

RFP for Production Support and Maintenance of Customer Web Portal

RFP NO: CO: BFSL / SYS RFP/ 2019-20/ 06

RFP Dated 16th Oct 2019

Addendum 03, Dated 14th November 2019

This is in reference to Addendum-01 dated 04.11.2019 with an objective to provide clarity to bidders on revised eligibility and technical evaluation criteria; we hereby reproduce the same as under.

Bids to be submitted as per below Eligibility and Technical specification.

Annexure 01 - Eligibility Criteria

(A) Bidder's Profile

Sr. No.	Particulars	Response from the bidder
1	Name of the bidder	
2	Year of establishment and constitution Certified copy of "Partnership Deed" or "Certificate of Incorporation" should be submitted as the case may be.	
3	Location of Registered office /Corporate office and address	
4	Mailing address of the bidder	
5	Names and designations of the persons authorized to make commitments to BOB Financial Solutions Ltd.	
6	Telephone and fax numbers of contact persons	
7	E-mail addresses of contact persons	
8	Details of : Description of business and business background Service Profile Domestic & International presence Alliance and joint ventures	
9	Gross revenue of the bidder Year 2015-16 Year 2016-17 Year 2017-18	
10	Net Profit (after all taxes etc) of the bidder Year 2015-16 Year 2016-17 Year 2017-18 Documentary proofs are to be enclosed	
11	Net Worth of the bidder Year 2015-16 Year 2016-17 Year 2017-18 Documentary proofs are to be enclosed	

(B) Financial and other Requirement to be met by the Bidder

Sr. No.	Basic requirement	Eligibility Criteria	Documents to be submitted (Duly attested)
1.	Legal Entity	The bidder must be an Indian firm/ company/ organisation registered under Companies Act, 1956 or a proprietary firm or a firm registered under Partnership Act, 1932. (Consortium of companies not permitted)	Certificate of Incorporation AND Registration Certificates showing type of firm
2.	Business Turnover	The bidder must have a minimum turnover of Rs.2 crores from the line of business of providing marketing services during the financial year(s) 2016-17, 2017-18, 2018-19	Copy of the audited Balance Sheet and/ or Certificate of the Chartered Accountant for preceding three years.
3.	Net Worth	The bidder should have positive net worth for last 3 financial years	Copy of the audited Balance Sheet and/ or Certificate of the Chartered Accountant specifying net profits.
4.	Business Operation	The bidder should be operating for at least last 3 years in the area of Website/Portal development	Self-declaration on the bidder's letterhead
5.	References	Bidder should provide client references and contact details (email/ landline/ mobile) of 3 customers for whom the Bidder has executed similar projects (Start and End Date of the Project to be mentioned) in the past 3 years.	Client References:- 1. 2.. 3.
6.	Presence	The bidder should have presence of Senior management and client servicing team working on the account in Mumbai besides availability of not less than 10 resources at its Mumbai office/location	List of officials, designations & contact details.
7.	Taxation registration and clearance	The bidder must have following valid certificates :- a) Permanent Account Number. b) GST Registration No	Attested copy of all certificates.
8.	Technical Capability	Vendors should exhibit the ability to work with a wide range of application development tools (minimum 3 such assignment in BFSI domain)	Details of work done in financial services sector in last 3 years.
9.	Blacklisting	The Bidder Company should not currently have been blacklisted by any Government Department/ PSU or under a declaration of ineligibility for fraudulent or corrupt practices of inefficient/ ineffective performance.	Self-declaration on Bidders' company letter head
10.	Ownership	The Bidder should not be owned or controlled by any Directors or Employees (or Relatives) of BFSI or Bank of Baroda, both present and those who have retired in the last 5 years	A self-declaration on the bidder's letterhead

Appendix 1 - Technical Bid**Technical Proposal Evaluation**

S No	Particulars	Marks
A	Organization's Experience and Credentials	45
A1	Market standing in the areas defined in scope and reputation of the Bidder (doc requirement: awards, certificates issued in India/ overseas, scale and profitability of operations, and other capabilities will be taken into account), presence in India including number of offices and manpower	15
A2	Experience in having undertaken similar assignments in financial services organizations in India (doc requirement: name of the organizations, POs sent to organizations etc.)	10
A3	Number of active clients in the last 3 years (doc requirement: same as that of A2)	10
A4	Availability of developers of relevant domain at Mumbai (Yes/ No)	10
B	Team Profile & Execution	25
B1	Experience and profile of the key personnel assigned which includes Strategy, Planning and Execution etc. (doc requirement: CVs, profiles etc.)	15
B2	SLA and project management expertise for the deliverables outlines in the scope of work (doc requirement: none)	10
C	One case study/ marketing campaign of the agency (mask the client name, if required) showcasing the results in terms of marketing KPIs as set out (awareness, leads, business and so on)	30
	Total	100

NB: Information provided by the bidder as mentioned in the table above should be submitted with supporting documents for evaluation.

- There's a mention of "origination system", please read it as "production support and maintenance of customer portal"

S/d
Authorized Signatory