Annexure - B

Sr No	Reference from RFP Section		Query / Issue	Vendor Name	Bank Response
	Volume & Section Ref	Page No			
1	Related parties: In the following circumstances Bank will have discretion to reject the entire bid or accept the bid with some conditions stipulated by bank *Section Ref: 2.4*	9	Our understanding is that this sections only concerns the cases where separate bids are submitted by different but related parties. Please confirm. Also please confirm that a holding company and its subsidiary can bid together as part of the same bid.	Toll Plus	RFP clause remains same.
2	"The prices offered shall be on a fixed price basis and should not be linked to variable…" *Section Ref: 3.3 e)*	12	This sentence does not seem fully consistent with Annexure G 2.a which allows for a Transaction processing fee (per transaction fee). Please clarify.		Kindly refer to revised Annexure - G.
3	TCO (Total Cost of ownership) shall be calculated on the basis of all the cash outflows, for the five years period, for bank as proposed by the bidder in Annexure G. *Section Ref: 3.3*	12	Please clarify the rules of calculation of Total Cost in case of application of "per transaction" fee and all "recurring fees". Will Bank of Baroda provide reference transaction volume estimates and other assumptions figures to allow for this calculation? Unless Bank of Baroda shares such projected transaction count / volume year-wise, a TCO cannot be calculated. See also the questions below related to PBG.		Kindly refer to revised Annexure - G.
4	The final totaled price *Section Ref: 3.3*	12	"If it is found at any stage (before or after selection) that there is a calculation (addition, subtraction, multiplication or division) mistake, then the final totaled price, notwithstanding the mistake, shall be considered as the offer price for evaluation. However, the price payable shall be the lower of the "correct total" and "incorrect total"." Our understanding is that the "final totaled price" is the price on line 5 "Total cost" of the Annexure G and then the "Total Cost of Ownership". The TCO calculation based on assumptions is used on this tender to detect the less expensive proposal. Can you confirm?		If there is calculation error lower of correct or incorrect value will be taken.

#		Section Ref / Statement	Pg	Query	Response
5		The price payable shall be the lower of the "correct total" and "incorrect total" *Section Ref: 3.3*	12	"If it is found at any stage (before or after selection) that there is a calculation (addition, subtraction, multiplication or division) mistake, then the final totaled price, notwithstanding the mistake, shall be considered as the offer price for evaluation. However, the price payable shall be the lower of the "correct total" and "incorrect total"." Can you then please define "price payable"?	Price payable means the amount to be paid to selected vendor.
6		The price payable shall be the lower of the "correct total" and "incorrect total" *Section Ref: 3.3*	12	"If it is found at any stage (before or after selection) that there is a calculation (addition, subtraction, multiplication or division) mistake, then the final totaled price, notwithstanding the mistake, shall be considered as the offer price for evaluation. However, the price payable shall be the lower of the "correct total" and "incorrect total"." Our understanding is that during the contract execution the bank will pay the vendor for the services, applying prices of the annexure G to real figures. Can you confirm?	This will be discussed with selected vendor.
7		Conditions allowing the bid security to be forfeited *Section Ref: 3.6.1*	13	Please clarify the wording "stipulated time" in items 3.6.1.b) i & ii	This will be discussed with selected vendor.
8		*Section Ref: 3.6.1*	13	Please further detail under which conditions or circumstances the bid security may be forfeited. In particular please explain what the Bank expect to do with respect to the Bid Security "if the successful bidder does not agree to bring down the rates to fair market price level for that line item, the successful bidder will be declared disqualified"	The Bid security will be forfeited in the circumstances as provided in section 3.6.1. Bid security will be returned for all the bidders who have not qualified.
9		Bank Guarantee should be as per the format mentioned in Annexure—J. *Section Ref: 3.6.1*	13	Our understanding is that it should be Annexure-i instead of Annexure-j. Please confirm	It should be as per Annexure - I.

#	Section Ref	#	Query	Response
10	TCO calculation with "per transaction" fee (please also refer to question above)	14	Please clarify the rules of calculation of TCO in case application of "per transaction" fee, for the calculation of the performance Bank Guarantee.	
	Section Ref: 3.6.3			
11	Performance Bank Guarantee	14	Please clarify under which circumstances the Bank can invoke the PBG. Our expectations is that it is linked to a precise and predefined list of detailed criteria which have a critical and lasting impact on the Bank, after an escalation process has been completed and reasonable time allowed to the vendor to remedy.	This will be discussed with seleectd vendor and it will be a part of Service Level Agreement (SLA).
	Secton Ref: 3.6.3. Performance Bank Guarantee			
12	The successful vendor shall execute (a) a Service Level Agreement, which would include all the services and terms and conditions of the services to be extended as detailed herein and any other conditions as may be prescribed by the Bank;	14	In order for the Vendors to price the service and develop their proposal, it is critical that the Bank provides its expectations in terms of service level and performance standards. Please provide the same as soon as possible.	
	Section Ref: 3.7.2. Execution of SLA/NDA			Execution of SLA/NDA is done with selected vendor, so it will be discussed with selected vendor.
13	If the Bank is not satisfied with the substitution, the Bank reserves the right to terminate the contract	15	We suggest the following wording : "If the Bank is not satisfied with the substitution, the Bank reserves the right to ask the vendor to provide anotherkey staff."	RFP clause remains same.
	Section Ref: 3.7.4. Substitution of Project Team Members			
14	However, if there is delay beyond the above period and/or amendments thereon, due to reasons attributable to the Bank, [...] This, however, does not preclude the Bank from invoking the Performance Guarantee, if warranted, as per the terms of this RFP.	16	Please clarify the last sentence "This, however, does not preclude the Bank from invoking the Performance Guarantee, if warranted, as per the terms of this RFP." That does not seem to apply in the context where the delay is due to reasons attributable to the Bank.	RFP clause remains same.
	Ref Section: 3.7.8. Penalty &Liquidated Damages (LD)			

#	Section Reference	Ref	Query	Response
15	*Ref Section: 3.7.12. termination*	19 & 20	Please provide for a cap on liability in order for the vendors to optimize their commercial proposals.	RFP clause remains same.
16	*Ref Section: 3.7.14.Limitation of Liability*	19 & 20	We suggest the vendor is entitled to be paid some compensation in case of termination for convenience by the Bank	RFP clause remains same.
17	The proposed issuing host solution as an issuer should integrate with various channels of BOB such as CBS , Finacle, Business Correspondents (BCs), Internet Banking, payment gateway, UPI, Mobile Banking, Mobile Wallet, ATMs, Cash Recyclers, KIOSKs and other channels as required in future. *Section Ref: 4.3.1 (b)*	21	Phase 1: Internet Banking, PG, UPI. Only the above channels will be integrated as part of Issuing host solution in the said 12 weeks period. Please confirm if this acceptable. Also can you please elaborate what kind of integration is required for ATM's? Also could you please provide ICD's for all the interfaces	This will be discussed with selecetd vendor.
18	Hosting /Infrastructure Management *Section Ref: 4.3.2 Point 2*	22	Can the solution be hosted in cloud environment (Shared infrastructure with logical separation)?	RFP clause remains same.
19	Tag recharge/top-up facility through debit/credit card, Internet-banking, UPI and any other channel which may be decided by Bank in due course of time. This means integration with Bank's various channels is required. *Section Ref: 4.3.2 Point 1 p) - i)*	23	Phase 1: Will integrate with debit/credit card, Internet-banking, UPI. Only the above channels will be integrated as part of Issuing host solution in the said 12 weeks period. Please confirm.	This will be discussed with selected vendor.
20	POS (Point of Sale) *Section Ref: 4.3.2 Point 1 q)*	23	Please confirm that, setting up POS outlets, marketing costs, tag's and tag readers's and on-boarding of sales team etc is not in the scope of this RFP.	Please refer scope of work in RFP.

#	Query		Response
21	Number of resources dedicated for servicing BANK OF BARODA Tag customers to be mutually decided and reviewed periodically for optimal utilization. *Section Ref: 4.3.2 Point 4 h)*	25	Unless Bank of Baroda share the projected transaction count / volume year-wise, we cannot arrive at deployment of Helpdesk staff and also recurring cost involved for optimal utilization of helpdesk staff. Request you to share the projected volumes. **Also as this item is listed as recurring item in the price proposal, can we price this per resource and number of resources to be mutually agreed during the operations phase.**	Kindly refer to revised Annexure - G.
22	Training Vendor is required to provide user/administrative training at select locations in respect of complete Issuing Host solution, without any extra cost to Bank. Locations of training will be PAN India and will be advised by the bank to selected vendor. *Section Ref: 4.5*	26	Can you please specify the frequency of visits for User / Administrative trainings (Number of trainings per year)	This will be discussed with selected vendor.
23	Reconciliation procedure- individual account wise and overall system wise *Section Ref: Annexure-C – Compliance of technical Specification*	30	Our understanding is Reconciliation of Transactions, Payments & Settlements. Please let us know if you have anything specific with respect to Reconciliation requirements.	This will be discussed with selected vendor.
24	TCO calculation with "per transaction" fee (please also refer to question No 1) *Section Ref : Annexure G*	37	Please clarify the rules of calculation of Total Cost (line 5 of the Commercial Bid Template table) in case of application of "per transaction" fee. Will bank of Baroda provide reference transaction volume estimates to allow for this calculation?	Kindly refer to revised Annexure - G.
25	a. Transaction processing fee *Section Ref : Annexure G*	37	On the commercial bid template, can the recurring fee "Transaction processing fee (per transaction)" be a percentage of the transaction amount?	Kindly refer to revised Annexure - G.

#	Description	Page	Response	AGS	Remarks
1	**Annexure-B - Compliance of Eligibility Criteria:** The bidder should be NPCI certified for NETC Issuing System	28	We are the authorized partner for NETC Solution Provider, our OEM has implemented end to end ETC system in one of the Commercial Bank in India. We are providing Infrastructure Support, Violation & Dispute Management System, Call Center Management System& Marketing of the Tags. In view of above as our OEM's Software Application is certified by NPCI so please Amend the Clause as follows " **The bidder / OEM should be NPCI certified for NETC Issuing System**		RFP clause remains same.
2	The bidder should have supplied/ implemented NETC Issuing solution to at least one Commercial Bank in India as on 30.06.2017.	28	We are the authorized partner for NETC Solution Provider, our OEM has implemented end to end ETC system in one of the Commercial Bank in India. We are providing Infrastructure Support, Violation & Dispute Management System, Call Center Management System& Marketing of the Tags. In view of above as our OEM's Software Application is certified by NPCI so please Amend the Clause as follows " **The bidder should have supplied/ implemented NETC Issuing solution to at least one Commercial Bank in India as on 30.06.2017."**		
3	**b) Provisioning of Data Center:** ii) The infrastructure should be scalable so that as per requirement transaction volumes can be handled.	24	Please provide estimated transaction volumes for 5 Years		Kindly refer to revised Annexure - G. Kindly note that the transaction volume mentioned is only for calculation purpose without any responsibility or commitment on Bank's part.
4	**Annexure- D 1** **A. Eligibility Evaluation:** 5. If an authorized representative/ channel partner is responding to this RFP, an authorization letter from Original Solution provider that the company is their authorized representative in India and a copy of agreement.	33	With respect to mentioned point, request Bank to amend the technical marking system "Annexure D" as Bidder / OEM in all the Points		RFP clause remains same.
5	Annexure – G – Commercial Bid Template 2: Recurring Fees a. Transaction processing fee (per transaction)	37	Request Bank to consider monthly Fix Charges instead of Per Transaction Processing Fees		RFP clause remains same.

6 c. Call center charges (if any)	37	Request Bank to consider Per Seat Charges Per Month for Call Center		RFP clause remains same.
1 The bidder should have supplied/ implemented NETC Issuing solution to at least one Commercial Bank in India as on 30.06.2017	28	Request you to delete this clause and have only NPCI certification as the main criteria as this clause is limiting competition between existing companies only	VAAAN Infra	RFP clause remains same.
1 Section Ref : Annexure D Point 1 : Bidder should be in the business of NETC Issuing model solution for last one year as on 31.05.17	31	Here the term Electronic Toll Collection is inclusive of NPCI compliant system and proprietory system.	Bank modifications	Kindly comply with new clause.
2 All sections where it is mentioned "The price quoted by the bidder shall be inclusive of all taxes, levies, duties and cess such as CST,LST,VAT, Excise, Customs duties etc. but excluding GST which would be reimbused to the vendor on production of actual receipt".		Now the clause is that "The price quoted by the bidder shall be inclusive of all duties and taxes but excluding GST which would be reimbursed to the vendor on production of actual receipt."		Kindly comply with new clause.
3 Section 4.3, Point - w : Compliance/ up gradation as per upgrades released by NPCI, IHMCL/NHAI.	24	Now the clause is "Compliance, up gradation as per upgrades released by NPCI, IHMCL/NHAI", RBI.		Kindly comply with new clause.

Annexure – G – Commercial Bid Template

Commercial Bid Template

Sr. No	Description	Price in percentage of Transaction Amount (A)	No of Transactions (Assumption) (B)	Average Ticket Size in Rs (Assumption) (C)	Price (in Rs)
1.	One time development and project management fee for end to end NETC Issuing module management system	XXX	XXX	XXX	
2.	Recurring Fee				
	a. Transaction processing fee per Transaction*		20,00,000#	280#	A%*B*C
	b. Call center charges if any	XXX	XXX	XXX	
3.	Total cost	XXX	XXX	XXX	

* - Transaction means transaction happened at toll plazas.

Bidders are required to include all cost in the given rate as Bank will not pay anything extra than the mentioned price.

 # - 20,00,000 transactions in five years and Rs 280 average ticket size are indicative figures and is provided for calculation basis only. This does not provide any responsibility or commitment on part of Bank. Number of transactions and average ticket size may change as per actuals.

Vendor should provide commercials as per above template factoring all costs along parameters mentioned in the template only as Bank will not pay any other charges.

Price Composition and Total Cost of Ownership (TCO):

The price quoted should be in Indian rupees only and not linked to the any foreign exchange component. TCO shall be calculated along parameters mentioned in commercial bid template.

The price quoted by the bidder shall be inclusive of all duties and taxes but excluding GST which would be reimbursed to the vendor on production of actual receipt.

Total Price in words:
Rs.

SIGNATURE
(Name & Designation, seal of the firm)