

SI no.	Page #	Point/Section#	Clarification point as stated in the tender document	Queries/Suggestion /Deviation	Remarks
1	3	Clause 1.3	In connection with our earlier RFP vide REF NO: CPD/RFP/CM/2020-21/01 Dt. 16/07/2020, bidders who have submitted EMD amount need not deposit the same again.	Kindly clarify if cost of bid to be submitted again in the for of DD if already submitted as past of earlier RFP CPD/RFP/CM/2020-21/01 Dt. 16/07/2020, submission	Cost of the BID not to be submitted if already submitted.
2	3	Clause 1.3	In connection with our earlier RFP vide REF NO: CPD/RFP/CM/2020-21/01 Dt. 16/07/2020, bidders who have submitted EMD amount need not deposit the same again.	Kindly clarify if the BG submitted for RFP reference CPD/RPF/CM/2020-21/01:6.07.2020 along with an addendum for the previous RFP reference DBD/RFP/CM/2020-21/111:28/08/2020 with a claim validity date of 30th April 2021 can be considered for the current RFP DBD/RFP/CM/2020-21/176; 09.10.2020	BG to be provided with extended period.
3	17	3.3/ivEligibility Criteria	The Proposed Loyalty Solution by the bidder should have been implemented or under implementation in at least two institutions out of which one should be public sector bank in India or multinational Bank having setup in India.	a) We would request you to kindly consider private banks (part of scheduled commercial banks operating in India) also as they are too a part of the Indian banking ecosystem b) We are under implementation (in UAT phase) with a leading private bank in India for our only bank implementation. Do we qualify?	The Proposed Loyalty Solution by the bidder should have been implemented or under implementation in at least two institutions out of which one should be public sector bank in India

4	46	4.29 Technical Offer(TO)	The vendor should provide proof that he has successfully implemented Loyalty Solution. Vendor is required to furnish a letter from the respective Bank/Institution, where Loyalty solution is already implemented. Bank is entitled to make its own independent queries to verify the claims of the bidders.	Does the bank need the loyalty solution to be already implemented or whether it can be under implementation with a Bank/Institution under the Eligibility Criteria as stated on Page 17 of RFP. Kindly clarify the definition.	No change in RFP terms.
5	62	Clause 5.1, Point 5	The Bidder should have the infrastructure for providing 24x7 support and attending timely to the customer grievances about the loyalty program.	As the Call Centre Support is being provided by the Bidder, will Bank of India be reimbursing the agent and the telecommunication charges to the bidder?	No extra cost will be borne by bank.
6	63	Clause 5.1	Eligibility Criteria - Point 7 - The Bidder should have at least 5 year experience in implementation and Management of Loyalty Program for at least 2 institutions out of which one should be Public Sector Bank in India	Kindly confirm if the reference letter from Banks can be submitted with issuance date as per the earlier RFP CPD/RFP/CM/2020-21/01 Dt. 16/07/2020,	Yes
7	63	Clause 5.1	Eligibility Criteria - Point 2 - Bidder should have a Minimum annual turnover of Rs. 50.00 crores in Indian market for each of the	Kindly confirm if previously dated letter issued by a CA for RFP CPD/RFP/CM/2020-21/01 Dt. 16/07/2020 along with audited	Yes

			immediate last 3 financial years as per audited Balance sheet.	balance sheet and Profit & Loss should be sufficient for this criteria	
8	65	Clause 5.3	Technical Evaluation - Point 1 - Experience in managing end-to-end loyalty at least 2 institution out of which one should be Public Sector Bank	Kindly confirm if the reference letter from Banks can be submitted with issuance date as per the earlier RFP CPD/RFP/CM/2020-21/01 Dt. 16/07/2020,	Yes
9	72	Annexure B	Experience Details	1. The quantity and cumulative total are not applicable for the RFP. 2. The PO number may not be shared for all clients, however program name, other public details of the client and client's loyalty program can be provided.	No change in RFP terms.
10	77	Annexure G	Annexure G	Manufacturer's Authorisation form is not applicable for the scope of this RFP. Kindly clarify if this point can be ignored.	No change in RFP terms.
11	78	Annexure H	Annexure H	Kindly confirm that the redemption of rewards shall be reimbursed by the Bank on the actual reimbursement of the reward points at INR 0.25 per point rate.	Bank will reimburse the redemption of point to successful bidder at rate decided by the bank.
12	78	6.8Annexure H Indicative Commercial Offer	Annexure H Indicative Commercial Offer	a) Will there be an admin fee per point accrued & monthly fixed	No change in RFP terms.

				retainer parameters as a part of commercial bid for this project?	
13	78	6.8Annexure H Indicative Commercial Offer	Cost per point accrued	Cost of Reward per points: The bank is paying money for the Accrual. Will the Bank pay something for the Reward ? How do we quote this seperately in the commercial bid ?	No change in RFP terms.
14	78	6.8Annexure H Indicative Commercial Offer	Annexure H Indicative Commercial Offer	a) The bank hasn't mentioned in the commercial bid on how call centre, sms & emailer rates will be accounted for and whether these costs are a part of the total project cost (TCO) or not? b) How does the bidder factor in call centre, email & SMS cost as a part of member communication/customer service in our commercial bid?	No change in RFP terms.
15	97	Annexure O	RFP Ref: DBD/RFP/CM/2020-21/176 Dated: - 28/08/2020	Kindly clarify if the RFP Reference number needs to be considered as DBD/RFP/CM/2020-21/176;09.10.2020	RFP Reference number needs to be considered as DBD/RFP/CM/2020-21/176;09.10.2020
16	109	Annexure Q	RFP Ref. No. DBD/RFP/CM/2020-21/176 28.08.2020,	Kindly clarify if the RFP Reference number needs to be considered as DBD/RFP/CM/2020-21/176;09.10.2020	RFP Reference number needs to be considered as DBD/RFP/CM/2020-21/176;09.10.2020

17	113	Certification for Local Content	Certification for Local Content Your RFP Ref: DBD/RFP/CM/2020-21/176; Date: 28.08.2020	Kindly clarify if the RFP Reference number needs to be considered as DBD/RFP/CM/2020-21/176;09.10.2020	Yes
18	113	Certification for Local Content	Certification for Local Content	Kindly confirm if the letter from auditor can be submitted with issuance date as per the earlier RFP along with the previous RFP number DBD/RFP/CM/2020-21/111; 28.08.2020.	No
19	-	-Other	Other	Will the bank call for a video meeting for showcasing as to which all bidder(s) have submitted the bids within the prescribed time?	Bids will be opened in the presence of bidder(s). Details will be shared with the bidder(s).