

**Important Dates**

#	Particulars	Timeline
5	Last Date of Submission of RFP Response (Closing Date)	3.00 PM on 30 <sup>th</sup> January, 2020 Mode: Online URL: <a href="https://bobtenders.abcprocure.com">https://bobtenders.abcprocure.com</a>
6	Eligibility Cum Technical Bid Opening Date	3:30 PM on 30 <sup>th</sup> January, 2020 Mode: Online URL: <a href="https://bobtenders.abcprocure.com">https://bobtenders.abcprocure.com</a>

**Clause in RFP**

Sr No.	Clause in RFP	Clarifications/ Changes made
1	<p><b>Annexure 02 - Eligibility Criteria</b></p> <p>.....</p> <p><b>B. Financial</b></p> <p>1. The Bidder must have registered a turnover of Rs.500 Crores or above (from Indian Operations only) in each year during the last three completed financial years -2016-17, 2017-18 and 2018-19* (Not inclusive of the turnover of associate companies)</p> <p>2. The Bidder must be net profit (after tax) making entity (from Indian operations only) continuously for the last three years, that is financial years - 2016-17, 2017-18 and 2018-19*</p> <p><i>(Supporting Required: Audited Financial statements for the financial years 2016-17, 2017-18 and 2018-19*. Certified letter from the Chartered Accountant. The CA certificate in this regard should be without any riders or qualification)</i></p> <p>.....</p> <p>.....</p>	<p><b>Annexure 02 - Eligibility Criteria</b></p> <p>.....</p> <p><b>B. Financial</b></p> <p>1. The Bidder must have registered a turnover of Rs.500 Crores or above (from Indian Operations only) in each year during the last three completed financial years -2016-17, 2017-18 and 2018-19* (Not inclusive of the turnover of associate companies)</p> <p>2. The Bidder must be net profit (after tax) making entity (from Indian operations only) continuously for the last three years, that is financial years - 2016-17, 2017-18 and 2018-19*</p> <p><i>(Supporting Required: Audited Financial statements for the financial years 2016-17, 2017-18 and 2018-19*.</i></p> <p><b>* If 2018-19 Financial Statements of any bidder is unaudited then Bank would consider the Audited Financial Statements of 2015-16 along with an undertaking letter from the bidder that the 2018-19 Statements are not audited.</b></p> <p><i>Certified letter from the Chartered Accountant. The CA certificate in this regard should be without any riders or qualification)</i></p> <p>.....</p> <p>.....</p>
2	<p><b>C. Experience &amp; Support Infrastructure</b></p> <p>.....</p> <p>.....</p> <p>1. Bidder should have implemented 3 out of 5 following use cases using Intelligent Process Automation and</p>	<p><b>C. Experience &amp; Support Infrastructure</b></p> <p>.....</p> <p>.....</p> <p>1. Bidder should have implemented 3 out of 5 following use cases using Intelligent Process Automation and Artificial Intelligence in <b>any Industry</b> in last 5 years</p>

Sr No.	Clause in RFP	Clarifications/ Changes made
	<p>Artificial Intelligence in at least 1 Bank* in last 5 years in with Bank's requirement mentioned in Annexure 12:</p> <ul style="list-style-type: none"> <li>• Email Response Management</li> <li>• Automatic Voice Based Interaction on Phone</li> <li>• Home Loan Underwriting</li> <li>• Outbound calling and interaction for Cross Sell/ Upsell and delinquent customers</li> <li>• Trade finance digitization and automation.</li> </ul> <p><b>* With minimum Business turnover / Business Mix (Advances + Deposits) of INR 2,00,000 crores.</b></p> <p><i>(Supporting Required: Copy of the Credential Letter or Copy of Purchase order or Email Confirmation from the client's executive or an Undertaking from the bidder on the bidder's letter head confirming the implementation along with the contact details of client's representative.)</i></p> <p>.....</p> <p>.....</p>	<p>in with Bank's requirement mentioned in Annexure 12:</p> <ul style="list-style-type: none"> <li>• Email Response Management</li> <li>• Automatic Voice Based Interaction on Phone</li> <li>• Home Loan Underwriting</li> <li>• Outbound calling and interaction for Cross Sell/ Upsell and delinquent customers</li> <li>• Trade finance digitization and automation.</li> </ul> <p><i>(Supporting Required: Copy of the Credential Letter or Copy of Purchase order or Email Confirmation from the client's executive or an Undertaking from the bidder on the bidder's letter head confirming the implementation along with the contact details of client's representative.)</i></p> <p>.....</p> <p>.....</p> <p><i>(Underline highlighted portion of the adjacent clause is been deleted)</i></p>
3	<p><b>4. General Terms and Conditions</b></p> <p>.....</p> <p>.....</p> <p><b>4.6 Sub-Contracting</b></p> <p>Any type of formation of consortium, sub-contracting and joint assignments will not be allowed/ considered. Such proposals will be disqualified.</p> <p>.....</p> <p>.....</p>	<p><b>4. General Terms and Conditions</b></p> <p>.....</p> <p>.....</p> <p><b>4.6 Consortium</b></p> <p><b>Bank allow Consortium. However, consortium of more than two entities (including bidder) is not permitted. Lead bidder will be solely responsible for all the deliverables required as part of RFP. Details of consortium must be submitted with technical proposal along with details role performed by the consortium. Any type of formation of sub-contracting will not be allowed/ considered. Such proposals will be disqualified</b></p> <p><b>Only one submission of response to RFP by each Respondent will be permitted. In case of partnership/consortium, only one submission is permitted through the lead bidder. However, Bank may also consider the pre-qualification criteria (Eligibility Criteria Annexure 02 –C. Experience &amp; Support Infrastructure</b></p>

Sr No.	Clause in RFP	Clarifications/ Changes made
		Point (1)) from consortium partner in case where consortium partner is proposed as sole implementer of the use cases mentioned in the RFP and will put their own role resources for implementation. ..... .....
4	<b>1.3 Project Scope</b> ..... <b>2. Build Underlying Platform</b> ..... <b>c.</b> Bidder is expected to provide all required software and services to build the platform. Bidder must provide IP rights to code/configuration developed the enable all IA use cases. ..... .....	<b>1.3 Project Scope</b> ..... <b>2. Build Underlying Platform</b> ..... <b>c.</b> Bidder is expected to provide all required software and services to build the platform. Bidder must provide IP rights to code/configuration developed the enable all IA use cases ( <b>Excluding commercial OEM products for general sale which will be part of the technical BOM</b> ) ..... .....
5	<b>Additional Clarification</b>	<b>Bidder need to consider 25% YoY volumetric growth while considering their commercial.</b>

**Revised Technical Scoring Table**

S. No.	Criteria	Total Marks
1.	No. of use cases implemented** in <b>Any Industry</b> among following use cases: <ul style="list-style-type: none"> <li>❖ Email Response Management</li> <li>❖ Automatic Voice Based Interaction on Phone</li> <li>❖ Home Loan Underwriting</li> <li>❖ Outbound calling and interaction for Cross Sell/ Upsell and delinquent customers delinquent and NPA customers</li> <li>❖ Trade finance digitization and automation</li> </ul> Marks Criteria: <ul style="list-style-type: none"> <li>❖ 3 (out of above 5 use cases) Implementation (05 marks)</li> <li>❖ 4 (out of above 5 use cases) Implementation (10 marks)</li> <li>❖ 5 (out of above 5 use cases) Implementation (15 marks)</li> </ul>	15
2.	In depth demonstration of above mentioned implemented use cases (Tools, technology, function and value realization aspects) <ul style="list-style-type: none"> <li>• 3 Use Cases (05 marks)</li> <li>• 4 Use Cases (10 marks)</li> <li>• 5 Use Cases (15 marks)</li> </ul>	15
3.	Proposed Team profile (Management Team, Core PMO team and SME/s)	10

4.	Technical Proposal should cover : <ul style="list-style-type: none"> <li>• Bidder approach for executing Intelligent Automation Project.</li> <li>• Bidder's capabilities – Tools assets, provable experience with Intelligent Automation Projects.</li> <li>• The proposal should cover details of previous implemented business domains related to scope of the RFP.</li> <li>• The proposal should also cover detailed high-level process flow and underlying technology details for implementing IA interventions across processes / domains mentioned in the Annexure 12 section of the RFP. (including past experience, if any)</li> </ul>	30
5.	In Depth Technical presentation # The Presentation should cover Bidder's understanding on scope and proposed methodology to be adopted for delivering the proposed use cases, milestones/ deliverables including other critical factors such as program management, change / process management, governance, information security and compliance aspects applicable for IA program and use case implementation. It should also cover bidder's past experience /citations covering all such aspects. Technical Presentation must fulfill the binding criteria as mentioned in Annexure 17 (Maximum duration for presentation - 120 minutes)	20
6.	Client citations ( including site visit , if required by the Bank)	10
<b>Total Marks</b>		<b>100</b>

**\*\* Copy of the Credential Letter or Copy of Purchase order or Email Confirmation from the client's executive or an Undertaking from the bidder on the bidder's letter head confirming the implementation along with the contact details of client's representative.**

# Technical presentation must fulfill the binding criteria as mentioned in Annexure 17

**Addendum to the following Annexures:**

- 1. Annexure 01–Table of Contents**
- 2. Annexure 20 –Undertaking from OEM**
- 3. Annexure 21 –Undertaking for Information Security**

All other Terms & Conditions are same as per our RFP no. BCC:IT:PROC:111:53 Dated 5<sup>th</sup> December 2019 for Request for Proposal for Selection of Service Provider to Design and Implement Intelligent Automation use cases across multiple banking business value chain.

## Annexure 01 - Table of Contents

### Eligibility cum Technical Bid envelope to contain the following

Section #	Section Heading	Proforma Given
1	Covering letter certifying compliance of Eligibility & Scope of Work for Selection of Service Provider to Design and Implement Intelligent Automation use cases across multiple banking business value chains.	<b>Bidder to provide</b>
2	Credential letters / Supporting documents	<b>Bidder to provide</b>
3	Eligibility criteria compliance with bidder comments	<b>Annexure 02</b>
4	Application Money Transaction Details	<b>Bidder to Provide</b>
5	Bid Security Letter	<b>Annexure 03</b>
6	Bid Security (Earnest Money Deposit) Or Bid Security Form (Earnest Money Deposit in the form of Bank Guarantee)	<b>Bidder to provide Transaction Details Or DD Or Annexure 04</b>
7	Undertaking from the bidder	<b>Annexure 05</b>
8	Conformity Letter	<b>Annexure 07</b>
9	Executive Technical Summary	<b>Bidder to provide</b>
10	Technical Proposal: The technical proposal response based on proposed strategy / methodology / plan along with resource planning and other should be submitted with pages properly numbered, each page signed and stamped.	<b>Bidder to provide</b>
11	Proposed list of Key personnel	<b>Annexure 12</b>
12	List of Assignments	<b>Annexure 16</b>
13	Bill of Material	<b>Annexure 19</b>
14	Copy of the tender document along with annexures and addendum duly sealed and signed on all the pages of the document / digitally signed tender document.	<b>Bidder to provide</b>
15	Masked price bid (Please note that the masked price bid should be exact reflection of the commercial bid except that the masked price bid <b><u>should not contain any financial information</u></b> )	<b>Annexure 08</b>
16	Integrity Pact (Duly Signed and Stamped by Authorized Signatory on proper stamp paper)	<b>Annexure 21</b>
17	Letter of authorization from the company authorizing the person to sign the tender response and related documents.	<b>Bidder to provide</b>
18	A certified copy of the resolution of Board, authenticated by Company Secretary/Director, authorizing an official/s of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank.	<b>Bidder to provide</b>
19	<b>Undertaking from OEM</b>	<b>Annexure 22</b>

Section #	Section Heading	Proforma Given
20	Undertaking for Information Security	Annexure 23

Commercial Bid (Annexure 09) must be sealed and signed by authorized signatory and must be encrypted through E-signer tool available on the portal <https://bobtenders.auctiontiger.net>.

The Commercial bid submission as part of the RFP response without encryption are liable to be rejected

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #

Date:



**Annexure 22 - Letter of Undertaking from OSD**

***(This letter should be on the letterhead of the OSD duly signed by an authorized signatory)***

To

Chief Technology Officer  
Bank of Baroda  
Baroda Sun Tower  
Bandra Kurla Complex  
Bandra (E), Mumbai 400 051

Sir,

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

We ..... (Name of the OSD) who are established and reputable manufacturers / developers of ..... having factories at ....., ..... and ..... do hereby authorize M/s ..... (who is the vendor submitting its bid pursuant to the Request for Proposal issued by the Bank) to submit a Bid and negotiate and conclude a contract with you for supply of ..... which are manufactured / developed by us against the Request for Proposal received from your Bank by the Bidder and we have duly authorized the Bidder for this purpose.

We undertake to perform the obligations as set out in the RFP in respect of such services and hereby extend our support and services through M/s..... during the contract period as per terms and conditions of the RFP.

We assure you that in the event of M/s ..... not being able to fulfill its obligation as M/s ..... vendor in respect of the terms defined in the RFP, ..... (OPD Name) would continue to meet these either directly or through alternate arrangements without any additional cost to the Bank.

Yours faithfully,

Authorized Signatory  
Name:  
Designation:  
Bidder's Corporate Name  
Address  
Email and Phone #

**Annexure 23–Undertaking of Information Security**

***(This letter should be on the letterhead of the bidder as well as the OSD duly signed by an authorized signatory on Information security as per regulatory requirement)***

To  
Chief Technology Officer  
Bank of Baroda  
Baroda Sun Tower  
Bandra Kurla Complex  
Bandra (E), Mumbai 400 051

Sir,

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

We hereby undertake that the proposed software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done).

Dated this.....by .....20

Yours faithfully,

Authorized Signatory  
Name:  
Designation:  
Bidder's Corporate Name  
Address  
Email and Phone #