



**“Addendum for Request for proposal (RFP) for empanelment of vendor to carry out Re-KYC activity for Bank of Baroda, UAE Territory”**

**Addendum-1, Dated 12.06.2023**

**Introduction:**

Based on the queries and requests for clarification received from potential bidders regarding the Request for Proposal (RFP) for empanelment of a vendor to conduct Re-KYC activity for Bank of Baroda, UAE Territory, careful consideration was given to address their concerns.

Consequently, certain modifications have been made to the original RFP document to provide further clarity and address any ambiguities that were identified. These modifications aim to ensure that all potential bidders have a clear understanding of the requirements and expectations for the Re-KYC activity and can submit their proposals accordingly.

### **Eligibility Criteria**

| <b>Sr.</b> | <b>Details</b>   | <b>Support Documents to be submitted</b>  |
|------------|--|---|
| 1          | The Bidder should be at least 3 years old licensed entity in UAE and have all necessary approval in place as required in UAE.  | The firm should be registered in the UAE for at least 3 year from the date of issue to this RFP and license activity mentioned in Trade License should cover the scope of Re-KYC activity as on date of application.  |
| 2          | The Bidder firm should have sound reputation and there should be no adverse remark against the firm with the Regulators/Statutory authorities in UAE and India/ Various Law Enforcing Agencies in UAE and India.   | A Suitable undertaking/declaration should be submitted by the company/firm to this effect.<br><br>(The Bank may carry out independent investigation in this regard, if deemed necessary.)   |
| 3          | The firm should have in depth knowledge of the statutory and regulatory guidelines of the Central Bank of UAE regarding carrying out KYC/Re-KYC activity.  | Profile of the firm and its promoters (elaborating credentials, past experience, past experience of handling KYC documents in the UAE)  |
| 4          | The firm should have at least 05 field staff available to visit and collect KYC documents from customer from their place of convenience in the UAE.  | The firm should have at least 05 field staff available to visit and collect KYC documents from customers from their place of convenience in the UAE.<br><br>(Note: It is not mandatory to have exclusive staff for this purpose, firm may use their existing field functionaries) |
| 5          | The Bidder firm should have experience of handling (verification/validation) KYC documents in the UAE.   | Declaration to be submitted by the bidder on their letter head.<br><br>(The bank reserves the right to request additional supporting documents as deemed necessary to ensure the satisfaction of all requirements.)   |
| 6          | The Bidder firm and associate firms (if any) should not have been black listed/ debarred by any Government /Financial Institutions/ Banks/ CBUAE/Ministry of Interior, UAE/ Government.  | A self-declaration on the Bidder's letter head.<br><br>(Bank may carry out independent search for the same, if required)  |
| 7          | The Bidder should not be owned or controlled by any Director or Employee of Bank of Baroda, both present and those who have retired in the last two years, or by any of their relatives. Further, the Bidder shall not engage any of the foregoing persons as partners, employees or contractors for any work whether connected with the "Assignment/ Job/ Engagement" nor shall they benefit directly or indirectly | A self-declaration on the Bidder's letter head.   |

|    |  |   |
|----|--|---|
|    | from the “Assignment/ Job/ Engagement” in any manner.  |   |
| 8. | The bidder should have capability to directly connect to government approved validation gateways for online validation and verification of Emirates ID | Details of proposed Emirates ID validation solution to be used to online validate and verify Emirates ID. |
| 9. | Alternate BCP arrangements for continued services in case of any unforeseen situation.   | BCP policy/available BCP solution to be provided.   |

**Technical proposal evaluation criteria:**

| No.          | Particulars   | Maximum Marks |
|--------------|---|---------------|
| <b>1</b>     | <b>Overall Profile of the firm</b>  |               |
| 1.1          | No. of years the firm has experience of handling (verification /validation) KYC documents in the UAE.<br>i. More than 3 years – 15 Mark<br>ii. More than 1 years up to 3 years – 10 Mark<br>iii. Up to 1 year – 5 Mark<br>(Suitable documentary proof in this regard to be submitted by the bidder.)  | 15            |
| 1.2          | Availability of network of field agents/employees to carry out Re-KYC activity across UAE.<br><br>Up to 05 agents/employees – 10 marks<br>06-10 agents/employees – 15 marks<br>More than 10 agents/employees – 20 marks<br><br>(Note: It is not mandatory to have exclusive staff for this purpose, firm may use their existing field functionaries)  | 20            |
| <b>2</b>     | <b>Past Experience</b>  |               |
| 2.1          | Experience of handling (verification/validation) KYC documents in the UAE.<br><b>(-5- Marks for each such assignment of handling (verification /validation) KYC documents in the UAE. subject to maximum -20-marks)</b><br><b>(Suitable documentary proof to be provided)</b>   | 20            |
| 2.2          | If vendor owns/possess a solution for digital validation of Emirates ID – <b>10 marks</b><br><br>If vendor owns/possess a solution for validation of Trade License – <b>05 marks</b>  | 15            |
| <b>3</b>     | <b>Understanding of the scope &amp; proposed approach</b>   |               |
| 3.1          | Understanding of the scope of the assignment demonstrated in the response to the RFP, Technical approach & Methodology (Bidder should submit a write-up showing the approach towards Re-KYC activity, processes to be followed for online validation of Emirates ID, proposed solution for Re-KYC activity mentioned in the scope of work). Bank may also call the vendor for technical presentation, if required.<br><br>(Subjective and score to be decided by the committee based upon response to the RFP)  | 20            |
| <b>4</b>     | <b>Technical Profile</b>  |               |
| 4.2          | Availability of technical resources/solutions for management of Re-KYC activity which includes but not limited to software through which KYC documents will be collected, validated and data will be transferred to the Bank and availability of Bank user interface/dashboard to track the progress in this regard<br>(If required, user will be asked to showcase their solution) – <b>10 marks</b><br><br>Non availability technical resources/solutions for management of Re-KYC activity such software through which KYC collected will be stored and transferred to the Bank and Bank user interface/dashboard to track the progress in this regard. – <b>0 Marks</b> | 10            |
| <b>Total</b> |   | <b>100</b>    |

There are some general clarifications that we would like to provide to the bidders of this Request for Proposal (RFP). Details of which are mentioned as under:

- **Price quote:** The bidders are required to provide a fixed price for a period of 36 months. Any requests for a change in the quoted price before the completion of this 36-month period will not be entertained by the bank.
- **Frequency of sharing the data:** Upon final selection of the vendor through this RFP process, Bank will share an initial data of approx. 10,000 accounts in which renewed KYC documents needs to be obtained. Subsequently, on a monthly basis, data for new account addition of approx. 1,000 will be shared with the vendor. However these numbers may vary. Further, this will also be discussed at the time of technical discussion.
- **Emirates wise break up:** Bank of Baroda, UAE operations is having 5 branches in 4 Emirates of UAE i.e. 2 branches in Dubai, 1 branch each in Abu Dhabi, Sharjah and Ras Al Khaimah. These branches serve a diverse customer base across the UAE.
- **Data sharing process:** Data sharing will happen through a secured channel i.e. SFTP channel, no sharing of data will be through hardcopy of any other process. Bidders are not required to obtain any hardcopy of documents from customers. The entire data sharing process will be conducted electronically and securely through the designated SFTP channel. Bidders is not required to store hardcopy of any document.
- **Trade License validation process:** Bidders may propose solutions available with them for digital verification/validation of Trade License, if any.
- **Availability of Dashboard/Portal/Hardware devices/Software to conduct Re-KYC activity:** Please note that the bank will not provide the vendor any dashboard, portal, hardware devices, software, or access to any gateway for validation.
- **Workflow for Re-KYC activity:** Re-KYC activity includes but not limited to contacting and visiting customers for collection of renewed KYC document, verification/validation of KYC document and transfer of data to the Bank.
- **SOP & Turnaround time for Re-KYC activity:** Turnaround time to complete Re-KYC activity will be discussed at the time of technical discussion.
- **Designated location for Re-KYC activity:** Re-KYC activity can be performed at a place convenient to the customer and where customer data privacy can be maintained.
- **Due diligence during Re-KYC:** Due diligence process includes but not limited to collection of KYC documents, verification/validation of document, transfer of document and validation report to the Bank. This may further be discussed at the time of technical discussion.
- **Additional services other than Re-KYC:** This RFP is limited to Re-KYC activity to be performed for Bank of Baroda, UAE Operations only. No additional activity will be assigned to the vendor through this RFP.

- **Communication with customer:** Initially after allotment of cases to the vendor, the Bank will communicate the customer on their registered mobile number and email address regarding outsourcing of Re-KYC activity to the vendor. Further, contact number of customers will be provided to the vendor to schedule a meeting with customer to collect renewed KYC document.

Considering the aforementioned changes, it has been decided to revise the following timelines mentioned as under:

| <b>Particular</b>                                | <b>Timeline</b>                |
|--|--------------------------------|
| Last date and time of submission of RFP response | 20-06-2023 till 05:00 pm (GST) |
| Opening of eligibility & technical bid           | 22-06-2023                     |

Apart from the above mentioned modifications, all other terms and conditions mentioned in the Request for Proposal (RFP) document dated 22.05.2023 shall remain unchanged.