

Addendum:

S. No.	Clause in RFP	Clarifications/ Changes made
2	<p>Annexure 2 – Evaluation Terms</p> <p>A. Eligibility Bid Evaluation:</p> <p>Eligibility criterion for the bidder to qualify this stage is clearly mentioned in below. The Bidder would need to provide supporting documents as part of the eligibility proof. All dates if not specified to be applicable from the date of the RFP.</p> <p>Eligibility Criteria Table</p>	<p>Annexure 2 – Evaluation Terms</p> <p>A. Eligibility Bid Evaluation:</p> <p>Eligibility criterion for the bidder to qualify this stage is clearly mentioned in below. The Bidder would need to submit / upload supporting documents digitally signed by authorized representative of the bidder as part of the eligibility proof. All dates if not specified to be applicable from the date of the RFP.</p> <p>Please refer revised Eligibility Criteria Table attached as Appendix 1 to this Addendum.</p>

Clarification of Pre-bid queries is enclosed as “Annexure A”.

All other Terms & Conditions are same as per our RFP Bid no. GEM/2023/B/4039359 dated 04.10.2023 and subsequent addendums for selection of Service Provider for Supply, Implementation & Maintenance of Supply Chain Finance Solution for 5 years period.

Appendix 1

S. No	Eligibility Criteria	Complied (Yes/No)	Supporting Documents Required
A	General		
1	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India for last 3 years .		Documentary Proof to be attached (Certificate of Incorporation)
2	Bidder must not be blacklisted / debarred by any Statutory, Regulatory or Government Authorities or Public Sector Undertakings (PSUs / PSBs) within last 2 years from the RFP date.		Letter of confirmation from Bidder.
3	The Bidder is not from such a country which shares a land border with India, in terms of the said amendments to GFR, 2017. OR The Bidder is from such a country and has been registered with the Competent Authority i.e. the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade, as stated under Annexure to the said Office Memorandum / Order and we submit the proof of registration herewith.		Undertaking as per Annexure 03 and Copy of certificate of valid registration with the Competent Authority (If applicable) (signed /Digitally signed documents from authorized representative of bidder& OSD\ OEM)
4	The Bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having common partners has not participated in the bid process.		Letter of confirmation from Bidder.
5	The Bidder to provide an undertaking on his letter head that all the functional and		Letter of confirmation from

S. No	Eligibility Criteria	Complied (Yes/No)	Supporting Documents Required
	technical requirements highlighted as part of Technical Scope are covered in totality in the proposal submitted by the Bidder.		Bidder.
B	Financial		
1	<p>The Bidder must have registered average annual turnover of Rs. 55 Crore or above in each year during the last three completed financial years – 2020-21, 2021-22 & 2022-23* (Not inclusive of the turnover of associate companies).</p> <p>OR</p> <p>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).</p> <p>The Bidder must have registered average annual turnover of Rs. 25 Crore or above during the last three completed financial years – 2020-21, 2021-22 & 2022-23* (Not inclusive of the turnover of associate companies).</p>		<p>Audited Financial statements for the financial years 2020-21, 2021-22 & 2022-23*.</p> <p>Certified letter from the Chartered Accountant. The CA certificate in this regard should be without any riders or qualification.</p>
2	<p>The Bidder must be net profit making entity continuously for the last three years that is financial years 2020-21, 2021-22 & 2022-23*</p> <p>OR</p> <p>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.</p> <p>In case the bidding company/ firm is hived off from the demerged company,</p>		<p>Audited Financial statements for the financial years 2019-20, 2020-21 and 2021-22*.</p> <p>Certified letter from the Chartered Accountant. The CA certificate in this regard should be without any riders or qualification.</p>

S. No	Eligibility Criteria	Complied (Yes/No)	Supporting Documents Required
	the experience, eligibility etc. as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process and Novation / Other Relevant Agreement is in place. In that case, Relevant Novation / Other Relevant Agreement need to be submitted.		
<p>* If 2022-23 Financial Statements of any bidder is unaudited, then Financial statements for 2019-20, 2020-21 and 2021-22 will be considered, along with an undertaking letter from the bidder that FY 2022-23 statements are not audited.</p> <p>In this scenario Audited Financial statements for the financial year 2019-20, 2020-21 and 2021-22 are to be submitted.</p>			
C	Experience & Support Infrastructure		
1	Bidder should have implemented and maintained the proposed Supply Chain Finance Solution in at least 2 Commercial Banks / Financial Institutions in India / Globally in last 3 years out of which one installation should be in a Bank / Financial Institution with minimum 1000 branches in India / Globally.		Documentary Proof of order / contract copy / customer credentials.
2	The solution should have the capability for serving at least 500 customers through the proposed Supply chain Finance solution.		Letter of confirmation from the Bidder / OSD or customer credentials
D	Others		
1	The Bidder should be an OSD or authorized partner of OSD for supply of licenses and solution implementation and maintenance support under warranty / AMC / ATS for the proposed solution / licenses in India at least from last 3 years		Letter of confirmation / certificate from OSD need to be submitted.

S. No	Eligibility Criteria	Complied (Yes/No)	Supporting Documents Required
	(from RFP date).		
2	If OSD is bidding directly they cannot submit another bid with any Bidder.		Letter of confirmation from OSD in case if OSD is bidding directly
3	One Bidder can bid only with one OSD and similarly one OSD can bid with only one Bidder		Letter of confirmation from the Bidder and OSD
4	Bidder should have direct support offices in Mumbai. In case direct support office of the bidder is not present in Mumbai then an undertaking to be provided by the Bidder stating that direct support would be provided by the bidder at Mumbai whenever desired by the Bank.		Letter of confirmation from bidder.

Note:

In case the bidding company/ firm is hived off from the demerged company, the experience, eligibility etc. as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process and Novation / Other Relevant Agreement is in place. In that case, Relevant Novation / Other Relevant Agreement need to be submitted.

Annexure-A
RFP for selection of Service Provider for Supply, Implementation & Maintenance of Supply Chain Finance Solution (Bid No. GEM/2023/B/4039359 dated 04.10.2023)

Pre-bid queries response / clarification as part of Addendum

S. No.	Point / Section	Clarification point as stated in the tender document	Comment/ Suggestion	Bank's Clarifications to the bidder query
1	Annexure 02 –Evaluation Terms/ B. Technical Bid Evaluation	Number of implementations carried out (in the last 5 years from RFP's Date) **	We request bank to amend the clause as - Number of implementations carried out (live and under implementation in the last 7 years from RFP's Date)	Please refer the addendum
2	Annexure 11 – Project Details (Scope of Work) / 31. Customer Support and Complaint Resolution:	31. Customer Support and Complaint Resolution: The system should include mechanisms for customers to raise complaints or grievances related to system or transaction issues. The service provider should promptly address these complaints and ensure timely resolution to maintain customer satisfaction.	Is the bank expecting helpdesk from bidder for responding to end Customer enquiries? Or there should be a provision for the end Customer to raise issues and same to be sent to bank's existing CRM. Please confirm.	Online customer grievance system is required from front end to back end, which should be part of the solution proposed by the bidders. No additional commercial will be provided separately.
3	Annexure 11 – Project Details (Scope of Work) / 35. Open Source Software:	35. Open Source Software: Open source software should be supported in the proposed solution.	Requesting bank to elaborate on expectations under Open source software.	If application software requires any third party tools / software which comes under the open source category then the same has to be mentioned without additional cost to Bank.
4	NA	Warranty Period	The RFP doesn't state the warranty period explicitly. Requesting bank to confirm on the warranty period for the Supply Chain Finance application.	As Bank ask is for perpetual licenses with ATS from year 1 onwards. In view of this bidders need to cover the warranty from deployment till the ATS starts.
5	NA	If the vendor solution to provide SSO for login in to application & admin modules.	Does bank has any Third party SSO services available or do vendor needs to provide it	Bank has SSO (MS AD) services and the application has to integrate with it.
6	NA	Solution is capable and being offered in such a manner that includes installation either as a single instance or multi instance depending on Bank's requirements	Is bank open to cloud deployment or is it on-prim	Application should be cloud ready, currently the application is to be deployed on prim



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Bank of Baroda



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Addendum – 01 Dated – 01.12.2023

7	NA	Client side scripting/ programming languages like Java scripts, VB scripts, Java Applets, ActiveX, etc. should be supported	Client side scripting/ programming languages like Java scripts, VB scripts, Java Applets, ActiveX, etc. should be supported" please explain in detail as active x / applets are not supported by latest browser	The client side scripting / programming languages used by the application should be compatible with the Bank approved browsers viz. MS Edge & Chrome and its version thereafter.
8	NA	Solution architecture has the capability to be configured in active-active mode	Is bank expected to configure Active - Active strategies for DC-DR	Currently Bank requires Active - Active mode (DC) & (DR) location separately.
9	NA	Generic technical query	Is bank going to purchase the required licences or does vendor needs to provide required licences	Bidder need to provide Enterprise wide Perpetual License Cost
10	NA	Generic technical query	Please confirm if Bank can also provide the Oracle weblogic / JBOSS / Web Sphere / Tomcat application server license along with the Database license.	Bank will provide the Oracle weblogic / JBOSS / Web Sphere application server license along with database license
11	NA	Generic technical query	Can we assume container-based deployment for sizing perspective?	Container based deployment is available
12	NA	Generic technical query	Does the Bank have any Kubernetes cluster already in place? If not than bank provide as per sizing recommended? Pls. confirm.	Bank does not have any Kubernetes cluster currently.
13	NA	Generic technical query	Vendor need to submit sizing requirement along with technical bid in following format (with only relevant information for DC and DR Setup): Please confirm UAT / Pre-Prod / DEV sizing to be provided in proposal?	Vendor needs to provide relevant information for DC, DR set up as well as UAT sizing also in the proposal.

14	NA	Generic technical query	Does bank have API gateway for API expose which will be consumed by third party / fintech's. (Ex. Kong or WSO2 or Nginx+)	Bank does not have API gateway for API expose currently.
15	NA	Generic technical query	Please confirm if Bank can also provide the Oracle / PostgreSQL SQL Database license .	Bank will provide the Oracle Database license.
16	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 - 17 to the extent of 10% of the Contract value for the entire period of the contract plus 3 months and such other extended period as the Bank may decide for due performance of the project obligations.	Request the PBG to be kept at 3% of the total contract value	No change
17	8.a. Software Licenses Cost	50% of the license cost on delivery of Software Licenses plus applicable tax (wherever applicable) at actuals. 30% of the license cost after go-live sign off from Bank. Go Live Sign Off in the form of Acceptance Test should be signed by both Bank's identified Project Manager & vendor representative. 20% of the license cost after Go-Live closure signoff from Bank. Go Live Closure Sign Off in the form of Final Acceptance Test should be signed by both Banks identified Project Manager & vendor representative. Operational Issues will be part of Managed Services and not part of Go-Live Sign Off.	We would like to suggest revision in Payment terms for Software licenses cost to be paid 100% on contract signing.	No change

18	9.b. Implementation and Integration Cost (OTC)	<p>30% of Implementation Cost plus applicable tax after Implementation, Customization & UAT Sign off in the form of Acceptance Form should be signed by both Bank's identified Project Manager & vendor representative.</p> <p>2. 40% of Implementation Cost plus applicable tax after go-live sign off from Bank. Go Live Sign Off in the form of Acceptance Test should be signed by both Banks identified Project Manager & vendor representative.</p> <p>3. 30% of Implementation Cost plus applicable tax after Go-Live closure signoff from Bank. Go Live Closure Sign Off in the form of Final Acceptance Test should be signed by both Bank's identified Project Manager & vendor representative.</p>	<p>We would like to suggest revision in payment terms for Implementation and Integration Cost (OTC) as</p> <p>i) 60% on GAP Analysis Sign Off</p> <p>ii) 20% on Delivery of the software for SIT</p> <p>iii) 20% on UAT sign off</p>	No change
19	6. Escrow Mechanism	The Bank and the Vendor shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, inter alia, the events of the release of the source code and the obligations of the escrow agent. Costs for the Escrow will be borne by the Vendor.	While the vendor agrees to the escrow arrangement with designated escrow agent, as a usual practice we request the bank to bare the cost for escrow arrangement. Please confirm.	Bank will not bare any cost.
20	Annexure 13–Masked Commercial Bid	*Enterprise License would mean - License for Bank Branches in India & International territories, RRBs, Subsidiaries and associates both domestic & international.	We would request Bank to confirm if the License use is limited to Indian geographical boundaries.	No.it covers India & International territories, RRBs, Subsidiaries and associates both domestic & international.

21	Annexure 21 - Service Level and Non-Disclosure Agreement Format	Para 3: WHEREAS Bank of Baroda is one of the largest public sector banks (PSU) in India with a branch network of over 8400+ branches in India and 100+ branches/ offices overseas including branches of our subsidiaries, distributed in 18 countries. Bank desires to select a Service Provider for Supply, Implementation and Maintenance of Comprehensive Investment Management Solution for a period of 5 years and had invited offers.	The RFP requirement is for a comprehensive Supply Chain Finance Solution while it is mentioned as "Investment Management Solution" Kindly Clarify.	It is typo error, RFP requirement is only for Supply Chain Finance Solution.
22	Annexure 15 – Binding Criteria for Technical Presentation	Bidders must strictly adhere to the time slots provided (Approx. 75 Minutes) to them for the technical presentation, allowing ample time and scope for question-answers	We would request bank to confirm the exact time allocated for technical presentation.	Clause is self-explanatory
23	A. Functional Specification Scoring:	IX. Integrate With Bank	This line item is incomplete. Please clarify.	Ability to integrate with banks available systems
24	A. Functional Specification Scoring:	I. OCR capability (Scanning of Invoices for extraction of Invoice Data, for sending finance request to the Bank).	Please clarify if vendor has to provide the OCR capability or integrate with existing OCR system.	vendor to provide
25	II.	SWIFT Messaging Capability.	Please elaborate on the requirement with the help of a use case.	For future projects, if any
26	III.	Support financing with or without recourse, assignment and disclosure of invoices.	Please elaborate on the requirement with the help of a use case.	Self-explanatory. No change
27	VI.	Does the System has Front End embedded with the application for bank user for Information tracking of Leads, sanctions, reports, account status (overdue, due Upcoming Due Etc.)	For sanctions, we assume the invoice finance requests need to be checked with bank's existing compliance system for AML checks. Please confirm understanding.	Self-explanatory. No change

28	VIII.	Integrate with Banks Data Ware House	We assume that this is requirement is related to data migration, please confirm and if not then elaborate more on the requirement.	not just for data migration but for record creation, storage and extraction
29	IX.	Integrate With Bank	Please elaborate on the requirement with the help of use case.	Ability to integrate with bank system as required from time to time
30	X.	Multilingual support framework : Ability to support Unicode format characters	Please elaborate as to how many languages support is expected by the bank.	Bilingual - English and Hindi
31	V.	Allow Users for selection of beneficiary account for making payment.	Request bank to please confirm if the requirement is referring to Corporate users or Bank Ops users. If Corporate Users: Please confirm, if the requirement is related to External accounts which will be made available in Invoice file received from Corporates during file upload? If Bank Ops Users: Please confirm, if the requirement is related to External accounts which will be made available in Invoice file when Bank BO users uploads Invoice file from Back office?	account details shall be maintained in system
32	VII.	Information capture of new to bank customer visiting the SCF front end platform.	We assume that our system will have interface with the bank's CRM to transfer the captured information. Please confirm the same.	no
33	V.	Capability to provide the Following flow of invoice upload i) Pull Mode (Anchor Initiated) ii) Push Mode (Dealer Initiated)	Request bank to please confirm if point # (iii) refers to receiving Invoice file in Bank SFTP folds from Sourcing agents.	Self-explanatory. No change



		iii) Pull/Push with Acceptance (from other party)		
34	I.	The system should be able to identify banks by their country codes (Bank Code, Branch Code, IFS Code etc.)	Requesting bank to please confirm use case for 'country code' as we understand that SCF requirement will be used for domestic currency and Bank Code, Branch Code and IFSC code will be of banks within India.	For future projects, if any
35	II.	The system should be able to identify banks by their branch codes.	Please elaborate with the help of an use case	Identify branches of BOB by their branch codes
36	III.	System should identify branches based on account number.(Which Branch the account Pertains to)	Please elaborate with the help of an use case	Self-explanatory. No change
37	I.	Types of products i.e. Dealer Finance, Payable Finance, Vendor Finance, Inventory Funding and Receivable Finance including Trade Advance, Dynamic Discounting, Factoring, Reverse Factoring, E-Hundi Discounting, Pre- shipment Finance, and Deep Tier Financing.	On Pg. no. 52 of the RFP, under expansion of product portfolio, the bank has mentioned “These additional products may include Trade Advance, Dynamic Discounting, Factoring, Reverse Factoring, E-Hundi Discounting, Pre- shipment Finance, Deep Tier Financing, and more. This expanded product portfolio caters to diverse financial needs and enhances the system's versatility.” Since the bank has mentioned “may include”, we would request bank to confirm that these requirements should be supported by bidder in the future when the bank requires this	System to be capable of giving all the mentioned products before Go Live

			and the scope and the associated commercials to be discussed at that stage. Please confirm.	
38	ii.	Option to maintain limits manually as well which shall override existing limit auto populated from CBS	We assume that this requirement is related to Adhoc Limit Maintenance. Actual limits will be maintained and fetched from core bank & bank can configure Adhoc limits on top of the limits from core bank. Please confirm	main limits as well
39	ii.	Allow to fix due date by taking into consideration the bank holiday/Non-Working Saturday & Sunday. (Due Date Should not fall on Holiday)	Please confirm if the term 'fix' used in the requirement refers to system auto adjusting due date to 'Next - Previous' working day of the bank.	Yes
40	v.	Rules for due dates management should be parameterized enabling bank users to change due date. For e.g. a. Bring forward or push back for due dates falling on public holidays or weekends. b. Amend invoice due dates to consolidated maturity dates	With reference to point 'a' in the requirement, please confirm if the bank expecting to stop STP flow of Invoices uploaded for the due date falling on public holiday or weekends and route the Invoices to manual queue for Bank ops team to manually change the due date.	no
41	iii.	Ability to handle reversal adjustment of charges as well	Request Bank to please share an example with the help of a use case for the requested functionality	capability to reverse charges wrongly applied

42	iv.	Ability to collect interest in advance (Front End) or arrears (Rear End) or periodic Basis (monthly Rest / quarterly etc.)	<p>For periodic Basis (monthly Rest / quarterly etc. under rear end.), requesting bank to please confirm if the functionality is expected to Debit Anchor's exposure for Outstanding Interest on monthly or quarterly basis.</p> <p>Also on page # 53 under detailed scope of work, the bank has mentioned 'The system should support front-end interest, rear-end interest, and interest with monthly rest, providing flexible options for charging interest on financial products'. Hence requesting bank to also confirm if the quarterly reinstatement should be supported by bidder in the future when the bank requires this in order for us to understand the scope of the work in detail at current stage.</p>	customisable as per user requirement
43	xi.	Interest capitalization: System should support computation of interest on compounding basis, system should also support periodic billing of interest to the customer for example monthly quarterly half yearly and yearly.	<p>For periodic Billing of Interest (monthly, quarterly, half yearly and yearly), requesting bank to please confirm if the functionality is expected to Debit Anchor's exposure for Outstanding Interest on monthly. Quarterly, half yearly and yearly basis.</p> <p>Also on page # 53 under detailed scope of work, the bank has mentioned 'The system should</p>	customisable as per user requirement

			support front-end interest, rear-end interest, and interest with monthly rest, providing flexible options for charging interest on financial products'. Hence requesting bank to also confirm if the quarterly reinstatement should be supported by bidder in the future when the bank requires this in order for us to understand the scope of the work in detail at current stage.	
44	vi.	Provision to stop STP disbursement of finances	Requesting bank to please confirm, A. At which stage of STP processing, the bank is expecting manual intervention to stop the interval, B. Is the bank expecting a tab in the back office to stop the STP process of the Invoices uploaded, C. Business outcome the bank would receive from the requested functionality as the system would already have inbuilt features to check the validation on invoices raised.	Self-explanatory. No change
45	vi.	Capabilities to Generate Payment in different accounts of beneficiary (Virtual Accounts) for a single relationship.	Requesting bank to please confirm; A. If the Virtual account will be maintained in Bank's Core system and it will be integrated in Vendor's Platform, B. Will the Virtual account number be uploaded in the Invoice file based on which the vendor platform is expected to share the routing	Virtual account details can either be manually updated or available from any other bank software

			instructions to Bank's CBS for further crediting the Beneficiary account?	
46	iv.	Capability to completely stop STP settlement.	<p>Requesting bank to please confirm,</p> <p>A. At which stage of STP processing, the bank is expecting manual intervention to stop the interval,</p> <p>B. Is the bank expecting a tab in the back office to stop the STP process of the Settlement,</p> <p>C. Business outcome the bank would receive from the requested functionality as the system would already have inbuilt features to process</p> <ol style="list-style-type: none"> 1. Auto recovery on maturity by system on Maturity date. 2. Manual recovery by selecting invoices to be recovered by bank from back office 3. Auto Recovery through automated credit monitoring FIFO based Liquidation of outstanding loan 4. Manual Recovery through bulk FIFO based liquidation of outstanding loan 	customisable as per user requirement

47	v.	Capability to reverse settlement which has happened.	Requesting bank to please confirm Business outcome the bank would receive from the requested functionality as the Invoice would have already settled in the system and notification to the respective parties would also have been shared.	Self-explanatory. No change
48	vi.	Capability to store excess amount paid and adjust the same towards future disbursement.	Requesting bank to please confirm if the bank is expecting to knock off the stored excess amount against the next disbursement uploaded in the system on the same day it is uploaded.	Credit proceeds to be adjusted in next bill due for repayment
49	viii.	System should allow user to charge interest / commission/ charges/fees pertaining to the loan account in the loan account itself.	Requesting bank to please confirm on the Business outcome from the requested functionality as in general practise the loan account will only be used to book the exposure of the loan (i.e. Principal + Interest component). Does the bank want to book the charges exposure as well on the loan account?	yes
50	i.	The system should have the visual dashboards displaying information including but not limited to a. Management reporting - Total number of exposure by country - Total number of default amounts b. Operations Dashboard / Reports to reflect real time transaction status - Approved (for straight through transaction	We understand that that SCF requirement will be used for domestic currency which will INR. If not then requesting bank to please confirm use case for 'total exposure by country' updated in point 'a' of the requirement.	For future projects, if any

		as well as exception) - In progress / rejected		
51	V.	Capability to integrate with multiple fintech's having their own frontend platform for invoice processing.	We would request the bank to provide the scope for integration with Fintechs.	Self-explanatory. No change
52	32	Integration with External Services: The system should be capable of integrating with external services such as Account Aggregator (AA), Goods and Services Tax (GST) systems, Ministry of Corporate Affairs (MCA) databases, automated KYC (Know Your Customer) solutions that meet Request for Proposal for Selection of Service Provider for Supply, Implementation & Maintenance of Supply Chain Finance Solution RBI/government criteria, e-signing services, and payment gateways. These integrations enhance the system's capabilities and streamline processes by leveraging data from external sources.	What's the scope for integrations with these applications? And we assume these applications are already available with bank and just integration is expected. Please confirm. Requesting bank to please confirm the scope for the integration with the external application. Further please confirm if the external applications are available with bank and just integration with this external applications is expected from vendor side.	Only integration
53	34	Cloud Adaptive: - Solution should be 100% cloud native. Solution should be able to migrate to cloud without any additional cost (if Bank wants to migrate its solutions/applications to cloud in future).	While the application is cloud compatible, the scope and associated efforts should ideally be mutually discussed between the bank and vendor for migration	Ok

			whenever bank requires such migration process.	
54	Penalty clause for delivery	Any deliverable has not been supplied or not operational on account of which the implementation is delayed, will be deemed/treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract. Bidder will have to pay late delivery charges to Bank of Baroda @ 1% of Total Contract Value inclusive of all taxes, duties, levies etc., per week or part thereof, for late implementation beyond due date of implementation, to a maximum of 5% of total contract value. If delay exceeds beyond two weeks from due date of delivery, Bank of Baroda reserves the right to cancel the entire order.	Delivery not supplied or not operational can be attributed to reasons from either of the parties.	No change
55	4. Ownership, Grant and delivery	B. To Copy. (i) <u>to copy the Software that operates on server systems to support the users of the Bank;</u> (ii) to make additional copies of the Program Material for archival, emergency back-up, testing, or disaster recovery purposes; and (iii) to copy the Program Documentation to support its Users.	Technically not sure what we are trying to achieve	Clause is self-explanatory, please refer Clause "4. Ownership, Grant and delivery" mentioned on page no. 82 of RFP for better clarity.
56	4. Ownership, Grant and delivery	A. To work as interface: (i) to work with other Application Software packages at the Bank as interface; (ii) to allow other application software packages at the Bank to work as interfaces to the Software. <u>If such interfacing requires any modification or change to the Platform, such</u>	Interface changes needs to be carried out in conjunction with the Bank, Vendor alone cannot carry out changes independently.	Clause is self-explanatory, please refer Clause "4. Ownership, Grant and delivery" mentioned on page no. 82 of RFP for better clarity.

		<u>modification or change has to be carried out by the Vendor free of any additional License charge or fees or expenses.</u>		
57	Onsite support	Onsite Support for the solution will be 24x7x365 for 5 years and charges to be provided based on the manpower efforts in 3 shifts per day. The Bank has discretion to avail onsite support services and number of support engineers at person day cost given as and when required by the Bank. However, for the TCO purpose 3 person day (3 shift x 1 person) x 365 for each year will be considered. (e.g. In case Bank requires only one person then the cost considered for that person will be Onsite Support Cost provided by the bidder in their commercial divided by 3) *** Efforts exceeding 100 man-days in a year, cost will be computed as amount quoted divide by 100 for each man-day.	How are leaves for the resources accounted for?	No change. Bank required 2x7x365 support accordingly Vendor need manage resources.
58	Commercial Bid Evaluation	The proposal of L1 (Lowest quote) bidder shall be recommended for award of contract.	We request the bank to consider the evaluation on basis of T1 & L1. i.e. scores of both technical and commercial evaluations would be calculated on 70:30 basis (70% weightage to technical and 30% weightage to commercial).	No change

59	18	The Service Provider shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:	Indemnity provision for the purpose of this RFP is principally ok, however, request you to kindly consider below few points regarding this Section 18. For this first part as highlighted here, kindly omit the word "indirectly" as we can accept indemnification limited only to third party claims for direct losses	No change
60	18	Bank's authorized / bona fide use of the Deliverables and /or the Services provided by Service Provider under this Agreement	Request bank to consider this at the contracting stage. Kindly omit this provision from this Section 18, as for the Bank, it will have remedies under law and the agreement in case of breach of Agreement by Service Provider if Service Provider fails to cure the breach within agreed time period	No change
61	18	an act or omission of the Service Provider and/or its employees, agents, sub-contractors in performance of the obligations under this Agreement	Request bank to consider this at the contracting stage. Kindly omit this provision from this Section 18, as for the Bank, it will have remedies under law and the agreement in case of breach of Agreement by Service Provider if Service Provider fails to cure the breach within agreed time period	No change

62	18	breach of any of the term of this Agreement	Request bank to consider this at the contracting stage. Kindly omit this provision from this Section 18, as for the Bank, it will have remedies under law and the agreement in case of breach of Agreement by Service Provider if Service Provider fails to cure the breach within agreed time period.	No change
63	18	However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by customer and / or regulatory authorities for reasons attributable to breach of obligations under this agreement by the Service Provider.	Request bank to consider discussion at contracting stage. Since we are not agreeable for indemnity of breach of obligation as it is wide and open for interpretation. Bank will have other remedies at law and under agreement. Further, Service Provider will, in case of breach, would cure the breach within agreed time period between parties without prejudice to other rights and remedies that Bank will have under the definitive agreement.	No change
64	18	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.	Kindly omit this provisions as we do not agree to the adjustments with money payable for service rendered by Service Provider	No change

65	19	NA (for addition)	Request to discuss this at contracting stage. However, kindly add the below provision under this Section 19: "Nothing contained here shall restrict either party from the use of any general ideas, concepts, know-how, methodologies, processes, technologies, algorithms or techniques retained in undocumented impressions of such party's personnel relating to the services which either party, individually or jointly, develops or discloses under the definitive agreement ("Residual Knowledge") provided that in doing so such Party does not (a) infringe the intellectual property rights of the other party or third parties who have licensed or provided materials to the other party, or (b) breach of its confidentiality obligations under the definitive agreement or under agreements with third parties"	No change
66	21	Notwithstanding above, in case of change of policy or any unavoidable circumstances or without any reason Bank reserve the right to terminate this assignment or any subsequent agreement and / or any particular order, in whole or in part by giving Service Provider at least 60 days prior notice in writing.	Kindly omit termination for convenience provision. As lot of efforts would be factored into for the purpose of provisioning for services to be provided to bank successfully including time and resources. Alternatively, if bank terminates it without cost then it will be at cost and reimbursed to Service Provider	No change

			as reasonably determined by the Service Provider	
67	21	If bank terminates or cancels the assignment on the default mentioned in the termination clause, in such case bob reserves the right to get the balance contract executed by another party of its choice. In this event, the Service Provider shall be bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the selection of a new service provider and for execution of the balance of the contract.	We are not agreeable with additional expense for bank to carry out selection of new service provider. Kindly omit. Further, upon termination, Bank shall return/ destroy all confidential information of service provider and rights granted to Bank will immediately terminate including that it will not have access or cease to use the product license of Service Provider.	No change
68	24	The Bank and its authorized representatives, including Reserve Bank of India (RBI) or any other regulator shall have the right to visit any of the Service Provider's premises without prior notice to ensure that data provided by the Bank is not misused. The Service Provider shall cooperate with the authorized representative/s of the Bank and shall provide all information/ documents required by the Bank.	We are ok with the audit rights of bank/ regulator. However, Kindly note below comment: In case the bank requires to audit solely for the purpose of services provided by Service Provider, it will have reasonable access to the Service Provider premises for carrying out its audit rights under the applicable law provided bank gives advanced prior notice to the Service Provider for the audit right under this Section 24.	Ok, prior intimation shall be given by Bank.

69	25	Except the grounds mentioned under the para two of this clause, Service Provider's aggregate liability in connection with obligations undertaken as a part of the Agreement regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Contract Value.	Request bank to discuss this at contracting stage. Please note below comment: The aggregate total liability of Service Provider shall be the fees received by it in the preceding 6 months from date of first claim	No change
70	25	However, Service Provider's liability in case of claims against the Bank resulting from Willful Misconduct or Gross Negligence of Service Provider, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	This particular provision under this section 25 would be applicable to both parties. Hence, kindly make this clause mutual.	No change
71	25	Under no circumstances BOB shall be liable to the Service Provider for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if BOB has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.	Request bank to consider discussion at contracting stage. However, please see below comments: BOB would be liable to service provider for direct damages if any that may arise from termination of agreement. Hence, kindly omit the word "direct" from this provision under Section 25. Further, special, consequential, etc. is already covered in below para in the RFP under this section.	No change

72	Payment Terms - Software Licenses	<p>50% 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:</p> <p>a) Original delivery Challans duly stamped and signed by the Bank Official.</p> <ul style="list-style-type: none"> · 30% of the license cost after go-live sign off from Bank. Go Live Sign Off in the form of Acceptance Test should be signed by both Bank's identified Project Manager & vendor representative. · 20% of the license cost after Go-Live closure signoff from Bank. Go Live Closure Sign Off in the form of Final Acceptance Test should be signed by both Banks identified Project Manager & vendor representative. Operational Issues will be part of Managed Services and not part of Go-Live Sign Off. 	<p>Kindly confirm the difference between go-live sign off from Bank and the Go Live Closure Sign Off? Also, Request you to consider the below terms for the payment of License:</p> <p>100% of the license cost on delivery of Software Licenses plus applicable tax (wherever applicable) at actuals. The required documents to be provided along</p>	<p>Go-live sign off means sign off at the time of deploying solution in production. While, Go Live Closure Sign Off means any defect arises post go-live which needs to be fixed by bidder as part of Go Live Closure Sign Off.</p>
73	Payment Terms - Implementation & Integration Cost	<p>b) Implementation and Integration Cost (OTC) 1. 30% of Implementation Cost plus applicable tax after Implementation, Customization & UAT Sign off in the form of Acceptance Form should be signed by both Bank's identified Project Manager & vendor representative. 2. 40% of Implementation Cost plus applicable tax after go-live sign off from Bank. Go Live Sign Off in the form of Acceptance Test should be signed by both Banks identified Project Manager & vendor representative. 3. 30% of Implementation Cost plus applicable tax after Go-Live closure signoff from Bank. Go Live Closure</p>	<p>Kindly consider the payment terms for Implementation as below:</p> <ul style="list-style-type: none"> * Signing of contract 40% * BSM signoff 30% * UAT drop/ App. Installation 20% * UAT signoff 10% 	<p>No change</p>

		Sign Off in the form of Final Acceptance Test should be signed by both Bank's identified Project Manager & vendor representative.		
74	Payment Terms - ATS	Annual Technical support and Regulatory Changes – Payable quarterly in advance against receipt of satisfactory service report of previous quarter from the Bank's Project / Operation Manager	Kindly consider "Payable annually in advance against receipt of satisfactory service report of previous quarter from the Bank's Project / Operation Manager"	No change
75	Background/General Scope	The service provider/technology partner should be capable of offering all existing features of the bank's current Supply Chain Finance Platform and implement the solution for facilitating end-to-end financing needs, including Dealer Finance, Vendor Finance, Payable Finance, and Receivable Finance including Lead Management. Importantly, the service/solution should integrate seamlessly with the existing technology or network setup of the bank, suppliers, and dealers/distributors, without requiring modifications or additional capital expenditure.	How on boarding of vendors/ dealer is expected through SCF channel. Will this be done at the same time along with the anchor or vendor and dealer on boarding can be done any time later	Self-explanatory. No change

76	Background/General Scope	The service provider/technology partner should be capable of offering all existing features of the bank's current Supply Chain Finance Platform and implement the solution for facilitating end-to-end financing needs, including Dealer Finance, Vendor Finance, Payable Finance, and Receivable Finance including Lead Management. Importantly, the service/solution should integrate seamlessly with the existing technology or network setup of the bank, suppliers, and dealers/distributors, without requiring modifications or additional capital expenditure.	From which channels are the information expected to be filled. Will anchors will always be bank's existing customers, if no, then how the information is expected to be captured. Is it only through Pan, aadhar or any other channel as well? Kindly specify	Self-explanatory. No change
77	Background/General Scope	The service provider/technology partner should be capable of offering all existing features of the bank's current Supply Chain Finance Platform and implement the solution for facilitating end-to-end financing needs, including Dealer Finance, Vendor Finance, Payable Finance, and Receivable Finance including Lead Management. Importantly, the service/solution should integrate seamlessly with the existing technology or network setup of the bank, suppliers, and dealers/distributors, without requiring modifications or additional capital expenditure.	Does bank require Azentio to Integrate with existing Document Management System or require a new Solution	The bidder needs to consume the API provided by the Bank's existing Document Management System.
78	19. Reporting and Dashboard:	The system should offer a comprehensive reporting module with the ability to schedule reports and alerts multiple times per day. These reports should be customizable to meet the specific requirements of the bank and corporate stakeholders. Real-time	Does BoB has a existing analytical platform or require new Dashboard & reporting solution?	Bidder is expected to provide a new solution

		dashboards should be available, providing important information such as limits utilization, dues, overdue finances, upcoming invoices, and other key performance indicators for efficient decision-making.		
79	Detailed Scope of work.	Integration with banks' CBS and other applications will be done according to their prevailing methods/setup, as well as integration with all existing corporates based on their current method/setup.	Which CBS Solution is in place with Bob, with which system requested to Integrate.	Finacle
80	6. Lead Management	System should be capable of incorporating details of lead since initiation of lead till final approval / rejection and maintain records of status of lead (not limited to but including sanction, rejection, under process, on hold, closed) details of disbursement authority, limit disbursed and details of ad-hoc availed, etc. All bank users should be given specific rights to create entry of new leads, update status of leads and other viewing rights	Is bank looking for end to end on boarding and supply chain operation or are the on boarding operations expected to be managed through bank's existing on boarding channel, If yes, which on boarding channel is the bank currently using for on boarding operations?	Lead Management System is required for MIS purpose only
81	12.Repayment Processing and Auto Debit	It should have settlement logic of PICE CIPE Etc.	Can you please elaborate on the PICE & CIPE Settlement Logic.	PICE IS PRINCIPAL, INTEREST, CHARGES & PENALTY CIPE IS CHARGES, INTEREST, PRINCIPAL & PENALTY
82	17. NPA & Reverse NPA Management	The system should be capable of marking an account as Non-Performing Asset (NPA) based on regulatory guidelines and bank policies, further It should be able to mark the account in the SCF system as NPA if any other account for the same customer become NPA in CBS. The system should be	Does BOB require Azentio to integrate with existing Collection module ? Or looking for a new collection Module as a separate offering.	Self-explanatory. No change

		able to upgrade the account status as Non NPA if the account status upgrades after the customer resumes regular payments as per the bank guidelines		
83	22. Reconciliation Mechanism:	The system should offer a reconciliation mechanism to ensure the accuracy and consistency of data passed on to the Core Banking System (CBS) and other external systems.	System has in-built accounting management feature in which all the Credit & Debit Entries will be managed. Same will be Passed to BoB's existing CBS. What are the Other External Systems to which the data related to Limit, Interest amount, bill amounts, due dates & GL shall be passed except Customer Digital Portal.	CBS, DWH and other system as required
84	Annexure 13–Masked Commercial Bid	Note: *Enterprise License would mean - License for Bank Branches in India & International territories, RRBs, Subsidiaries and associates both domestic &	Please specify, whether the implementation is limited to Bank Branches In India or can be extended to International Branches & Subsidiaries, RRBs & Associates? If yes, please specify details of the countries where implementation is expected along with Subsidiaries and Associate Details.	presently in India but inbuilt capability required for future prospects

85	Annexure 14–Commercial Bid		To arrive at the Pricing, we require following information: a.) What is current Book Size? b.) Kindly, elaborate the BOB's 5 Year growth plan? c.) What are current list of products that should be considered for Commercial pricing. d.) What is the total number of active customers? e.) Does, Bank want pricing for additional products as well, if yes, please specify the list of product.	Please refer RFP Page no. 62 , Point no. 5.(i) for list of products for current and additional requirement. However, solution should be capable to handle all the future requirements of Bank.
86	Detailed Scope of work	The service provider will also be responsible for migrating data from the existing solution to the new solution for all customers/transactions	Please define how much data we need to migrate and What is format of data e.g. if it's in DB then which DB please specify.	Approx. 500 GB. Vendor has to look after the migration activity. Bank can facilitate to provide the data dump of the legacy system.
87	34. Cloud Adaptive	Solution should be 100% cloud native. Solution should be able to migrate to cloud without any additional cost (if Bank wants to migrate its solutions/applications to cloud in future).	Our solution is cloud-ready, but for migration from on-premises to cloud will incur additional costs. Kindly confirm.	No Change
88	Infrastructure	The Vendor needs to size the infrastructure (hardware, Operating System, Database) for the test environment on Technical Requirement (Project Scope) and propose the same as part of their technical requirement. Bank may use existing IT infrastructure or procure separately the required infrastructure based on the sizing	For TPP software like DB, middleware, do vendor need to procure for bank or vendor need to provide BOQ (Bill Of Quantity) only?	Bank will provide Oracle Weblogic / JBOSS / Web sphere and Oracle Database licence, any other Third party software needs to be specified and Bank will procure the same.

		proposed by the vendor.		
89	Infrastructure	The Vendor needs to size the infrastructure (hardware, Operating System, Database) for the test environment on Technical Requirement (Project Scope) and propose the same as part of their technical requirement. Bank may use existing IT infrastructure or procure separately the required infrastructure based on the sizing proposed by the vendor.	Please provide the following data to understand volume details: 1.Total Number of Customers 2.Total Number of Accounts 3.Total number of application users 4.Total Number of Users 5.Total Number of Concurrent Users 6.Total Number of transactions(Includes all Masters ,Daily Transactions and reports 7.Peak business hours to complete transactions 8.Total number of Reports to be generated per day (If any) 9. Specify expected YoY growth. Please mark 'Yes' against the environments required: 1. Production 2. Pre-Production 3. DR 4. Near DR 5. UAT 6. SIT 7. Reporting Server 8. Development (Optional) 9. Training (Optional)	Please provide the following data to understand volume details: 1.Total Number of Customers: 1,00,000 2.Total Number of Accounts: 1,00,000 3.Total number of application users:1,25,000 4.Total Number of Users 1,25,000 5.Total Number of Concurrent Users:3000 6.Total Number of transactions(Includes all Masters ,Daily Transactions and reports:2,00,000 7.Peak business hours to complete transactions 8 AM to 8 PM 8.Total number of Reports to be generated per day (If any) 3,00,000 9. Specify expected YoY growth. Figures are for 5 years spread. Environment Requirement 1. Production

				2. DR 3. UAT
90	General Query	Data Migration	Are there any requirements for Data Migration and for what all solutions? Kindly confirm the Data size to be considered for Data migration	Approx. 500 GB. Vendor has to look after the migration activity. Bank can facilitate to provide the data dump of the legacy system.
91	General Query	Deduplication	Is there a requirement for a dedupe engine for the deduplication of the applications or the data in the bank's database?	Yes
92	General Query	Integration/ Interfaces	Kindly list the services or systems to be integrated with the Supply chain management solution?	CBS, DWH and other system as required
93	SLA	The Bank expects that the successful Vendor to adhere to the following minimum Service Levels: Ø Any fault/ issue/ defect failure intimated by Bank through any mode of communication like call/e-mail etc. are to be acted upon, so as to adhere to the service levels. Business/ Service Downtime and Deterioration shall be the key considerations for determining "Penalties" that would be levied on the Successful Vendor. Ø The Vendor should have 24X7 monitoring, escalation and resolution infrastructure. Ø Time bound problem addressing team (onsite/offsite) for the complete contract period. Ø Vendor to arrange for updation required in the system to meet the changes suggested by RBI/ Govt. of India/ regulatory	Need more clarity.	Clause is self-explanatory

		<p>authorities/tax authorities towards compliance as part of ATS at no extra cost to bank for the entire contract period. Any delay in meeting the timelines would result in penalty. Vendor will have to guarantee a minimum uptime of 99.9%, calculated on a monthly basis. Application availability will be 99.9% on 24x7x365. The penalty will be calculated as per the details given below.</p>		
94	Penalty	<p>The uptime percentage would be calculated on monthly basis and the calculated amount would be adjusted from every subsequent year payment. The SLA charges will be subject to an overall cap of 10% of the Monthly ATS Charges and thereafter, Bank has the discretion to cancel the contract. If Vendor materially fails to meet an uptime of 99.9% for three (3) consecutive months, the Bank may have the right to terminate the contract. In case if there is no pending invoices to be paid by the Bank to the vendor, the vendor has to submit a pay order / cheque payable at Mumbai in favour of Bank of Baroda for the same within 15 days from the notice period from the Bank. Solution downtime occurring due to factors attributable to the Bank and acknowledged</p>	This clause needs to be discussed mutually during finalization.	No change

		<p>by Bank will not impact the SLA.</p> <p>Penalty Amount = (Quarterly cost of resource / Total Number of working days in that quarter) x Number of days on leave / absence</p>		
95	CONFIDENTIALITY	<p>The Service Provider acknowledges that in the course of performing the obligations under this Agreement, it shall be exposed to or acquire information of the bank, which the Service Provider shall treat as confidential. All BOB's product and process details, documents, data, applications, software, systems, papers, statements and business / customer information which may be communicated to or come to the knowledge of Service Provider or Service Provider's employees during the course of discharging their obligations shall be treated as absolutely confidential and Service Provider irrevocably agrees and undertakes and ensures that Service Provider and its employees shall keep the same secret and confidential and not disclose the same, in whole or in part to any third party without prior written permission of BOB. The Service Provider shall not use or allow to be used</p>	This clause needs to be discussed mutually during finalization.	No change

		any information other than as may be necessary for the due performance by Service Provider of its obligations hereunder.		
96	NON – SOLICITATION	The Service Provider, during the term of the contract shall not without the express written consent of the Bank, directly or indirectly: a) recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering services in relation to the contract; or b) induce any person who shall have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank.	This clause needs to be discussed mutually during finalization.	No change
97	Service Level and Non - Disclosure Agreement Format		Not Acceptable Request bank to kindly separate the SLA and NDA	No change

98	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. In case any particular specialized service in the prescribed in the scope of work requires subcontracting, it need to be specified in the proposal/ response document with all the details of the work/ services. Please note that no work/services shall be subcontracted without the prior permission from the Bank in writing.	Sub contract is barred under the RFP, however, another provision asking pre approval for sub-contracting, need more clarity	Prior in writing permission is mandatory from Bank before entering into subcontracting for any work/services.
99	General Terms	The Bank expects the Bidder to adhere to the terms of this tender document and would not accept any deviations to the same.	Request to kindly allow submission of proposal with deviations	No change
100	PROPERTY RIGHTS	Each Party owns and retains all rights, title and interests in and to its respective Pre-Existing Intellectual Property and Independent Intellectual Property. Independent Intellectual Property means any Intellectual Property developed by a Party independently of the applicable statement of work. "Pre-Existing Intellectual Property" means any Intellectual Property owned by a Party, or licensed to such Party (other. than by the other Party), as at the commencement date of the applicable statement of work. Whereas title to all inventions and discoveries made jointly by the parties resulting from the Work performed as per this agreement shall reside jointly between the parties. Both the parties shall mutually	Request to pls dilute the clause and allow us to share Azentio Standard IP Clause. Pls confirm	No change

		<p>decide the future course of action to protect/commercial use of such joint IPR. The Intellectual Property Rights shall be determined in accordance with Indian Laws. Without prejudice to above paras all the interim/ final deliverables shall be property of bank. Subject to requisite payments the service provider deemed to grand exclusive, perpetual rights to use of the deliverables in favour of bank.</p>		
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101	<p>TERMINATION</p>	<p>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 • Failure by Service Provider to provide Bank, within 15) Working Days, with a reasonable plan to cure such breach, which is acceptable to the Bank. Or • The progress regarding execution of the contract/ services rendered by the Service Provider is not as per the prescribed time line, and found to be unsatisfactory. • Supply of substandard materials/ services • Delay in delivery / installation / commissioning of services. • Discrepancy in the quality of service / security expected during the implementation, rollout and subsequent maintenance process. • If deductions of penalty exceeds more than 10% of the total contract price.</p> <p>Further Bank may terminate this agreement on happening of following events: · A liquidator or a receiver is appointed over all or a substantial part of the undertaking, assets or revenues of the Service Provider and such appointment continues for a period of twenty one (21) days; · The Service Provider is subject of an effective resolution for its winding up other</p>	<p>Termination of contract for convenience is not acceptable.</p>	<p>No change</p>
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		<p>than a voluntary winding up for the purpose of reconstruction or amalgamation.</p> <ul style="list-style-type: none"> · The Service Provider becomes insolvent or goes into liquidation voluntarily or otherwise · An attachment is levied or continues to be levied for a period of 7 days upon effects of the Agreement. · The Service Provider becomes the subject of a court order for its winding up. <p>Notwithstanding above, in case of change of policy or any unavoidable circumstances or without any reason Bank reserve the right to terminate this assignment or any subsequent agreement and / or any particular order, in whole or in part by giving Service Provider at least 60 days prior notice in writing.</p>		
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102	Effect of termination	If bank terminates or cancels the assignment on the default mentioned in the termination clause, in such case bob reserves the right to get the balance contract executed by another party of its choice. In this event, the Service Provider shall be bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the selection of a new service provider and for execution of the balance of the contract.	This clause needs to be discussed mutually during finalization.	No change
103	LIMITATION OF LIABILITY	<p>Except the grounds mentioned under the para two of this clause, Service Provider's aggregate liability in connection with obligations undertaken as a part of the Agreement regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Contract Value.</p> <p>However, Service Provider's liability in case of claims against the Bank resulting from Wilful Misconduct or Gross Negligence of Service Provider, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.</p> <p>Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by</p>	This clause needs to be discussed mutually during finalization.	No change

		<p>Service Provider as part of procurement under the Agreement.</p> <p>Under no circumstances BOB shall be liable to the Service Provider for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if BOB has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.</p>		
104	New query	Data Migration	Is there any data to be moved from existing LMS system to new LMS system?	Yes
105	Annexure 11 Sr No. 6	Lead Management	Is the Bank going to track it in the platform under scope as a CRM or also expects a full-fledged Loan Origination system supporting Credit decision?	Lead Management System is required for MIS purpose only
106	ANNEXURE 11 36.A (Sr. No. A. II)	SWIFT Messaging capability	Is this capability needed for funds transfer bcos we understand that all money movement will be done within the Core Banking CBS using NEFT / RTGS? Data of course for the disbursement will go from LMS to CBS basis	For future projects, if any

			approved funding requests as invoices will be coming from the customers.	
107	Payment Terms	Payment for software license cost	Payment terms for software licenses to be paid 100% on delivery of licenses. The ownership of license transfer upon delivery and all software license vendors follow the same payment terms. Bank is anyways holding the implementation payment and paying the same as per milestones to ensure that implementation is completed as per Banks satisfaction.	No change
108	Payment Terms	Annual Technical support and Regulatory Changes	Annual Technical support charges are paid annually in advance. This is a standard practice followed by most PSU banks and request BOB to modify the same.	No change
109	Payment Terms	Implementation and Integration cost	70% of the payment is linked to Go Live. This is a very large part of the payment. Most of the work gets completed by UAT stage. Request the bank to break this up into 4-5 milestones through which the bidder is able to realise payments based on work completed. We suggest the following payment terms. 10 % - On Contract signing 10 % - On Installation 15 % - On Cust FS sign off 15 % - On Delivery of	No change

			<p>Customisation</p> <p>20 % - On UAT sign off</p> <p>20 % - On GO LIVE</p> <p>10 % - 1 month post GO LIVE</p>	
110	Payment Terms	Onsite support charges	We request that payment should be made on monthly basis for T&M resources	No change
111	Point 2 - Implementation Time	Should be completed with 6 months	6 months is very short period of time. Request the Bank to consider 15 months since migration is also involed which is time consuming. This also involves integrations with existing systems and it is a time consuming effort. UAT itself would take substantial time	No change. Project to be implemented within 6 months
112	LD	1% of the total value	Request Bank to modify it to 0.5% of the undelivered value and cap it to max of 5%. This is a standard which most PSU banks have been following. Penalty should be for deliverables delayed for reason solely attributable to the bidder	No change

113		Penalty on Unavailable system time , 24 * 7 system to be made available	The availability of the system is dependent on various factors including network, hardware infrastructure, availability of other surround applications etc. Hence we would request that Bank defines uptime related to application performance alone. This would require to be mutually discussed and arrived	No change
114	Penalty	For Onsite support by resource - The penalty will be applied on the absence of any on-site support engineer without suitable replacement	Either the measurement should happen on T&M basis or on the SLA performance. If SLA needs to be met, then penalty should be levied on SLA performance and not on absence of resources. If Bank wants to measure via no of resources present and will penalise for absence of resource then SLA penalty should not be applicable. penalising on both grounds is not justified	No change
115	A: General	Does the System has Front End embedded with the application for bank user for Information tracking of Leads, sanctions, reports, account status (overdue, due Upcoming Due Etc.)	Please elaborate the requirement for Lead management	Lead Management System is required for MIS purpose only
116	VI.	Integrate and communicate with banks CBS platform.	What is the additional integration here as part of IX vs VII ?	Ability to integrate with bank system as required from time to time
117	VII.	Integrate With Bank	Also do we understand payment requirements will e handled by the banks existing CBS - payment application. This would then entail OBSCF to	Ability to integrate with bank system as required from time to time

			only share payment files in a spooled folder for CBS to pick at intervals	
118	1. Static Master Data Management (III)	Ability to store data practices provide by CBS related to Marginal Cost of Funds Based Lending Rate (MCLR), Repo Linked Lending Rate (BRLLR), Treasury Bill (T-Bill) rates, Government Security (G- Sec) rates, Certificate of Deposit (CD) rates, and any other benchmark rates relevant to the bank's lending.	While we understand the applicability of MCLR rates to Financing, could you please share examples where BRLLR/T-Bill and other Treasury related rates would be applicable for Supply chain financing requirements ?	System should be capable to store all mentioned rates
119	5. Product & Program Set up(i)	Types of products i.e. Dealer Finance, Payable Finance, Vendor Finance, Inventory Funding and Receivable Finance including Trade Advance, Dynamic Discounting, Factoring, Reverse Factoring, E-Hundi Discounting, Pre- shipment Finance, and Deep Tier Financing.	We assume trade advance is being referred to a loan within the scope of SCF, please confirm. Also E-Hundi (or BoE) is an additional document accompanying the invoice on which finance is required, please confirm	Yes
120	E.Back office processing function 3.Payment Generation	Capabilities to Generate Payment in different accounts of beneficiary (Virtual Accounts) for a single relationship.	We assume Virtual Account is needed to the extent of account credit only for finance disbursement and we can get the account details from your current VAM solution. Please confirm	Virtual account details can either be manually updated or available from any other bank software
121	9.Back office File processing function (v)	The system should have a File Exception handling process for manual changes (able to override and manually input the information migrated from customer file)	Does BoB today allow changes to formats of invoice coming from customer or does this refer to some missing data for which manual input may be required?	Bank does not allow change in format of invoice
122	B. Front End Platform (Customer Facing) (III.)	Support host-to-host transaction processing along with reverse file for success/reject responses, provide support for integration of H2H on client premises.	Please confirm the bank has its own H2H application and vendor is expected to integrate with the same	Bidder is expected to provide H2H capabilities

123	H. Interfaces (III.)	Interface the front end portal as host to host with a corporate as per their requirement.	Please confirm the bank has its own H2H application and vendor is expected to integrate with the same	Bidder is expected to provide H2H capabilities
124	H. Interfaces (IV.)	Capability to integrate with the Data Warehouse of the bank for configurable reports/MIS.	Please confirm from overall reports perspective, the vendor needs to integrate with bank's reporting engine / data warehouse	Bidder to integrate proposed systems database with the existing Data Warehouse of the bank
125	New query	Additional Data Needed, Please share:		NA
126			Amount of asset under management / year (e.g. \$1billion or \$5billion worth of loans disbursed for SCF)	Will be shared with L1 bidder
127			Amount of asset under management / year (e.g. \$1billion or \$5billion worth of loans disbursed for SCF)	Will be shared with L1 bidder
128	Payment Terms - Software Licenses Cost	<ul style="list-style-type: none"> • 50% of the license cost on delivery of Software Licenses • 30% of the license cost after go-live sign off from Bank. Go Live Sign Off in the form of Acceptance Test • 20% of the license cost after Go-Live closure signoff from Bank 	<p>Please change the payment terms as –</p> <ul style="list-style-type: none"> • 90% of the license cost on delivery of Software Licenses • 10% of the license cost after go-live sign off from Bank. Go Live Sign Off in the form of Acceptance Test • 20% of the license cost after Go-Live closure signoff from Bank 	No change

129	Payment Terms - Implementation and Integration Cost (OTC)	<ul style="list-style-type: none"> • 30% of Implementation Cost plus applicable taxes after Implementation, Customization & UAT Sign off in the form of Acceptance Form • 40% of Implementation Cost plus applicable tax after go-live sign off from Bank • 30% of Implementation Cost plus applicable tax after Go-Live closure signoff from Bank. 	<p>Please change the payment terms as –</p> <ul style="list-style-type: none"> • 50% of Implementation Cost plus applicable taxes after Implementation, Customization & UAT Sign off in the form of Acceptance Form • 30% of Implementation Cost plus applicable tax after go-live sign off from Bank • 20% of Implementation Cost plus applicable tax after Go-Live closure signoff from Bank. 	No change
130	Technical Bid Evaluation	Number of implementations carried out (in the last 5 years from RFP's Date) **	Number of implementations carried out by Bidder/OSD (in the last 5 years from RFP's Date) **	Please refer the addendum
131	DELIVERY	The Software Solution for Supply Chain Finance Solution should be implemented as per project scope within a period of 6 Months from date of purchase order.	The Software Solution for Supply Chain Finance Solution should be implemented as per project scope within a period of 9 Months from date of contract signature .	No change. Project to be implemented within 6 months
132	Infrastructure	The Vendor needs to size the infrastructure (hardware, Operating System, Database) for the test environment on Technical Requirement (Project Scope) and propose the same as part of their technical requirement. Bank may use existing IT infrastructure or procure separately the required infrastructure based on the sizing proposed by the vendor.	Will Bank provide the infrastructure (hardware, operating system, and database) for dev, test, DC DR setup as per the sizing proposed by the bidder? Please confirm.	Bank will provide the infra. Bidders need to provide sizing.

133	12. Termination	After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same, In such an event, the bidder is bound to make good the additional expenditure which the Bank may have to incur for the execution of the balance of the contract	In case of termination of contract, bidder should not be liable for additional expenditure which the Bank may have to incur for the execution of the balance of the contract.	No change
134	19.23	The bidder shall be deemed to have licensed, and granted all rights to, the Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other bidders who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right of the Recipient that may subsist in the submission or accompanying documents	We request bank to remove only the part, "to disclose the contents of the submission to other bidders who have registered a submission" as the information provided are confidential and any access of to these information to any of our competitor will be determinant to our competitive advantage.	No change
135	Annexure 1, Section 19	The bidder shall provide undertaking that they would ensure that all their workers would be skilled through Recognition of Prior Learning (RPL) within two months from the date of commencement of work under the project, at all cost of the service Provider / Vendor	Please elaborate on the "skilled through Recognition of Prior Learning (RPL)". Request the bank to make this criteria optional or please provide with at least 6 months' time from commencement of work.	No change, please refer Govt of India circular which is part of this clause for more details.
136	Price Comparisons	Normalization of bids	Can bank please explain the process for computation?	Please refer page no. 33 of RFP.
137	Delivery	The Software Solution for Supply Chain Finance Solution should be implemented as	We request bank to make it 6 months for base version and 3	No change. Project to be implemented within 6 months

		per project scope within a period of 6 Months from date of purchase order.	additional months be given for any customization required.	
138	Delivery	Bidder will have to pay late delivery charges to Bank of Baroda @ 1% of Total Contract Value inclusive of all taxes, duties, levies etc., per week or part thereof, for late implementation beyond due date of implementation	We request bank to link the late delivery charges to 1% of only Implementation cost.	No change
139	Annexure 12–Service Levels	The Vendor should have 24X7 monitoring, escalation and resolution infrastructure.	Is the bank looking for L1 or L2 support for the same?	Self-explanatory. No change
140	For Audit of application.	Audit observations raised by internal / external auditors should be closed by vendor within a month from the date of intimation by the bank. In case of not meeting the timeline, a penalty of Rs 20,000/- per week shall be deducted from quarterly ATS amount payable to vendor.	Request the bank to decrease the penalty to Rs. 5000 per week.	No change
141	Annexure 14	*Enterprise License would mean - License for Bank Branches in India & International territories, RRBs, Subsidiaries and associates both domestic & international.	Please let us know on which or how many countries, the license is needed for?	Bank details are available in public domain.
142	General Pt # A. 2	SWIFT Messaging Capability.	Please elaborate what exactly you are looking in SWIFT messaging.	For future projects, if any
143	General Pt #5	Designed to provide continuous 24/7 uptime.	Please elaborate if this uptime will be for front office or Back office	both
144	General Pt #6	Does the System has Front End embedded with the application for bank user for Information tracking of Leads, sanctions, reports, account status (overdue, due Upcoming Due Etc.)	Is the bank looking for inquiry screen in Back Office to monitor/track Leads, sanctions, reports, account status etc.	Yes
145	General Pt #9	Integrate With Bank	Please elaborate as the statement looks incomplete.	Ability to integrate with bank system as required from time to time

146	General Pt #10	Multilingual support framework : Ability to support Unicode format characters	Please elaborate what languages you are looking for multilingual support.	Yes
147	Front End Platform (Customer Facing) Pt #1	Option for creating invoices or purchase orders directly, bulk invoice file uploads, scanned invoice uploads, and other methods.	Please elaborate on the other methods.	Any other methods prevailing in the industry.
148	Front End Platform (Customer Facing) Pt #2	After Uploading Transaction File, the system should automatically generate a reverse file containing the status (success or reject) of all transactions uploaded by the corporate in that file. This reverse file format should be dynamic and can be specifically modified as per the requirement of the corporate for easy reconciliation and tracking of Invoice funding/rejection.	The reverse file format will be configured in different format based on certain reverse format options provided to corporate. Is this understanding correct?	Yes
149	Front End Platform (Customer Facing) Pt #7	Information capture of new to bank customer visiting the SCF front end platform.	Do you want us to capture leads and generate report?	Yes
150	Static Master Data Management Pt #5	Ability to maintain of non-customer information (Name, Address, Pan, Account Number etc.)	Will this non-customer information be user entry or will it be fetched from some system.	User entry
151	Organizations / Client management Pt #2	Bifurcation based on business segment, anchor, rate of interest, MSME (along with sub-classification), constitution, type of finance, security available, geography (Branch/ Region/ Zone), Industry etc.	What is the purpose of this bifurcation of corporates? And please elaborate its impact.	MIS purpose
152	Organizations / Client management Pt #5	Capability to provide the Following flow of invoice upload iii) Pull/Push with Acceptance (from other party)	Please elaborate	Self-explanatory. No change

153	Limit Management / View Pt #2	Option to maintain limits manually as well which shall override existing limit auto populated from CBS	Please elaborate if limits is to be pulled from CBS and at what frequency.	Real time or on regular pre-set intervals
154	Limit Management / View Pt #4	Operate with / without any limit tree	Please elaborate.	Limit tree capability to be provided. However, should not be mandatory. Systems should be able to operate without any limits to counter party under a specific program
155	Due Date Management Pt #3	In case of dealer finance program, system should provide the parameterized option for the bank to set up the finance tenor (Due Date) as follows: a. Invoice date + Max finance Tenor b. Finance date (date of upload) +Max finance tenor Flexibility to choose between the options	Please elaborate on when the Bank operation team has to make the choice.	At the time of initial on-boarding of customer
156	Due Date Management Pt #5	Rules for due dates management should be parameterized enabling bank users to change due date. for e.g. a. Bring forward or push back for due dates falling on public holidays or weekends. b. Amend invoice due dates to consolidated maturity dates	Please elaborate on pt b. Amend invoice due dates to consolidated maturity dates	It pertains to bunching of invoices for making a single payment entry
157	Fees/Charges/Interest Pt #3	Ability to handle reversal adjustment of charges as well	Please elaborate	Ability to handle reversal adjustment of Fee/ charges/ Interest.
158	Bank User's Front End Pt #3	Dashboard to Display/Download of SCF MIS regarding Due Date/Overdue/Limits etc.	Will the display option expected is a chart or a tabular data? As download facility is expected to be made available for this data.	Tabular data
159	Request for Finance Pt #3	Ability to allow users to select the invoice to be financed in case of system initiated	Does it mean that, Bank ops team will manually initiate the transaction	Only in cases where invoice is not processed through STP

		request for finance. (Accept/Reject certain Invoices)	and should get option to select the invoices for the finance request	
160	Request for Finance Pt #6	Provision to stop STP disbursement of finances	Please elaborate if this will be rule base or manual interference.	At program level or dealer specific level
161	Request for Finance Pt #7	System to have provision to consider the finance request for the scenario where the same invoice was earlier rejected.	Please elaborate on the criteria to be considered for finance request for the rejected invoices.	Self-explanatory. No change
162	Request for Finance Pt #8	Capability to capture two fields for each transaction a. invoice value b. funding request against the invoice	Please elaborate on funding request part.	Self-explanatory. No change
163	Limit / Credit Management Pt #1	Ability to pull real time limits from banks' existing credit limit system and display.	Please elaborate on where this real-time limits information from CBS will be displayed.	Under limit management of proposed system
164	Limit / Credit Management Pt #6	The system should be able to have customizable and different admin profiles for various departments to view read only and or edit the limits	Does it mean that apart from the credit team, other teams should have access to view/edit of limits?	Yes
165	Limit / Credit Management Pt #7	Ability to allow for decrease in financing amount (partial payment in limit is not available)	Please elaborate.	At transaction level, option to fund certain invoices and reject others should be available
166	Loan settlement Pt #4	Capability to completely stop STP settlement.	Please elaborate if this will be selective or will be rule based.	Selective
167	Loan settlement Pt #4	Capability to reverse settlement which has happened.	Please elaborate on what criteria the reverse of settlement will be triggered.	Manually reversal of settlement should be made available
168	Loan settlement Pt #6	Capability to store excess amount paid and adjust the same towards future disbursement.	On what criteria the excess amount will be hold? And in future if required to release the same will that be allowed.	Excess amount to be stored in account as credit balance which can be used to liquidate the next due invoice
169	Overdue Loan Management Pt #6	In overdue account payment received should be appropriated towards overdue, interest and principal in sequence as decided by bank from time to time. Ability to	Please elaborate on the selective scenarios.	Self-explanatory. No change

		modify the same based on scenarios to be made available.		
170	Accounting Management Pt #5	Support the scenario of spoke wise multiple loan account set up single customer id/dealer code.	Please elaborate	System to allow multiple spoke accounts with same customer id
171	Accounting Management Pt #9	System should have a manual entry option in the accounts of the borrower by bank user.	Please elaborate.	Self-explanatory. No change
172	Generation of Advices / Reminders / Statement Pt #5	Ability to support definition of follow-up schedules as per below: d. Facility to define the mode and message for payment receipt confirmation to counterparty	Will this be one-time configuration for each borrower or counterparty?	Yes but should be editable by user
173	Generation of Advices / Reminders / Statement Pt #5	Ability to support definition of follow-up schedules as per below: e. Facility to define the mode and message for dishonoured payments to counterparty	Will this be one-time configuration for each borrower or counterparty?	Yes but should be editable by user
174	Back office File processing function Pt #5	The system should have a File Exception handling process for manual changes (able to override and manually input the information migrated from customer file)	Please elaborate on the manual changes part.	Self-explanatory. No change
175	Interfaces Pt #5	Capability to integrate with multiple fintech's having their own frontend platform for invoice processing.	Does it mean, multiple fintechs will process the invoices in their respective portals and then send the finance request to the Back office system for further processing?	Yes
176	Technical # Application # Pt 1	The architecture should support all banking delivery channels (current & future)	Please elaborate delivery channels that are currently available & the roadmap for the delivery channels (if available) for next 5 years	As available in banking industry
177	Application Architecture Pt #4	The architecture should have the ability to increase the number of concurrent instances to keep the application server parameters	What is the expected growth rate?	No such cap proposed

		below 70% utilization (CPU, Memory, Hard disk, etc.)		
178	Technical # Application # Pt 8	Solution is capable and being offered in such a manner that includes installation either as a single instance or multi instance depending on Bank's requirements	Please elaborate what is the multiple instance refers to here?	The solution provided should be capable of deployed on multiple instances also as Bank may expand to other territories also.
179	Technical # Application # Pt 9	Capable of being implemented on a Centralized, localised and / or a hub and spoke model implementation	Please elaborate localised set up & spoke model Implementation	The deployment will be done on centralised location.
180	Technical # Database # Pt 4	The Database architecture should have the ability to increase the number of concurrent instances to keep the database server parameters below 70% utilization (CPU, Memory, Hard disk, etc.)	Please elaborate what is the multiple instance refers to here?	The solution provided should be capable of deployed on multiple instances also as Bank may expand to other territories also.
181	Technical # Database # Pt 6	Ability to implement SAN's for data storage in the architecture	Please elaborate the role of Bidder on implementation of SAN's for Data storage	The storage requirements will be taken care by the Bank.
182	Technical # Security / Data Integrity # Pt 4	Standards & Guidelines should be developed, implemented and followed for all IT assets	Please elaborate the requirement of standards & guidelines expected from the Bidder & the role of IT assets which is being referred here	The infrastructure part will be taken care by the Bank, bidder has to responsible for the application part only.
183	Technical # Security / Data Integrity # Pt 15	The Service Provider shall only install or use cryptographic modules based on authoritative standards and reputable protocols (Please refer to the Customer's Cryptographic Key Management Guidelines). The Service Provider shall implement strong cryptography and end-to-end application layer encryption to protect end user's sensitive data in networks and storage. The Service Provider shall implement or support encryption during data	Please elaborate on encryption needs through delivery & courier to external parties or other locations	There will be no physical transfer data in the form of statements. However, the solution should be capable of incorporating latest encryption standards for transmission of data from server to server.

		transmission, delivery or couriered to external parties or other locations		
184	Technical # Interfaces # Pt 3	Solution is capable of being interfaced with any existing or future back office system / CBS system of the Bank	Please elaborate the roadmap of existing / future back office system / CBS system for next 5 years	Solution needs to be integrated with CBS system, mail, sms gateway, Ms-AD system, Bank HRMS system and other fintech system integration
185	Technical Interface Pt #7	The system should have the ability to rollback a transaction to a particular stage and restart, if required.	Please elaborate	The solution should have maker checker functionality for other than STP transaction.
186	Technical Interface Pt #8	Provide ability to define business rules for validation and translation of incoming messages	Please elaborate on what kind of validation and translation is required	The solution should have validations like Invoice date check, Invoice amount check with available Limit, Review due date check, Overdue in account check, FRMS check, and any other as proposed
187	Technical # Interfaces # Pt 9	Ability to interface with Bank's email server/SMS gateway/Whatsapp for sending various correspondence to customers/ bank users. The system should support LDAP.	Please elaborate on need of external communication channel's integration (like email / sms gateway / whatsapp) with LDAP system	The application should be capable of integration with the Bank's mailing system, SMS gateway, whatsapp interface for communication to the customers. The authentication module of the application has to be integrated with LDAP/LDAPS
188	Technical # Interfaces # Pt 10	Availability of application interface APIs on Unix and Windows platforms	Please elaborate	The application should be compatible with Windows OS and Unix OS.

189	Technical # Reporting # Pt 8	Pre-built query feature for non-programmers	Please elaborate	The reporting module of solution should have the capability to generate standard reports by entering fields and conditions.
190	Infrastructure	The Vendor needs to size the infrastructure (hardware, Operating System, Database) for the test environment on Technical Requirement (Project Scope) and propose the same as part of their technical requirement. Bank may use existing IT infrastructure or procure separately the required infrastructure based on the sizing proposed by the vendor.	Please confirm if Bank can provide the Oracle Database license .	Yes, Bank will provide Oracle database license.
191	Infrastructure	The Vendor needs to size the infrastructure (hardware, Operating System, Database) for the test environment on Technical Requirement (Project Scope) and propose the same as part of their technical requirement. Bank may use existing IT infrastructure or procure separately the required infrastructure based on the sizing proposed by the vendor.	Please confirm if Bank can also provide the Oracle weblogic application server license along with the Oracle Database license .	Bank will provide Oracle Weblogic / JBOSS / Web sphere and Oracle Database licence, any other Third party software needs to be specified and Bank will procure the same.
192	Infrastructure	The Vendor needs to size the infrastructure (hardware, Operating System, Database) for the test environment on Technical Requirement (Project Scope) and propose the same as part of their technical requirement. Bank may use existing IT infrastructure or procure separately the required infrastructure based on the sizing proposed by the vendor.	Please confirm if bidder can assume that bank will also provide the Application server license like RED HAT Jboss EAP	Bank will provide RHEL and JBOSS

193	Infrastructure	The Vendor needs to size the infrastructure (hardware, Operating System, Database) for the test environment on Technical Requirement (Project Scope) and propose the same as part of their technical requirement. Bank may use existing IT infrastructure or procure separately the required infrastructure based on the sizing proposed by the vendor.	Please confirm if Bank can also provide the Oracle RAC license along with the Oracle Database license.	Bank will take care of the database requirements.
194	Infrastructure	The Vendor needs to size the infrastructure (hardware, Operating System, Database) for the test environment on Technical Requirement (Project Scope) and propose the same as part of their technical requirement. Bank may use existing IT infrastructure or procure separately the required infrastructure based on the sizing proposed by the vendor.	Please confirm if bidder can assume that bank will also provide the Application server license like IBM Websphere ND	Bank will provide IBM Websphere license
195	Infrastructure	The Vendor needs to size the infrastructure (hardware, Operating System, Database) for the test environment on Technical Requirement (Project Scope) and propose the same as part of their technical requirement. Bank may use existing IT infrastructure or procure separately the required infrastructure based on the sizing proposed by the vendor.	Can bidder assume that the Network and security component like, Core/Distribution Switches, Firewalls, Application Firewall, Load Balancer's, WAN devices along with the new Infrastructure/System like server, storage, SAN switch, Virtualization tool will be provided by the bank. Please confirm	Bank will take care of the network requirements.
196	Infrastructure	The Vendor needs to size the infrastructure (hardware, Operating System, Database) for the test environment on Technical Requirement (Project Scope) and propose the same as part of their technical requirement. Bank may use existing IT infrastructure or procure separately the	Please Confirm the exiting Infra/Application Monitoring Tool bank provide or vendor need to integrate with.	Bank is using Infrastructure monitoring tool.

		required infrastructure based on the sizing proposed by the vendor.		
197	Infrastructure	The Vendor needs to size the infrastructure (hardware, Operating System, Database) for the test environment on Technical Requirement (Project Scope) and propose the same as part of their technical requirement. Bank may use existing IT infrastructure or procure separately the required infrastructure based on the sizing proposed by the vendor.	Can bidder assume that the Backup Server /software along with the Tape drive/Tape Media will be provided by the bank ?please confirm.	Yes, Bank will provide the Backup server/software as per the Bank's policy.
198	Infrastructure	Volume Details	Please provide the name of country for which the following data is going to be provided and provide separate data for each country.	Currently domestic
199	Infrastructure	Volume Details	Can the various country data be hosted on same physical servers or do we need to have separate physical setup for each country	Currently domestic
200	Infrastructure	Volume Details	Average size of file	10 MB/ proposed
201	Infrastructure	Volume Details	Total Reports that are to be generated on a daily , monthly basis	No such cap proposed
202	Infrastructure	Volume Details	Year on Year Growth Rate	No such cap proposed
203	Generic	Generic	Request Bank to Consider Bespoke Solution reference credentials, We have references in India with a Bank with Branch Network of 20,000+ and other with Branch Network of 5000+ Branches	Bank is looking for a complete SCF solution which meets the SOW published in the RFP.

204	Generic	Generic	The RFP does not state about the Solution to be on Micro service Based Architecture, Bidder suggests bank to consider solution made on Complete Micro service Based architecture. Bank to consider 1 minimum Reference on End to End Micro service as part of the evaluation.	Bank is looking for a complete SCF solution which meets the SOW published in the RFP.
205	Generic	Generic	Request Bank to consider Bespoke Solution as it will Support bank with the latest functional developments time to time, Platform scalability, Quick Code level changes and similar approach is being adopted by major Indian and Global Banks too.	Bank is looking for a complete SCF solution which meets the SOW published in the RFP.
206	Annexure 02 B. Technical Bid Evaluation	Technical Bid Evaluation	Request Bank to consider Scoring as per Bespoke Solution as well, In Bespoke Solution providing a Demo is not possible, Functional requirement can be kept as part of the compliance list but cannot be linked to scoring as it will not be readily available	Bank is looking for a complete SCF solution which meets the SOW published in the RFP. In case demo is not possible/feasible Bank would prefer an onsite visit where the application is in live environment.
207	Background	The bank currently has a Supply Chain Finance Product	Which application is the bank currently using?	Will be shared with successful bidders
208	Detailed Scope of Work	CBS	Please advise the name of CBS.	Finacle
209	Scalability point no 10	The enhanced system should be highly scalable, capable of handling any number of transactions per day without limitations on transaction volume or value	What is the per day volume of the bank with respect to SCF. Pls also provide product wise break up?	No such cap proposed

210	Scalability point no 10	The enhanced system should be highly scalable, capable of handling any number of transactions per day without limitations on transaction volume or value	Please advise the total number of users? Also confirm the number of concurrent users.	No such cap proposed
211	Poin no 5	Overdur Loan Management	Whether the bank has its own LMS solution or the same needs to be provided as part of SCF solution	Detailed under sub points (i) to (vii)
212	A. II	Swift Messsaging Capability	SWIFT Messaging Capability - please elaborate on the requirement along with a use case example.	Self-explanatory. No change
213	5. I Product & program Setup	Types of products i.e. Dealer Finance, Payable Finance, Vendor Finance, Inventory Funding and Receivable Finance including Trade Advance, Dynamic Discounting, Factoring, Reverse Factoring, E-Hundi Discounting, Pre-shipment Finance, and Deep Tier Financing.	i. Dynamic discounting- Does it mean that there will be auto discounting of past bills which are falling due in future but could not be discounted due to unavailability of limits.	No
214	5. I Product & program Setup	Types of products i.e. Dealer Finance, Payable Finance, Vendor Finance, Inventory Funding and Receivable Finance including Trade Advance, Dynamic Discounting, Factoring, Reverse Factoring, E-Hundi Discounting, Pre-shipment Finance, and Deep Tier Financing.	i i. E-Hundi- Is the system to generate an e-hundi and if so, is stamping to be dealt off-line or facility for BOE generation and print for stamping.	No
215	5. I Product & program Setup	Types of products i.e. Dealer Finance, Payable Finance, Vendor Finance, Inventory Funding and Receivable Finance including Trade Advance, Dynamic Discounting, Factoring, Reverse Factoring, E-Hundi Discounting, Pre-shipment Finance, and Deep Tier Financing.	iii. Deep Tier Financing: Inclusive discounting benefits to lower tiers, that is vendor's vendors and down further.	Yes

216	20. Multiple Virtual Accounts:	The System should allow maintenances of virtual accounts for within bank transfer transaction	Term-virtual account" Further, pls also advise the actionable required on - The System should allow maintenances of virtual accounts for within bank transfer transaction.	System should be capable of integrating with banks cash management system
217	Annexure 02 –Evaluation Terms/ B. Technical Bid Evaluation	Bidder should be serving atleast 500 customers through the proposed Supply chain Finance solution as on RFP date.	We understand this clause talks about total 500 customers (Including Anchors & its counter-parties) for all the banks where the bidder has implemented the application. Please confirm understanding.	Please refer Addendum.
218	C. Experience & Support Infrastructure	1. Bidder should have implemented and maintained the proposed Supply Chain Finance Solution in at least 2 Commercial Banks / Financial Institutions in India / Globally in last 3 years out of which one installation should be in a Bank / Financial Institution with minimum 2000 branches in India / Globally.	We would request to amend the clause as: Bidder should have implemented/ under implementation and maintained the proposed Supply Chain Finance Solution in at least 2 Commercial Banks / Financial Institutions in India / Globally in last 3 years out of which one installation should be in a Bank / Financial Institution with minimum 2000 branches in India / Globally.	Please refer Addendum.
219	C - Experience & Support Infrastructure	Bidder should have implemented and maintained the proposed Supply Chain Finance Solution in at least 2 Commercial Banks / Financial Institutions in India / Globally in last 3 years out of which one installation should be in a Bank / Financial Institution with minimum 2000 branches in India / Globally.	Request you to please consider the point as mentioned below: Bidder should have implemented and maintained the proposed Supply Chain Finance Solution in at least 2 Commercial Banks / Financial Institutions in India / Globally in last 3 years out of which one installation should be in a Bank	Please refer Addendum.

			/ Financial Institution with minimum 1000 branches in India / Globally.	
220	C - Experience & Support Infrastructure	Bidder should be serving atleast 500 customers through the proposed Supply chain Finance solution as on RFP date.	Request you to please clarify if the customers are referring to the end customer of the bank? Is application is capable of serving 500 customers?	Please refer Addendum.
221	A. Eligibility Bid Evaluation - General	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 (as on RFP date).	Azentio Software Pvt Limited is a two year old company and is carved out from 3i Infotech which has been in India business for almost 2 decades. We shall be able to submit the carved out statements from 3i Infotech and Azentio registration certificate/ Incorporation certificate dated 2020. Please Confirm.	Please refer Addendum.
222	B. Eligibility Bid Evaluation - Financials	The Bidder must be Net profit-making entity continuously for the last three years i.e., financial years 2020-21, 2021-22 and 2022-23* 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.	Azentio Software Pvt Limited is a two year old company and is carved out from 3i Infotech which has been in India business for almost 2 decades. We shall be able to submit the carved out statements from 3i Infotech and Azentio registration certificate/ Incorporation certificate dated 2020 with CA certificate for NetWorth. Kindly confirm if this will meet the criteria.	Please refer Addendum.
223	Annexure 2 (Sr 1A)	Eligibility Criteria - The Bidder must have registered a turnover of Rs. 75 Crore or above in each year during the last three	Can a relaxation be possible in this criteria if a growing company has	Please refer Addendum.

		completed financial years – 2020-21, 2021-22 & 2022-23* (Not inclusive of the turnover of associate companies).	Rs. 75 crs revenue in some of the past 3 years and not all the 3 years?	
224	Annexure 2: Sr 1A, Section D - OTHERS	1. The Bidder should be an OSD or authorized partner of OSD for supply of licenses and solution implementation and maintenance support under warranty / AMC / ATS for the proposed solution / licenses in India at least from last 3 years (from RFP date).	While the back end LMS is a bank users system, our front end portal (corporates being users) is a multi-tenanted single platform on AWS cloud used by all bank customers. Can this be excluded from the License model and kept separate as a common platform?	Please refer Addendum.
225	Annexure 2, point C.2	Bidder should be serving atleast 500 customers through the proposed Supply chain Finance solution as on RFP date.	Request bank to consider licence model, hence customer cannot disclose count of loans. Request bank to amend same	Please refer Addendum.
226	Eligibility Criteria	Bidder should be serving atleast 500 customers through the proposed Supply chain Finance solution as on RFP date.	Oracle Supply Chain finance licenses metrics is on the basis of the value of Supply Chain Finance under Management. Hence we do not track the number if customers served. Hence request to modify this criteria as it is difficult to substantiate the same	Please refer Addendum.
227	Eligibility Bid Evaluation - Experience & Support Infrastructure	Bidder should have implemented and maintained the proposed Supply Chain Finance Solution in at least 2 Commercial Banks / Financial Institutions in India / Globally in last 3 years out of which one installation should be in a Bank / Financial Institution with minimum 2000 branches in India / Globally.	Bidder/ OSD should have implemented and maintained the proposed Supply Chain Finance Solution in at least 2 Commercial Banks / Financial Institutions in India / Globally in last 3 years out of which one installation should be in a Bank / Financial Institution with minimum 2000 branches in India / Globally.	Please refer Addendum.

228	Eligibility Bid Evaluation - Experience & Support Infrastructure	Bidder should be serving atleast 500 customers through the proposed Supply chain Finance solution as on RFP date.	Bidder/OSD should be serving atleast 500 customers through the proposed Supply chain Finance solution as on RFP date.	Please refer Addendum.
229	Annexure 2, A. Eligibility Bid Evaluation, C.Experience & Support Infrastructure, 2	Bidder should be serving atleast 500 customers through the proposed Supply chain Finance solution as on RFP date.	Does customer here means Anchor & Counterparty? If yes, then the information will be confidential from our customer's point of view and cannot be shared.	Please refer Addendum.
230	RFP cum Additional Terms - Annexure 02 –Evaluation Terms	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India for last 5 years.	<p>Requested Change - Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India for last 3 years.</p> <p>Reason for Change - Veefin as a SCF product has been operational since Six years. Veefin as a product started in December 2017 in Infini Systems Pvt. Ltd. (ISPL), a Company founded in FY 2010-11.</p> <p>- In Aug-Sep 2020, the first round of capital - USD 0.5m was raised and the investor wanted to invest in a new company and not in the old (2010) company. Therefore, in Oct 2020, Veefin Solutions Private Limited (VSPL) was formed and the entire SCF business from Infini was transferred via. Slump Sale dated 31 October 2020 from ISPL to VSPL.</p> <p>- Given this historical context, it is appropriate to regard Veefin as a</p>	Please refer Addendum.

			company with roots dating back to 2017, rather than considering its formal incorporation in October 2020. We have all the relevant documentation in place and we shall submit it for the RFP. (I've also attached the Business Transfer Note for your reference)	
231	RFP cum Additional Terms - Annexure 02 – Evaluation Terms	The Bidder must have registered a turnover of Rs. 75 Crore or above in each year during the last three completed financial years – 2020-21, 2021-22 & 2022-23* (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. 25 Crore or above during the last three completed financial years – 2020-21, 2021-22 & 2022-23* (Not	Requested Change - The Bidder must have registered annual turnover of Rs. 10 Crore or above during the last financial year (FY 2022-23) Reason for Change - Veefin operates on a Service (SaaS) pricing model, and does not charge any upfront licensing fees for users to access our solutions. - We collect SaaS fees over time and therefore our revenues in the early years will be lower than a traditional upfront-license based technology company. - Veefin's turnover in 2022-23 was	Please refer Addendum.

		inclusive of the turnover of associate companies).	INR 14.4 Cr. This includes INR 1.1 Cr of our wholly owned subsidiary	
232	Bid Document	Page 1 - Years of Past Experience Required for same/similar service - 3 years Page 3 - Point 2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company.	Requested Change - Years of Past Experience Required for same/similar service - 2 years Reason for Change - As previously highlighted, Veefin has Six years' experience in this line of business. It is because of change in the constitution (Infini system to Veefin solutions) of the Company that we are requesting for this deviation. To add, we have the most number of clients in India (including PSBs, Private Banks, NBFCs). We work with the likes of Indian Bank, Central Bank of India, Yes Bank, IndusInd Bank, IDFC First & many more	Please refer Addendum
233	Eligibility Criteria A. 1 General	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India for last 5 years.	Request the bank to relax the criteria to last Three years and aid Government initiative to encourage Fintech Participation in the bid process.	Please refer Addendum

234	Eligibility Criteria B.2 Financials	<p>The Bidder must be net profit making entity continuously for the last three years that is financial years 2020-21, 2021-22 & 2022-23*</p> <p>OR</p> <p>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.</p> <p>Audited Financial statements for the financial years 2019-20, 2020-21 and 2021-22*.</p>	Request the bank to relax the criteria to Audited financial statements for the financial years 2020-21, 2021-2022 and 2022-2023.	Please refer Addendum
235	Eligibility Criteria C. Experience & Support Infrastructure	Bidder should be serving atleast 500 customers through the proposed Supply chain Finance solution as on RFP date.	Customers here is referring to Vendors/Dealers. Please validate our understanding.	Please refer Addendum.
236	Annexure 02 –Evaluation Terms C. Experience & Support Infrastructure Point no.1	Bidder should have implemented and maintained the proposed Supply Chain Finance Solution in at least 2 Commercial Banks / Financial Institutions in India / Globally in last 3 years out of which one installation should be in a Bank / Financial Institution with minimum 2000 branches in India / Globally.	Bidder should have implemented and maintained the proposed Supply Chain Finance Solution in at least 2 Commercial Banks / Financial Institutions in India / Globally in last 3 years out of which one installation should be in a Bank / Financial Institution with minimum 2000 branches in India / Globally.	Please refer Addendum.
237	Annexure 02 –Evaluation Terms C. Experience & Support Infrastructure Point no.2	Bidder should be serving atleast 500 customers through the proposed Supply chain Finance solution as on RFP date.	Bidder / OEM should be serving atleast 500 customers through the proposed Supply chain Finance solution as on RFP date.	Please refer Addendum.

238	Annexure 02 –Evaluation Terms C. Experience & Support Infrastructure Point no.2	Bidder should be serving atleast 500 customers through the proposed Supply chain Finance solution as on RFP date.	Bidder/OEM should be serving atleast 500 customers through the proposed Supply chain Finance solution as on RFP date.	Please refer Addendum.
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