Sr. No.	Pg No	Point No	Tender Original Clause	Clarification	Vendor Comments	BFSL Comments
1	Appendix 1- Technical Bid.docx	Technical Proposal Evaluation	A2 - Experience in having undertaken similar assignments in financial services organizations in India (doc requirement: name of the organizations, POs sent to organizations etc.)	We will not be able to share PO's sent to organizations.	Modification	You may mask the confidential details and send over. You can share the contarct copy / engagement letter.
2	Appendix 2- Bill of Materials.xlsx	Cost Summary sheet	AMC & ATS	Why is this required? - If it's a fixed capacity managed T&M engagement	Deletion	It indeed is a fixed bid and vendor managed project. But, we'd like to see the resource costing otherwise also. Just so, we can plan adding resources for ad-hoc and special projects, as and when required.
3	Appendix 2- Bill of Materials.xlsx	Cost Summary sheet		Assumption is that no hardware maintenance is covered as part of RFP. Please confirm	Modification	The assumption is correct. But, the vendor will have to take full responsibility of the dev and SIT environments they'd procure and use at their end. BFSL will not be responsible for the environments the vendor would use
4	Appendix 2- Bill of Materials.xlsx	Cost Summary sheet	Taxes	Taxes cannot be determined as rates may vary year on year. Figures will be provided excluding taxes. Please confirm	Deletion	Please submit bid with prevailing tax rate
5	Appendix 2- Bill of Materials.xlsx	Additional Customization	Cost per man day - Blended rate	Cost per man day is blended rate considering team of 4 with the following skills 1) .Net Backend Developer, 2)ASP.Net UI/Front end developer & 3)PL-SQL developer (Oracle+MSSQL) 4) Project Leader Please confirm the above.	Clarification	The understanding is correct.
6	Appendix 2- Bill of Materials.xlsx	Onsite Support	Facility Management(Infrastructure)	Table mentions software developers but the title is Infrastructure. Can you please confirm that the resources will be pure developers and not managing infrastructure	Clarification	The assumption is correct. No infra support is required.
7	Appendix 2- Bill of Materials.xlsx	Onsite Support	Experience Brackets	Please confirm if you want the rates for each of experience brackets - i.e. 1-2 years, 3-5 years and 5+ years for each of the Category i.e. .Net Developer, ASP.Net UI developer & PL-SQL developer	Clarification	Please refer to Addendum-01
8	12	RFP-Section 3.1.2-Team	The Selected bidder shall provide all the necessary resources (hardware / software etc.) for the resources to function efficiently and productively.	If the team is stationed onsite - hardware & Software will be provided by BoB. Please confirm	Clarification	The scope entails complete end to end vendor managed model. We do not expect the resources to be stationed on-site. The requirement of onsite resource indicated in Bill of Materials is an adhoc requirement.
9	12	RFP-Section 3.1.2 - Onsite Infra	The selected bidder will have to borne the costs associated with setting-up of various environments	This will include only the developer costs - All Software and Hardware will be provided by BoB Financials. Please confirm	Clarification	That's an incorrect assumption. Please refer to our response against point 3 above
10	13	RFP-Section 3.1.6-Implementation Timelines and Deliverables	Sr. No. Defect Type Resolution Time 1 P1 4 to 8 hours 2 P2 8 to 12 hours 3 P3 12 to 18 hours 4 P4 18 to 24 hours	The SLA's seem to stringent for P3 & P4 with resoultion time of less than 1 day. This needs negotiation	Request for Change	We need to stick with the SLAs mentioned.
11	12	RFP-Section 3.1.5-Deliverables	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.	Assumption is that only list of software has to be provided. Please confirm	Clarification	That's an incorrect assumption. All the necessary softwares and licenses needed for dev and SIT will have to be procured and borne by the vendor

12	14	RFP-Section 4.1.0-SLAs and applicable penalties for Operations Phase	The penalties for the operations phase are based on the monthly amount to be made for that component. The same is capped to the maximum monthly amount payable for that component	How is the maximum monthly amount payable for component identified?	**Clarification**	Monthly amount can be derived from the agreed ATS	
13	14	RFP-Section 4.2.0-		Can you please give examples of these SLA's? There is no mention for SLA Holiday in the proposal. Can you please let us know till when SLA Holiday is applicable	**Clarification**	Cooling period will be provided.	
14	Page 30	10.1.1	Indemnity The Selected Vendor shall indemnify the company, and shall always keep indemnified and hold the Company, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Company as a result of - Loss of data due to selected vendor provided facility or - Any deficiency in the services of selected Bidder. - Any transaction contemplated under this RFP/subsequent agreement. - The provisions of this Clause shall survive the termination of RFP and subsequent Agreement made thereafter.	Indemnification for the mentioned provision are too broad. Kindly make it specific to avoid any future ambiguity	Modification	This is standard. We can't amend this clause.	
15	Page 33	Point IV	Data Migration The selected Bidder shall provide all relevant data in mutually agreed formats without any cost to the company. The Selected bidder should shred all data, security keys and all other confidential stored in its database, equipment's after completion of Migration exercise. The Selected bidder should also produce a certificate of data destruction.	Mutually agreed formats which are usually prevailing in the Industry	Modification	Mutually agreed means, something which BFSL and the vendor would agree upon. This would be discussed at the apt time of need.	
16	Page 34	10.1.4	Warranties - All the warranties held by or in the name of the selected bidder shall be assigned or transferred "As Is" in the name of the Company. The selected bidder shall execute any and all such documents as may be necessary in this regard.	Plsease clarify this statement to understand as to how "As is" warranty are to be transfrred or assigned.	Modification	By warranties we meant, the deployed code or implemented functionality should be in workable state and shouldn't incur glitches and anomalies	
17	Page 38	10.1.24	Set Off Without prejudice to other rights and remedies available to the company it shall be entitled to earmark , set-off or adjust any amounts due to the company, under any clause of the RFP, from the selected bidder Provider against payments due and payable by the company to the selected bidder/Service Provider for the services rendered. The provisions of this Clause shall override all other clauses and shall survive the termination of this Agreement.	Let this provision be deleted. Let the scope of this RFP and transaction be limited and restricted to this RFP only.	Deletion	This is standard. We can't amend this clause.	

18	Page 30	10.1.1	Indemnity The Selected Vendor shall indemnify the company, and shall always keep indemnified and hold the Company, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Company as a result of - Loss of data due to selected vendor provided facility or - Any deficiency in the services of selected Bidder. - Any transaction contemplated under this RFP/subsequent agreement. - The provisions of this Clause shall survive the termination of RFP and subsequent Agreement made thereafter.	Indemnification for the mentioned provision are too broad. Kindly make it specific to avoid any future ambiguity	Modification	This is standard. We can't amend this clause.
19	Page 33	Point IV	Data Migration The selected Bidder shall provide all relevant data in mutually agreed formats without any cost to the company. The Selected bidder should shred all data, security keys and all other confidential stored in its database, equipment's after completion of Migration exercise. The Selected bidder should also produce a certificate of data destruction.	Mutually agreed formats which are usually prevailing in the Industry	Modification	Mutually agreed means, something which BFSL and the vendor would agree upon. This would be discussed at the apt time of need.
20			Please provide total # of Service Tickets for application in scope for last 6 months and effort spent on an average to understand effort consumed.			~100 tickets with an average effort of 4 to 6 hrs.
21			As part of the evaluation presence BOB requested for 50 Testers @ Mumbai location, request please give us insights on how BOB team arrived at the number and the reason for the need of testers in that scale			You may skip this requirement. We would not need this anymore.
22			Please elaborate on the applicatiopn in scope by sharing technical / business architecture			The application uses the ASP.NET as front-end, .NET NTT framework as back-end and MySQL database. The developers will have to only ingest data from the Oracle database into the MySQL view. No Oracle data manipulation is expected
23			• Interfaces : Available documents on the below interfaces			This is out of scope
24			- Credit Card Management Solution			This is out of scope
25			- Enterprise wide data warehouse (Offline)			This is out of scope
26			- Internet Banking Portal of Bank of Baroda			This would be provided as and when a vendor is finalized and on-boarded
27			- SMS/Email Gateway			This would be provided as and when a vendor is finalized and on-boarded
28			What is the resource distribution at present (current team size)			1 front-end and 1 back-end developer - BFSL managed. But, the team size will have to be increased and the scope would be 100% vendor managed services
29			How are the current service management and support teams structured and organized?			1 front-end and 1 back-end developer - BFSL managed. But, the team size will have to be increased and the scope would be 100% vendor managed services
30			Can we safely assume the resources will be working from bidder / Supplier offices for Offshore Delivery			That's correct.
31			Is there any Ticket Handling tool being used?			We have a JIRA account, but, it isn't used as much.

32			Is there any System Monitoring tool being used?			That's a part of infra team's scope. Not too relevant for the scope of this RFP/ BFSL will share.
33			Please also elaborate on the current Knowledge base, System Complexities and Planned Transition Period from existing Suppliers / BOB.			The application uses the ASP.NET as front-end, .NET NTT framework as back-end and MySQL database. The developers will have to only ingest data from the Oracle database into the MySQL view. No Oracle data manipulation is expected. The transition would be planned as and when a vendor is finalized and on-boarded.
34			How many instances: # of Servers does DEV, QA, Prod, DR?? will be in scope for this project			The selected vendor will only have to manage the dev and SIT infra at their end. The UAT and Prod would be managed by BFSL. However, the UAT and Prod deployment of the codebase and associated changes remains with the vendor only.
35			What is your current spends and what % of Optimization is targeted Over three years			This will be discussed with Selected Bider
36			Assume this will be a fixed bid where Vendor will responsible for deliverables. Or is it Staffing Engagement where vendor will provide resources and BOB will manage the project?			Fixed bid, vendor managed.
37			There is a mention of Hosting of web portal in Virtual Data Centre through private cloud . Please elaborate on the current hosting structure and also the future hosting need			That's correct. The SIT, UAT and production deployment will have to be carried out by the vendor. Be informed that the SIT and DEV infra costs etc. would be borne by the vendor.
38			Is there any updation/ changes envisaged to the system. If yes, any tentative planned efforts? Will these changes to the system needs to be estimaed separately during the support project and executed at additional cost?			Change Requests/Enhancements will be on need basis.
39			On-site Infra : The selected bidder will have to borne the costs associated with setting-up of various environments, viz. a) Development b) SIT c) And associated databases etc. Please elaborate more on the required sizing.			This will be shared with Selected Bider
40			There is a mention of "The invoices for the manpower deployment shall be raised only on the basis of approved manpower effort by the Department" Is this not Fixed Bid? Are we supposed to invoice the BOB on Time and Material basis? Please clarify			This is a fixed bid and vendor managed scope. The TnM would be required for ad-hoc and special projects only. There's no clarity on the number of such projects, but, the selected vendor would be notified and reached out as and when needed.
41			The total cost to be specified by the Bidder must cover separately the following as detailed in Appendix 02 - Bill of Materials. This would include: a. Development charges b. Implementation and Customization Cost of the solution c. AMC, ATS & Others d. Service desk and Facilities Management – Manpower Please clarify above expectation. Since this will be a support & maintenance project, what would be the basis for vendor to come up with charges for Development, customization, implementation, etc. at this juncture?			Indicate your standard charges