



Point No	Tender Original Clause	Clarification	Request for Change / Modification / Addition / Deletion	BFSL Remark
3, 1-13	Scope of Work	Details about the processes to be automated is not mentioned like Business Requirement Document (BRD)		This is not a fixed cost project and efforts estimate has not been asked for. Detailed requirement will be shared at later stage. Therefore per man day rate is asked and not the fixed cost.
3.1.1 - a	Deliverables:	Please clarify on the "continued maintenance of web portal". Is there support activity involve for existing portal. If yes please clarify the same		Maintenance of existing portal is out of scope. This means maintenance of Back office portal which would be created on the back of process automation.
6.9 - c	Submission of Bids / The Bidders have to note that the Technical Proposal must contain the followin	Please clarify on detailed technical write up covering the detailed scope of work is to what is expected here since we don't have clarity on the SOW except the process names		Please refer to our comments against point no. 1 above
7.2 - 2	Evaluation Methodology for Eligible Bidder / Bidder presentation	We are not aware about the existing as is process to preset it. Please help us with BRD for any of the process to underatnd as is process		Please refer to our comments against point no. 1 above
9.23 - a	Service Level Agreement and Non-Disclosure Agreement	Please clarify on the Service Level Agreements (SLA)		The successful bidder will need to sign a Master Service Agreement which includes NDA and SLA.
9.5 - NA	Data Migration	Please clarify on the data migration.		There are few excel based files maintained which may need to stored in proposed system on the best efforts basis.
5.4	Bank Guarantee	kindly help with the minimum and maximum amt to be entered.		Performance bank guarantee will be taken from successfully selected bidder, which is 10% of the contract value.
9	Appendix 09 Experience Letter	Kindly provide us the format for same.		There is no specific format. A letter from a client on company letter head mentioned the kind of egagement with duration will do.
PART A-1	Bidder must have developed similar software for at least one Credit Card issuer in India using Vision Plus Platform in last 5 to 6 years	Why is it specifically only for credit card issuer?	To be eased for any financial institution instead of just credit card issuer	The requirement is specific to Credit Card Operation process hence relevant domain experience is must.
2.1	The bidder will be required to be innovative, capable and would need to extend all their resources and services in order to meet the expectation of the Company towards the desired Services.	What will be the preference given to Make In India products/services?	Weightage to be given for Make In India products	This is a development project open for experienced entities from India
3.1.1.a	a) The Selected bidder has to handover the Source Code, Patches & Releases (If any), Application Software, all content used in the Designing of the Web portal, along with Technical Documents, user manual, functional manual, cyber security certificate and all reports during error correction, installation guide and any other on quarterly basis / if required to the Company for the purpose of copyright and intellectual properties, storage etc. Selected bidder also has to provide the list of software that would be used to design & develop the web portal/site including all graphics software and recommend software and licenses that the Company will need to purchase for continued maintenance of web portal	What are the conditions pertaining to handover the source code?		The complete source code needs to be handover to BFSL and BFSL will reserve all rights including Intellectual Property rights.
3.1.1.c	c) Copyright and Trademarks: Successful bidder will hand over the all the software and contents to the Company for the purpose of copyright and intellectual ownership. On the bottom of every page a link, navigating to information page regarding copyright must be provided.	It says that the bidder will handover the software but what kind of software needs to be handed.		The bespoke application which will be developed by successful bidder for BFSL.

5.4.1	<p>1. Bid Security</p> <ul style="list-style-type: none"> <li>• Bidders are required to submit an Bid Security/ Earnest Money Deposit (EMD) for Rupees [To be Included] by way of Bank Guarantee (Appendix 05 – Pro forma for Bank Guarantee) issued in favor of “BOB Financial Solutions Limited” valid for 180 days from the last date of submission of the bid along with Technical Offer. The Bank Guarantee should be of a Scheduled Commercial Bank only and will be accepted subject to the discretion of the Company.</li> <li>• Offers made without the Earnest Money Deposit will be rejected.</li> <li>• The amount of Earnest Money Deposit would be forfeited in the following scenarios: <ul style="list-style-type: none"> <li>o In case the Bidder withdraws the bid prior to</li> </ul> </li> </ul>	What is the required EMD amount for submission?		Please ignore this clause, no EMD will be applicable.
5.3.c	c) The Price offer shall be on a fixed price basis. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be liable to be rejected.	RFP mentions the price offer on a fixed price basis but the scope is not clear.		As per the scope provided BFSL expect the price to be fixed. Any addition apart from the scope, BFSL will seek revised commercials from Bidder.
9.2	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;	How many user licenses are required?		Since BFSL will own the code and application there must not be any limitation on user/license.
6.9	<p>3. The responses should not be submitted by post or by courier.</p> <p>4. All envelopes should be securely sealed and stamped.</p>	Please clarify that the bid should be submitted through post or by email.		BFSL is open for online submission