have to pay late delivery charges to Bank of Baroda @ 1% of the purchase order value inclusive of all taxes, duties, levies etc., per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 5% of the total purchase order value inclusive of all taxes, duties, levies etc. If delay exceeds five weeks from due date of delivery, Bank of Baroda reserves the right to cancel the purchase order. However Bank has discretion to revise penalty clause at the time of placing of purchase order as per the project requirement.	Late delivery charges to Bank of Baroda @ 1% of the purchase order value would be on Base platform Setup or delivering of the code? Also will the delay from BOB side be considered?	Clause is self explanatory
117	-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal --> Annexure 11 ---> Section : 8 - Resource Profile	Man-days requirements to implement solution/business requirements agreed by the Bank in roadmap. Each role may have multiple resources. Based on the work requirements and timelines provided in the RFP, Service Provider is expected to calculate the number of full-time and part-time resources required for each of the roles below.	How is the Resource arrangement for dynamic requirements,these dynamic requirements to be taken ahead as a CR or new requirements? In such case, are we looking to get a new proposal and costing or expecting to continue in the same costing?	Will be mutually decided with successful bidder.

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118	"-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal -->Annexure 11 – Project Details (Scope of Work) ---> 11. Ownership, Grant and delivery	The operational manual shall be provided by the Vendor under help menu in the software as dynamic online documentation / help files, wherever applicable.	The operational manual is in the form of SDD/User manual and it may not be avaialble in the Help menu of the process but it will be provided. Is it fine?	Please refer to the RFP & Addendum.
119	-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal -->Annexure 12 – Service levels	The SLA requirement will be shared with the successful bidder at the time of assignment of work, based on the nature of the requirement.	Can we get the SLA of simple,medium and complex process in advance?	Details will be shared with successful bidder.
120	-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal -->8. Payment Terms-->1 and -->Annexure 11 – Project Details (Scope of Work) -->11. Ownership, Grant and delivery	100% of the license cost on delivery of Software Licenses plus applicable tax (wherever applicable) at actuals. The required documents to be provided along with original invoice: a) Original delivery Challans duly stamped and signed by Vendor's representatives and the Bank Official. The Vendor shall procure and provide a non-exclusive, non-transferable, enterprise wide perpetual license to the Bank for all the software to be provided as a part of this project.	License cost would be paid by the bank if delivery challan is given under 'Payment Terms'.In Scope of work it is given Vendor shall procure the license, So the procured license by the vendor would be paid immediately after license receipt challan is shown to the Bank?	No change
121	-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal --> Annexure 16	Based on Annexure 16	As per Annexure 16, list of assignments to be submitted for India and Global Assignments relating to Intelligent Automation. Can you please confirm on no of assignments to be submitted or should we consider the one mentioned in Technical evaluation.	Mentioned in the technical evaluation criteria.
122	-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal --> Annexure 2 ---> B. Technical Bid Evaluation (Sr No 4)	Based on the Technical Bid Evaluation table	How many client citations are expected to submit in technical evaluation to score 20 marks?	Please refer to the RFP & Addendum.
123	-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal --> Annexure 2 ---> B. Technical Bid Evaluation (Sr No 4)	Based on the Technical Bid Evaluation table	Citations from both SI & OEM together can be sent for technical evaluation? considering this is a Joint BID	Please refer to the RFP & Addendum.

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124	-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal -->Annexure 11 – Project Details (Scope of Work) -->9. Licensing	Based on the terms given in Scope of work and Licensing of the software	Processes from what all departments will be taken into automation for implementation? (example:- Finance, Front office, Customer support etc)	Usecase range covers both IT & non IT use cases. The details will be shared with the qualified bidder.
125	-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapal -->Annexure 11 – Project Details (Scope of Work) -->9. Licensing	Based on the terms given in Scope of work and Licensing of the software	What kind of Licenses are expected to be procured 1. OCR 2. AI	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
126	Generic	Generic	Is there a possibility were Software(BOT) license from OEM are directly billed and procured in the name of Bank	Please refer to the RFP & Addendum.
127	-> RFP_ec21b879-38e8-45d1-8b311684931750936_singh.sukhapa Resource Profile	Master's degree with 10+yrs. of experience	Is Program managers master degree mandatory? as this will limit the options of skilled resource	Please refer to the RFP & Addendum.
128	Annexure 11 – Project Details (Scope of Work) Licensing	Bank want to implement IA across 100+ (25 complex, 25 medium, 50 small) processes	Can we have a Ball park no. of the no of Developer licenses and Executioner (BOT) licenses?	Please refer to the RFP & Addendum.
129	6	Technical Bid Evaluation	It is mentioned that Use case implementation criteria is out of total of 30 marks with 10 marks for 50+ use-cases implementation. Is the understanding right that 50+ usecases across 3 references contributes to 30 marks?	Please refer to the RFP & Addendum.
130	6	Scope of Work	Can you please clarify if the existing tools for NLP / NLU are on-premises tools or cloud based services?	Details will be shared with successful bidder.
131	6	Scope of Work	Are there any existing automation platforms that the bank has invested / already procured?	Please refer to the RFP & Addendum. Details will be shared with successful bidder.
132	9	Scope of Work	Is the bank open to utilizing secure cloud services for IA / AI use-cases?	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
133	C	Pre qualification	Can you please elaborate with examples what constitutes an automation use-case. This will be helpful to present / mention the counts of relevant use-cases for technical evaluation	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
134	6	Scope of Work	Can a list of existing software tools wrt NLP /NLU, ICR -OCR, Workflow management, Dashboard-reporting platform be provided?	Details will be shared with successful bidder.
135	7	Scope of Work	Is DR site (Hyderabad) an acceptable location for placing the development team? This is assuming that the bank requires development team to be on-premises.	Onside location may be Mumbai or Hyderabad as per the Bank's requirement.
136	Annexure A	Scope of Work	We understand that there may be process alginments and standardizations already in place as a result of M&As. In this regard can you kindly clarify if the automation use-cases definitions will be primarily on processes / activities already standardized.	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work

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S.No.	Point/Section	Clauses mentioned in RFP Document	Comment/Suggestions (From Vendors)	Bank's Clarifications to the vendor's query
137	12	Bank reserves the right to terminate this RFP at any stage without any notice or assigning any reason.	We request bank to amend this clause as "Either Party reserves the right to terminate this RFP at any stage without any notice or assigning any reason."	No change
138	21. Termination	In following events Bank shall terminate this assignment or cancel any particular order if service provider: Breaches any of its obligations set forth in this agreement and such breach is not cured within 15) Working Days after Bank gives written notice; or	we kindly request amend this clause this as "Either party should have the right to terminate. In such case of where Bank cancel the Agreement then bank pay the Bidder the amount due and payble for the services rendered and such other cost as incurred for facilitating the service as under the Agreement. "	No change
139	C. Commercial Bid Evaluation	This Bid is based on Least Cost Method Based Evaluation (LCS). The technical qualification parameters are:-	We kindly request Bank to change the evaluation on QCBS based model instead of Lowest bid from selected bidder. This ensures best service provider and Tool is equally reviewed and scored from technical and commercial stand. BOB will get the benefit of not only the right tool & right service provider also selected enterprise wide expectation of 100+ process are delivered.	No change
140	Annexure 11 – Project Details (Scope of Work) Build & Support / Maintenance	Monitor performance of Use Cases as per defined SLAs and upgrade solution as per volumetric served	Possible to share the SLA now for our review?	Details will be shared with successful bidder.
141	Annexure 11 – Project Details (Scope of Work)	6. Resources provided by the bank Following software stack available with Bank may be used: o API Gateway o Middleware o NLP/NLU services o Dashboard/ Reporting platform o Data environment like Data Lake o Workflow Management plateform o ICR/ OCR engine	we request bank to share high level details on existing stack. This helps to understand the intergration possibilities. On ICR/OCR engine needs to be proposed or can we use the bank existing stack?	Details will be shared with successful bidder.
142	Annexure 11 – Project Details (Scope of Work)	7. Delivery The underlying Base platform Setup and command center must be built as per project scope within 3 months from the date acceptance of purchase order	Can we get more information on this to propose delivery plan. Platform setup & command center means only the installation and enbaling the operations dashboard or any process automation also in 3 months?	Please refer to the RFP & Addendum. Details will be shared with successful bidder.
143	Annexure 11 – Project Details (Scope of Work)	8.Resource Profile 1. Program manager 2. Solution Architects, Automation Engineer,Senior Automation Engineer,Process Control Analyst	1. Program manager - we kinldy reuqest remove clause of master degree only as degree qualifications 2. We kinldy request to inlcude qualification of Automation Certificate that helps better screening and allow other degress like BCA/MCA/B.Com/M.Com. Please consider	Please refer to the RFP & Addendum.
144	Annexure 11 – Project Details (Scope of Work)	It is highly important that the key teams participating in the technical presentations during vendor selection are the same ones that are involved actively in the execution of the project	we understand this is for the core management team (Participated in evaluation meeting to own the project also). Please clarify	Yes
145	Annexure 11 – Project Details (Scope of Work)	9.Licensing	we kinldy request to remove open source clause for the mentioned processes to be automated as best practices.	Details will be shared with successful bidder.
146	Annexure 11 – Project Details (Scope of Work)	9.Licensing	Is it possible to share the names of 100+ (25 complex, 25 medium, 50 small) processes.	Bidder is open to proposed supported open source technology
147	Annexure 11 1 (e)	Bidder is expected to integrate this platform with upstream / downstream applications for enabling end to end process automation.	Details of up-stream / down-stream software needed	Details will be shared with successful bidder.
148	Annexure 11 3 (b)	Provide maintenance and support, continuous improvements for complete solution including underlying platform and the IA Use Cases for the contract period.	IS the maintenance & support required for any existing use-cases? If yes, then bank to provide the details of the existing use cases.	Please refer to the RFP & Addendum.

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S.No.	Point/Section	Clauses mentioned in RFP Document	Comment/Suggestions (From Vendors)	Bank's Clarifications to the vendor's query
149	Build & Support / Maintenance	Integrate with bank's existing landscape	Bank to share details of existing landscape	Details will be shared with successful bidder.
150	Delivery Sec 7	Vendor will have to pay late delivery charges to Bank of Baroda @ 1% of the purchase order value inclusive of all taxes, duties, levies etc., per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 5% of the total purchase order value.	Vendor will have to pay late delivery charges to Bank of Baroda @ 1% on ***undelivered portion*** *and not on entire purchase order value, per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 5% of the* ***undelivered portion.***	No change
151	Delivery Sec 7	If after placing order, if the vendor is not able to provide deliverables for reason whatsoever then a Non execution penalty charge of 5% of the purchase value inclusive of all taxes, duties, levies etc. will be charged as penalty by the Bank from the vendor. Bank at one time will either charge the vendor for late delivery charges or non-execution penalty charge but not for both.	Penalty shall be on undelivered portion only and not on the total purchase order value.	No change
152	Delivery Sec 7	Vendor will have to pay late delivery charges to Bank of Baroda @ 1% of the purchase order value inclusive of all taxes, duties, levies etc., per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 5% of the total purchase order value.	We understand this is for the License and implementation cost of delay beyond the said 3 months. Pls reconfirm	Yes
153	9.Licensing	Bank want to implement IA across 100+ (25 complex, 25 medium, 50 small) processes across various business of the Bank. Bidder may consider this volume for the purpose of licensing. Validity of the proposed license should be for the contract period.	We request bank to share the complexity definition of simple , medium and complext for common understanding between bank and service provider	Please refer to the RFP & Addendum.
154	Annexure 12- Service Levels	The SLA requirement will be shared with the successful bidder at the time of assignment of work, based on the nature of the requirement.	As this will be shared to selected bidder we understood the same should be mutually accepted by both the parties in writing.	Please refer to the RFP & Addendum.
155		Annexure 17 – Binding Criteria for Technical Presentation	we kindly give detailed criterias for technical presentation scoring atleast for the eligible bidder for better preparation.	Please refer to the RFP & Addendum.
156	2. Term	Bank terminates the Agreement by giving a prior written notice of 30 days as per the terms of this Agreement.	We request bank to amend this clause as Either party terminates the Agreement by giving a prior written notice of 30 days as per the terms of this Agreement.	No change
157	11. Warranty		BIDDER DISCLAIMS ANY WARRANTY, EXPRESS OR IMPLIED, STATUTORY WITH RESPECT TO THE SERVICES RENDERED BY ITS RESOURCES OR THE RESULTS OBTAINED FROM THEIR WORK, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT.	Not accepted
158	17. Confidentiality	The confidentiality obligations shall survive the expiry or termination of the Agreement between the Service Provider and the Bank.	We kindly request to amend this clause as "The confidentiality obligations shall survive for a peiod of 3 years post the expiry or termination of the Agreement between the Service Provider and the Bank."	No change

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S.No.	Point/Section	Clauses mentioned in RFP Document	Comment/Suggestions (From Vendors)	Bank's Clarifications to the vendor's query
159	18. Indemnity	•Bank's authorized / bona fide use of the Deliverables and /or the Services provided by Service Provider under this Agreement; and/or •an act or omission of the Service Provider and/or its employees, agents, sub-contractors in performance of the obligations under this Agreement; and/or •claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Service Provider, against the Bank; and/or •claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the Service Provider to its employees, its agents, contractors and sub-contractors •breach of any of the term of this Agreement or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Service Provider under this Agreement; and/or •any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or •breach of confidentiality obligations of the Service Provider contained in this Agreement; and/or •Negligence or gross misconduct attributable to the Service Provider or its employees or sub-contractors. In the event of Service Provider not fulfilling its obligations under this clause within the period specified in the notice issued by the Bank, the Bank has the right to recover the amounts due to it under this provision from any amount payable to the Service Provider under this project. The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this Agreement.	•an act or omission of the Service Provider and/or its employees, agents, sub-contractors in performance of the obligations under this Agreement; and/or •claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Service Provider, against the Bank; and/or •claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the Service Provider to its employees, its agents, contractors and sub-contractors •breach of any of the term of this Agreement or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Service Provider under this Agreement; and/or •breach of confidentiality obligations of the Service Provider contained in this Agreement; and/or •Negligence or gross misconduct attributable to the Service Provider or its employees or sub-contractors. In no event, parties shall be liable for any indirect, special, consequential or incidental damages or loss of revenue or business profits, however caused, even if advised of the possibility of such damages. Maximum liability of Bidder to be capped for the amount recevied or Billed in last 6 months. (QK Proposes to remove following) The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this Agreement.	No change
160	24. Audit	All Service Provider records with respect to any matters covered by this Agreement shall be made available to auditors and or inspecting officials of the Bank and/or Reserve Bank of India and/or any regulatory authority, at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data.	Bank to provide prior written notice of 15 days for inspections and audits.	No change
161	25. Limitation of Liablity		In no event, parties shall be liable for any indirect, special, consequential or incidental damages or loss of revenue or business profits, however caused, even if advised of the possibility of such damages. Maximum liability of Bidder to be capped for the amount recevied or Billed in last 6 months	No change
162	30. Non -Solicitation	Non-Solicitation	During the term of this Agreement and for one (1) year thereafter, neither Party will nor will attempt, directly or indirectly recruit, cause to be recruited, solicit or induce any Resources of the other Party to terminate his or her relationship with such other Party without prior consent in writing.	No change
163	32. Force Majure	Force Majure	In case of Force Majeure situation arises if the Bidder is unable to fullfil its obligation then no penalty shall be levied. Neither Party will be in default nor liable for any delay or failure to comply with this Agreement (other than any payment of fees by bank to Bidder) due to any act beyond the control of the affected Party, provided such Party immediately notifies the other.	No change

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S.No.	Point/Section	Clauses mentioned in RFP Document	Comment/Suggestions (From Vendors)	Bank's Clarifications to the vendor's query
164	Survival	The expiry or the termination of this Agreement does not relieve either party of its obligations which by their nature ought or intend to survive the termination of this Agreement including without limitation to the clauses of confidentiality, indemnity, limitation of liability, and covenants of the parties.	During the term of the agreement and for a peiod of 3 years Post the expiry or the termination of this Agreement, either party is relieved of its obligations which by their nature ought or intend to survive the termination of this Agreement including without limitation to the clauses of confidentiality, indemnity, limitation of liability, and covenants of the parties.	No change
165	Commercial bid	B. Software License Cost	We kinldy request to include Bill of material for various components; this ensure optimized BOQ is proposed and also bank has discovered rate to additional licenses as needed for future use(25% BOQ). Command Center dashboard Robots - Attended & Unattended Extraction & AI - 2 million pages	Please refer to the RFP & Addendum.
166	Generic	Generic	We kindly request Bank to Share minimum features or functionalties of various componenets that is needed for IA . That helps to bank to evaluate during the technical evaluation and demonstration.	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
167	Generic	Generic	We kinldy request to mention minimum criteria of evaluating & consideration of tool suchas recoginition from Gartner,IDC, Forrester. This ensures enterprise wide automation adopted tool for bank is proposed for this RFP. There are few banks in india which have done migration due to limitation of capabilities in tool being used.	No Change
168	Generic	Generic	Whether Bank is currently any atuomation tool & those uses needs to maintained by the service provider selected in this RFP?	Please refer to the RFP & Addendum.
169	Generic	Order Cancellation/Termination of Contract	In such case of where Bank cancel the Agreement then Bank pay the Bidder the amount due and payble for the services rendered and such other cost as incurred for facilitating the service as under the Agreement.	No change
170	Generic	Exit for Bidder (Suggestion)	The Bidder may terminate the contract by giving 60 days notice period to the Bank in case the Bidder is unable to fullfill its obligation under the contract. In such case the Bank shall pay the Bidder the amount for the services and perfomance gurantee amount rendered by the Bidder as per the contract.	No change
171	C. Commercial Bid Evaluation	Techno commercial Evaluation calculation	Please share the details about techno commerical evaluation with examples.	Query is not relevant to this RFP
172		Generic	What are the Platform security standards requirements like Veracode\ ISO/IEC 27001 certified. Needed for this RFP.	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
173		Generic	We understand the bank expectation on ease of development as Low Code platform ; please clarify.	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
174		Generic	We understand core IP of product to be retained with OEM only	Please refer to the RFP & Addendum.
175	7. Performance Guarantee	The successful Bidder shall provide a Performance Guarantee within 30 days from the date of receipt of the order or signing of the contract whichever is earlier in the format as provided in Annexure - 19 to the extent of 10% of the Contract value for the entire period of the contract plus 3 months	We are an MSE and the 10% BG will pose working capital challenges for us. Please relax the requirement of 10% BG of the contract value to 3%.	No change, as it is as per GOI,MoF guidelines

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S.No.	Point/Section	Clauses mentioned in RFP Document	Comment/Suggestions (From Vendors)	Bank's Clarifications to the vendor's query
176	A. Technical Bid Evaluation (1)	Implementation of Intelligent Automation solution and use cases in Financial Institution having turnover of minimum 1,00,000 Crore. (Maximum 3 references)	The requirement of client turnover of 100,000 crore restricts the qualifying FI clients. There are plenty of large financial institutions that have adoped automation with real services being launched. Request you to relax this criterion. Out of the three references, one can potentially be having 100000 Cr turnover, and the remaining can have a turnover of 20,000+ crore. This will bring lot of innovative use-cases and approaches for your persual.	Please refer to the RFP & Addendum.
177	Annexure 11 – Project Details (Scope of Work). 6	•Following software stack available with Bank may be used: oAPI Gateway oMiddleware oNLP/NLU services oDashboard/ Reporting platform oData environment like Data Lake oWorkflow Management plateform oICR/ OCR engine	NLP/NLU services will play a vital role in adoption of the consumer services. In our platform, we leverage the cognitive capabilities from different cloud providers and work in best of breed manner to provide superlative performance. Please let us know if the Bank would be open to allowing us to bring this functionality.	While Bank will provide the infrastructure, components like NLP/ LNU, ICR/OCR, Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
178	Annexure 11 – Project Details (Scope of Work)	•Following software stack available with Bank may be used: oAPI Gateway oMiddleware oNLP/NLU services oDashboard/ Reporting platform oData environment like Data Lake oWorkflow Management plateform oICR/ OCR engine	Please let us know if the channel support to reach out to the enduser will be provided by the Bank. For Voice, this will mean the telephony system including Dialers etc. Likewise, SMS and whatsapp will be the other channels.	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
179	Annexure 11 – Project Details (Scope of Work)	Suggestion/feedback	While the scope of work section has elaborated on the use-case and process requirements, there is no mention of the languages to be supported in these use-cases. This will be crucial for the use-cases having a voice/speech channel. Request you to include the language requirements.	Please refer to the RFP & Addendum.
180	Annexure 11 – Project Details (Scope of Work)	Bank want to implement IA across 100+ (25 complex, 25 medium, 50 small) processes across various business of the Bank. Bidder may consider this volume for the purpose of licensing. Validity of the proposed license should be for the contract period.	We understand that the commercial bid includes licensing of the platform for these 100 processes. Since this is a long term contract and the scope of work extends to all aspects of customer lifecycle, the number of processes automated may well exceed 100. Please let us know how would that scenario be handled and if there is a requirement of use-case unit pricing.	Please refer to the RFP & Addendum.
181	Annexure 11 – Project Details (Scope of Work)	Suggestion/feedback	Some processes that are automated, may require fall back to Contact Center/Agent assistance depending on the process design/scenario. It will be good to include integration with the Bank's contact center platform.	Please refer to the RFP & Addendum.
182	Annexure 11 – Project Details (Scope of Work)	Bidder need to propose dedicated resources for the project and deployed onsite.	We are a product company based in Bangalore and the ability to drive the multi-functional teams incl. product managers, UX designers has helped in creating compelling use-cases for our clients. We request you to relax the requirement of having onsite resources and allow the partner to leverage the backend teams remotely.	Please refer to the RFP & Addendum.

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S.No.	Point/Section	Clauses mentioned in RFP Document	Comment/Suggestions (From Vendors)	Bank's Clarifications to the vendor's query
183	Annexure 11 – Project Details (Scope of Work)	1. Build Underlying Platform & Command Center	**In such valuable projects like yours for Intelligent Automation, we recommend the Bank to include the below important features which are commonly used by Banking organizations in India for best Intelligent Automation transformations** The underlying platform must have- **1. Hyper automation / Intelligent process automation:** The vendor shall not restrict the proposed solution to robotic process automation platform, but aim at automating end-to-end process in the organization that can be automated using advanced technologies such as Machine Learning, Deep Learning, Natural Language Processing, GenerativeAI, Intelligent Document Processing (IDP), and Analytics **2. Controller:** The solution shall provide a single scalable control interface for managing the 1000+ processes/bots/workflows and all the components in the intelligent process automation solution **3. Intelligent Document Processing:** Built-in best in class OCR + pre-trained AI and ML engine capable of automatically extracting from semi-structured documents like invoices and POs without requiring any training. Ability to extract from other structured / semi-structured banking documents whether scanned, PDFs, images etc. Supporting features like image pre-processing and enhancements, classification of documents, validation screens and machine learning from business user feedback **4. AI Capabilities:** Native AI built into the platform for various capabilities like Intelligent Task Mining, Image based automation, document processing and Code review and standardizations as well as 3rd Party AI, NLP, ML ingestion capabilities including in-built integrations with latest Generative AI solutions **5. Analytics:** Built-in real-time Analytics Module for Bot Operations and Business Analytics integrated closely with bots **6. Modes of Operation:** Attended & Unattended Automation modes of operating a bot. Human in the loop capabilities below must support both modes of operation **7. All use-cases:** Support for features such as APIaas (bots always warm connected APIs for fast responses), IAaas (required for seamless integration with banking platforms) to ensure capability of solution automating all use-cases across front office / branch, contact centre and back office. **8. Human in the Loop:** Business users should have dedicated customizable human in the loop user interfaces for both attended and unattended bots. Business user interfaces to support User input to Intelligent Automation, Intelligent Automation output to User, real time visibility into bot status, "Picture in Picture" mode of operation, support workflows, approvals, exception handling. Custom form capabilities like: various buttons, text boxes, credentials to be created by business users without any coding. The business user interfaces may be embedded into existing web based banking applications / any web based applications, desktop applications like MS teams and support browser based overlay for core desktop applications to enable seamless change management. **9. Reusability:** Online repository of 100+ pre-built banking related bots in areas like KYC, Reconciliation, currency conversion, financial closing activity, etc.	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
184	**Annexure 11 – Project Details (Scope of Work)**	**1. Build Underlying Platform & Command Center**	**For the selection of any high-grade and scalable product platform for intelligent automation, Bank must include the below points. These capabilities are available in most of the good Intelligent automation Products-** The underlying platform must have- **1. One single platform:** Control and administration of all Intelligent Automation components like BOT, Developer IDE, IDP, Human in the loop, Process discovery, Analytics, APIs, Custom scipts and macros, Credential vault etc. from a single platform to administer all components like Identity and access management, Work load management, Execution management, Intelligent Automation life cycle management, logging and monitoring management, upgrade etc **2. Modern Architecture:** Modern, scalable, cloud native, microservices based architecture supporting On-premise, private cloud, public cloud and software as a service models with all users working on browsers without requiring any thin/thick client at user machines to create, administer or execute bots.	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work

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S.No.	Point/Section	Clauses mentioned in RFP Document	Comment/Suggestions (From Vendors)	Bank's Clarifications to the vendor's query
185	Annexure 18 – Bill of Material	Vendor need to submit Bill of Material of all deliverables as per of offering proposed solution / service:	The Bank must provide the details of the Intelligent automation technology components required for bill of material and licenses. Please specify the no of unattended bots, attended bots, developer bots, Human-in-the loop users, Intelligent document processing. These are must-haves for complex and high impact Intelligent Automation cases. We would like to provide assistance to the Bank for sizing the Bill of material	Please refer to the RFP & Addendum. Details will be shared with successful bidder.
186	Annexure 11 – Project Details (Scope of Work)	1. Build Underlying Platform & Command Center	**Since BOB is embarking on an Intelligent automation project and has a vision to succeed and scale it further, the flowing features are important to be included in RFP for scalability.** The underlying platform must have - **1.Process Intelligence:** AI/ML and computer vision based Process intelligence tools that might be procured by the Bank in future for possible use-cases of automation must be native to Intelligent Automation platform and should be able to discover processes without any integration to bank systems or access to banking system logs. **2.Enterprise Solution:** The must be a proven enterprise automation solution recognized as a leader (highest category) in the market by multiple analysts across multiple years in RPA as well as other components like IDP **3. Ensuring ROI and Automation Success for Bank:** Solution has publicly available Playbooks, guides, peer testimonials and path for scaling automation ensure success. A Solution to automatically track use-case deployment status (Idea, pipeline, in-progress, deployed) and success of the all automations including Monetary Benefits.	Will be mutually decided with successful bidder.
187	Annexure 20 - Letter of Undertaking from OEM/ OSD on Cloud Security and Compliance	4. The solution conforms to the following industry level certifications:	**For a data-sensitive organization like Banks, the following security certifications are important. These are not exclusive to any one product but standard referred by data sensitive BFSI industry. We request BOB to include the below point/modify the existing clause.** The proposed solution must have these Bank grade security: Security certifications and compliant data frameworks such as: Veracode Verified certification, ISO 27001, ISO 22301, SOC1 and SOC 2 Type1, Type 2 certified, adherence to PCI DSS data governance standards, NIST SP800-53 Rev4, Compliant operation in HIPAA, FISMA/FedRAMP and GDPR compliant environments or any other required to work in a banking environments globally.	No change
188	Annexure 20 - Letter of Undertaking from OEM/ OSD on Cloud Security and Compliance	7. The location of Cloud server should be in India.	**Considering the importance of the application uptime, we request BOB to amend this clause as-** The proposed solution OEM/OSD must offer a software as a service offering, cloud-native offering with a cloud data center based in Mumbai.	Clause is self explanatory. It is a Government directive.
189	Technical Bid Evaluation Criteria - 11	Subsequently, bid has to be prepared and submitted ONLINE ONLY as per the schedule given in Notice Details.	Is there any registration required on GeM portal to submit the bid? What is the registration process?	Please refer GeM portal (https://gem.gov.in/help)

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S.No.	Point/Section	Clauses mentioned in RFP Document	Comment/Suggestions (From Vendors)	Bank's Clarifications to the vendor's query
190	Technical Bid Evaluation Criteria - 3	Bidder must have implemented Intelligent automation framework and 10 automation use cases enabled intelligent automation technology in BFSI. Experience should include mix of IT and Business process in last 5 years	Type: Technical & Experience & Support Infrastructure What kind of experience is required in business process apart from Intelligent automation framework implementation ?	Clause is self explanatory
191	Technical Bid Evaluation Criteria - 1	'Implementation of Intelligent Automation solution and use cases in Financial Institution having turnover of minimum 1,00,000 Crore.'	Type: Technical Bid Evaluation Criteria Can we also submit non-financial institution client references?	Please refer to the RFP & Addendum.
192	Technical Bid Evaluation Criteria - 1	'Implementation of Intelligent Automation solution and use cases in Financial Institution having turnover of minimum 1,00,000 Crore.'	Type: Technical Bid Evaluation Criteria How does the Bank of Baroda wants the proof of turnover to be submitted? Apart from 'Annexure 16 - List of Assignments for India and Global Assignments relating to Intelligent Automation', Is there any self declaration/undertaking/annexure format for this?	Please refer to the RFP & Addendum.
193	Technical Bid Evaluation Criteria - 1	'Implementation of Intelligent Automation solution and use cases in Financial Institution having turnover of minimum 1,00,000 Crore.'	Type: Technical Bid Evaluation Criteria Is this minimum turnover 1,00,000 crore cumulative for three client reference or each client reference should have this minimum turnover?	For each client reference
194	Technical Bid Evaluation Criteria - 2	Client citations (including site visit , if required by the Bank)	Type: Technical Bid Evaluation Criteria What is required with respect to client citations and in what format? Can non-BFSI clients be used for client citations?	Please refer to the RFP & Addendum.
195	Annexure 11 – Project Details (Scope of Work)	"Build Underlying Platform & Command Center"	Type: Scope of Work Are we looking for a tool / web portal (Ui screen) to host the list of automations which will have multiple automation applications in backend to support (like rpa tool, ocr, python, SAP automation, etc.)	Process deployed should be monitored and analyzed through central console.
196	Annexure 11 – Project Details (Scope of Work)	"Build Underlying Platform & Command Center"	Type: Scope of Work Are we expecting a RPA platform and RPA Orchestrator command center or an Online platform(web hosted)which will command all automation processes on a single platform ?	Yes
197	Annexure 11 – Project Details (Scope of Work)	"Build security, monitoring, compliance, audit and governance for platform and use cases"	Type: Scope of Work Do we need a separate monitoring and governance platform , or it should be from any RPA tool ?	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
198	Annexure 11 – Project Details (Scope of Work)	"The Command center support multiple technologies and should single point of control center for all the use cases"	Type: Scope of Work How many technologies we are looking, are all technologies related to automations ?	Please refer to the RFP & Addendum.
199	Technical Bid Evaluation Criteria - 9	The Command center support multiple technologies and should single point of control center for all the use cases.	Type: Scope of work Would BoB provide resources that would run the command centre once up and running or would bidder need to help BoB hire resources for command centre	Please refer to the RFP & Addendum.
200	Technical Bid Evaluation Criteria - 10	Design of new processes and customer journeys for the IA use cases.	Type: Scope of work Does this entail end -to-end process re-engineering or standardizing a flawed process	Usecase range covers both IT & non IT use cases. The details will be shared with the qualified bidder.
201	Annexure 11 – Project Details (Scope of Work)	"Resources Provided by Bank"	Type: Approach and Scope of Work Has the Bank currently implemented any automation tools such as OCR, ICR, Doc AI, etc.?	Details will be shared with successful bidder.
202	Annexure 11 – Project Details (Scope of Work)	"Resources Provided by Bank"	Type: Approach and Scope of Work OCR - Approx how many processes/use cases would need OCR implementation? Our assumption is that the documents will be in English only and have a clean image with out background noises. Please confirm	Details will be shared with successful bidder.
203	Technical Bid Evaluation Criteria - 5	Bank want to implement IA across 100+ (25 complex, 25 medium, 50 small) processes across various business of the Bank. Bidder may consider this volume for the purpose of licensing.	Type: Technical infrastructure It will be difficult to determine number of licenses without volumetrics. Please also provide complexity classification description	Please refer to the RFP & Addendum.

Annexure-A
RFP for Selection of Service Provider to Design and Implement Intelligent Automation use cases across multiple banking business value chain
RFP no. GEM/2023/B/3485795 Dated 24.05.2023
Prebid queries response / clarification as part of Addendum Dated 31.08.2023

S.No.	Point/Section	Clauses mentioned in RFP Document	Comment/Suggestions (From Vendors)	Bank's Clarifications to the vendor's query
204	Technical Bid Evaluation Criteria - 7	Functional Architecture	Type: technical response requirement Can you please elaborate what the functional architecture should include	Please refer to the Scope of Work provided in the RFP Document. Bidder have option to proivde best in class / optimization solution meeting the Bank's requirement as mentioned in the Scope of Work
205	Technical Bid Evaluation Criteria - 4	Focus of the presentation should be on the specifics of the approach / methodology being proposed for the Bank.	Type: Binding Criteria for Technical Presentation What kind of RPA methodology is bank looking out for implementation of intelligent automation? (BOT, Waterfall, Agile)	Please refer to the RFP & Addendum.