

**Pre-Bid Query Response for RFP NO: BOBMU/DIGITAL/IT/2024-25/04 Merchant Management Solution**

Sr. No.	Pg No	Point No	Tender Original Clause	Clarification	Bank Response
1	8	12	Bid Security (EMD) INR 250,000/-	Please confirm that the amount mentioned is in Indian Rupees or Mau Currency?	As mentioned in 7.4 Bid Security and Performance Guarantee Point 1 amount will be Rupees Two lakhs Fifty thousand only (MUR 250,000 only).
2	42	7.4-point 1	Bid Security : Bidders are required to submit a Bid Security/ Earnest Money Deposit (EMD) for Rupees Two lakhs Fifty thousand only (MUR 250,000 only) by way of Bank Guarantee (Appendix 05 – Pro forma for Bank Guarantee) issued in favor of "Bank of Baroda Mauritius."	Please confirm that the amount mentioned is in Indian Rupees or Mau Currency?	As mentioned in 7.4 Bid Security and Performance Guarantee Point 1 amount will be Rupees Two lakhs Fifty thousand only (MUR 250,000 only). Bank Name : Bank of Baroda Mauritius Bank code : 02 Swift code: BARBMUMUXXX
3			General Queries	To issue the Bank Guarantee from a Bank share the bank details with swift code	Swift code of Bank of Baroda Mauritius : BARBMUMUXXX
4			General Queries	2.Bank to confirm if the VA PT of the system will be conducted by the Bank empaneled partner for Security audit or it needs to be conducted by the partner?	Bank will take care of VAPT for Internal/External auditor. However, Source code audit should be conduct by vendor.
5			Appendix 01_b_ Technical Specification Sound BOX.docx	1.The Memory requirement for Sound box is proposed to be 16MB flash, basis the market availability of the sound box the configuration is requested to be kept as 8MB (minimum)	Bidder can mentioned in response MB flash in response while quoting
6			General Queries	Integration with QR Codes: How does the Sound Box integrate with the QR Code functionality?	Sound box should have SIM card and device ID which will be mapped with Merchant ID & Merchant Key. While sending notification same key with Merchant ID through Call back.
7			General Queries	Warranty and Support: What warranty and support services are included with the hardware and software solutions?	2 Warranty should be applicable for sound box hardware please check page 60 point a) Delivery of Sound Box Devices section
8			General Queries	Describe the technical specifications for integrating the new module with existing accounting and payment processing systems (supported APIs, data exchange format)?	Its depend up to Merchant solution provider requirement our API should support SOAP, rest API calls or other mechanism required by merchant end solutions
9			General Queries	Define the strategy for handling settlement errors and generating reports (exception handling mechanisms, notification triggers).	Proposed MMS solution should support all possible scenarios for daily Reconciliation & Settlement of merchant bn
10			General Queries	Outline approach for tracking multiple devices associated with single or multiple merchants (unique device identifiers, device management system functionalities).	Every Merchant should assign unique merchant ID and each device is connected with designated key. However, solution can propose solution of their own expertise
11			General Queries	Describe the capabilities and limitations of the SDK module, emphasizing its plug-and-play functionality for supporting various payment solutions (UPI, MauCas, etc.).	SDK module is required for Payment option to merchnats in their Mobile application & Payment Page at website where QR code transaction will support. Strategy and approach will be discussed selected service provider
12			General Queries	Merchant verification process getting followed in existing process (KYC or other details getting captured in Portal)	Currently, there is no verification process is involved. Proposed should be able to validate merchnat KYC.
13			General Queries	Will the purchase/ procurement of hardware be done separately by BoB or will it have to be done by us?	Bidder have to submit Hardware Sizing which is required to support their MMS solution. Bank will procure hardware from their end.
14			General Queries	Is it ok if we omit details with respect to taxes (on software and hardware) and export duty on hardware in the RFP as it will have to necessarily be determined in the context of the time of the contract.	Taxes should be applicable as per Mauritius country Law. Bidder can mention or leave taxes as per their choice. Bank will calculate commercial excluding taxes.
15			General Queries	What licensing plan does the bank have? Does it seek to pay as and when it licenses the software or does it plan to keep the software as its own solution?	Ownership of solution lies with Bank
16			General Queries	Typically, does "Application Cost" in the excel spreadsheet assume simply the one-time setup cost or does the bank expect some idea of what licensing fees will entail?	As mentioned in RFP. Bank will go for one time setup cost no subscription model is allowed.
17			General Queries	The 'man days' for Change Management is entirely contingent on the nature of the CM request; hence, what should be assumed as the typical/ average CM man-day requirement for the typical/ average CM request?	Bidder have to quote their best quote of Man day which will be applicable throughout contact period. However, bank reserve rights to negotiate with vendor for quoted Man day for any Change & Customization.
18			General Queries	Is it ok if we provide the cost in USD and the applicable exchange rates at time of transaction be considered the amount in MUR?	Preferably bidder have to quote in MUR. However, if bidder quote in USD then bank will convert in MUR and Commercial opening day rate will be applicable. Further, payment will be done as per bidder choice.
19			General Queries	Can we get an idea of what MMS applications are being used currently by BoB so that we can accordingly determine what the migration efforts and attendant costs would be?	Currently, bank is using basis MMS solution of existing vendor.

20			General Queries	Besides general maintenance of hardware, are there other recurring costs (including warranties) that the bank expects us to factor into the hardware?	Bank will take care of hardware AMC & Support for MMS solution . For Soundbox hardware, Service provider to provide Warranty & Hardware support
21		1.4	Bank desires to Service Provider for Procurement of Compressive Merchant Management Solution for QR Code, Sound Box Solution and Delivery of Hardware on CAPEX Model. Considering the enormity of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in Procurement of Compressive Merchant Management Solution for QR Code, Sound Box Solution and Delivery of Hardware on CAPEX Model. scope of work as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional cost to the Bank. The Bidder needs to consider and envisage all services that would be required in the Scope and ensure the same is delivered to the Bank. The Bank will not accept any plea of the Bidder at a later date for omission of services on the pretext that the same was not explicitly mentioned in the RFP.	How to distinguish omissions-whether it is omission, enhancement or additional feature. Costing is based on the current functionalities and efforts. Effort estimation for omissions, enhancements and additional functionalities may not be feasible. We can cover only software bugs and existing features	Bidder has to ensure that costing should involve all scope of work mentioned in RFP. For any enhancement which will be out of scope of RFP will be considered as Change request and bank will take internally to finalized amount as per standard Man Day prices quoted in RFP. As a subject matter expert, Bank expect solution provider to visualize expected workflow which support effective merchant solution.
22	1.9.2		Delivery of Hardware on CAPEX Module	The Merchant peripherals as per the solution are Desktops, Laptops, Tabs, Android and iOS devices, printers, scanners and Sound Boxes. What are the merchant peripherals for this CAPEX Module. All items or only the sound box. Whether Supply of Hardware on CAPEX Module is mandatory or optional.	Bidder have to submit Hardware Sizing which is required to support their MMS solution. Bank will procure hardware from their end. For Sound box bidder have to subcontract and provide Sound Box hardware.
23	2.2.1		Merchant Mobile App (Android and iOS)	Whether Bank need Merchant application on both Android and iOS?	Bank required both App. Bidder have to mention Module wise cost of Bill of Material. However, final decision will be of bank whether to go for iOS app as per bank requirement and pricing involve.
24	2.2.1		Sound Box (Hardware)	Sound Box works only with Android or iOS device.	Should BOX should support both device
25	2.2.7		EFRMS	Need further details	Bank is having EFRMS solution, proposed solution should support intergration with Banks FRMS solution as a part of Scope of work without any addition cost.
26	2.2.7		AML CFT Check Enablement	The scope is not clear. We need more details for this check for effort and cost estimation	Bank is having AML CFT solution, proposed solution should support intergration with Banks AML solution as a part of Scope of work without any additional cost.
27	2.10.7		Collection Management System	What is Collection Management System. Need further details	Collection Payment solution refers to Payment solution provided to merchant to collect payment online/offline through on their Payment interface like mobile app, Website or Billing module.
28	4.2.G		SDK module Plug and play to support QR base Payment for all type of transaction mode UPI & MAUCAS etc.	Need further details	SDK module is required for Payment option to merchants in their Mobile application & Payment Page at website where QR code transaction will support. Strategy and approach will be discussed selected service provider
29	1.4		Any commission or omission in the requirements to be delivered at NO extra cost and no timelines given. This clause to be responded with the revised understanding today Quote' any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional cost to the Bank' Unquote		Bidder has to ensure that costing should involve all scope of work mentioned in RFP. For any enhancement which will be out of scope of RFP will be considered as Change request and bank will take internally to finalized amount as per standard Man Day prices quoted in RFP. As a subject matter expert, Bank expect solution provider to visualize expected workflow which support effective merchant solution.
30	1.16		Each Recipient should notify the Company of any error, omission, or discrepancy found in this document. Notification should be made to the address found in proposal related details where as Omissions and commissions are to be delivered by the vendor.		Errors and Omissions, is terms of RFP Bidd might be rejected and ntilfication will send to bidder
31	2.7		Integration/Interface -EFRMS Since it is one liner while preparing proposal we may not know about the functionalities associated and what to be enabled. Request for more details on the touch points		Bank is having EFRMS solution, proposed solution should support intergration with Banks FRMS solution as a part of Scope of work without any addition cost.
32	4.1		Any new government/ regulatory requirements that impact the provided solution 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 any Major Changes of government/ regulatory requirements are advised during contact period, that will be taken by bank internally taken by bank and after discussion and after mutually agree with bidder bank can decide customization cost (if any). However, any minor changes will be no additional cost to bank.
33	4.1		Any service, which forms a part of facilities management that is not explicitly mentioned in this RFP as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional costs to the Company. This needs your response as discussed today.		If any Major Changes of requirements during contact period, that will be taken by bank internally taken by bank and after discussion and after mutually agree with bidder bank can decide customization cost (if any). However, any minor changes will be no additional cost to bank.
34		Additional Scope of work Page-28	The service provider should provide Value Added Services through QR codes and any other new feature which may come in use in future at no extra cost to Bank.		If any Major Changes of requirements during contact period, that will be taken by bank internally taken by bank and after discussion and after mutually agree with bidder bank can decide customization cost (if any). However, any minor changes will be no additional cost to bank.
35		General Page	*The selected bidder shall be responsible but not limited to end-to-end supply, installation, De-installation, configuration, customization, implementation roll-out, fallover testing, integration with bank setup, management and maintenance during the entire contract period at no additional cost to the Bank 5 years.		If any Major Changes of requirements during contact period, that will be taken by bank internally taken by bank and after discussion and after mutually agree with bidder bank can decide customization cost (if any). However, any minor changes will be no additional cost to bank.
36		9.2: Payment	Implementation payment terms to be revisited as we need 50% for ramping up the team and be payable on signing the contract. Same to be made applicable for License also. Rest of the terms would be part of UAT sign off and go live. We brought this to your kind attention and you requested us to Raise this and you will discuss internally.		Currently, bank will not change any payment term & condition mentioned in RFP. However, if required bank will discuss with management in future and convey to selected bidder.