

**Invitation for appointment of bidder to Provide Business Analysis & BAU  
Support Services for FirstVision Platform**

**Dated: 20<sup>th</sup> July 2021.**

**BOB Financial Solutions Limited.  
15th Floor, 1502/1503/1504, DLH Park,  
S.V.Road, Goregaon West- 400104**

Email: [rfp@bobfinancial.com](mailto:rfp@bobfinancial.com)

Important Details (Schedule of Events, contact & communication details  
etc.)

<b>Schedule and Due Dates</b>	<b>Date</b>
Release of the request for Proposal Document	20.07.21
share list of queries / clarifications	22.07.21
Response to queries	23.07.21
Commercial & Technical Bid Submission	28.07.21
Award Letter	01.08.21

**Job Responsibility:**

BOB Financial is exploring partners to provide support for Business Analysis and BAU activities services for FirstVision platform.

The scope of work includes production incident management, FirstVision application query resolution, support for business and operations and business analyst.

### **High level Scope:**

Production Incident Management : Management of production issues from analysis to closure including testing of fixes in UAT and production.

- Application Query Resolution : Identify and perform first level analysis on queries coming from application users. Raise incidents with internal teams or Fiserv as necessary.
- Support for Business & Operations : Support various units like Business & Operations team on requirement gathering, analysis, parameters, features and control parameter setup etc.

We are looking for Business Analysis and BAU Support role.

### **Business Analysis**

Understand the requirement from business and suggest the best solution based on FISERV Platform capability. Review of BRD, FSD and solution deploy by the FISERV team. Prepare SOP for functions. Participate in daily Scrum and provide inputs to user stories and reviewing the sprint outputs. Help business team to get more comfort in term of FISERV V+ system functions. Perform gap analysis. Attend defect triage call with stakeholders. Track the business requirement raised by business team.

Application Query Resolution:

- The following are the broad type of queries which will be handled by the team: ▶ FirstVision application related queries ▶ File or record processing status and reason for rejection / failure ▶ Parameter behaviour and impact of change ▶ Complicated and high priority queries from customer service team ▶ Impact of new enhancement on existing processes ▶ Feasibility of process changes and enhancements

BA act like bridge in between Business team and FISERV V+ team. Taking Signoff from business team on BRD and FSD. A BA Should have Domain expertise of credit card industry, First Vision Application expertise and Excellent BA& BAU skills. Should have minimum 5 years of experience in similar kind of role.

### **Production Incident Management (BAU Support):**

- The following activities will be covered as part of Production Incident Management work stream:
  - ▶ Detailed analysis of production issues
  - ▶ Recreation of production issues in UAT environment
  - ▶ Provide explanation to business users in case the issue is due to gap in understanding
  - ▶ In case a code fix is required, raise the issue with Fiserv team with proper logs and details in case of system error
  - ▶ Setup periodic production support call with Fiserv team
  - ▶ Track issue progress with Fiserv in production Issue call
  - ▶ Test the issue in UAT environment to ensure the fix is working fine

Provide details to BOB Financial teams who has raised the issue for test result verification ► Get a sign-off from the bank teams and provide the same to Fiserv Team ► Support production movement activity & verify the fix in production. Should have minimum 5 years of experience in similar kind of role.

Bidder Eligibility cum Technical criteria for 100 marks:-

- ❖ Contract Duration - 5 months may extend on sole discretion of BFSL
- Should have been in existence in India for five years as on 01/12/2021 - **Document proof - Copy of Certificate of Incorporation self-attested.- 5 marks**
- Should have a minimum annual turnover of Rs.25.00 Lakh (Rupees Twenty Five Lac) during last three financial years viz. 2018-19 , 2019 -20 and 2020-21 **Document proof -Copies of Annual Reports in case of listed companies and copies of audited balance sheets and P&L statements in case of others – 5 marks**
- The Bidder Must have experience of at least 2 years in providing vision plus services Document Proof Required – **Self Declared on bidder's letterhead alongwith credentials of company.( engagement letter or PO will be required )** 2 – 4 clients = 10 marks , 5 – 7 clients = **15 marks**
- Number of BFSI clients with projects related to Vision plus - Document proof - **Self-declaration on the bidder's letter head along with credentials of company./ Engagement letter preferred.** 1 – 4 clients = 10 marks , 5 – 7 clients = **15 marks**
- Bidder must submit the resume of the resource / Business Analyst – Vision Plus alongwith the documents and interview will be carried by BFSL – **60 marks**

Based on the submission of documents & resume getting a minimum score of **70 Marks** would be called for a commercial bid opening.

The date and time would be communicated to the shortlisted bidder only.

Commercial score will be for **30 marks**.

Bidder will be finalized on Techno- commercial basis,

On the basis of the combined weighted score for technical and commercial evaluation, the bidders shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. The proposal securing the highest combined marks and ranked H-1 shall be recommended for award of contract.

As an example, the following procedure can be followed:

A score (S) will be calculated for all qualified bidders using the following formula:

$$Clow/C \times 100 + T (1-X)$$

C stands for discounted rate arrived basis of commercial evaluation;

C<sub>low</sub> stands for the lowest rate arrived basis of commercial evaluation.

T stands for technical evaluation score and

X is equal to 0.30.

#	Bidder	Technical Evaluation Marks (T)	Discounted Rate (C)	T * 0.70 (A)	$[(C_{low} / C) \times 100] \times 0.30$ (B)	Score (S = A +B)
1	AAA	75	120	52.5	25	77.5
2	BBB	80	100	56	30	86
3	CCC	90	110	63	27.3	90.3

In the above example, C<sub>low</sub> is 100.

In the above example, CCC, with the highest score becomes the successful bidder (H1).

In case of more than one vendor with equal highest score (S) upto three decimal, then number of decimal will be increased.

The Company may in its absolute discretion engage in discussion or negotiation with H1 bidder. The decision of the Company shall be final and binding on all the vendors to this document. The Company reserves the right to accept or reject an offer without assigning any reason whatsoever.

**Proposal submission : - All proposal must be submitted online in softcopies on [onrfp@bobfinancial.com](mailto:onrfp@bobfinancial.com)**

**Terms & Conditions:**

BFSL reserves the right to at any point:

- Reject any and all proposal received in response to the Terms of Reference.
- Waive or Change any responsibility in the proposal.
- Negotiate any aspect of proposal with final shortlisted proposer.
- Extend the time for submission of all proposals.
- Select the most responsive proposer as deemed suitable.
- Share the information/ clarifications provided in response to the Terms of Reference by any proposer, with any other proposer(s) /others, in any form.
- Cancel the Terms of Reference at any stage, without assigning any reason whatsoever.
- Bidders will be selected basis techno-commercial (documents submitted) proposed.

S/d

**Authorized Signatory**

**ANNEXURE -I**

**UNDERTAKING FOR NON- BLACKLISTED**

**(To be provided on letter head of the Bidder's Company)**

To AVP Procurement,  
BOB FINANCIAL SOLUTIONS LTD  
15th Floor, 1502/1503/1504, DLH Park,  
S.V.Road, Goregaon West- 400104

Dear Sir,

We, M/s\_\_\_\_\_, do hereby confirm that we have not been blacklisted/banned/ declared ineligible for corrupt and fraudulent practices by any Govt. Financia Institutions/Banks/ Government/ RBI/ ICAI/ Semi Government Departments/ PSUs in India and haveno disciplinary proceedings pending against the applicant firm or any of the partners.

This declaration is been submitted and limited to, in response to the tender reference mentioned in this document

Dated at \_\_\_day of\_\_\_\_\_2018.

Thanking You,

Yours faithfully,

Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Firm/LLP