

**Important Dates:**

#	Particulars	Timelines
4	Last Date of Submission of RFP Response (Closing Date)	<b>03:00 PM on 28<sup>th</sup> August, 2023</b> Mode: Online (on GeM Portal)
5	Eligibility Cum Technical Bid Opening Date	<b>3:30 PM on 28<sup>th</sup> August, 2023</b> Mode: Online (on GeM Portal)

**Clause in RFP:**

Sr No.	Clause in RFP	Clarifications/ Changes made
	<p><b>Annexure 11 – Project Details and Scope of Work</b></p> <p><b>2. Delivery</b></p> <p>The Universal Reconciliation Management System must be implemented as per project scope within a period of 3 months in totality from the date of placing of purchase order by the Bank. The solution as per the required scope needs to be rolled out as per the delivery timelines mentioned above.</p>	<p><b>Annexure 11 – Project Details and Scope of Work</b></p> <p><b>2. Delivery</b></p> <p>The Universal Reconciliation Management System must be implemented as per project scope within a period of <b>6 months</b> in totality from the date of placing of purchase order by the Bank. The solution as per the required scope needs to be rolled out as per the delivery timelines mentioned above.</p>

**Clarification of Pre-bid queries is enclosed as part this Addendum as per ‘Annexure A’**

All other Terms & Conditions are same as per our RFP no. GEM/2023/B/3512505 Dated 31<sup>st</sup> May, 2023 for Supply, Implementation & Maintenance of Universal Reconciliation Management System.

Sl. No.	Point/ Section #	Clarification Point as stated in the tender document	Comment/ Suggestion/ Deviation	Reply to the bidder query
1	Annexure 11, Project Details and Scope of Work	The hardware and infrastructure has to be provided by the bidder.  As per the addendum dated 18th July 2023. The response given by bank is All hardware, Software has to provided and maintained by the Vendor.	Since bank has Oracle EULA and bank has already paid oracle for the licenses. We suggest bank to provide the Oracle Database license as part of the existing EULA for Recon Project. This will save huge cost to bank for this project. Please confirm.	No change. Hardware - Infra to be provided by bidder. Installation locations are Mumbai & Hyderabad
2	Annexure 11, Project Details and Scope of Work	a) Selected vendors will be required to demonstrate their solutions using specific data from Bank of Baroda. All vendors selected for the proof-of-concept (POC) phase will be provided with a sample set of data from various source systems within 2 weeks of the scheduled demonstration date.	Will bank do the POC. If yes who will arrange for the Data and required Infra for POC.	Banks team will provide data for POC.
3	Annexure 11, Project Details and Scope of Work	Successful bidder will have to implement the project covering entire scope of the RFP, including all technical and functional specifications as specified in the RFP (atleast 3 modules- NEFT, IMPS, UPI) should be installed at bank designated location within 90 days of issuance of work order and remaining modules within next six months.	After issuance of PO also there are other formalities which needs to be completed for which the time is consumed. Also, after issuance of PO, there will be scope finalisation which will be done during the data gathering and the scope finalisation itself takes time in multiple weeks or months. Hence we request to change the clause as follows: 1) 90 days period should start only after sign-off of all technical and functional specifications document. 2) Remaining modules should be completed within next nine months.	No change

Pre-bid queries response as part of Addendum 2

**Bank's clarification on Pre-bid Queries from Prospective Bidders for RFP: Supply, Implementation & Maintenance of Universal Reconciliation Management System**

**(BID NO: GEM/2023/B/3512505 Dated 31st May, 2023)**

4	Commercial Bid	As per addendum, it is mentioned that all required hardware and software to be provided by bidder.	In that case, there is no provision for adding price quotes for Operating System, Database etc.	All the prices should be included in the Hardware Cost section of the Commercial sheet. Breakup will be sought by the Bank later on.
5	Payment Terms	As per addendum, it is mentioned that all required hardware and software to be provided by bidder.	In that case what will be the payment terms for OS, DB etc. Please mention the same.	Payment terms for all the parts included in hardware and infra will be as per the payment terms given for Hardware
6	Scope of Work	There is no clarity on Backup. Who will provide the backup solution.	Will Bank provide the required infra and Backup solution for Backup. As backup will be taken by bank and as per banks policy.	Will be managed by the Bank
7	Annexure 11, Project Details and Scope of Work	Network connectivity, security and other infrastructure will be provided by the Bank.	As per addendum point no. 110, it is mentioned that the infrastructure will be provided by bank. This is contradicting the banks statement mentioned in addendum point no. 106. "All hardware, Software has to provided and maintained by the Vendor." Please clarify, what all infra will be provided by bank, what are the infra items bidder has to provide.	Hardware and infra relevant to URMS solution needs to be provided by bidder while the Network connectivity will be provided by the Bank
8	Scope of work	<ul style="list-style-type: none"> <li>Non-compliance penalty of NPCI or any other regulatory entity, applicable to Banks and Customer compensation for delayed reconciliation, delayed filings and beyond prescribed TAT (Turnaround time) will have to be borne by the bidder for reasons not attributing to the Bank and attributing to the Bidder. Penalty amount and customer compensation for such incidences will be recovered from the bidder. This would be part of Liquidated Damages</li> </ul>	This penalty to be implemented only there is delay from bidders end. If there is delay in receiving files from Banks side, then this penalty should not be imposed on bidder. Also there should be a cap of penalty for this clause. It can not be open ended.	No change. Factors attributable to Bank will not result in vendors' SLA violation.

9	General		1.Request bank to let us know the date on which the pre-bid response will be provided for the meeting that was conducted on 19th July 2023 2. Request bank to provide atleast 14 working days(from the date of bank publishing the prebid response for the meeting conducted on 19 July 2023) for responding to the bid.	Pls refer tenders section of Bank's website for revised bid submission timelines, if any
10	General	General	We request the Bank to re-consider this and cap the penalty, liquidated damages, indemnity, etc. We can work along with the Bank's legal team to align this at the time of contracting.	No change
11	General	Terms and Conditions for contracting in SLA	Request the Bank to re-consider this. We can work along with the Bank's legal team to align at the time of contracting.	No change
12	Last Date#	Last Date of Submission of RFP Response (Closing Date)	We request the Bank to provide additional 4 weeks for submission of the technical bid submission as there we would require time to align the Bank's responses on the pre-bid in our technical submission and also there is an increase in the scope.	Pls refer tenders section of Bank's website for revised bid submission timelines, if any
13	Annexure 11, Project Details and Scope of Work	Annual training is to be conducted by the successful bidder at Head Office, Vadodara/DC, DR site at Mumbai and Hyderabad.	We understand that the DC is at Vadodara and there are 2 DR site (Mumbai and Hyderabad) We propose the DR at one location. Kindly clarify if the DR to be replicated at both location (Mumbai and Hyderabad). Replicating DR at both location will incur extra cost	Onsite training to be conducted at Mumbai and Bank teams outside Mumbai shall join through VC/Teams meeting

14	Delivery Timelines	The Universal Reconciliation Management System must be implemented as per project scope within a period of 3 months in totality from the date of placing of purchase order by the Bank. The solution as per the required scope needs to be rolled out as per the delivery timelines mentioned above.	In Scope of work , page no. 55 of ATC document. It is mentioned that • Successful bidder will have to implement the project covering entire scope of the RFP, including all technical and functional specifications as specified in the RFP (atleast 3 modules- NEFT, IMPS, UPI) should be installed at bank designated location within 90 days of issuance of work order and remaining modules within next six months.  Please clarify the exact timelines for completing the project.	Timeline for completing the project is 6 months from date of issuance of PO.  The project will be implementing Phase wise as mentioned in RFP. Timeline for completing the project is 6 months from date of issuance of PO.  The vendor to deploy multiple teams at multiple locations to complete the project within above specified time.
15	Annexure 02 - Eligibility Criteria B Financial ;Point 2	Eligibility Criteria B Financial Point 2 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.	Request the bank to modify the clause as follows  The bidder should be Net profit making entity in at least two financial years out of last five financial years OR The net worth of the bidder should be positive for the three last three financial years	No change
19	Scope of work	Turnaround time: The proposed solution should take maximum one hour to complete end-to-end reconciliation beginning from placing the raw input files, processing, generation of output reports, etc. This would be the part of SLA.	Reconciliation process will be done on best effort basis with the help of automated solution. We request the Bank to re-consider and relax this clause	Turn-around time is important for reconciliation.  The proposed solution should take maximum one hour to complete end-to-end reconciliation beginning from placing the raw input files, processing, generation of output reports, etc. This would be the part of SLA.



Annexure A

Pre-bid queries response as part of Addendum 2

Bank's clarification on Pre-bid Queries from Prospective Bidders for RFP: Supply, Implementation & Maintenance of Universal Reconciliation Management System

(BID NO: GEM/2023/B/3512505 Dated 31st May, 2023)

				<p>If there is any instance which is not completing within the turnaround time due to complexity of data or large transaction size, the bidder should inform the bank. For such instance, bank will review the instance and may temporarily permit for extra time to complete end to end reconciliation.</p> <p>Further, the bidder will have to enhance/improve the reconciliation tool within the reasonable time so as to ensure complete end to end reconciliation of all internal office accounts within the turnaround time of 1 hour.</p>
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