



**BOB Financial**  
— Credit reimagined —

Expression of Interest to onboard a vendor to manage BFSL existing value added services (VAS) related to Customer's Travel experience and enable new services to amplify your Customer's Travel experience.  
BFSL/ Product EOI / 23-24 / 01

Sr. No.	Pg No	Point No	Tender Original Clause	Clarification	Request for Change / Modification / Addition / Deletion	Responses
1	Page 2	Section 1 - Point 10	Kindly submit documents thru <a href="https://eauction.auctiontiger.net/EPROC/">https://eauction.auctiontiger.net/EPROC/</a> For any queries while submitting kindly Connect with Mr. Fawad on 9904406300 / 9510812960	1) For uploading documents in Auction Tiger, is the log in and password created for my ID? Request you to share the details. 2) For submission, we have to use the same EOI PDF document to fill all the details or there is separate document/excel to fill details?		1) If you already have log-in you can use the same for EOI. 2) Kindly use the same document EOI
2	Page 3	Section 2 - 2.1	<b>BFSL is planning to set up a call centre at bidders premise. The objective of the call centre is to provide better customer service</b>	Does BOB Financial want vendor to set up call centre as well?		No
3	Page 3	Section 3	Design and Solution architecture for the proposed project 1. Enable a wide range of services covering Lounge Access, Meet and Assist, Airport Transfers, F&B, Spa, Transit Hotels/Nap Rooms, Golf and more. 2. Apart from the above-mentioned services, Enabling of various lifestyle services 3. Build a Benefit Management Engine 4. Help in reducing the overall cost without compromising on the perceived value.	1. <del>B</del> BOB financial looking for offering non-lounge services as entitlement or can be provided as discounted benefits? 2. <del>W</del> What is meant by lifestyle services? 3. <del>I</del> n point 3, should we assume that we use our existing benefits management system (Pine Labs and Poshvine) to deliver OR you want us to build a separate solution for BOB cards?		1. BFSL will decide the same as per the product CVP Approved internally. 2. Lifesyle service/experience: Meet assist, priority check-in, airport dining, spa etc. 3. If your existing benefits management system fulfils all our requirements mentioned in the Scope of work, we can utilize the same.

4	Page 8	Section 6 - 6.2	Service Type Not Part of TCO Airport lounge Railway Lounge Golf Access SPA Services Food & Beverages Meet & Assist Transit Hotels/Sleeping Pods Airport Transfer	Request you to confirm meaning of “Not part of TCO”		Not Part of TCO means we are looking to discover the prices now and later as BFSL expands we have the commercials available for approval and will go with the shortlisted vendor.
5	3	Section 3 - Benefit to Cost Analysis	Benefit to cost analysis of the various options available.	Is there a format or template to submit the benefit to cost analysis of the various options which will enable BOB Financial Services to compare like to like submissions from various parties?	No Change	Please use format mentioned in EOI document i.e. 6.2 Financial Bid.
6	4	Section 4 -Provide Industry tailored offerings	To build a white labelled APP	Under industry tailored offerings, the ask seems to be for Building a While labeled app – will the benefit offerings be a standalone app or will be embedded into the current app of the bank and can it be a mobile responsive website which opens within the app of the client?	No Change	We will prefer : embedded into the current app of the BFSL and a mobile responsive website which opens within the app  Partner should have all capabilities, We can decide the same once the Vendor is onboarded.
7	5	5.2 - Existence	Company should have been in existence in the last 5 years	Since we are a registered start up and registered MSE we would request you to relax these conditions	Addition of a relaxation condition	Yes, There is an relaxation for registered vendor. Please provide certification of the same
8	5	5.2 - Full cycle implementation experience as a primary contractor	The Bidder must have full Implementation cycle implementation experience of proposed lounge experience product in atleast 2 organisations in the last 2 years. (period ending Bid submission date)	Since we are a registered start up and registered MSE we would request you to relax these conditions	Addition of a relaxation condition	Yes, There is an relaxation for registered vendor. Please provide certification of the same
9	6	5.2 - Government Customers (PSU / Central / State) experience in India as Primary Contractor	The bidder must have implemented / being implemented Content centre solution in at least one Government Customer (PSU / Central / State) in India in last five years (period ending up to Bid submission date)	We would request you to consider admitting scheduled RBI regulated bank experience.	Modification	We cannot change this clause

10	7	5.2 - Financial stability of the bidder	The average net worth of the IP must be more than INR 50 Crores during the Financial year 2023-24	Request to kindly clarify on the exact meaning of IP value.	No Change	The average net worth of the IP-Bidder must be more than INR 50 Crores during the Financial year 2023-24
11	7	5.2 - OEM vendor authorization	In case the company is not an OEM - Authorization certificate/ letter of Product from the Product Vendor	Is there a specific format for providing the OEM vendor authorization and if so, kindly share.	No Change	No specific format available.
12	8	6 - Participation in Technical and Financial Bid	Participation in Technical and Financial Bid	Are JV partnerships allowed to bid for the best value to BFSL?	No Change	NO
13	4	4	Scope of work - Railway lounges	There are only 3 or 4 railway stations which have lounge facilities. Other stations will anyway take time.	Either BOB can remove this for time being or we are anyway in touch to onboard these lounges in next two months	Ok , Can be decided basis the overall capabilities of the Vendor
14	5	5.2 (point no.3)	Full cycle implementation as primary contractor – The Bidder must have full cycle implementation experience of proposed lounge experience product in at least two organizations in last five years (period ending Bid submission date).	We are in development phase with two banks and in commercials negotiation with one bank. Our approach is anyway modern and automated as compared to any other lounge aggregator, This will help BoB in staying ahead in the market.	Request if this condition can be removed.	We cannot change this clause, But there is an exemption for MSME vendor.
15	6	5.2 (point no. 4)	Government Customers (PSU / Central / State) experience in India as Primary Contractor - The bidder must have implemented / being implemented Content centre solution in at least one Government Customer (PSU / Central / State) in India in last five years (period ending up to Bid submission date). The company's Highest Value of single Purchase Order executed in Last Five Years should be equal or more than Rs. 1.5. crore. The company should have executed a minimum of 1 projects, above Rs. 50 lakhs in last Five years	We are in development phase with two banks and in commercials negotiation with one bank. We should be live in next 1 month of so. Request if this condition can be removed. Our approach is anyway modern and automated as compared to any other lounge aggregator, This will help BoB in staying ahead in the market.	Request if this condition can be removed.	We cannot change this clause, But there is an exemption for MSME vendor.