



**BOB Financial**  
— Credit reimagined —

Selection of vendor to implement Commercial card On-boarding & value-added services platform RFP NO: CO: BFSL/ Product RFP/ 22-23 / 03

Sr. No.	Pg No	Point No	Tender Original Clause	Clarification	Request for Change / Modification / Addition / Deletion	BFSL Responses
1	10	4.b. I	Customer acquisition	1. Is the selected vendor also responsible for lead generation? If not, 2. Would there be an opportunity for the selected vendor to refer customers, commercial arrangements for which can be on per customer basis or as part of spends, which could help the issuer scale faster?	Only clarification required	1.No lead generation 2. This can be explored and discussed with Shortlisted Vendors
2	10	4.b.II	Customer onboarding - Corporate/Individual KYC submission and validation services - CKYC, VKYC, EKYC, UIDAI based services	How will additional vendor selection cost for onboarding etc. e.g. Switch provider cost be included a) Direct billing to issuer by the 3rd party vendor b) Billing via contracted vendor and then to issuer	Only clarification required	This is to be managed by the identified partner and there should not be any extra cost for BFSL for such arrangements.
3	12	4.b. VII	Issuance Management	1. Is a card management system also to be provided or the service will be built as a layer upon issuers existing CMS 2. Will the cost of cloud be borne by the issuer?	Only clarification required	1. Services will be built as a layer on existing CMS i.e. V+ 2. All cost to be mentioned in Commercial Bid, There should not be any hidden cost.
4	15	4.b. 5	Partner/Platform shall provide support in sourcing of co-branding partners, including Fintechs and other reputed brands for commercial cards. As program manager, partner shall provide end to end program management capabilities to Fintechs and other co brand partners, such as	Can the vendor also cross sell non-competing and non financial products to the customers, primarily around technology solutions	Only clarification required	No
5	16	3.1.1	Any new government/ regulatory requirements that impact the provided Selection of vendor to implement Commercial card On-boarding & value-added services platform to the Company need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Company at no additional cost during the period of the contract.	If the regulatory requirement and compliance incurs significant cost, can this be charged during the course of the 5 year project	Only clarification required	This should be borne by the identified partner as this will be a part of platform development cost which includes compliance with regulatory guidelines etc
6	16	3.2.1	The vendor shall be required to undertake such tasks, render requisite services and make available such resources as may be required for the successful completion of the entire project at no additional cost to the Company.	1. Are all vendor costs to be included as part of the commercial bid 2. If the cost for providing a particular service has not been included in the commercial bid, can it be added during signing of the agreement and/or during the 5 year contract period?	Only clarification required	1. All cost to be included 2. No incremental cost for service mentioned in the scope of work will be entertained after commercial Bid opening
7	21	4.1	Application Implementation	Can terms of service level agreement be subject to amendment on mutually agreed upon clauses	Only clarification required	No changes in MSA. For Scope level discussion we can add additional scope with cost. Scope mentioned in RFP will not be reduced or decreased, Whereas we are always open for inputs/discussion from shortlisted vendors
8	26	5.3.a	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. The rate quoted by the vendor should necessarily include the following:	Would any addition to the scope of the RFP if any, discovered during the course of the agreement be borne by the issuer?	Only clarification required	Yes
9	34	6.9.4	The Eligibility Bid containing the response to eligibility requirements for the solutions and other applications is to be sealed in a separate Envelope superscripted on the top of the cover as "ELIGIBILITY BID for Selection of Service Provider Selection of vendor to implement Commercial card On-boarding & value-added services platform".	How do we seal and superscript and submit envelopes in the online format?	Only clarification required	Submission is online, Wherein you have to upload your documents if you face any issues, Support numbers are provided in RFP document, For any further support drop email to RFP@bobfinancial.com

10	34	5. Part-II II.	The Bidder should also include the masked (without prices) commercial bid in the technical bid. The masked Indicative Bill of Materials which would be submitted as part of the Technical bid should contain "XX" instead of actual commercial value for ALL the corresponding commercial values. The Bidder must note that the masked commercial bid should be actual copy of the commercial bid submitted with prices masked and not the Pro-forma/format of the Appendix 02 – Bill of Materials in the RFP.	1. Are the actual commercial values not be submitted as part of Technical Bill and only ,masked values? 2. Can we just put "XX" in all values or only few digits of the quoted prices must be masked? 3. When should the actual commercials be submitted?	Only clarification required	1. Yes 2. Yes 3. Online - On/Before bid submission date
11	35	5. Part-III III	Post the commercial evaluation process the L1 bidder would be required to submit their final commercial as per Appendix 02 - Bill of Materials and other terms and conditions of the RFP on prices. In a nutshell, the commercial Bid details will need to be provided for all requirements of the Company to arrive at TCO of the solution.	Does the bidder have to submit the commercial bid with unmasked numbers here, with all the values being clearly visible?	Only clarification required	Unmasked commercial bid to be submitted alongwith Technical Bids
12	35	5. Part-III IV	It is the responsibility of the Bidder to provide all the items which may or may not have been mentioned in the Bid to ensure commissioning and functioning of the Solution within the final agreed price between the selected Bidder and Company.	Will the price for the entire contract be fixed before commissioning or is it liable to change basis the change in scope/ requirement during the course of the project	Only clarification required	Entire contract is Fixed
13	35	6.10.3	The envelope is to be delivered to Company against acknowledgement.	Is it not to be submitted online on Tigor?	Only clarification required	Yes through Tigor
14	51	9.23.a.i	The proposed rate of penalty would be 0.5% of the entire project cost/TCO per week of delay or non-compliance. Company at its discretion may apply this rule to any major nondelivery, non-adherence, non-conformity, non-submission of agreed or mandatory documents as part of the Project.	Due to unavoidable systemic/ compliance related, regulating authority decision making delays etc., will the penalty be removed and not applied?	Only clarification required	BFSL intention is not to penalise the vendor but to ensure implementation as per agreed timelines and Scope. Vendor will be penalised on Non performance and as per RFP terms by giving prior intimation to Vendor.
15	9	2.2	What are the expectations/deliverables from the service provider at the end of the tenure or on exit?	Addition		Bidder will have to fulfil the termination clause mentioned in RFP and also ensure continuity till alternate arrangements are in place.
16	9	3	What is the existing setup based on the scope provided? Is the bank looking for an upgrade or for a replacement with a new setup or this is a fresh implementation? Is there any migration involved?	Addition		Fresh Setup Benefits will be provided for existing Corporate card customer of BFSL
17	10	4	Is the bank expecting service provider to host and manage the services of the activities mentioned in the scope or it is to be deployed and managed in the bank hosted and managed cloud / in perm implementation?	Addition		BFSL would like to undertake the alternative options available and BFSL will choose from these options
18	12	7	Does issuance management include issuance operations including card printing, courier and delivery management etc?	Addition		No - Will be managed by BFSL
19	12	7	What is the bank looking for in card issuance module which is not already available in the bank's CCMS?	Addition		Complete requirement is provided in the RFP document
20	12	7	Are we looking at integrating the Customer service management module with any of the Banks' existing CSM or provide a stand alone module as part of the application. Any integration of the CSM module with with Bank's existing Customer service channels required or not?	Addition		Yes to be integrated with BFSLS CSM
21	14	15 - e	Does the bank have an existing tie up with a third party with which they want us to further integrate it with? Or it's altogether a new solution which the service provider will have to provide?	Addition		New Service
22	6	11	1.7 Important Details (Schedule of Events, contact & communication details etc.)	Bid Security (EMD) INR 100,000/-	for MSME Companies, request the bank to relax on Bid Security amount	Yes exempted for MSMEs on providing relevant certificates
23	38		7.0. Evaluation Methodology	BFSL would also like to explore the opportunities of getting a license on perpetual basis in future, Bidders must be capable to provide the same at later stage.	Please clarify on Perpetual basis in future as bidder has to provide License model for 5 yrs.	This is license module RFP, perpetual license is asked to understand the capability of bidder
24			Appendix 08 -Project Support team profiles	Appendix 12 : Project Team Profile – CVs	Can we provide the Employee details in the Proposal Response document. And is this Appendix 8 or 12 to submit	We want to understand the core team handling the project for that details which have been submitted by you. We are okay with employee details if they are part of the core team. Kindly refer it as Appendix-8

25	10	4	4. b. ii	For Digital Onboarding Journey do we have API's available to identify the customer as ETB/NTB	Clarification sought	The API is available and any changes in specifications required then can be jointly discussed and necessary changes can be further implemented.
26	10	4	4. b. ii	For Digital Onboarding Journey do we have required API's available for doing Dedupe activity	Clarification sought	Yes. Dedupe API is available.
27	10	4	4. b. ii	For Digital Onboarding Journey do we have API's available to identify the customer is not due with Re-KYC	Clarification sought	This API is not available but necessary details can be discussed and developed with BFSL Middleware team.
28	11	4	4. a. v	For CTA reconciliation does Bank has existing mechanism	Clarification sought	Currently not available.
29	11	4	4. b. ii	For enabling KYC, does BFSL have their own KYC setup?	Clarification sought	Yes
30	12	4	4. d. i	Does BFSL have relationship level APIs available to fetch details of underlying cards	Clarification sought	Yes. The required API need need to be provided by selected bidder at the early stage of the project for BFSL to verify and keep necessary APIs ready , if any of the API is not available.
31	12	4	4. b. viii	Does BFSL have APIs to pass bucket balance and movement related information?	Clarification sought	No
32	12	4	4. b. viii	Is BFSL also looking for any performance linked incentive mgmt system for the Collection agencies, and other channel partners	Clarification sought	All requirements are covered in Scope of Work
33	9	scope of work	Data integration with existing customer data available with the Company.	CBS and other specifications to be mentioned for integration		The necessary details will be shared with selected bidder as per the project stage and requirement.
34	9	scope of work	Responsible for developing integration scripts, upload scripts, testing, and rectification with the electronic data available in the Company's system.	Bank's DB specifications to be mentioned		The necessary details will be shared with selected bidder as per the project stage and requirement.
35	10	scope of work	The Bidder will be required to fix any vulnerability in the platform at no additional cost during the entire tenure of the contract.	VAPT frequency to be confirmed from the bank		During the Project go-live and every 6 months.
36	10	scope of work	Product construct & timelines to be agreed between issuer, Prospective customer & Partner.	Bank to confirm if a Partner portal is needed for out of bank onboarding		Already Covered in Scope of work
37	11	scope of work	Customer blacklist support	Bank to elaborate		To verify the Black list Entities/Individual from Regulatory /Financial institutions /MCA/FATF etc
38	11	scope of work	TVR & FVR report upload option along with remarks	Bank to confirm details of TVR and FVR		Televerification and Field verification report
39	13	scope of work	Communication management		Request bank to consider Email marketing out of scope	Covered in Scope - Capability to support Multi channel customer communication management through SMS, Email, IVR, Notifications etc.
40	13	scope of work	Customer mobile app Responsive customer web portal	Bank to confirm if Mobile app is for onboarding		Already Covered in Scope of work
41	2	ANNEXURE A1 – ELIGIBILITY CRITERIA Client Base	Minimum 1 with full cycle implementation of commercial cards has been carried out in India by bidder with all functionalities mentioned in RFP		Request bank to consider the following. Minimum 1 with full cycle implementation of retail credit cards has been carried out in India by bidder with all functionalities mentioned in RFP	Bidder should have capability to deliver as scope mentioned in the RFP
42	Annexure A.1	2 (business operations)	The bidder should be operating in similar service/business for at least the past 3 years (serving a financial institution/bank preferred)	Our current digital marketing arm has not worked in the Commercial card space in the past but has similar experience in banking financial services industry for retail Credit card portfolios . Is that acceptable or we need a Commercial card experienced partner only?	Request for flexibility in the eligibility criteria	We cannot relax any Eligibility criteria, As per GOVT, there is relaxation for MSME bidders in eligibility.
43	Annexure A.1	3 (Client Base)	Minimum 1 with full cycle implementation of commercial cards has been carried out in India by bidder with all functionalities mentioned in RFP	Since PayMate is a new entrant to the commercial card issuing side, full cycle implementation as per the scope of the RFP is not present. However, as a new player, state of the art technology and support is what we bring to the table. In order to provide a chance and a fair playground to evaluate, kindly consider our participation without this criteria.	Request for flexibility in the eligibility criteria	We cannot relax any Eligibility criteria, As per GOVT, there is relaxation for MSME bidders in eligibility.
44	6	1.7.11	Bid Security (EMD) INR 100,000/-	How shall the DD be submitted online. Will uploading of the soft copy work or does it need to be submitted in person at Bank's premises	Clarification	Banking details will be shared in a separate addendum
45	Appendix 02 - Bill of Material Card	SI No 4	Man Days for Customization & New Developments beyond RFP scope ( 180 days ) - Not Part of TCO	The final commercials would be able to determine post the agreed scope sizing and mutual sign-off	Consider the clarification for the said cost item	BFSL would want commercial from bidder on the per man day cost as per there understanding of scope