RFP for onboarding agency for developing personalized interactive

RFP NO: CO: BFSL / MKTG RFP/ 2023-24/ 02

Sr. No.	Pg No	Point No	Tender Original Clause	Clarification	Request for Change / Modification / Addition / Deletion	BFSL Responses
1	28, 29, 30	9.2	If use of deliverables is prevented by injunction or court order because of any such claim or deliverables is likely to become subject of any such claim then the selected Vendor, after due inspection and testing and at no additional cost to the Company, shall forthwith either 1) replace or modify the software / equipment with software / equipment which is functionally equivalent and without affecting the functionality in any manner so as to avoid the infringement; or 2) obtain a license for the Company to continue the use of the software / equipment, as required by the Company as per the terms and conditions of this RFP and subsequent Agreement and to meet the service levels; or 3) refund to the Company the amount paid for the infringing software / equipment and bear the incremental costs of procuring a functionally equivalent software / equipment from a third party, provided the option under the sub clause (3) shall be exercised by the Company in the event of the failure of the selected Vendor to provide effective remedy under options (1) to (2) within a reasonable period which would not affect the normal functioning of the Company.

The selected Vendor shall not be liable for defects or non-conformance resulting from:
o Software, hardware, interfacing, or supplies for the solution not approved by selected Vendor; or
o any change, not made by or on behalf of the selected Vendor, to some or all of the software/deliverables supplied by the selected Vendor or modification thereof, provided the infringement is solely on account of that change | For the benefit of both the parties, the liability (assuming we are selected as the Vendor of the Company) including that arising out of indemnification obligations, should be capped equally for both the parties.
Further, if the use of Deliverables by the Company is stopped because of any injunction or Court order, the selected Vendor should not be held responsible for the same (since such an event is beyond the vendor's control) and the non-use of Deliverables in such a case cannot be said to be an infringement or breach of obligations by the vendor.
Lastly, the vendor cannot be held liable for defects or non-conformance resulting from the use of software by the Company otherwise in accordance with the specifications provided by the vendor or if the Software becomes inoperative for any reasons beyond the control of the vendor. | The following words in the clause may be deleted:

If use of deliverables is prevented by injunction or court order because of any such claim or deliverables is likely to become subject of any such claim then the selected Vendor, after due inspection and testing and at no additional cost to the Company, shall forthwith either 1) replace or modify the software / equipment with software / equipment which is functionally equivalent and without affecting the functionality in any manner so as to avoid the infringement; or 2) obtain a license for the Company to continue the use of the software / equipment, as required by the Company as per the terms and conditions of this RFP and subsequent Agreement and to meet the service levels; or 3) refund to the Company the amount paid for the infringing software / equipment and bear the incremental costs of procuring a functionally equivalent software / equipment from a third party, provided the option under the sub clause (3) shall be exercised by the Company in the event of the failure of the selected Vendor to provide effective remedy under options (1) to (2) within a reasonable period which would not affect the normal functioning of the Company.

The following words to the clause may be added:

The selected Vendor shall not be liable for defects or non-conformance resulting from:
o Software, hardware, interfacing, or supplies for the solution not approved by selected Vendor; or
o any change, not made by or on behalf of the selected Vendor, to some or all of the software/deliverables supplied by the selected Vendor or modification thereof, provided the infringement is solely on account of that change
o Use of Software otherwise in accordance with the specifications prescribed by the selected Vendor
o Part or all of the Software becomes inoperative as a result of any other cause beyond the reasonable control of the selected Vendor. | Point no. 1, 2 and 3 is fine
point no. 4 - If in case any breakdown selected / shortlisted vendor needs to be provide the proof and mutualy we will take the call.

Point no. 5 - Okay |
| 2 | 30 | 9.3 | •All employees engaged by the Service Provider shall be in sole employment of the Service Provider and the Service Provider shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall company be liable for any payment or claim or compensation (including but not limited to compensation on account of injury/death/termination) of any nature to the employees and personnel of the Service Provider.
•Company 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 the Service Provider as part of this Agreement.
•Under no circumstances Company shall be liable to the Service Provider for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this project , even if Company has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business | We propose to limit the liability of both the parties to the amount paid by the Company to the vendor till date of such claim and that neither of the parties be held liable for any indirect, consiquential, punitive, etc. damages. | • All employees engaged by the Service Provider shall be in sole employment of the Service Provider and the Service Provider shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall company be liable for any payment or claim or compensation (including but not limited to compensation on account of injury/death/termination) of any nature to the employees and personnel of the Service Provider.
• Company 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 the Service Provider as part of this Agreement.
• Under no circumstances either party be liable to the other party for any indirect, incidental, consequential, special or exemplary damages arising from termination of this project , even if such party has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.
Notwithstanding anything contrary contained anywhere in this RFP or any subsequent agreement / contract / order between the selected bidder and the Company, the liability of either party shall not exceed amount paid/payable by the Company to the vendor in the financial year in which claim of liability/indemnity/damages/penalty, etc. arises. | OK |

3	31	9.5 II	In the event of a termination of the Contract by the Company, the Bidder shall do all such acts or deeds as may be required to fully compensate the Company for all expenditure incurred by the Company in executing or obtaining the execution of the Project, till such time of termination and for any removal and/or relocation that may be required by the Company following such termination. The Company shall not bear any liability in this regard. The company shall recover all the cost of replacing vendor and or the company shall impose the liquidated damages. In the event of the Company communicating its intention to terminate the Contract, selected bidder shall continue to render such Services as it is required to under this RFP/bid and subsequent Contract, including but not limited to Facilities Management, support and maintenance for the Deliverables for a period up to 12 months following notice of intention to termination, until such time that the Company indicates that it has been able to make alternative arrangements for the provision of such Services, in accordance with the terms, including those pertaining to payment, contained herein	We have a SaaS product and hence, provision of service after termination of engagement should not be applicable. If the Company terminates the contract, we will download all the content and videos and share it with the Company for its record. In case the Company requests for any additional/further support or services, the same should be subject to appropriate payment, as may be mutually decided between the parties. The vendor should not be required to pay any damages / compensation towards the Company replacing the vendor.	<u>The sub-clause may be replaced with the following:</u> "In the event of the Company communicating its intention to terminate the Contract, selected bidder shall provide all the raw content and videos created / uploaded (without personalization and interactivity) till the date of such termination, to the Company for its record. The selected bidder shall not be required to provide any further service/deliverables to the Company. If the Company asks the selected bidder for further services, the same shall be subject to such payment, as may be mutually decided between the parties.	Ok with the requested change of clause
4	31 and 32	9.5 III	In the event of the Company communicating its intention to terminate the Contract due to change in its policy or Business Practice or any other reason which may arise due to unforeseen circumstances, selected bidder shall continue to render such Services as it is required to under this RFP/bid and subsequent Contract, including but not limited to Facilities Management, support and maintenance for the Deliverables for a period up to 12 months following notice of intention to termination, until such time that the Company indicates that it has been able to make alternative arrangements for the provision of such Services, in accordance with the terms, including those pertaining to payment, contained herein	We have a SaaS product and hence, provision of service after termination of engagement should not be applicable. If the Company terminates the contract, we will download all the content and videos and share it with the Company for its record. In case the Company requests for any additional/further support or services, the same should be subject to appropriate payment, as may be mutually decided between the parties.	<u>The sub-clause may be replaced with the following:</u> "In the event of the Company communicating its intention to terminate the Contract due to change in its policy or Business Practice or any other reason which may arise due to unforeseen circumstances, selected bidder shall provide all the raw content and videos created / uploaded (without personalization and interactivity) till the date of such termination, to the Company for its record. The selected bidder shall not be required to provide any further service/deliverables to the Company. If the Company asks the selected bidder for further services, the same shall be subject to such payment, as may be mutually decided between the parties.	Ok with the requested change of clause
5	32	9.5 IV	If Company terminates the contract in whole or in respect of any part of the Project in accordance with its terms, it will incur no liability to the selected bidder as a result of such termination, other than: • the charges or any other amounts due to selected bidder up to the date of termination; • amounts payable for any Services already performed at the date of the termination; • amounts payable for Services yet to be performed but which the parties agree not to terminate after performance of those services; and The selected bidder understands the scale, tenure and criticality of this Project and that it would require tremendous commitment of financial and technical resources for the same from the selected bidder for the tenure of this tender and subsequent Agreement/Contract. The parties therefore agree and undertake that an exit at any point in time resulting due to expiry or termination of RFP and subsequent Agreement/Contract for any reason whatsoever would be a slow process over a period of six (6) months, after the completion of the notice period of three (3) months, and only after completion of the selected bidder's obligations under a reverse transition mechanism. During this period of Reverse Transition, the selected bidder shall continue to provide the Deliverables and the Services in accordance with this RFP and subsequent Agreement/Contract and shall maintain the agreed Service levels. Upon Company's request, with respect to (i) any agreements for maintenance, disaster recovery services or other third-party applications/solutions, and any Deliverables not owned by the selected Bidder, being used by the selected Bidder to provide the Services and (ii) the assignable agreements, selected Bidder shall, use its reasonable commercial endeavors to transfer or assign such agreements and selected Bidder's equipment to Company and its designee(s) on commercially reasonable terms mutually acceptable to both parties. Upon Company's request in writing, selected bidder shall be under an obligation to transfer to Company or its designee(s) the Deliverables being	We have a SaaS product and hence, provision of service after termination of engagement should not be applicable. If the Company terminates the contract, we will download all the content and videos and share it with the Company for its record. In case the Company requests for any additional/further support or services the same could be decided between the two parties as may be mutually agreed between the parties.	<u>The paragraph may be replaced with the following words:</u> If Company terminates the contract in whole or in respect of any part of the Project in accordance with its terms, it will incur no liability to the selected bidder as a result of such termination, other than: • the charges or any other amounts due to selected bidder up to the date of termination; • amounts payable for any Services already performed at the date of the termination; • amounts payable for Services yet to be performed but which the parties agree not to terminate after performance of those services; Upon termination, as a part of Reverse Transition, selected bidder shall provide all the raw content and videos created / uploaded (without personalization and interactivity) till the date of such termination, to the Company for its record. The selected bidder shall not be required to provide any further service/deliverables to the Company. If the Company asks the selected bidder for further services, the same shall be subject to such payment, as may be mutually decided between the parties.	OK

6	32	Paragraph on Data Migration	The selected Bidder will assist the company in migration exercise without any cost to the company	In relation to this clause, we would like to clarify KPOINT's understanding to the Company. We have a SaaS product - If the Company terminates the contract, data migration from KPOINT's end will include downloading of all the content and videos and sharing it with the Company for its record. The personalization and interactivity works on the video player and is part of the technology offering, which would not work independently. If the Company requests for any further support or services, the same shall be subject to appropriate payment, as may be mutually decided between the parties.		OK
7	12	3.2 Pt No 4	The Bidder is required to note the following points: • The Bidder has to size the RFP for onboarding agency for developing personalized interactive videos /communication covering hardware, software & services to ensure availability, scalability, redundancy and performance of the RFP for onboarding agency for developing personalized interactive videos /communication, and to meet technical and functional requirements as per the terms of the RFP within the timeframe prescribed by the Company.	Request you to share further information on the intend to "SIZE" the RFP, more details on the intended business outcome and scale whatever available at this time would help		BFSL expects vendor to envisaged the IT infra requirements, partners requirements any other scope related requirement, If any. So there is business continuity and vendor perfomance is not compromised
8	15	5.3 b	Normalization of bids: The Company will go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that vendors are more or less on the same technical ground. After the normalization process, if the Company feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; the Company may at its discretion ask all the technically short-listed vendors to resubmit the technical bids once again for scrutiny. The Company can repeat this normalization process at every stage of technical submission or till the Company is satisfied. The vendors agree that they have no reservation or objection to the normalization process and all the technically short listed vendors will, by responding to this RFP, agree to participate in the normalization process and extend their cooperation to the Company during this process. The vendors, by submitting the response to this RFP, agree to the process and conditions of the normalization process.	If more details about the process and conditions of normalisation or it's intend with examples if available at this point		Normalization of bids will be called for if BFSL receives commercial which is unfitting the scope.
9	24	6.10	Overall Bid 1. Bid submission is online through Procure Tiger. 2. The separately sealed envelopes containing Eligibility Bid, Technical Bid and Commercial Bid for the RFP for onboarding agency for developing personalized interactive videos /communication shall be submitted in another single sealed envelope super-scribed on the top of the envelope as: 'Bid for Selection of Service Provider for RFP for onboarding agency for developing personalized interactive videos /communication No. XXXXX dated DATE_OF_RFP_RELEASE" 3. No envelope is to be delivered to Company against acknowledgement. 4. The Bidder shall take care to submit the Bid properly filed so that the papers are intact. The Bidder shall submit the bid in suitable capacity of the file such that the papers do not bulge out and tear during scrutiny. The Bids, which are not sealed as indicated above, are also liable to be rejected.	We understand from the RFP that the bid and supporting documents are to be submitted online. However, in relation to this clause, request you to confirm that no hard copy envelops / documents are required to be submitted.		Bid is accepted online through Proc-tiger, Yes you are correct Hardcopy is not accepted
10	25	6.12	The bids that are not accompanied with application money document and EMD document in Eligibility Bid shall be rejected.	We understand from the RFP that the bid and supporting documents are to be submitted online. However, in relation to this clause, request you to confirm that the Bank Guarantee documents are also to be submitted online together with the other documents.		EMD and Tender Fees is accepted online, For which we will publish the bank details on the website.
11	38	9.24 V	The maximum amount that may be levied by way of penalty pursuant to clause above shall not exceed 10% of the Total Contract value	The maximum liability of the selected bidder inlcuding the liability arising out of any liquidated damages, penalties, indemnifcation obligations, etc. should be capped to the total amount received/receivable by the selected bidder from the Company in the financial year in which such liability arises.	The sub-clause may be replaced with the following words: "The maximum liability of either party arising out of or in connection with this RFP and any subsequent agreement / contract / order including but not limited to any penalty, damages, indemnification obligations, shall not exceed the total amount paid/payable by the Company to the selected bidder against the services provided by the selected bidder in the financial year in which such liability arises."	Mktg is fine with the proposed changes

12	39	9.29 - 1	"Confidential Information" means any and all information that is or has been received by the selected bidder ("Receiving Party") from the Company ("Disclosing Party") and that relates to the Disclosing Party; and is designated by the Disclosing Party as being confidential or is disclosed in circumstances where the Receiving Party would reasonably understand that the disclosed information would be confidential or is prepared or performed by or on behalf of the Disclosing Party by its employees, officers, directors, agents, representatives or consultants	Considering the exchange of sensitive information from both the parties, may we propose to have this clause mutual, as has been our longstanding approach with many customers similar to the Company	The sub-clause may be replaced with the following words: "Confidential Information" means any and all information that is or has been received by the Receiving Party from the Disclosing Party and that relates to the Disclosing Party; and is designated by the Disclosing Party as being confidential or is disclosed in circumstances where the Receiving Party would reasonably understand that the disclosed information would be confidential or is prepared or performed by or on behalf of the Disclosing Party by its employees, officers, directors, agents, representatives or consultants. The party disclosing the Confidential Information shall be the "Disclosing Party" and the party receiving th Confidential Information shall be the "Receiving Party".	OK
13	40	9.29 - 3	Information disclosed pursuant to this clause will be subject to confidentiality forever	Generally, the obligation of confidentiality is restricted for the tenure of the Agreement and three years thereafter. For the benefit of both the parties, we propose to have the same implemeted in our enagement as well.	Information disclosed pursuant to this clause will be subject to confidentiality during the term of this RFP and any subsequent agreement / order and for a period of three years thereafter.	Marketing is fine with bidder suggestion
14	42	9.32 I	The Bidder claims and represents that it has obtained appropriate rights to provide the Deliverables upon the terms and conditions contained in this RFP. The Company agrees and acknowledges that save as expressly provided in this RFP, all Intellectual Property Rights in relation to the Software and Documentation and any adaptations, translations and derivative works thereof whether protectable as a copyright, trade mark, patent, trade secret design or otherwise, provided by the Bidder during, in connection with or in relation to fulfilling its obligations under this RFP belong to and shall remain a property of the Bidder or its licensor	We would like to elaborate the Company about the IP of the Deliverables to be created by KPOINT (if selected as vendor) for the Company. The IPR of all the videos to be created by KPOINT for the Company as per its specific requirements, without the interactivity and personlization, shall be with the Company.		Marketing with bidder suggestion
15	9	2.3	The selected vendor will be responsible for successful data integration with existing customer data available with the Company.	With regards to data integration requirements, are the other enterprise systems identified that this system expected to integrate with?		Will take call after selection
16	10	3.0(l, m, n)	Employee engagement tools. Customer Feedback tools. Sales Tool	We would like to the know more details about these tools from integration prespective. If the details are not available as of now, then we will scope the items when we get more details on the platforms in line with the explained process of change management.		We will brief all the bidders at the time of Technical Evaluation
17	12	3.3	Interface & Integration requirements Integration with Marketing Automation tool	With regards to data integration requirements, which other enterprise systems will this system expected to integrate with?We assume the respective system will have required required APIs for the integration and all relevant documents for the system will be shared for successful integration. In case API is not available , then we will scope the items when we get more details on the platforms in line with the explained procedure of change management.		Ok
18	13	3.6	The Selected Bidder has to carry out all the customization as per the scope without any additional cost to the company.	Request to elaborate on the customization requirements to the scope already defined in section 3 of the RFP document. We assume that the customization / scope once appproved at any stage if changed by the Company thereafter shall be considered as a change request.		We will consider CR but need to define basis the scal of changes BFSL asks for.
19	13	3.5	The selected bidder is also expected to carry out and document a detailed current assessment for all business activities, and services performed by the Company to gain understanding of the Company's existing business and operations.	Request the Company to share the business processes that may impact the scope of this project.		Will expalin this at the time of tech presentation

20	13	3.6	The Bidder will have to provide all the MIS reports as per the requirements of the Company.	The technology solution is able to track and share the details on the video viewed, location information, information on the interactivity clicked and a several other key metrics; the same can be made available in the desired format or as an integration, however, the scope of that should be agreed upfront would avoid change management requests.		they can explain their capability at the time of presentation
21		This clause is part of "Annexure 01-EligibilityCriteria video.docx"	The bidder offered solution must comply with all the guidelines issued by Govt of India & other regulatory authorities for encryption, data security & privacy. The bidder should have the capability to deploy the solution On-premise and shall submit proof of deployment in any one bank.	To provide best experience to BOB Financial customer, we suggest to consider Cloud based SaaS platforms which can adopt & leverage cloud capabilites to provide the best experience to the customer without any buffering, streaming issues and can adapt to varying internet bandwidth with Adaptive bitrate streaming capapbilities and also deliver better experience on diverse handset, form factor, browser, OS and network condition combinations.	Request BOB Financial team to allow cloud SAAS platform for the interactive video RFP as the interactive capabilities are part of the interactive video player & in order to provide a best experience to the BOB Financials end users.	We want to keep this clause as it
22			We understand that the videos should not be downloadable by the end user. Kindly confirm	The downloadable videos have a risk of PI theft/violation/vulnerability.		Ok
23			We understand while playing the video, the video stream should be encrypted to ensure data is encrypted during transit. Kindly confirm			Ok
24			Should the videos be allowed to be viewed only from BOB Financial domain. This will ensure, the videos are not copied or embedded on any other web pages. Please confirm			Ok
25			Does the vendor needs to be ISO 27001 certified as customer PII data handling is required? Please confirm			Yes. Or must have applied for one.
26			To ensure a best viewing experience to the BOB Financial customers, adaptive bitrate streaming is required to ensure best performance on various networks. Kindly confirm.			Ok
27			Will these interactive videos be hosted on the provider URL - We suggest that BOB Financial should provide a domain/subdomain which brings authenticity for these videos to play for the consumer			Ok
28			Since these videos are carrying personalized information - what type of protection is required for the Bank			Ok
29			Is there an IT apporval step required			Ok
30			Usage of cloud CDN for optimizing the delivery - what is the requirement on that side?			Ok
31			Are these videos required to be streamed only in India geography?			Ok
32			What are the uptime/performance guidelines and requirements for this project?			Ok
33			Can a viewer get unlimited access to watch videos any number of times during the link expiration validity?			Ok
34			What channels and methods of support are required as a part of this assignment (8x5 email, 8x5 email and phone or 24x7 requirements?			Ok
35			Would the Company official require access to a CMS to manage all videos or is the bidder supposed to manage the CMS themselves			Ok
36			As the videos have personalised data of BOB Financial customers; we understand that data recovery and back up should be hosted within the Indian geographical boundaries kindly confirm.			Ok
37			To track and understand the usage of interactive videos, the platform will provide the following usage information. Kindly confirm 1. Time spent on the video 2. Journey of the user in the video along with the interactivities that the user interacted with 3. Location wise information for viewership			Ok
38	Annexure 1 - Page No 2	B2	The bidder should have a minimum annual turnover of 3 cr over each of the last three (3) years		We are a DPIIT registered start-up, so can we have a waiver on revenue requirement.	waiver will be applicable as per govt norms
39	Annexure 1 - Page No 1	2	Year of establishment and constitution Certified copy of "Partnership Deed" or "Certificate of Incorporation" should be submitted as the case may be.	Is a Consortium allowed? (We are a product development company and work with implementation partners who provide the required customer support in the given geographies), so can we have either/or us or implementation partner bid independently.		Consortium is not allowed to participate in the RFP.As we donot want any monopoly. Yes one of you can bid.
40	4	1.1	The bidder should have a minimum capacity of distribution of 25 Lacs of Personalized Interactive Video Message in Individual Capacity.	What is the time period?		In one day for customization

41	11	3.2 (1)	Based on the contents of the RFP, the selected vendor shall be required to independently arrive at a RFP for onboarding agency for developing personalized interactive videos /communication, which is suitable for the Company, after taking into consideration the efforts estimated for implementation of the same and the resource and the equipment requirements. The Company expressly stipulates the Vendor's selection under this RFP is on the express understanding that this RFP contains only the principal provisions for the entire assignment and that delivery of the deliverables and the services in connection therewith are only a part of the assignment. The vendor shall be required to undertake such tasks, render requisite services and make available such resources as may be required for the successful completion of the entire project at no additional cost to the Company.	"Based on the contents of the RFP, the selected vendor shall be required to independently arrive at a RFP for onboarding agency for developing personalized interactive videos /communication, which is suitable for the Company, after taking into consideration the efforts estimated for implementation of the same and the resource and the equipment requirements." Does that mean the vendor who gets selected has to create another RFP for onboarding agency for developing personalized/interactive videos?		No, vendor does not have to create another RFP, you have to envisaged the requirements so that the perfomace on the quality maintained
42	Annexure 1 - Page No 4	B6	The bidder must have a workforce of at least 30 people working in Personalized Interactive Video domain.	Does this include Full Time/Part Time / Consultants and Contractors?		Full time
43	Appendix 02	2.02	Premium Interactivity	What is meant by Premium Interactivity?		Please refer Bill of Material
44	Appendix 02	5	Channels	Channels, Would the vendor be free to suggest any of the service providers, or only BOB approved service providers have to be sub-contracted		Channel solution should be withh bidders
45	Annexure 1 - Page No 4	B7	The bidder's Personalized Interactive Video solution must support Indian Regional Languages. The bidder must submit the latest VAPT report of their Personalized Video Interactivity solution.	Along with the latest VAPT report, is there a requirement to provide ISO27001 and/or SOC-2 compliance certifications also?		not required
46	Appendix 02	1.01	Video Template (60 seconds) (Non-animated)*	Is this a mistake? Our understanding is that it should be "Video Template (60 seconds) (Animated but not personalized or interactive)". And if our understanding is correct, what should be the type of the animation? Will it be 2D, 3D or real shoot? Richness of the template and the cost changes based on this. Should we bid for 2D, 3D or real shoot or a mix of all? We assume that BOB will only provide high level idea/concept and the text script, storyboard, illustrations, animations will all be done by the vendor.		Video temp for 60 sec for 2D and 3D
47	Appendix 09	1	Project Support team profiles	How many profiles are required to be given? Do these have to be named profiles or indicative profiles?		Named profile
48	Generic		RFP	Are there any data archival / back up requirements, including the personalized artefacts (video, image, pdfs, QR Codes) generated during the tenure of this contract?		if we need bidder can charge for space seperately
49	Appendix 02	1	Quantity	How do we estimate for the Quantity? Prices can reduce significantly if the volumes are higher and comes with some assurance.		Reffere attached sheet
50	1	1	In Appendix 1- Technical Eligibility - Average annual Financial Turnover for bidder during the financial years 2019-20, 2020-21 and 2021-22 not less than Rs. 3 (Three) crores as per (CA certificate)	The Financial years asked in the Eligibility criteria is from 2020-21, 2021-22 and 2022-23 wherein in Technical eligibility it's different and starts from 2019-20, 2020-21 and 2021-22.	Average annual Financial Turnover for bidder during the financial years 2020-21, 2021-22 and and 2022-23 not less than Rs. 3 (Three) crores as per (CA certificate)	I agree with bidder sugestion
51	2	B2	In Annexure 01 - Eligibility criteria, Page no 2, Sr. No B2, it is mentioend as - The bidder should have a minimum annual turnover of 3 cr over each of the last three (3) years. Here the last 3 years are referred to as 2020-21, 2021-22 and 2022-23.	In Technical eligibility, it's mentioned as Average Turnover wherein in Eligibility criteria, point no B2, page no 2, it's mentioned as minimum 3 crore each year. We are s Start-Up registered under the MSME and have statred the Business in the FY 2019. hence request you to maintain here the similar clasue as mentioned under Technical Eligibility.	The bidder should have an Average annual Financial Turnover of not less than 3 crores during the last 3 years. Here the last 3 years are referred to as 2020-21, 2021 22 and 2022-23.	I agree with bidder sugestion
52	6	11	Bid Security (EMD)	Please confirm if MSME certification is valid to avoid EMD		YES

53	23	1	Part II - Technical Bid I. The Technical Bid containing the response to both technical and functional requirements for the Solution is to be sealed in a separate Envelope superscripted on the top of the cover as "TECHNICAL BID FOR Selection of Service Provider for RFP for onboarding agency for developing personalized interactive videos /communication".	We could not find any technical and functional requirement sheet. Request you to plesae provide the same.		Plesae check Appendix-1 for Technical Documents
54	NA	NA	NA	No of video template to be considered		Project Specific
55	NA	NA	NA	Communication generation frequesncy (Daily, Weekly, Monthly etc)		Project Specific
56	NA	NA	NA	Peak communication volume frequency		25k per hours
57	NA	NA	NA	Turn Around Time (Eg 24, 48 Hours). With in how much time, you are expecting to send this AV communicatinos.		Same will be discussed with the shortlisted bidder
58	NA	NA	NA	Which product from your portfolio will be covered in this RFP (CASA, Credit Card, Laan, Wealth etc)		Credit Card
59	NA	NA	NA	Number of dynamic attributes per video (Name, Account No etc)		Minimum two Maximum Ten