

## Pre Bid Queries - RFP/ SSL/CONSLT/2024-25/001

RFP Clause	Bidder Query	Comments Post Pre-bid meeting held on 25th July 2024
Study the existing mobile App at SSL and its business and functional capabilities	We will limit the study to 5-6 leading players across full service and discount broking. Please confirm if this is ok.	We require an analysis of three leading full-service brokers and three leading discount brokers.
Perform competitive benchmarking across leading Bank as well as Non-Bank brokers and Discount brokers to define customer journey across asset classes	Please specify the number of competitors to be involved in benchmarking	We require an analysis of three leading full-service brokers and three leading discount brokers.
Gain understanding of the technical architecture and deployment model at SSL to decide the best technical setup suitable for Mobile app deployment in view of future business growth	We will understand the technical architecture of SSL and how existing mobile app is deployed. The solution architecture for mobile application will be provided by mobile app vendor. Please confirm.	The clause was explained to the bidder during the pre-bid meeting. No changes will be made to the clause.
Understand various regulatory guidelines applicable to SSL w.r.t. cyber security, SaaS, Cloud, Data protection, Information security, Technical glitch reporting etc. to ensure compliance	We assume SSL is already complying with these guidelines. The ownership of this would lie with Infosec team of SSL. We will not perform gap assessment from compliance perspective . For new application, ensuring compliance will be responsibility of the vendor. We will program manage the same to see all the compliance checks are met before go live	The clause was explained to the bidder during the pre-bid meeting. No changes will be made to the clause.
Define Digital marketing strategy for the roll-out	We assume you are referring to overall customer communication strategy for migration of existing customers and potential new customers. Please confirm.	The said Clause was explained to the bidder during Pre bid meeting . No change in the mentioned clause.
Preparation of RFP for Mobile app vendor selection	This will not include drafting of any legal/contractual terms and condition. Request SSL team to confirm the same	Assist the SSL Legal team in drafting all legal documents related to the RFP for selecting and implementing a mobile application vendor.
Work with SSL's legal team for defining the Service Level Agreements and formulating the complete contract for the Mobile App vendor to ensure prompt quality support post Go Live	We are not allowed to provide any legal services to our clients. Request confirmation from SSL on the same.	Assist the SSL Legal team in drafting all legal documents related to the RFP for selecting and implementing a mobile application vendor.
Create role-based user journeys and process flows for the mobile app	Consultant will be creating list of journeys that are needed for the new app. Detailed user journeys/ VDs will be have to be created by the app vendor and we will support basis our previous experience . Request confirmation from SSL on the same.	The consultant should review the scope of work outlined in the RFP and will also be responsible for its implementation. SSL has clearly defined the scope of work. The consultant may refer to page 6 of the RFP for details on 'Project Management and Implementation Support.'

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Define the integration requirements and coordinate for API integration	Consultant will be creating high level list of APIs that are needed for the new app. Detailed list of APIs and screen wise mapping will need to be done in coordination with Mobile App vendor and TCS. Consultant will be responsible for program managing this. Request confirmation from SSL on the same.	Consultant will be responsible to get the detailed list of APIs and Screen wise mapping done in coordination with mobile app vendor and TCS.
	Request SSL team to confirm whether we are going to use the existing APIs of TCS, and all the APIs tested and stable Also need clarification on whether we are going to do certain customizations	It was explained to the bidder during the pre-bid meeting that the RFP scope required a market-competitive mobile app with enhanced features and services which implies that there can be customization requirement. Further, the usage of existing and new APIs and ensuring its stability are included within the consultant's scope of work.
Define user screens and finalize the UI/ UX for the Mobile App.	Consultant will be creating list of screens that are needed for the new app. Detailed user screens will be have to be created by the app vendor. Request confirmation from SSL on the same.	Consultant has to provide expert advice to SSL on UI/UX design based on their expertise & experience
The Bidder should be a profit-making company/ firm for the last three consecutive financial years (2023-24, 2022-23, 2021-22)	Request SSL to consider financial statements for FY 2020-2021, 2021-2022 & 2022-2023 as audited statements for FY 2023-2024 are not yet released	Agreed for the financial years FY 2020-2021, 2021-2022, and 2022-2023. Please provide a CA certified statement for FY 2023-24.
The Bidder should have an average annual turnover of at least INR 200 Crores for last three financial years (2023-24, 2022-23, 2021-22)	Request SSL to consider financial statements for FY 2020-2021, 2021-2022 & 2022-2023 as audited statements for FY 2023-2024 are not yet released	Agreed for the financial years FY 2020-2021, 2021-2022, and 2022-2023. Please provide a CA certified statement for FY 2023-24.
Testing methodology, UI-UX design, System architecture	We would only provide the approach for testing and help define the testing scenarios. Actual testing would not be part of our scope.	The consultant should review the scope of work outlined in the RFP and will also be responsible for its implementation. SSL has clearly defined the scope of work. The consultant may refer to page 7 of the RFP for details on 'PMO Execution.'
Payment Terms	Go-Live of the application would depend on mobile app vendor, testing completion, exchange approvals etc. Request to amend the payment terms as follows: 1) Project kick off : 20% 2) Completion of AS-IS study and gap assessment : 15% 3) Implementation vendor selection and onboarding: 20% 4) Program management fee payable @15% of project value on completion of week 14, week 20 and week 26	1) Project kick off : 10% 2) Completion of AS-IS study and gap assessment : 10% 3) Completion of Phase 1: 15% 4) Go-Live of Full service app 25% 5) Go-Live of Discount broking app 15% 6) Successful Project closure/ completion 25%

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Forfeiture of EMD / Security Deposit: In the event of non-compliance or violations of the terms of this RFP, SSL shall be entitled to forfeit the EMD/ Security Deposit.	Request SSL to modify this clause as "in the event of withdrawal during the bid validity period"	The clause was explained to the bidder during the pre-bid meeting. No changes will be made to the clause.
The selected bidder shall adhere to the delivery timelines as mentioned in Section 4 of this RFP. For every 1-week delay in submission of the final deliverable (T+26 weeks), SSL will be entitled to impose penalty of 1% of Contract value subject to maximum penalty of 10% of PO value. If delay exceeds 10% of PO value, SSL reserves the right to terminate the contract. The selected bidder will be given an opportunity to explain the reasons for the delay in writing which will be reviewed and penalty will be imposed if the reasons are not found satisfactory	The deliverables are dependent on multiple factors like Mobile app vendor, SSL internal stakeholders, TCS Bancs, third part vendors, exchanges etc. Consultant cannot be responsible for delays caused by other parties. Request to withdraw this clause.	The clause was explained to the bidder during the pre-bid meeting, and no changes will be made to it. However, if there is a valid reason for the delay, we are providing an opportunity to explain the cause.
Action or remedy which has accrued or will accrue thereafter to SSL. 5. Termination for Default: SSL without prejudice to any other right or remedy for breach of Contract, by a written notice of default sent to the Vendor, may terminate the Contract in whole or in part.	Request SSL to add 30 days of notice in this clause	SSL shall provide notice period of 30 days
Notwithstanding above, the decision of the SSL, shall be final and binding on the bidder.	Request SSL to remove this clause	This is standard Terms & Conditions. No change in the same
Unconditional Acceptance of Terms & Conditions of the RFP	Request SSL to remove this annexure.	This is standard Terms & Conditions. No change in the same
Schedule for Receipt of Bids: 05-Aug-2024	Considering the Scope of work involved in the RFP, we would like to prepare a comprehensive proposal for SSL and would request the bid submission date to be extended to 20 -August-2024	Based on request from all bidders. Revised Bid submission date- 12-Aug-2024
Conduct workshops with relevant business and technology stakeholders to review and discuss the products and features provided by SSL vis-à-vis different market players to determine gaps and suggest the future improvements	Consulting assignment will be limited to only Mobile App	Conduct workshops with relevant business and technology stakeholders to review and discuss the products and features provided by SSL on its mobile platform vis-à-vis leading stock brokers to determine gaps and suggest future improvements.
Understand the customer expectations and user behaviour based on customer/ market survey	Consultant will not be responsible for conducting Customer / Market Survey. It will be done by SSL and shared with the consultant. Please clarify	Consultant is expected to perform the market survey and analysis for competitive benchmarking

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Gain understanding of the technical architecture and deployment model at SSL to decide the best technical setup suitable for Mobile app deployment in view of future business growth.	Infra, IT Security and hosting evaluations and implementation not in consultant scope. It is limited to understanding of existing technical architecture and PMO activity	The clause was explained to the bidder during the pre-bid meeting. No changes will be made to the clause.
Define a roadmap for Product roll out basis the customer feedback and management vision	SSL to be responsible for conducting customer feedback. Please confirm	Customer feedback will be conduct by SSL
Coordinate with leading vendors in securities domain to ensure participation	Considering the timelines, will the RFP be floated to a limited group of vendors? Or is it expected to be an open RFP	It will be Open RFP
Identify better options for scalability/ reduce dependency on OMS /RMS vendor e.g. Middleware in the RFP scope in view of future business growth	This is limited to only suggesting suitable scalable solution to reduce dependency on OMS/RMS. Middleware solution evaluation and implementation is out of scope.	The clause was explained to the bidder during the pre-bid meeting. No changes will be made to the clause.
Competition benchmarking to understand the leading Fintech players on-boarded.	Please specify the number of areas and number of vendors in each area to be involved in benchmarking	The consultant must identify the best technology and features for competitive benchmarking. They may refer to leading market players for insights.
List the definition of done and acceptance criteria against the requirements along with test cases for those requirements	Please clarify the expected done and acceptance criteria	We expect the consultant to establish the "done" and "acceptance" criteria for the mobile application vendor, as outlined in the requirements.
Bidder has to submit physical copy of Eligibility Criteria and Technical Bid in two separate closed envelopes after online submission of proposal. Both the envelopes need to be submitted on or before last date of submission bid mentioned in RFP document.	There is no mention of the physical copy for commercial bid. Please clarify	Please upload commercial bid on Auction tiger platform
The selected bidder shall adhere to the delivery timelines as mentioned in Section 4 of this RFP. For every 1-week delay in submission of the final deliverable (T+26 weeks), SSL will be entitled to impose penalty of 1% of Contract value subject to maximum penalty of 10% of PO value. If delay exceeds 10% of PO value, SSL reserves the right to terminate the contract. The selected bidder will be given an opportunity to explain the reasons for the delay in writing which will be reviewed and penalty will be imposed if the reasons are not found satisfactory.	The delay should be attributable to the consultant only. The consultant will not be liable for delays caused due to the application vendor or any other stakeholder involved in the engagement.	The clause was explained to the bidder during the pre-bid meeting, and no changes will be made to it. However, if there is a valid reason for the delay, we are providing an opportunity to explain the cause.
Years of experience in providing Renewal and maintenance of Microsoft software licenses	Microsoft License maintenance is irrelevant to the engagement. Request SSL to review this clause	Not applicable/ Not relevant

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Go Live of Full service App - 35% Go Live of Discount Broking App - 15%	The Scope of work section does not mention 2 separate Mobile Apps for Full Service and Discount Broking. Are all points mentioned in SOW for two separate apps. Please clarify	The discount broking application is replica of main application. There would be difference in branding & some cosmetic change.
Phase 1: Timeline: 6 weeks Phase 2: Timeline: 20 Weeks	Timelines mentioned for Phase1 and Phase 2 do not seem to be sufficient considering an Open RFP and implementation of Full Service App and Discount Broking App. Ideally, Phase 1 should be for 12 - 15 weeks and Phase 2 should be for 40 - 45 Weeks	Phase 1 : Timelines 7 weeks Phase 2 : Timelines 24 weeks
Manage exchange approvals (NSE/BSE) for mobile app	The Introduction section calls out the SSL offers commodities segment of MCX. Is it expected that integration with MCX will also be considered in the Scope of Work.	Manage exchange approvals (NSE/BSE/MCX) for mobile app
	Consultant will only be responsible for program managing the approval process with NSE / BSE. SSL to lead all communications with NSE / BSE. Please confirm	Agreed