



REQUEST FOR PROPOSAL (RFP) for obtaining Expression of Interest (EOI)

For

Selection of Consultant for working with Bank of Baroda, London branch, UK to prepare response for Regulators in respect of Operational Resilience

Bank of Baroda
Group Control Office
32 City Road
London EC1Y 2BD
United Kingdom

[A] Important Dates:

1. Issuance of RFP Document by Bank from: 20.07.2022
2. Last Date of Submission of Response by the Vendor/ Service Provider: 10.08.2022
3. Financial Bids for RFP will be opened on the: 15.08.2022

[B] Important Clarifications:

Following terms are used in the document interchangeably to mean:

1. BOB, BoB or Bank means "Bank of Baroda".
2. Recipient, Respondent, Respondent Vendor/ Service Provider and Consultancy firm means "Respondent to the RFP Document".
3. RFP means the "Current RFP Document"

Confidentiality

This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. This document in its entirety is subject to Copyright laws. Bank of Baroda expects the Vendor/ Service Providers or any person (s) acting on behalf of the Vendor/ Service Providers to strictly adhere to the instructions given in the document and maintain confidentiality of information. The Vendor/ Service Providers will be held responsible for any misuse of the information contained in the document and liable to be prosecuted by Bank of Baroda in the event of such a circumstance being brought to the notice of the Bank. By downloading the document, the interested party is subject to confidentiality clauses.

RFP for EOI: Selection for Consultants for working with Bank of Baroda, London branch, UK to prepare response for Regulators in respect of Operational Resilience

Page 1 of 17



1. Introduction and Disclaimer

This Request for Proposal document ("RFP") to obtain Expression of Interest ("EOI") has been prepared solely to enable Bank of Baroda ("Bank") for the selection of a Consultant for working with Bank of Baroda, London branch UK to prepare response to Regulators in respect of the Operational Resilience and to enter into a contract, agreement or other arrangement in respect of the services. The provision of the services is subject to observance of the selection process and appropriate documentation being provided to Bank of Baroda as identified after completion of the selection process.

2. Information Provided

The RFP document contains statements derived from the information that is believed to be reliable on the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank of Baroda in relation to the provision of services.

Neither Bank of Baroda nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied as to the accuracy or completeness of any information or statement given or made in this RFP document. Neither Bank of Baroda nor any of its employees, agents, contractors, or advisers has carried out or will carry out an independent audit or verification or due diligence exercise in relation to the contents of any part of the RFP document.

3. For Respondent Only

The RFP document is intended solely for the information of the party to whom it is issued ("the Recipient" or "the Respondent") and no other person or organisation.

4. Confidentiality

The RFP document together with all other information, materials, specifications or other documents provided by Bank of Baroda shall be treated at all times as confidential by the Recipient and is not to be reproduced, transmitted, or made available by the Recipient to any other party. The Recipient shall not disclose any such information, materials, specifications or other documents to any third parties or to any other part of the Recipients' group or use them for any purpose other than for the preparation and submission of a response to this RFP nor shall the Recipient publicise Bank of Baroda's name or the project without the prior written consent of Bank of Baroda.

Recipients shall ensure that all third parties to whom disclosure is made shall keep any such information, materials, specifications or other documents confidential and not disclose them to any other third party except as set out above.



RFP for EOI: Selection for Consultants for working with Bank of Baroda, London branch, UK to prepare response for Regulators in respect of Operational Resilience



Recipients must seek the approval of Bank of Baroda before providing to third parties any information provided in confidence by Bank of Baroda or its professional advisers and must maintain a register of all employees and third parties who have access to such information. If so, requested by Bank of Baroda, Recipients must make such a register available for immediate inspection by Bank of Baroda or its duly authorised representatives.

The RFP document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to Bank of Baroda. Bank of Baroda may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document is received subject to the same terms and conditions as this original and subject to the same confidentiality undertaking. The Recipient will not disclose or discuss the contents of the RFP document with any officer, employee, consultant, director, agent, or other person associated or affiliated in any way with Bank of Baroda or any of its customers, suppliers, or agents without the prior written consent of Bank of Baroda.

Tender responses are also submitted on the condition that the appointed Consultant will only process personal data (as may be defined under any relevant data protection laws) that it gains access to in performance of the Service Level Agreement described in clause 20 below in accordance with Bank of Baroda's instructions and will not use such personal data for any other purpose. The contracted Consultant will undertake to process any personal data on Bank of Baroda's behalf in accordance with the relevant provisions of any relevant data protection laws and to ensure all consents required under such laws are obtained.

5. Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, Bank of Baroda and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information, including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of Bank of Baroda or any of its officers, employees, contractors, agents, or advisers.

6. Costs Borne by the Respondents

All costs, liabilities and expenses incurred by the Recipient / Respondent in any way associated with the development, preparation, and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by Bank of Baroda, will be borne entirely and exclusively by the Recipient / Respondent.

7. No Legal Relationship

RFP for EOI: Selection for Consultants for working with Bank of Baroda, London branch, UK to prepare response for Regulators in respect of Operational Resilience





No binding legal relationship will exist between any of the Recipient/Respondent and Bank of Baroda until execution of a contractual agreement.

8. Recipient Obligation to Inform Itself

The Recipient must conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.

9. Evaluation of Offers

Each Recipient acknowledges and accepts that Bank of Baroda may, in its absolute discretion, apply whatever criteria it deems appropriate in the selection of the Consultant, not limited to those selection criteria set out in this RFP document. The RFP document will not be construed as a contract or agreement which may result from the issue of this RFP document or any investigation or review carried out by a Recipient. The Recipient acknowledges by submitting its response to this RFP document that it has not relied on any information, representation, or warranty given in this RFP document.

10. Errors and Omissions

Each Recipient should notify Bank of Baroda of any error, omission, or discrepancy found in this RFP document but not later than two business days prior to the due date for lodgement of RFPs.

11. Acceptance of Terms

A Recipient will, by responding to the RFP, be deemed to have accepted the terms as stated above from Para 1 to Para 10.

12. Lodgement of RFP Response

12.1 RFP Submission & Closing Date: 10.08.2022

RFP response may be received by the officials indicated below **not later than 5:00 pm (BST) on 10.08.2022**

The Expression of Interest (EOI) should be submitted in a sealed envelope in hard copy to the following address:

The Deputy Chief Executive
Bank of Baroda
1st Floor
32 City Road
London EC1Y 2BD
United Kingdom
Email: dce.uk@bankofbaroda.com

RFP for EOI: Selection for Consultants for working with Bank of Baroda, London branch, UK to prepare response for Regulators in respect of Operational Resilience





12.2 Submission will be valid if:

- i. Copies of the RFP are submitted, subject to clause 12.3, before the aforementioned closing date specified in clause 12.1.
- ii. Submission is not by fax transmission.
- iii. Response is submitted in a sealed envelope.

RFP response shall be signed by a duly authorised director or senior officer of the Respondent.

Bank of Baroda will not consider any late responses to this RFP nor will it consider requests for extension of the time or date fixed for the submission of responses. It may, however, in its own absolute discretion extend the time or date fixed for submission and in such an event Bank of Baroda will notify accordingly.

After evaluation is completed, Bank of Baroda will retain copies of all responses to satisfy its audit obligations and for other purposes.

The response to this RFP must be completed in English.

12.3 Only One Submission Permitted

Only one submission of response to RFP by each Respondent is permitted. In case of partnerships / consortium, only one submission is permitted through the lead consultancy firm / service provider. The RFP application shall be accepted by the Bank only in the original, and the same shall not be accepted if the required details are filled in photocopy of RFP document or sent through facsimile.

12.4 Registration of RFP

Registration will be effected upon Bank of Baroda receiving the RFP response in the above manner (Para 12.1). The submission must contain all documents, information, and details required by this RFP. If the submission to this RFP does not include all the information required or is incomplete or submission is through Fax mode, the RFP may in the sole and absolute discretion of Bank of Baroda be summarily rejected.

All submissions, including any accompanying documents, will become the property of Bank of Baroda. Recipients shall be deemed to license, and grant all rights to Bank of Baroda to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Respondent who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or accompanying documents.

12.5 Late RFP Policy

RFP for EOI: Selection for Consultants for working with Bank of Baroda, London branch, UK to prepare response for Regulators in respect of Operational Resilience





RFPs lodged after the deadline for lodgement of RFPs may be registered by Bank of Baroda and may be considered and evaluated by the evaluation team at the absolute discretion of Bank of Baroda. Respondents are to provide evidence to substantiate the reasons for a late RFP submission. It should be clearly noted that Bank of Baroda has no obligation to accept or act on any reason for a late submitted response to RFP.

Bank of Baroda shall not bear any liability to any person who lodges a late RFP for any reason whatsoever, including RFPs taken to be late only because of another condition of responding.

12.6 RFP Validity Period

RFPs will remain valid and open for evaluation according to their terms for a period of at least six (6) months from the RFP closing date.

12.7 Requests for Information

Vendors/Service Providers interested in submitting the bid, can meet Bank of Baroda official and make a presentation and / or ask for the clarification during the meeting. Any further questions or queries relating to the RFP, technical or otherwise, must be in writing only and should be addressed by email to:

Contact: Deputy Chief Executive

Address: Bank of Baroda, 1st Floor, 32 City Road, London, EC1Y 2BD, United Kingdom.

Email: dce.uk@bankofbaroda.com

Bank of Baroda will not answer any communication initiated by Respondent later than five business days prior to the due date for lodgement of RFPs. However, Bank of Baroda may in its absolute discretion seek, but shall be under no obligation to seek, additional information or material from any Respondents after the RFP closes and all such information and material provided must be taken to form part of that Respondent's response.

Respondents should invariably provide details of their email address (es) as responses to queries will only be provided to the Respondents via email.

If Bank of Baroda in its absolute discretion deems that the originator of the question will gain an advantage by a response to a question, then Bank of Baroda reserves the right to communicate such response to all Respondents.

Bank of Baroda may in its absolute discretion engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the RFP closes to improve or clarify any response.

RFP for EOI: Selection for Consultants for working with Bank of Baroda, London branch, UK to prepare response for Regulators in respect of Operational Resilience





13. Evaluation method and selection criteria

Consultant/ Consultancy Firms are to submit Expression of Interest (EOI) covering the details of their experience, work done in the line of business, proposed methodology, qualification of the Individual/ Key persons, man-power utilised details and plan for transfer of knowledge to the Bank staff.

Ensure that the EOI document also includes the details sought as per the Questionnaire appended below (Section-III). EOIs should be submitted giving full detail in simple terms to enable the Bank to take suitable decision.

EOIs received within the timeline would be evaluated as under;

1. Qualification criteria check of the Consultant/ Consultancy Firm and the Individuals per the below mentioned minimum criteria would be carried out by the Purchase Committee.

S.No.	Criteria
1.	5-10 years work experience with UK Banks in Operational Resilience or any such similar field. Of which preferably 3-5 years with Wholesale Banking Branches/ Banks
2.	Whether proposed methodology of work fulfil the objectives of the assignment/ Job as per the details specified in RFP
3.	Whether the Consultant/ Key professional of the Consultancy Firm fulfil the qualification and experience criteria
4.	Does the staffing schedule/ man-hours proposed (including for key professional) the responsibility assigned to them and the support staff together is adequate for performing the entire scope of work
5.	Capability and Plan for Transfer of Knowledge/ Training

2. For the EOIs fulfilling the above criteria per Bank's satisfaction, the Financial bids would be evaluated and Contract would be awarded to the lowest bidder.

Respondents may be invited to provide a presentation of their proposals as part of their response. Respondents may be contacted nearer the time with a specific date for their presentation to take place.

14. Notification

Bank of Baroda will notify the Respondents in writing as soon as practicable, whether the Respondent's RFP response has been accepted or rejected. Bank of Baroda is not obliged to provide any reasons for any such acceptance or rejection.

15. Disqualification

RFP for EOI: Selection for Consultants for working with Bank of Baroda, London branch, UK to prepare response for Regulators in respect of Operational Resilience





Any form of canvassing/lobbying/influence/query regarding short listing, status etc. will be a disqualification.

16. Timeframe

The following is an indicative timeframe for the overall selection process.

Issuance of RFP Document by Bank from: 20.07.2022

Last Date of Submission of Expression of Interest by the Consultant: 10.08.2022

Financial Bids for EOI to RFP will be opened on: **15.08.2022**

Acceptance of Work Order: within one week of receipt of work order

SLA and NDA Agreement: to be signed after acceptance of the work order and before commencement of work. Contract to be signed in London, United Kingdom.

Bank of Baroda reserves the right to vary this timeframe at its absolute and sole discretion should the need arise. Changes to the timeframe will be relayed to the affected Respondents during the process.

By issuing this RFP, entering into clarification communications with potential Respondents or by having any other form of communication with potential Consultants, Bank of Baroda is not bound in any way to enter into any contractual or other arrangement with the Respondents or any other potential Consultant. Bank of Baroda reserves the right to terminate, amend or vary (to include, without limitation, in relation to any timescales or deadlines) this selection process by notice to all potential Respondents in writing.

17. Dispute Resolution

The Recipient and Bank of Baroda shall endeavour their best to amicably settle all disputes arising out of or in connection with the RFP in the following manner:

- a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b. The matter will be referred for negotiation between authorized representative of Bank of Baroda and of the Recipient. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.
- c. In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same shall be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in London and conducted in accordance with the provisions of laws applicable for arbitration in England and Wales. The Arbitration proceedings shall be presided by the sole arbitrator appointed by Bank

RFP for EOI: Selection for Consultants for working with Bank of Baroda, London branch, UK to prepare response for Regulators in respect of Operational Resilience



of Baroda.

18. Applicable Law and Jurisdiction of Court

Any disputes between Bank of Baroda and the Recipient arising out of the RFP shall be governed in accordance with the Laws of England and Wales for the time being in force.

19. Professionalism

The selected Respondent should provide professional, objective and impartial advice at all times and hold the Bank of Baroda's interest's paramount and should observe the highest standard of ethics while executing the assignment.

20. Execution of SLA

The selected Respondent shall execute a Service Level Agreement, which would include all the services and terms and conditions of the services to be extended as detailed herein and any other conditions as may be prescribed by the Bank.



RFP for EOI: Selection for Consultants for working with Bank of Baroda, London branch, UK to prepare response for Regulators in respect of Operational Resilience

Page 9 of 17



Project Requirements /Terms of Reference (TOR) for EOI

1. Objectives:

a. Project Objective

Bank of Baroda wishes to take services from suitable Consultant/ Consultancy Firms for preparing response to the Regulators' Operational Resilience Framework by obtaining Expression of Interest (EOI) in response to the RFP.

The Objective of the Bank is to meet the Key Regulatory guidelines to create and sustain robust Operational Resilience Framework for the Bank.

b. Project Scope

Bank of Baroda invites Expression of Interest (EOI) from eligible bidders for building a comprehensive Operational Resilience framework by working with the Bank Branch, providing suitable guidance and preparing documents for the Bank so as to enable the Bank to be compliant in this respect.

The criteria and the actual process of evaluation of the responses to this tender and subsequent selection of the successful bidder will be entirely at Bank's discretion. Selected should carry out Consultant/ Consultancy Firm to work on the following Regulatory Requirements:

A. Set Important Business Services*

- Driven by Customer Outcomes
- Potential to cause intolerable harm to customer, Bank, Market Integrity, etc.

B. Set Impact Tolerances*

- Identify the point at which disruption to an Important Business Service causes intolerable harm
- Separate Impact Tolerances for FCA & PRA
- Different RTO

C. Service Mapping

- Identify the supply chain for each Important Business Service.
- Identify Processes
- Identify dependencies
- Identify Vulnerabilities
- Gather sufficient information for Scenario Testing.

D. Scenario Testing

- User Service Mapping information to test ability of the Bank to remain within Impact Tolerances in the event of various 'severe but plausible' scenarios.

RFP for EOI: Selection for Consultants for working with Bank of Baroda, London branch, UK to prepare response for Regulators in respect of Operational Resilience





- E. BAU Environment approach Plan ,which sets out enablement of
- Ongoing Scenario Testing plan
 - Assess live incidents and improve Incident Management
 - Recover services consistently within Impact Tolerances
 - Address and remediate vulnerabilities
 - Improve resilience and process within third party supplier management
 - Maintain service mapping
 - Review Impact Tolerances
 - Review Important Business Services
 - Appropriate communication plans
 - Maintain and approve Self-assessment document

**Certain work is carried out by the Bank in March 2022 quarter in these areas, which may be utilised by the Consultant/ Consultancy Firm, if suitable.*

2. Consultant/ Consultancy Firm Eligibility Criteria

The major eligibility criteria for the Vendor/ Service Providers are given below: -

- a. The Consultant/ Consultancy Firm should have 5-10 years' experience of working with UK Banks within operational resilience.
- b. 4-5 years' work experience with Wholesale Business Banks would be given preference for selection.
- c. Strong understanding of or Methodology of work to fulfil the objectives of the assignment
- d. Consultant of the Consultancy Firm should have proven experience within or
- e. The firm should have appropriate capability of Transferring of documented knowledge/Training to the Bank.
- f. The Consultant/ Firm should be willing to submit Non-Disclosure Agreement

3. Scope of Work

Broad High Level Scope of Work for drawing up the Expression of Interest is given below:

- i. **Operational Resilience Activities:**
 - ✓ Set and Document Important Business Services and document approach.
 - ✓ Set and Document Impact Tolerances. Document Approach
 - ✓ Complete Service Mapping
 - ✓ Assess Mapping Vulnerabilities and create Service Catalogue
 - ✓ Create Scenario Testing Framework and long term Test Plan
 - ✓ Conduct Initial and ongoing scenario testing
 - ✓ Produce Self-assessment document
 - ✓ Create BAU admin framework/ software discovery
 - ✓ Design and document BAU approach and resourcing
 - ✓ Design and document BAU vulnerability management framework
 - ✓ Design and document BAU incident management framework

RFP for EOI: Selection for Consultants for working with Bank of Baroda, London branch, UK to prepare response for Regulators in respect of Operational Resilience



- ✓ Design and document BAU supplier management framework
- ✓ Design and build KPIs for all pillars

ii. Transfer of Knowledge/ Training of Key Personnel of the Bank :

- ✓ Prepare and execute suitable Training for transfer of knowledge

4. Qualifying Evaluation Criteria

Qualifying criteria are classified as under - (broad level)

S.No.	Criteria	Response in EOI	Documents Attached
1.	5-10 years work experience with UK Banks in Operational Resilience or any such similar field. Of which preferably 3-5 years with Wholesale Banking Branches/ Banks	Yes/ No 20 Marks	Declaration letter
2.	Whether proposed methodology of work fulfil the objectives of the assignment/ Job as per the details specified in RFP	Yes/ No 25 Marks	As elaborated in EOI document
3.	Whether the Consultant/ Key professional of the Consultancy Firm fulfil the qualification and experience criteria	Yes/ No 25 Marks	As elaborated in EOI Document
4.	Does the staffing schedule/ man-hours proposed (including for key professional) the responsibility assigned to them and the support staff together is adequate for performing the entire scope of work	Yes/ No 10 Marks	As elaborated in EOI Document
5.	Format of Financial Contract offered (The type of contract offered will have to be elaborated in the EOI where Bank prefers Lumpsum Contract with approximate timelines) In case this is not possible, Time Based Contract may be submitted. The bid should contain approximate total amount of the job as per man-days specified. Bids without approximate quantifiable amount would not be accepted.	Lumpsum (10 Marks)/ Time-based (5 Marks)	As submitted in EOI
6.	Capability and Plan for Transfer of Knowledge/ Training	Yes/ No	As elaborated in EOI Document



		10 Marks	
	Total	100 Marks	

* At least 60 Marks required for Qualification.

Please note bidders who fulfil the above criteria are only allowed. **Out of the qualifying Consultant/ Consultancy Firm as per above, Bidder with the lowest amount of bid would be awarded the contract.**





QUESTIONNAIRE OVERVIEW

A questionnaire is set out below. The questionnaire is divided into the following sections:

- General questions.
- Services issues and capabilities.

1. GENERAL QUESTIONS

1.1 Contact details

- a) Please supply details of the person(s) at your organisation who can be contacted by Bank of Baroda in relation to your response. Please give their name, title, address and location, telephone number, fax number and e-mail address.

1.2 Individual/ Company details

- a) Please give details of your company, stating its full registered address and company registration number.
- b) Please set out details of the parent or holding company of the company specified in response to the above question, state where it is registered, ownership details and detail of its and its parent company's subsidiaries and specify the relationship between it and its parent/holding company or whether any group companies are publicly listed and, if so, on which stock exchanges.
- c) Please set out your geographical locations which are relevant to the requirements set out in this RFP and the length of time you have operated from these locations.

1.3 Your Organisation's staff

- a) Please give details of your staff numbers, skills, duties and locations those who will be associated with the proposed work. Please set out any key skills or employee dependencies and the availability of replacement skills in those areas.
- b) Please explain the organisational and management structure of your organisation (including an organogram of your executive management) and the roles and responsibilities of the management teams involved in relation to the services in the RFP.





1.4 Your history, approach, vision and values

- a) Please describe in brief terms, your organisation's history and the history of provision of outsourcing services.
- b) Over what period of time have you been providing services which are similar to those which are the subject of RFP.
- c) Please provide details of your corporate and business values and how this affects your organisation and the services it offers.

1.5 Customers

- a) Please supply a list of customers to whom similar services to those contemplated by the RFP are provided and the types of services being provided.

1.6 References

- a) Please provide references of work done in the past and the success ratio where services were provided similar to those being contemplated by the RFP.

1.7 Outsourcing experience

- a) Please provide details of previous experience in providing similar services to the services envisaged in this RFP, particularly your experience which relates to implementation/transition, service levels, regulatory compliance, achievement of economies of scale and value for money. Please provide details of size and scale of these services.
- b) Please specify any additional related services you could offer to Bank of Baroda and the benefits of such services.

1.8 Standards and procedures

- a) Please provide details of your quality assurance processes and management systems and if applicable any quality related accreditations or certifications you hold.
- b) Please set out your policies, procedures and processes in relation to the protection of all information and data in relation to the services and in relation to other security and confidentiality matters.
- c) Please provide a brief risk management overview of the risks that you foresee in the delivery of each area of the requirements you are responding to. Please categorise these risks according to whether they are risks for Bank of Baroda, for you, or risks that are to be shared jointly. Please specifically state how you propose to manage and/or mitigate these risks.





- d) Please confirm that all goods, services, software and intellectual property which would be provided or supplied by you in the course of the provision of the services are compliant with applicable regulatory framework.
- e) Please give details of the systems and processes that are intended to be used to ensure security of personal customer data.

1.9 Insurance

Please provide details of the levels and kinds of insurance held by your organisation and describe which services and areas such insurance would apply.

2. SERVICES ISSUES AND CAPABILITIES

2.1 Services

- a) Please specify whether you are able to meet the requirements set out in Section II (Project Requirements) and your methodology for achieving this.
- b) Please specify how your organisation is structured to best provide the services (as detailed in Section II (Project Requirements)).
- c) Please specify the key members of staff that is proposed would be used to provide and manage the service throughout the transitional and operational phases of the project, along with their CVs and other relevant information.
- d) Please specify the proposed dedicated management team from Bank of Baroda's account, where they would be located and whether members of Bank of Baroda's operations team could be based at your operational site on at least a part-time basis.
- e) Please specify the standard service levels proposed in relation to the services to be provided pursuant to the project, and outline the method and frequency of reporting.
- f) Please describe how you would provide these services to Bank of Baroda and how you propose structuring and managing the provision of the services.
- g) What resources would you use to provide these services and give details of these resources, their experience and where they will be based?
- h) Would staff be dedicated to this service or shared with other services or other customers? If they are shared with others, please describe which staff would be shared and how this would work.



- i) Please specify if you would consider off-shoring (outside of the UK) any element of the service, along with details of potential locations, timing and expected benefits of the proposed off-shoring. Please indicate whether these off-shoring services would be provided by you or by a third party and whether new or existing relationships would be used. Please confirm that the off-shoring service levels are at least equivalent to those in the UK. Please confirm that the service can be provided during UK working hours.
- j) Please describe your problem escalation procedure and the timescales for escalating problems in relation to this service.
- k) How would you provide the services within the core hours and outside of the core hours stated? Do you have any limit on the type of cover you would offer at different times of day?
- l) Please describe your competencies and experience in providing these services.
- m) What assets would you be using, those of Bank of Baroda or your own in relation to these services and why? Where would they be located?
- n) What are your own disaster recovery plans for these types of services.
- o) Are there any additional services you can provide or would wish to offer in relation to these services?
- p) Would you propose any different approaches to the provision of these services from that set out in the RFP and if so, please describe.
- q) Are there any new developments in the marketplace or potential technological or any changes in relation to the services which may affect the provision of the services which are subject of the RFP?

2.2 Other capabilities

Please set out any additional capabilities or other services you provide beyond the scope of those contained in the RFP which may be of interest to Bank of Baroda.



RFP for EOI: Selection for Consultants for working with Bank of Baroda, London branch, UK to prepare response for Regulators in respect of Operational Resilience

Page 17 of 17

