S No.	Page No.	Description	Query Details	Response to Prebid Query
1	1	Last Date for receipt of bids : 12.07.2022 at 03:00 PM	Since Applying for this RFP involve multiple Parties coming at an agreement and Put across best solution for Indian Bank Digital Needs, The Last date should be extended to atleast July End for the Bidder to evaluate multiple Solutions	Please refer AMENDMENT CORRIGENDUM
2	1	Last Date of receipt of bid - 12.07.2022 at 3.00 PM	Request bank to provide atleast one month after pre-bid clarifications so that bidder can consolidate with all respective solution providers to align with best Digital Lending Platform	Please refer AMENDMENT CORRIGENDUM
3	6	Last Date of Submission/ Closing Date in Online & Offline Mode - 12/07/2022 at 03:00 P.M. for both online and offline submissions.	Kindly provide at least 6 weeks time after publishing all the clarification published by the Bank to submit our bids?	Please refer AMENDMENT CORRIGENDUM
4	6	Last Date of Submission/Closing Date in Online & Offline Mode	Given the comprehensiveness of the requirement, we would request to extend the submission timelines till 26th July	Please refer AMENDMENT CORRIGENDUM
5	6	For offline submission, the sealed outer envelope shall be addressed to the Bank at the address given below and to be delivered at the below address.	Kindly specify which are the documents need to be submitted as physical/ hard copy?	As mentioned in Page 101 of the RFP, 2.5. OFFLINE SUBMISSIONS In addition to uploading the documents in our e-Tendering portal, Bidders should also submit the following in a sealed envelope, super scribing with the tender Reference number, due date, Name of the Bidder, etc. a) DD towards Cost of bid document (Bidders may also remit the amount in the account number mentioned under point no. 8 of Schedule) b) Bid Security (EMD) in the form of Fund transfer/ Bank Guarantee (issued by a nationalised / scheduled commercial Bank (other than Indian Bank) in favour of "Indian Bank" payable at Chennai. c) Pre-Contract Integrity Pact Note: Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for claiming exemption for Cost of Bid document.
6	7	Documents to be submitted physically by bidders	For Sl. 2 i.e. EMD for Rs. 20000000 (Two Crores). We request the authority to reconsider the said requirement in light of Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 and waive the EMD deposition for MSEs	As per RFP terms. As per Government guidelines, following are the support to MSEs, available in this RFP: a) Tender sets shall be provided free of cost to MSEs. b) MSEs shall be exempted from payment of Earnest Money (they shall be required to submit copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure - VIII duly signed by company secretary/ Director of the concerned enterprise).

S No.	Page No.	Description	Query Details	Response to Prebid Query
7	7	Non-refundable Rs. 50,000/- (Rupees Fifty Thousand only) in the form of DD favoring "Indian Bank".	Kindly provide exemption of MSME companies (including "Medium" category companies as well) with valid proof such as Udyog Aadhaar certificate?	As per RFP terms. As per Government guidelines, following are the support to MSEs, available in this RFP: a) Tender sets shall be provided free of cost to MSEs. b) MSEs shall be exempted from payment of Earnest Money (they shall be required to submit copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure - VIII duly signed by company secretary/ Director of the concerned enterprise).
8	7	Bid Security (EMD) for Rs. 2,00,00,000/- (Rupees Two Crore only)	Kindly provide exemption of MSME companies with valid proof such as Udyog Aadhaar certificate?	As per RFP terms. As per Government guidelines, following are the support to MSEs, available in this RFP: a) Tender sets shall be provided free of cost to MSEs. b) MSEs shall be exempted from payment of Earnest Money (they shall be required to submit copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure - VIII duly signed by company secretary/ Director of the concerned enterprise).
9	7	Documents to be submitted physically by Bidders	Would the entire RFP response to be submitted offline? Or the online submission suffices. We understand EMD, Pre Integrity pact Addendum would need to be submiited offline. Also specifiy the timelines for offline submission.	Please refer page 101 of RFP document, clause 2.5. OFFLINE SUBMISSIONS.
10	9	Original RFP….	Whether physical copies of all the tender documents (Original + Amendments) to be sent along with technical bid or the same has to be uploaded to the portal?	Please refer page 101 of RFP document, clause 2.5. OFFLINE SUBMISSIONS. The documents other than above, have to be submitted through online mode only
11	17	As on 31st March 2022 Bank has Pan-India network with 20,314 touch points including 5732 Brick & Mortar branches, 4,925 ATMs/BNAs, 9,657 Business Correspondents.	Is Bank planning to roll out DLP across all their 26,000+ branches? Our understanding is that scope of the project is applicable only for India region and not other countries, kindly clarify.	Please refer page 10 of RFP for scope of the project, relevant portion of which is reiterated below: Bank refers to 'Indian Bank (IB)' including its Branches, Gift City, Administrative offices, processing centres/HUBS, cells and all other units and establishments etc. (excluding its overseas establishments and Regional Rural Banks). Details of various touch points mentioned at Page 17. Page 19 & page 50 of RFP also clarify regarding users of the solution. Further, please refer Page 88 of RFP regarding amalgamation.

S No.	Page No.	Description	Query Details	Response to Prebid Query
12	18	The Bank has its foot print overseas with branches at Singapore, Colombo and Jaffna, besides a Foreign Currency Banking Unit in Colombo.	Please clarify whether the proposed solution is only for Bank's domestic business or overseas business is also included?	Please refer page 10 of RFP for scope of the project, relevant portion of which is reiterated below: Bank refers to 'Indian Bank (IB)' including its Branches, Gift City, Administrative offices, processing centres/HUBS, cells and all other units and establishments etc. (excluding its overseas establishments and Regional Rural Banks). Details of various touch points mentioned at Page 17. Page 19 & page 50 of RFP also clarify regarding users of the solution. Further, please refer Page 88 of RFP regarding amalgamation.
13	18	Integrate with external data sources for enhanced data collection, data underwriting models, Analytics for account health or NPA projections , capturing Zero Moment of Truth, AI & ML/ Deep Learning Algorithms/ analytics & data-based credit decisioning using structured and unstructured data from different digital sources to objectively determine credit worthiness of clients.	For Non-Fintech services, we would like to know more on structured and unstructured data from different source and how this data will be available to the bidder like either source will publish endpoint to access data or data will be shared by the source to consume and perform ETL operation	This will be finalized with the successful bidder during requirement analysis phase.
14	18	Loan Life cycle management system (LLMS) integrated to Core Banking Solution with live branch journeys across loans in RAM sectors	Whether any Integration is needed with existing LLMS?	The offered Digital Lending Platform has to offer an independently operating end-to-end digital lending solution from the inititation of the loan journey (lead/application) till account opening in CBS, disbursement, post-disbursement compliance as well as monitoring and collections for which the system has to integrate with the Bank's CBS.
15	18	Presently, the Bank has a Loan Life cycle management system (LLMS) integrated to Core Banking Solution with live branch journeys across loans in RAM sectors. Bank has also launched an end-to-end online STP digital product PAPL (Pre-approved personal Loan) using the platform.	Is Bank planning to sunset existing Loan Life cycle management system?	The offered Digital Lending Platform has to offer an independently operating end-to-end digital lending solution from the inititation of the loan journey (lead/application) till account opening in CBS, disbursement, post-disbursement compliance as well as monitoring and collections for which the system has to integrate with the Bank's CBS.
16	18	Presently, the Bank has a Loan Life cycle management system (LLMS) integrated to Core Banking Solution with live branch journeys across loans in RAM sectors. Bank has also launched an end-to-end online STP digital product PAPL (Pre-approved personal Loan) using the platform.	Bidder understanding is that these systems will be replaced by the new proposed Digital Lending solution. Please clarify	The offered Digital Lending Platform has to offer an independently operating end-to-end digital lending solution from the inititation of the loan journey (lead/application) till account opening in CBS, disbursement, post-disbursement compliance as well as monitoring and collections for which the system has to integrate with the Bank's CBS.

S No.	Page No.	Description	Query Details	Response to Prebid Query
17	18	Presently, the Bank has a Loan Life cycle management system (LLMS) integrated to Core Banking Solution with live branch journeys across loans in RAM sectors. Bank has also launched an end-to-end online STP digital product PAPL (Pre-approved personal Loan) using the platform.	Is the existing LLMS system is in-house application or OEM product based solution. If OEM based product kindly give details like product name, OEM name etc.	The offered Digital Lending Platform has to offer an independently operating end-to-end digital lending solution from the inititation of the loan journey (lead/application) till account opening in CBS, disbursement, post-disbursement compliance as well as monitoring and collections for which the system has to integrate with the Bank's CBS. LLMS deployed in Indian Bank is a COTS application. The details will be shared to the succesful bidder
18	18	Integrate with external data sources for enhanced data collection, data underwriting models, Analytics for account health or NPA projections , capturing Zero Moment of Truth, AI & ML/ Deep Learning Algorithms/ analytics & data-based credit decisioning using structured and unstructured data from different digital sources to objectively determine credit worthiness of clients.	Need clarification. Only the integrations are required with existing systems or the proposed system should have inbuilt AI/ML capabilities ?	One of the basic requirement of a Digital Lending Platform is credit decisioning / underwriting which would require inbuilt analytical capabilities
19	19	It should a be intuitive and scalable lending platform capable of providing multiple products at an accelerated speed to market, with an intelligent flexible decoupled technology architecture and a well-designed omnichannel customer experience with front-end creativity, easy plug-in plug-out in an ecosystem of data and services and enable the adoption of analytics and AI while retaining the legacy backend.	Will the existing system enable communication through API or is it through batch processing via files.	Bank will expose required API's to integrate with Bank's Internal Systems and Core Banking through Bank's Middleware.
20	19	The platform has to interface with the customers through front-end web-portal, customer care/ mobile-banking/ net-banking/ TAB/ kiosks and other channels right from lead/sourcing till the entire journey completion,	1. Please provide graphical view of workflow of your business process 2. Are there are workflow stage which needs to be integrated with external system to push and pull data 3. What are the main steps in lead management in the initial sales journey before the leads moves to application stage? 4. Will Third parties' officials also use the Bidder Platform. Where from the details of third parties are coming?	1. The Banks credit policies for respective modules/products and Business Requirement Document (BRD) for each loan product/journey will be shared with the successful bidder. However, the platform has to offer a low-code/no-code micro-services architecture BRE, workflow engine etc. to customize off-the-shelf journeys as part of the solution, to enable quick go-to-market. 2. Platform has to integrate with number of internal and external systems to meet the functional requirements of the RFP 3. Details will be shared with the successful bidder during the PMO stage 4. Various 3rd party users have been listed out in the RFP like Banking Correspondents, panel advocates, valuers, DSAs, etc.

S No.	Page No.	Description	Query Details	Response to Prebid Query
21	19	Bank has set a target of raising loan volumes by 100 percent over the digital platform while reducing operational costs by 25 percent.	Number of current users and expected growth trend for next 5 years	Currently, Bank has a employee strength of forty thousand approximately. However, the offered solution has to interface with the customers as well as various 3rd parties also as mentioned in the RFP. The expected concurrent sessions at any point of time is expected to be 3,000. Estimated loans to be processed on the digital lending platform in year-1 would be 60 lakhs, followed by a yoy volume growth of at least 25% with 100% of coverage across RAM sectors during implementation, apart from the regular review/renewals through the digital lending platform. The break-up under RAM journeys is estimated as follows : Retails Loans : 10 Lakhs Agri. Loans : 40 Lakhs MSME Loans : 10 Lakhs
22	19	It is required that the Digital Lending Platform (DLP) be a **Multi-lingual**, deviceagnostic responsive web portal and Android & iOS-based Application	Request to share list of Multi-lingual languages required to support by DLP.	As per RFP, following regional languages to be supported in addition to English & Hindi: Assamese, Bengali, Gujarati, Kannada, Kashmiri, Konkani, Malayalam, Marathi, Nepali, Oriya, Punjabi, Sanskrit, Tamil and Telugu.
23	19	Digital Lending Platform (DLP) be a Multi-lingual, device- agnostic responsive web portal and Android & iOS-based Application empowering Customers and Employees/Agents/Partners (field agents, Lawyers, valuers, etc. to record physical visits, give comments, upload documents, etc.) with common User Interface / User Experience (UI/UX) across Web, Mobile, and Tab for all the Products.	Kindly confirm if the partner's or external agents / business correspondents will use the same mobile app as the bank's employees.	All Bank internal as well as external users including Admin, Sales officer, Credit officer, Field agents, Legal scrutiny, Valuation agency, technical agency, customers, channel partners, branch users, processing centres / back offices, administrative and controlling offices, contact centres, etc. must have an omnichannel device agnostic experience, with the access on a need to know and need to have basis
24	19	For Credit Appraisal, it should generate 360-degree customer profile integrated with the internal systems like CBS, MIS, RAM, as well as external systems like UIDAI, NPCI, NSDL, Account Aggregators, e-Stamping & e-Signing, Credit Bureaus, CERSAI, MCA, SEBI, GST, EPFO, ITR, Bank Statements other Data, and Analytical sources, fraud check, AML and defaulter/blacklist check, De-duplication, related party transaction, cross-comparison of data, internal database checks, etc.	Please clearify, if bank already has subscription from the required external data sources service providers or the bidder needs to procure the subscription. Also the pricing of these subscription should be included in the commercials or not.	The offered Digital Lending Platform has to be delivered with pre-integrated facility for the same. The commercials for fintech hosting services listed in the commercial bid have to be provided by the bidders. Bank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.

S No.	Page No.	Description	Query Details	Response to Prebid Query
25	19	For Credit Appraisal, it should generate 360-degree customer profile integrated with the internal systems like CBS, MIS, RAM, as well as external systems like UIDAI, NPCI, NSDL, Account Aggregators, e-Stamping & e-Signing, Credit Bureaus, CERSAI, MCA, SEBI, GST, EPFO, ITR, Bank Statements other Data, and Analytical sources, fraud check, AML and defaulter/blacklist check, De-duplication, related party transaction, cross-comparison of data, internal database checks, etc.	We understand that bank just want to build Digital Customer Journeys and doesn't want to replace existing LOS. Kindly confirm the same	The offered Digital Lending Platform has to offer an independently operating end-to-end digital lending solution from the initiation of the loan journey (lead/application) till account opening in CBS, disbursement, post-disbursement compliance as well as monitoring and collections for which the system has to integrate with the Bank's CBS.
26	19	Implementation Scope	Kindly confirm that Indian Bank is looking for below solutions as part of the ask of this RFP: A. Customer Experience Platform: 1. Customer Digital Journeys Builder 2. Content Screen Designer Manager B. LOS (Loan Origination System) 1. Lead Management 2. Application Workflow and Management 3. Credit Decisioning and Underwriting 4. Business Masters Management 5. Collection Management C. Enterprise Document Management D. Fintech Integration E. Middleware/ API Manager F. Customer portal G. Mobile App	The scope of the RFP with the technical and functional requirements, integrations requirements, etc. is detailed in the RFP. The specific tools required to meet the scope of the RFP have to be inbuilt or offered additionally as part of the overall solution.
27	23	Margin of Purchase Preference: The margin of purchase preference shall be 20%.	What does this Margin of Purchase reference mean?	Please refer the detailed statutory guidelines being referred to in the page 21 of RFP document

S No.	Page No.	Description	Query Details	Response to Prebid Query
28	29	Bid Security (Earnest Money Deposit) The Bidder should submit at the time of online submission of Bid, as part of its bid, a bid security / EMD in the form of Fund transfer/ Bank Guarantee issued by a Scheduled Commercial Bank located in India (other than Indian Bank), in the form provided in the Bidding Documents for a sum of Rs.2,00,00,000/- (Rupees Two Crore only) valid for 225 days from the last date for submission of Bid. Bank may seek extension of Bank Guarantee, if required. Relaxation if any, extended by GOI/ competent authorities for furnishing the EMD shall be passed on to the bidders	We request to exempt MSEs from EMD, as per Govt. of India guidelines to MSEs	Public Procurement Policy for Micro and Small Enterprises (MSEs) is applicable. Micro and Small Enterprises (MSEs) are provided tender documents free of cost and are exempted from payment of earnest money, subject to furnishing Annexure-VIII and relevant valid certificate for claiming exemption, as detailed in Page 29 and 101 of the RFP.
29	29	Bid Security (Earnest Money Deposit)	We request the authority to reconsider the said requirement in light of Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 and waive the EMD deposition for MSEs	As per RFP terms. As per Government guidelines, following are the support to MSEs, available in this RFP: a) Tender sets shall be provided free of cost to MSEs. b) MSEs shall be exempted from payment of Earnest Money (they shall be required to submit copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure - VIII duly signed by company secretary/ Director of the concerned enterprise).
30	29	Bid Security (Earnest Money Deposit	EMD asked is 2.00 Crores. This may be reduced to a base cost less than Rs. 50 lakhs, since this amount will be held for few days at Bank.	As per RFP.
31	29	The Bidder should submit at the time of online submission of Bid, as part of its bid, a bid security / EMD in the form of Fund transfer/ Bank Guarantee issued by a Scheduled Commercial Bank located in India (other than Indian Bank), in the form provided in the Bidding Documents for a sum of Rs.2,00,00,000/- (Rupees Two crore only) valid for 225 days from the last date for submission of Bid. Bank may seek extension of Bank Guarantee, if required. Relaxation if any, extended by GOI/ competent authorities for furnishing the EMD shall be passed on to the bidders.	We request bank to relax the Earnest Money Deposit for SME bidders. As per GOI Make in India initiative.	As per RFP terms. As per Government guidelines, following are the support to MSEs, available in this RFP: a) Tender sets shall be provided free of cost to MSEs. b) MSEs shall be exempted from payment of Earnest Money (they shall be required to submit copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure - VIII duly signed by company secretary/ Director of the concerned enterprise).

S No.	Page No.	Description	Query Details	Response to Prebid Query
32	29	EMD of 2 Crores	RFP doesn't clearly state about the exemption of EMD for MSME - Request bank to incorporate	As per RFP terms. As per Government guidelines, following are the support to MSEs, available in this RFP: a) Tender sets shall be provided free of cost to MSEs. b) MSEs shall be exempted from payment of Earnest Money (they shall be required to submit copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure - VIII duly signed by company secretary/ Director of the concerned enterprise).
33	29	Relaxation if any, extended by GOI/ competent authorities for furnishing the EMD shall be passed on to the bidders	We Bidder are MSME registered company . Clarify whether we are eligible for EMD exemption.	As per RFP terms. As per Government guidelines, following are the support to MSEs, available in this RFP: a) Tender sets shall be provided free of cost to MSEs. b) MSEs shall be exempted from payment of Earnest Money (they shall be required to submit copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure - VIII duly signed by company secretary/ Director of the concerned enterprise).
34	29	The Bidder should submit at the time of online submission of Bid, as part of its bid, a bid security / EMD in the form of Fund transfer/ Bank Guarantee issued by a Scheduled Commercial Bank located in India (other than Indian Bank), in the form provided in the Bidding Documents for a sum of Rs.2,00,00,000/- (Rupees Two Crore only) valid for 225 days from the last date for submission of Bid. Bank may seek extension of Bank Guarantee, if required. Relaxation if any, extended by GOI/ competent authorities for furnishing the EMD shall be passed on to the bidders.	Request the bank to reduce to bid security (EMD) to Rs. 5,00,000/- and provide exemption to Govt of India MSME recognised companies	As per RFP terms. As per Government guidelines, following are the support to MSEs, available in this RFP: a) Tender sets shall be provided free of cost to MSEs. b) MSEs shall be exempted from payment of Earnest Money (they shall be required to submit copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure - VIII duly signed by company secretary/ Director of the concerned enterprise).

S No.	Page No.	Description	Query Details	Response to Prebid Query
35	33	The average annual turnover for the three financial years 2019-20, 2020- 21, 2021-22 of the bidder should be Rs. 25.00 crores or above. If March 2022 audited results are not published as on date of bid submission, the financials of 2018-19, 2019-20 & 2020-21 to be submitted for eligibility valuation.	Request bank to consider GOI guidelines. As per GOI guidelines MSME's are exempted from prior turnover, networth and experience.	As per RFP terms. As per Government guidelines, following are the support to MSEs: a) Tender sets shall be provided free of cost to MSEs. b) MSEs shall be exempted from payment of Earnest Money (they shall be required to submit copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure - VIII duly signed by company secretary/ Director of the concerned enterprise).
36	33	Average Annual Turnover	Considering 2 years as COVID-19 years which has affected the business of MSEs, we request the authority to have Average Annual Turnover of Rs. 10 Crors of above so MSEs can get chance to take part in the bidding process.	As per RFP terms. As per Government guidelines, following are the support to MSEs: a) Tender sets shall be provided free of cost to MSEs. b) MSEs shall be exempted from payment of Earnest Money (they shall be required to submit copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure - VIII duly signed by company secretary/ Director of the concerned enterprise).
37	33	The bidder should have earned net profit in at least one out of three preceding Financial Years 2019-20, 2020-21, 2021-22 from business in India.	We request to drop this as this is an barrier for start-ups to particpate in the process	As per RFP. As per Government guidelines, following are the support to Start-ups, available in this RFP: Exemption from payment of Bid Security (they shall be required to submit copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure - VIII duly signed by company secretary/ Director of the concerned enterprise).
38	33	The average annual turnover for the three financial years 2019-20, 2020- 21, 2021-22 of the bidder should be Rs. 25.00 crores or above.	Request average turnover relaxation to 10 - 15 crore for MSME	As per RFP terms. As per Government guidelines, following are the support to MSEs: a) Tender sets shall be provided free of cost to MSEs. b) MSEs shall be exempted from payment of Earnest Money (they shall be required to submit copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure - VIII duly signed by company secretary/ Director of the concerned enterprise).

S No.	Page No.	Description	Query Details	Response to Prebid Query
39	33	The Bidder should have registered positive Net Worth of at least Rupees 100 crores as per the latest audited financial statement. The bidder should have earned net profit in at least one out of three preceding Financial Years 2019-20, 2020-21, 2021-22 from business in India. If March 2022 audited results are not published as on date of bid submission, the financials of 2018-19, 2019-20 & 2020-21 to be submitted for eligibility valuation.	Request bank to consider GOI guidelines. As per GOI guidelines MSME's are exempted from prior turnover, networth and experience.	As per RFP terms. As per Government guidelines, following are the support to MSEs: a) Tender sets shall be provided free of cost to MSEs. b) MSEs shall be exempted from payment of Earnest Money (they shall be required to submit copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure - VIII duly signed by company secretary/ Director of the concerned enterprise).
40	33	Networth	Rs. 100 Crore Positive Netwoth for MSEs will be extremely difficult. Considering the intention of the authority to allow more participation of MSEs, we request the authority to consider criteria of having "Positive Networth" in place of "Net Worth at least Rs. 100 Cr."	As per RFP terms. As per Government guidelines, following are the support to MSEs: a) Tender sets shall be provided free of cost to MSEs. b) MSEs shall be exempted from payment of Earnest Money (they shall be required to submit copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure - VIII duly signed by company secretary/ Director of the concerned enterprise).
41	33	The Bidder should have registered positive Net Worth of at least Rupees 100 crores as per the latest audited financial statement. The bidder should have earned net profit in at least one out of three preceding Financial Years 2019-20, 2020-21, 2021-22 from business in India.	Net Worth of at least Rupees 100 crores for MSME is required?	As per RFP terms. As per Government guidelines, following are the support to MSEs: a) Tender sets shall be provided free of cost to MSEs. b) MSEs shall be exempted from payment of Earnest Money (they shall be required to submit copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure - VIII duly signed by company secretary/ Director of the concerned enterprise).

S No.	Page No.	Description	Query Details	Response to Prebid Query
42	33	3. The Bidder should have registered positive Net Worth of at least Rupees 100 crores as per the latest audited financial statement. The bidder should have earned net profit in at least one out of three preceding Financial Years 2019-20, 2020-21, 2021-22 from business in India. If March 2022 audited results are not published as on date of bid submission, the financials of 2018-19, 2019-20 & 2020-21 to be submitted for eligibility valuation.	We request bank to modified this clause for MSE bidder to : "**For Non MSE:** The Bidder should have registered positive Net Worth of at least Rupees **100 crores** as per the latest audited financial statement. The bidder should have earned net profit in at least one out of three preceding Financial Years 2019-20, 2020-21, 2021-22 from business in India. **For MSE:** The Bidder should have registered positive Net Worth of at least Rupees **40 crores** as per the latest audited financial statement. The bidder should have earned net profit in at least one out of three preceding Financial Years 2019-20, 2020-21, 2021-22 from business in India." If March 2022 audited results are not published as on date of bid submission, the financials of 2018-19, 2019-20 & 2020-21 to be submitted for eligibility valuation.	As per RFP terms. As per Government guidelines, following are the support to MSEs: a) Tender sets shall be provided free of cost to MSEs. b) MSEs shall be exempted from payment of Earnest Money (they shall be required to submit copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure - VIII duly signed by company secretary/ Director of the concerned enterprise).
44	33	The Bidder should have registered positive Net Worth of at least Rupees 100 crores as per the latest audited financial statement. The bidder should have earned net profit in at least one out of three preceding Financial Years 2019-20, 2020-21, 2021-22 from business in India. If March 2022 audited results are not published as on date of bid submission, the financials of 2018-19, 2019-20 & 2020-21 to be submitted for eligibility valuation.	Request the bank to reduce the Net Worth eligibility to Net Worth Positive or up to Rs. 10 crores in the last 3 financial years (including FY 21-22) and exempt profits of the bidder for the past 3 years.	As per RFP terms.
43	33	The Bidder should have registered positive Net Worth of at least Rupees 100 crores as per the latest audited financial statement. The bidder should have earned net profit in at least one out of three preceding Financial Years 2019-20, 2020-21, 2021-22 from business in India.	In serial NO 2 it is mentioned as average turnover for the three financials years as Rs.25 Crores . Need clarification on the NETWORTH portion,whether it is 100 crores or 1 crore.	The Bidder should have registered positive Net Worth of at least Rupees 100 crores as per the latest audited financial statement.

S No.	Page No.	Description	Query Details	Response to Prebid Query
45	33	Net Profit	We request authority to reconsider the said criteria as most of the period during these financial years was affected by COVID-19 in which it was a very challenging environment for the MSEs. In light of above, we request you to waive this criteria.	As per RFP terms. As per Government guidelines, following are the support to MSEs: a) Tender sets shall be provided free of cost to MSEs. b) MSEs shall be exempted from payment of Earnest Money (they shall be required to submit copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure - VIII duly signed by company secretary/ Director of the concerned enterprise).
46	33	The proposed End-to-End Digital lending platform Solution [comprising of at least one of Retail, MSME or Agriculture modules] should have been implemented [not necessarily by the bidder**] and in production with at least THREE CLIENTS, in the last 3 years, out of which at least ONE implementation should be for a Scheduled Commercial Bank in India with 500+ branches. Implemented solution should have gone live on or before the date of release of this RFP. ** - These implementations of the solution need not necessarily be implemented by the Bidder participating as SI in this bid.	Request Indian Bank to modify this clause to "The proposed End-to-End Digital lending platform Solution [comprising of at least one of Retail, MSME or Agriculture modules] should have been implemented [not necessarily by the bidder**] and in production with at least THREE CLIENTS, in the last 3 years" mplemented solution should have gone live on or before the date of release of this RFP. ** - These implementations of the solution need not necessarily be implemented by the Bidder participating as SI in this bid.	As per RFP terms.
47	33	The proposed End-to-End Digital lending platform Solution [comprising of at least one of Retail, MSME or Agriculture modules] should have been implemented [not necessarily by the bidder**] and in production with at least THREE CLIENTS, in the last 3 years, out of which at least ONE implementation should be for a Scheduled Commercial Bank in India with 500+ branches. Implemented solution should have gone live on or before the date of release of this RFP. ** - These implementations of the solution need not necessarily be implemented by the Bidder participating as SI in this bid.	Request bank to consider GOI guidelines. As per GOI guidelines MSME's are exempted from prior turnover, networth and experience.	As per RFP terms. As per Government guidelines, following are the support to MSEs, available in this RFP: a) Tender sets shall be provided free of cost to MSEs. b) MSEs shall be exempted from payment of Earnest Money (they shall be required to submit copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure - VIII duly signed by company secretary/ Director of the concerned enterprise).
48	33	Evidence to be submitted	Is there any format for Certificate to be obtained from Banks/Organizations?	The bidder to submit certificates from the Banks / Organisations along with the copy of Purchase Order to the effect that the solution is implemented and working satisfactorily Ther certificate must provide satisfactory evidence of the work executed

S No.	Page No.	Description	Query Details	Response to Prebid Query
49	33	Evidence to be submitted	Whether any other documents required for vendors having Market Place arrangements where Banks/Organizations have been onboarded?	The bidder to submit certificates from the Banks / Organisations along with the copy of Purchase Order to the effect that the solution is implemented and working satisfactorily. Ther certificate must provide satisfactory evidence of the work executed
50	33	Evidence to be submitted	As a part of governance perspective, we obtain certificate of satisfactory implementation every six months from the Banks/Our customers. Whether such certificate will suffice this requirement if the same is prior to the date of RfP but issued by competent authority?	The bidder to submit certificates from the Banks / Organisations along with the copy of Purchase Order to the effect that the solution is implemented and working satisfactorily. Ther certificate must provide satisfactory evidence of the work executed
51	33	The proposed End-to-End Digital lending platform Solution [comprising of at least one of Retail, MSME or Agriculture modules] should have been implemented [not necessarily by the bidder**] and in production with at least THREE CLIENTS, in the last 3 years, out of which at least ONE implementation should be for a Scheduled Commercial Bank in India with 500+ branches. Implemented solution should have gone live on or before the date of release of this RFP.	Please explain the relevance of no of branches in Digital lending.	The relevance of number of branches is based on the estimated concurrent journeys and load on assisted journeys envisaged at branches.
52	33	The proposed End-to-End Digital lending platform Solution should have been implemented [not necessarily by the bidder**] and in production with at least THREE CLIENTS, in the last 3 years, out of which at least ONE implementation should be for a Scheduled Commercial Bank in India with 500+ branches. Implemented solution should have gone live on or before the date of release of this RFP. ** - These implementations of the solution need not necessarily be implemented by the Bidder participating as SI in this bid.	at Page #46 under 1.10 : It is written as : Digital data collections including but not limited to Advanced Analytics models, Case management, workflow management, overdue tracking and management, Legal Management (SARFAESI/ other measures at each of the stages), Communication (Notice tracking etc.,), Collections (through Mobile module/ Web module for agents, Agencies, and branches etc.) What is the extend to which these Modules/Functionalities are to be covered. This question is raised on the context that " these functionalities are covered under a new Project itself referred as " NPA Managament Solution OR Legal & Recovery Management Solution". So the implementation experience of these modules either by OEM or Bidder will be considered under Eligibility Criteria?	For the eligibility criteria and scoring, only the end to end digital lending journeys / modules will be considered as per the RFP terms.

S No.	Page No.	Description	Query Details	Response to Prebid Query
53	33	The proposed End-to-End Digital lending platform Solution [comprising of at least one of Retail, MSME or Agriculture modules] should have been implemented [not necessarily by the bidder**] and in production with at least THREE CLIENTS, in the last 3 years, out of which at least ONE implementation should be for a Scheduled Commercial Bank in India with 500+ branches. Implemented solution should have gone live on or before the date of release of this RFP.	Kindly request you put minimum two (02) clients?	As per RFP terms
54	33	The proposed End-to-End Digital lending platform Solution [comprising of at least one of Retail, MSME or Agriculture modules] should have been implemented [not necessarily by the bidder**] and in production with at least THREE CLIENTS, in the last 3 years, out of which at least ONE implementation should be for a Scheduled Commercial Bank in India with 500+ branches. Implemented solution should have gone live on or before the date of release of this RFP.	Request bank to reduce the experiece from three clients to 2 clients for us to qualify for this opportunity	As per RFP terms.
55	33	The proposed End-to-End Digital lending platform Solution [comprising of at least one of Retail, MSME or Agriculture modules] should have been implemented [not necessarily by the bidder**] and in production with at least THREE CLIENTS, in the last 3 years, out of which at least ONE implementation should be for a Scheduled Commercial Bank in India with 500+ branches. Implemented solution should have gone live on or before the date of release of this RFP.	We are live across 2 clients, neither of which are a Scheduled Commercial Bank. With respect to the same, we request relaxation to this clause.	As per RFP
56	33	The proposed End-to-End Digital lending platform Solution [comprising of at least one of Retail, MSME or Agriculture modules] should have been implemented [not necessarily by the bidder**] and in production with at least THREE CLIENTS, in the last 3 years, out of which at least ONE implementation should be for a Scheduled Commercial Bank in India with 500+ branches. Implemented solution should have gone live on or before the date of release of this RFP.	Can this relaxed to 2 implementations instead of 3 implementations given the peculiar nature of the requirement.	Please adhere to RFP terms

S No.	Page No.	Description	Query Details	Response to Prebid Query
57	33	Self-attested Copies of audited financial statements, duly certified by auditor along with the auditor's report to be enclosed	Bidder is a one year old company and is carved out from Parent company which has been in India business for almost 2 decades.We shall be able to submit the carved out statements from Parent company. Pls Confirm	The bidder must be able to establish that they are a registered Company (Public / Private) / PSU / PSE / Partnership Firm / LLP in India and been in operation in India for at least 3 years as on the date of bid submission. Also, the bidder should have achieved the average annual turnover, net profit and Net Worth as mentioned in the RFP.
58	33	Self-attested Copies of audited financial statements duly certified by auditor along with the auditor's report to be enclosed.	Bidder is a one year old company and is carved out from Parent company which has been in India business for almost 2 decades.We shall be able to submit the carved out statements from Parent company. Pls Confirm	The bidder must be able to establish that they are a registered Company (Public / Private) / PSU / PSE / Partnership Firm / LLP in India and been in operation in India for at least 3 years as on the date of bid submission. Also, the bidder should have achieved the average annual turnover, net profit and Net Worth as mentioned in the RFP.
59	34	OEM should have its development & support center in India.	Is Bank expecting that the application OEM must have its development and support center in India?	Yes. OEM should have its development & support center in India. This should be full fledge establishment and not created for the submission of this Bid.
60	34	If the bidder is an authorised dealer/system integrator, an Authorization letter from their OEM to deal/market their product in India and it should be valid for a minimum period of six years from the date of RFP	Bidder should be allowed to change the solution providers without impacting the bank's working/ Process flow at no additional cost to bank.	As per RFP terms.
61	34	OEM should have its development & support center in India.This should be full fledge establishment and not created for the submission of this Bid.	Please clarify whether both development and support center be in the same place.	OEM should have its development & support center in India. It need not be in a single location, but only centres within India will be considered under this clause.
62	34	The Bidder should have at least 200 technical resources (In India) on its roles across areas such as Technical Architecture, Engineering/ Development/ Testing in (Web/ Mobile), Design Engineering (UI/UX Designers), Business Analyst / Subject Matter Expert (in Banking Domain etc.) – (excluding the resources in support and Maintenance Activities) as on the date of RFP.	We request bank to consider below modification: The Bidder should have at least 50-100 technical resources (In India) on its roles across areas such as Technical Architecture, Engineering/ Development/ Testing in (Web/ Mobile), Design Engineering (UI/UX Designers), Business Analyst / Subject Matter Expert (in Banking Domain etc.) – (excluding the resources in support and Maintenance Activities) as on the date of RFP	As per RFP terms.
63	34	The Bidder should have at least 200 technical resources (In India) on its roles across areas such as Technical Architecture, Engineering/ Development/ Testing in (Web/ Mobile), Design Engineering (UI/UX Designers), Business Analyst / Subject Matter Expert (in Banking Domain etc.) – (excluding the resources in support and Maintenance Activities) as on the date of RFP.	Request relaxation from 200 to 125	As per RFP.

S No.	Page No.	Description	Query Details	Response to Prebid Query
64	34	Requirement	Requesting authority to reconsider the minimum technical resource requirements and "having 100 or more" in place of "existing 200 or more" so more MSEs can be accommodated.	As per RFP
65	34	The Bidder should have at least 200 technical resources (In India) on its roles across areas such as Technical Architecture, Engineering/ Development/ Testing in (Web/ Mobile), Design Engineering (UI/UX Designers), Business Analyst / Subje	Can this be relaxed if OEMs like to participate directly?	No relaxation permitted. As per RFP.
66	34	Evidence to be submitted	Is there any format for OEM authorization letter to confirm their willingness to enter into a tri-partite Agreement?	OEMs have to submit MAF. Additionally, they have to submit undertaking for willingness to enter tripartite agreement with the bidder and Bank for the goods/services being offered in terms of the RFP.
67	34	Evidence to be submitted	Is there any format for Development and Support Center Certification?	Any satisfactory format can be submitted.
68	34	Evidence to be submitted	Is there any format for on-site resource undertaking?	Any satisfactory format can be submitted.
69	34	Evidence to be submitted	Is there any format for certify resource numbers?	Any satisfactory format can be submitted.
70	35	Evidence to be submitted	Point 9.Is there any format for the same?	Any satisfactory format can be submitted.
71	35	Evidence to be submitted	Point 11. Is there any format for the same?	Any satisfactory format can be submitted.
72	35	Point 11 - The Bidder should have neither failed to perform on any agreement during the last three years, as, evidenced by imposition of a penalty by an arbitral or judicial pronouncement or awarded against the Bidder or its Affiliates /Group Companies/member firms, nor from any project or agreement nor had any agreement terminated for breach by such Bidder or of its Affiliates/Group Companies/member firms.	Kindly limit this clause to only the team working on the project.	As per RFP terms.
73	36	Evidence to be submitted	Point 12 Is there any format for the same?	Any satisfactory format can be submitted.
74	36	Evidence to be submitted	Point 13 Is there any format for the same?	Any satisfactory format can be submitted.
75	36	Each business entity can submit only one bid. However, Multiple SI may bid separately with the same OEM	Can OEM standalon bid for itself and later partner with any SI? If yes, whethere any relaxation in scoring be awareded as it also contains scoring for SIs and if OEM only submitting the bid, 70% scoring will be difficult even full marks are awarded.	OEM can bid standalone, subject to meeting all other criteria required for participation, eligibility, etc. However, there is no scope for later changing the role and engaging any SI. If OEM & SI is the same business entity, then such a bidder is eligible for marks from both categories, viz. as OEM and as SI for parameters of team, references as well as implementation experience.

S No.	Page No.	Description	Query Details	Response to Prebid Query
76	36	Each business entity can submit only one bid. However, multiple SI may bid separately with the same OEM	Request bank to clarify with example as can be slight misinterpretation among bidders	Each business entity can submit only one bid. However, multiple SI may bid with the same OEM/s. a) One SI can submit only 1 bid with single / multiple OEMs b) Multiple SI's can each submit a bid with the same OEM/s c) OEM can submit its own bid as SI as well as be the OEM for other SIs.
77	36	All products/solutions quoted in this RFP should be the latest version in their respective categories and must have a roadmap for at least 10 years and the quoted version should not have end of life/support for at least 6 years	Whether any undertaking or certification is to be submitted for this?	Please refer AMENDMENT CORRIGENDUM
78	36	If required, the bidder if OEM, may utilize System Integrators (SI) to provide part of the scope of work (subject to approval from Bank). However, the bidder will be responsible for delivering the end-to-end solution. Bidder shall be the single point of contact and solely responsible for the implementation, integration, support and maintenance for the entire project. The bidder will be solely responsible for ensuring adherence to the Service Levels, terms & condition and Service Quality for each of the deliverables executed.	Can bidder bid for consolidated services and later on take services of SI in which Bidder will be single point of contact and be solely responsible for bundle of services to be provided to Bank?	The successful bidder will not subcontract or delegate or permit anyone other than the bidders' personnel or OEM to perform any of the work, service or other performance required of the supplier under this agreement without the prior written consent of the Bank. Bank at its own discretion may permit or deny the same.
79	36	If required, the bidder if OEM, may utilize System Integrators (SI) to provide part of the scope of work (subject to approval from Bank). However, the bidder will be responsible for delivering the end-to-end solution. Bidder shall be the single point of contact and solely responsible for the implementation, integration, support and maintenance for the entire project. The bidder will be solely responsible for ensuring adherence to the Service Levels, terms & condition and Service Quality for each of the deliverables executed.	In relation to data agregator and third party fintech service providers, the Bidder's uptime shall exclude downtime of third party data aggregator. Tthe Bidder shall not be responsible for the representations and warranties of such third party data aggregators and third party fintech service providers. The Bidder shall be at liberty to change the non-performing data aggregator with the consent of the Bank. Bidder's recommended approach for provision of such fintech services is through tripartite agremeent between bidder, Bank and fintech service provider. Rationale for such recommendation is from SLA and contracting perspective where parties can clearly provide representations and warranties with respect to their respective services.	For all services offered by the successful bidder (including the 3rd party fintech services), the SLA, uptime, etc. are applicable. If the bidder justifies the requirement to change the fintech service provider at a later date due to non-performance of such a service provider, Bank at its discretion and subject to its satisfaction may accept the alternate service providers , with out any additional cost and after due technical and security checks. It is bidders responsibility to ensure execution of tripartite agreement for all such 3rd party fintech services which are required as part of the solution and offered by the bidder. For all downtimes NOT related to the services offered by the bidder (directly or indirectly through a fintech service provider), the penalties are not applicable

S No.	Page No.	Description	Query Details	Response to Prebid Query
81	36	Scheduled commercial banks do not include Small Finance Banks, Regional Rural Banks and Co-operative Banks	As per RBI Schedule Commercial bank include Small finance Banks, Request to Include it.	Please refer AMENDMENT CORRIGENDUM
80	36	Attested copies of all relevant documents / certificates should be submitted as proof in support of the claims made.	Request bank to consider Sign-Off mails from clients should be considered as a proof.	The sign-off mails are acceptable subject to submission of supporting contact details and satisfactory verification from the issuer regarding the correctness of the claims of the bidder/OEM
82	37	Technical evaluation	A bidder having market/white label solution on which banks/organizations have been onboarded with it and the said solution is capable of being used as end-to-end i.e. from onboarding to disbursment. However, at present banks are using the solution till in-principle approval stage. Whether this will be considered in scoring criteria? We request the authority to consider Onboarding to in principle approval of loan.	A digital journey which stops at In-principle approval stage will not be considered for experience scoring.
83	37	Technical evaluation	Whether copies of agreements and/or letter from banks will suffice the requirement on implementation/go-live of various products with bank?	Any satisfactory format can be submitted. Bidder to submit certificates from the Banks / Organisations along with the copy of Purchase Order to the effect that the solution is implemented and working satisfactorily. Their certificate must provide satisfactory evidence of the work executed.
84	37	Technical evaluation	On Scoring, each journey contains 5 marks or each unique customer contains the 5 marks? For eg. If the bidder has implemented Home Loan & Personal Journey in 5 Banks in such case whether 25 marks will be there of 50 subject to maximum of 100?	Please refer Page 37 of the RFP document where module has been clarified as follows: (Each module like Personal Loan, Home Loan, Vehicle Loan, KCC, Gold Loan, Working Capital facility, etc. would carry 5 marks / 3 marks depending on category of the Bank. Necessary supporting documents from clients to be submitted as proof). Each module will be counted only once for scoring, irrespective of the number of Banks across which the same module has been implemented. If the same module is implemented in category A & B Bank, the score of only 5 marks will be allotted for such a module. Unique loan modules (even if it is with one journey) will be considered. Same Module with different banks will not be considered for scoring.
85	37	Experience in digital journey implementation in Scheduled Commercial Banks, NBFC (end-to-end from on boarding to disbursement – STP/Near STP) *Bidder has to submit the credentials from the clients. (credential should contain the details of products (LIVE) implemented by OEM) To be submitted with back papers & Annexure no. XVII	Request the bank to increase marks for each product implementation proof to 10 marks across all sizes of banks and NBFCs (including Category A & B mentioned)	As per RFP terms.

S No.	Page No.	Description	Query Details	Response to Prebid Query
86	37	Category A: Loan modules implemented in Scheduled Commercial Banks with business size of at least INR one lakh crore: Number of unique loan modules implemented	We would kindly request bank to consider business size requirement to be reduced – from the mentioned One Lakh Crore to INR Fifty Thousand Crore	As per RFP terms.
87	37	Category A: Loan modules implemented in Scheduled Commercial Banks with business size of at least INR one lakh crore: Number of unique loan modules implemented	We request to Bank kindly reduce the Business size requirement mentioned as One Lakh Crore to Rs. Ten Thousand Crore	As per RFP.
88	37	Category A: Loan modules implemented in Scheduled Commercial Banks with business size of at least INR one lakh crore: Number of unique loan modules implemented	We request to Bank kindly reduce the Business size requirement mentioned as One Lakh Crore to Rs. Fifty Thousand Crore	As per RFP
89	37	Category B: Loan modules implemented in Scheduled Commercial Banks with less than INR 1 lakh crore business, NBFCs/Small Finance Bank/RRBs/Co-operative Banks in India/ global installations for Banks outside India. Only clients having asset size of at least INR Twenty Thousand crore will be	Clarification is sought on number of unique journeys – if a unique journey has to be designed for each module for each separate bank/NBFCs	Please refer Page 37 of the RFP document where module has been clarified as follows: (Each module like Personal Loan, Home Loan, Vehicle Loan, KCC, Gold Loan, Working Capital facility, etc. would carry 5 marks. Necessary supporting documents from clients to be submitted as proof). Each module will be counted only once for scoring, irrespective of the number of Banks across which the same module has been implemented. If the same module is implemented in category A & B Bank, the score of only 5 will be allotted for such a module. Unique loan modules (even if it is with one journey) will be considered. Same module with different banks will not be considered for multiple scoring.
90	37	considered for category B: Number of unique loan modules implemented	Clarification is sought on number of unique journeys – if a unique journey has to be designed for each module for each separate bank/NBFCs	Please refer Page 37 of the RFP document where module has been clarified as follows: (Each module like Personal Loan, Home Loan, Vehicle Loan, KCC, Gold Loan, Working Capital facility, etc. would carry 5 marks. Necessary supporting documents from clients to be submitted as proof). Each module will be counted only once for scoring, irrespective of the number of Banks across which the same module has been implemented. If the same module is implemented in category A & B Bank, the score of only 5 will be allotted for such a module. Unique loan modules (even if it is with one journey) will be considered. Same module with different banks will not be considered for multiple scoring.

S No.	Page No.	Description	Query Details	Response to Prebid Query
91	37	(Each module like Personal Loan, Home Loan, Vehicle Loan, KCC, Gold Loan, Working Capital facility, etc. would carry **3 marks**. Necessary supporting documents from clients to be submitted as proof).	Clarification is sought on number of unique journeys – if a unique journey has to be designed for each module for each separate bank/NBFCs	Please refer Page 37 of the RFP document where module has been clarified as follows: (Each module like Personal Loan, Home Loan, Vehicle Loan, KCC, Gold Loan, Working Capital facility, etc. would carry 5 marks. Necessary supporting documents from clients to be submitted as proof). Each module will be counted only once for scoring, irrespective of the number of Banks across which the same module has been implemented. If the same module is implemented in category A & B Bank, the score of only 5 will be allotted for such a module. Unique loan modules (even if it is with one journey) will be considered. Same module with different banks will not be considered for multiple scoring.
92	37	Category B: Loan modules implemented in Scheduled Commercial Banks with less than INR 1 lakh crore business, NBFCs/Small Finance Bank/RRBs/Co-operative Banks in India/ global installations for Banks outside India. Only clients having asset size of at least INR Twenty Thousand crore will be considered for category B: Number of unique loan modules implemented . (Each module like Personal Loan, Home Loan, Vehicle Loan, KCC, Gold Loan, Working Capital facility, etc. would carry 3 marks. Necessary supporting documents from clients to be submitted as proof).	Kindly clarify that the unique Journeys mentioned for one bank is also considered for experience in other bank as well and it will carry points similarly or the journey has to be unique for each Module in each bank/NBFCs	Please refer Page 37 of the RFP document where module has been clarified as follows: (Each module like Personal Loan, Home Loan, Vehicle Loan, KCC, Gold Loan, Working Capital facility, etc. would carry 5 marks. Necessary supporting documents from clients to be submitted as proof). Each module will be counted only once for scoring, irrespective of the number of Banks across which the same module has been implemented. If the same module is implemented in category A & B Bank, the score of only 5 will be allotted for such a module. Unique loan modules (even if it is with one journey) will be considered. Same module with different banks will not be considered for multiple scoring.

S No.	Page No.	Description	Query Details	Response to Prebid Query
93	37	Category B: Loan modules implemented in Scheduled Commercial Banks with less than INR 1 lakh crore business, NBFCs/Small Finance Bank/RRBs/Co-operative Banks in India/ global installations for Banks outside India. Only clients having asset size of at least INR Twenty Thousand crore will be considered for category B: Number of unique loan modules implemented (Each module like Personal Loan, Home Loan, Vehicle Loan, KCC, Gold Loan, Working Capital facility, etc. would carry 3 marks. Necessary supporting documents from clients to be submitted as proof).	Kindly clarify that the unique Journeys mentioned for one bank is also considered for experience in other bank as well and it will carry points similarly or the journey has to be unique for each Module in each bank/NBFCs	Please refer Page 37 of the RFP document where module has been clarified as follows: (Each module like Personal Loan, Home Loan, Vehicle Loan, KCC, Gold Loan, Working Capital facility, etc. would carry 5 marks. Necessary supporting documents from clients to be submitted as proof). Each module will be counted only once for scoring, irrespective of the number of Banks across which the same module has been implemented. If the same module is implemented in category A & B Bank, the score of only 5 will be allotted for such a module. Unique loan modules (even if it is with one journey) will be considered. Same module with different banks will not be considered for multiple scoring.
94	37	Experience in digital journey implementation in Scheduled Commercial Banks, NBFC (end-to-end from on boarding to disbursement – STP/Near STP) *Bidder has to submit the credentials from the clients. (credential should contain the details of products (LIVE) implemented by OEM)	Please condiser "Experience in digital journey implementation in **Commercial Banks** OR NBFC (end-to-end from on boarding to disburmement – STP/Near STP) *Bidder has to submit the credentials from the clients. (credential should contain the details of products (LIVE) implemented by OEM)	As per RFP.
95	37	Experience in digital journey implementation in Scheduled Commercial Banks, NBFC (end-to-end from on boarding to disbursement – STP/Near STP) *Bidder has to submit the credentials from the clients. (credential should contain the details of products (LIVE) implemented by OEM)	Please condiser "Experience in digital journey implementation in **Commercial Banks OR NBFC (end-to-end from on boarding to disburmement – STP/Near STP)** *Bidder has to submit the credentials from the clients. (credential should contain the details of products (LIVE) implemented by OEM)	As per RFP.

S No.	Page No.	Description	Query Details	Response to Prebid Query
96	37	Category A: Loan modules implemented in Scheduled Commercial Banks with business size of at least INR one lakh crore: Number of unique loan modules implemented (Each module like Personal Loan, Home Loan, Vehicle Loan, KCC, Gold Loan, Working Capital facility, etc. would carry 5 marks. Necessary supporting documents from clients to be submitted as proof) Category A: Loan modules implemented in Scheduled Commercial Banks with business size of at least INR one lakh crore: Number of unique loan modules implemented (Each module like Personal Loan, Home Loan, Vehicle Loan, KCC, Gold Loan, Working Capital facility, etc. would carry 5 marks. Necessary supporting documents from clients to be submitted as proof)	Point 1 and 3 under technical evaluation are same. Please clear the expectations	As already informed in the RFP, Point 1 & 3 under technical evaluation are different. Point 1 under technical evaluation requires bidder to submit the credentials from the clients. (**credential should contain the details of products (LIVE) implemented by OEM**). Whereas point 3 under technical evaluation requires bidder to submit the credentials from the clients. (**credential should contain the details of products (LIVE) implemented by SI**).
97	37	Category A: Loan modules implemented in Scheduled Commercial Banks with business size of at least INR one lakh crore: Number of unique loan modules implemented (Each module like Personal Loan, Home Loan, Vehicle Loan, KCC, Gold Loan, Working Capital facility, etc. would carry 5 marks. Necessary supporting documents from clients to be submitted as proof) Category B: Loan modules implemented in Scheduled Commercial Banks with less than INR 1 lakh crore business, NBFCs/Small Finance Bank/RRBs/Co-operative Banks in India/ global installations for Banks outside India	Is vendor expected to submit one reference of SCB with asset size more than 1lakh crore and having implemented all these modules in Category A.	9.3(1), (3) is for Bidder to submit all Experience in digital journey implementation under Category A and Category B. Each module like Personal Loan, Home Loan, Vehicle Loan, KCC, Gold Loan, Working Capital facility, etc. would carry 5 / 3 marks. Each module will be counted only once for scoring. Customer References is covered under 9.3(8), and to be submitted with back papers & Annexure no. XXI . Each reference Bank would carry 5/3 marks based on category and positive feedback from each reference. Necessary supporting documents from clients to be submitted as proof.
98	37	Technical Evualation Category B: Loan modules implemented in Scheduled Commercial Banks with less than INR 1 lakh crore business, NBFCs/Small Finance Bank/RRBs/Co-operative Banks in India/ global installations for Banks outside India.	Please clarify whether implementation experience in SFBs,RRB are considered as it is contracdictary to above mentioned point	Implementation in SFBs, RRBs will be considered and scored accordingly subject to business size/asset size meeting Category A or category B

S No.	Page No.	Description	Query Details	Response to Prebid Query
99	38	Sr. No. 2	A bidder having market/white label solution on which banks/organizations have been onboarded with it and the said solution is capable of being used as end-to-end i.e. from onboarding to disbursment. However, at present banks are using the solution till in-principle approval stage. whether this will be considered in scoring criteria? We request the authority to consider Onboarding to in principle approval of loan.	A digital journey which stops at In-principle approval stage will not be considered for experience scoring.
100	38	Technical Evaluation	Close to 200 points have been allocated to client implementations as part of technical evaluation criteria. Can this weightage of 200 points for the benefit of start-ups?	As per RFP terms
101	38	Scheduled Commercial Banks/ NBFCs/Small Finance Bank/RRBs/Co-operative Banks in India/ global installations for Banks outside India. Only clients with asset size of at least INR Twenty Thousand crore will be considered.	Request bank that FOR NBFC the category should be lowered down to 1000 Cr(Total Asset Value)	As per RFP terms.
102	38	Category A: Loan modules implemented in Scheduled Commercial Banks with business size of at least INR one lakh crore: Number of unique loan modules implemented (Each module like Personal Loan, Home Loan, Vehicle Loan, KCC, Gold Loan, Working Capital facility, etc. would carry 5 marks. Necessary supporting documents from clients to be submitted as proof) Category B: Loan modules implemented in Scheduled Commercial Banks with less than INR 1 lakh crore business, NBFCs/Small Finance Bank/RRBs/Co-operative Banks in India/ global installations for Banks outside India. Only clients having asset size of at least INR Twenty Thousand crore will be considered for category B: Number of unique loan modules implemented (Each module like Personal Loan, Home Loan, Vehicle Loan, KCC, Gold Loan, Working Capital facility, etc. would carry 3 marks. Necessary supporting documents from clients to be submitted as proof) Each module will be counted only once for scoring,	Requesting bank to remove the clause or decrease the marks awarded for this.	As per RFP terms.

S No.	Page No.	Description	Query Details	Response to Prebid Query
103	38	Scheduled Commercial Banks/ NBFCs/Small Finance Bank/RRBs/Co-operative Banks in India/ global installations for Banks outside India. Only clients with asset size of at least INR Twenty Thousand crore will be considered. Segment based – Max- 20: Journeys implemented Marks Digital Journey Implemented in all three segments (Retail,MSME & AGRI) - 20 Digital Journey Implemented in any two of three segments (Retail, MSME & AGRI) - 10	Requesting bank to remove the clause or decrease the marks awarded for this.	As per RFP terms.
104	38	3. Experience in digital journey implementation in Scheduled Commercial Banks, NBFC (end-to-end from on boarding to disbursement – STP/Near STP) Bidder has to submit the credentials from the clients. (credential should contain the details of products (LIVE) **implemented by SI**) *if OEM directly participates as bidder, the marks here will be for the OEM, else it is the marks **for implementations of SI** To be submitted with back papers & Annexure no. XIX	Request bank to relax this parameter as SI experienced not asked in the eligibility criteria.	As per RFP terms.
105	38	Experience in digital journey implementation in Scheduled Commercial Banks, NBFC (end-to-end from on boarding to disbursement – STP/Near STP) *Bidder has to submit the credentials from the clients. (credential should contain the details of products (LIVE) implemented by OEM) To be submitted with back papers & Annexure no. XVIII	Digital journeys in Agro segment depend on data availability which is now slowly becoming available through fintech partners. Request the bank to increase marks for digital journey implemented in any two of the three segments (Retail, MSME & Agri) to 25 marks.	As per RFP terms.
106	38	Experience in digital journey implementation in Scheduled Commercial Banks, NBFC (end-to-end from on boarding to disbursement – STP/Near STP) *Bidder has to submit the credentials from the clients. (credential should contain the details of products (LIVE) implemented by OEM)	Please condiser "Experience in digital journey implementation in **Commercial Banks** OR NBFC (end-to-end from on boarding to disbur ement – STP/Near STP) *Bidder has to submit the credentials from the clients. (credential should contain the details of products (LIVE) implemented by OEM) Request you to please relax the Commercial Banks/ NBFCs/Small Finance Bank/RRBs/Co-operative Banks in India/ global installations for Banks outside India. Only clients with asset size of at least INR 1000 crores will be considered.	As per RFP.

S No.	Page No.	Description	Query Details	Response to Prebid Query
107	38	Experience in digital journey implementation in Scheduled Commercial Banks, NBFC (end-to-end from on boarding to disbursement – STP/Near STP) *Bidder has to submit the credentials from the clients. (credential should contain the details of products (LIVE) implemented by OEM)	Please condiser "Experience in digital journey implementation in **Commercial Banks OR NBFC (end-to-end from on boarding to disbur ement – STP/Near STP)** *Bidder has to submit the credentials from the clients. (credential should contain the details of products (LIVE) implemented by OEM) Request you to please relax the Commercial Banks/ NBFCs/Small Finance Bank/RRBs/Co-operative Banks in India/ global installations for Banks outside India. Only clients with asset size of at least INR 1000 crores will be considered.	As per RFP.
108	38		Point 2 and 4 are same. Please clear the expectations	As already informed in the RFP, Point 2 & 4 under technical evaluation are different. Point 2 under technical evaluation requires bidder to submit the credentials from the clients. (**credential should contain the details of products (LIVE) implemented by OEM**). Whereas point 4 under technical evaluation requires bidder to submit the credentials from the clients. (**Credential should contain the details of products (LIVE) for implementations of SI**).
109	39	Sr. No. 3	If bidder is only bidding as OEM, whether this still be required to be submitted?	If OEM & SI is the same business entity, then such a bidder is eligible for marks from both categories, viz. as OEM and as SI based on credentials from the clients. Necessary Annexures as indicated along with back papers to be submitted.
110	39	Sr. No. 3	If bidder is only bidding as OEM, whether marks in this category be excluded for such bidder? As bidder may or may not be SI and if permitted by bank, it may partner with SI later on or take services of SI later on. In any case, the inclusion of the marks in scoring criteria may not represent accurate figures.	If OEM & SI is the same business entity, then such a bidder is eligible for marks from both categories, viz. as OEM and as SI. After submission of bid documents, addition or change of SI will NOT be permitted.
111	39	Sr. No. 4	If bidder is only bidding as OEM, whether this still be required to be submitted?	If OEM & SI is the same business entity, then such a bidder is eligible for marks from both categories, viz. as OEM and as SI based on credentials from the clients. Necessary Annexures as indicated along with back papers to be submitted.
112	39	Sr. No. 4	If bidder is only bidding as OEM, whether marks in this category be excluded for such bidder? As bidder may or may not be SI and if permitted by bank may partner with SI later on or take services of SI later on. In any case, the inclusion of the marks in scoring criteria may not represent accurate figures.	If OEM & SI is the same business entity, then such a bidder is eligible for marks from both categories, viz. as OEM and as SI. After submission of bid documents, addition or change of SI will NOT be permitted.

S No.	Page No.	Description	Query Details	Response to Prebid Query
113	39	Point 4 - if OEM directly participates as bidder, the marks here will be for the OEM, else it is the marks for implementations of SI	For this evaluation criteria, will the credenitals be double counted as of Point #2 if the OEM is also the main bidder.	If OEM & SI is the same business entity, then such a bidder is eligible for marks from both categories, viz. as OEM and as SI based on credentials from the clients. Necessary Annexures as indicated along with back papers to be submitted.
114	39	Point 4 - Experience in digital journey implementation in Scheduled Commercial Banks, NBFC (end-to-end from on boarding to disbursement – STP/Near STP). Sub-point : Digital Journey Implemented in all three segments (Retail, MSME & AGRI)	For this evaluation cirteria, the end to end digital journey in all three segments has to be from a single client or multiple clients will suffice to provide bidder implementation capability?	For this evaluation critieria, the end to end digital journey in all three segments can be from a single client or multiple clients to evaluate bidders implementation capability on end-to-end Digital Lending Platform.
115	39	Scheduled Commercial Banks/ NBFCs/Small Finance Bank/RRBs/Co-operative Banks in India/ global installations for Banks outside India. Only clients with asset size of at least INR Twenty Thousand crore will be considered.	Request bank that FOR NBFC the category should be lowered down to 5000 Cr(Total Asset Value)	As per RFP terms.
116	39	4. Experience in digital journey implementation in Scheduled Commercial Banks, NBFC (end-to-end from on boarding to disbursement – STP/Near STP) *Bidder has to submit the credentials from the clients. (Credential should contain the details of products (LIVE) **for implementations of SI**) *if OEM directly participates as bidder, the marks here will be for the OEM, else it is the marks **for implementations of SI** To be submitted with back papers & Annexure no. XX	Request bank to relax this parameter as SI experienced not asked in the eligibility criteria.	As per RFP terms.
117	40	Sr. No. 6	Whether presentation is to be submitted as part of Bid? If yes, with technical bid or financial bid or hard copy?	Date for presentation will be intimated separately. Copy of presentation need not be submitted with the Bid.
118	40	Sr. No. 7	Whether Demo case will be provided by bank to enable Bidder to demonstrate?	Details for Product Demo is already explained in Page No. 40
119	40	Customer references : References for Digital Lending Platform implementations in Category A: Loan modules implemented in Scheduled Commercial Banks with business size of at least INR one lakh crore	Will 5 marks be awarded for each customer module like personal loan, gold loan, WC etc or each unique customer site. Maximum marks are 70 under this parameter.	Customer References is covered under 9.3(8), and to be submitted with back papers & Annexure no. XXI . Each reference Bank would carry 5/3 marks based on category and positive feedback from each reference. Necessary supporting documents from clients to be submitted as proof.

S No.	Page No.	Description	Query Details	Response to Prebid Query
120	40	Customer References - Bidders to provide details of implementation, contact persons address, mail-id, phone number. Bank reserves the right to contact each reference to obtain the feedback regarding all Digital Lending Platform installations at such reference sites by visit/ voice call/ video call/ mail. Bidder to facilitate such meetings with reference customers.	We assume that these client references here can be provided by OEM/SI partner. Please clarify otherwise. We would urge the bank to consider both party client references (by OEM/SI).	Client References have to be provided by both SI & OEM and both shall be eligible for scoring. If Both SI & OEM have done same implementation, both will be eligible for the marks If OEM & SI is the same business entity, then also such a bidder is eligible for marks from both categories, viz. as OEM and as SI
121	40	Customer References:	Please consider references from Commercial Bank/ NBFCs Also, request you to please relax the References for Digital Lending Platform implementations in Category B: Loan modules implemented in Commercial Banks with less than INR 1 lakh crore business, NBFCs/Small Finance Bank/RRBs/Co-operative Banks in India/ global installations for Banks outside India. Only clients having asset size of at least INR 1000 crore will be considered for category B.	As per RFP.
122	40	Customer References:	Please consider references from Commercial Bank/ NBFCs Also, request you to please relax the References for Digital Lending Platform implementations in Category B: Loan modules implemented in Commercial Banks with less than INR 1 lakh crore business, NBFCs/Small FinanceBank/RRBs/Co-operative Banks in India/ global installations for Banks outside India. Only clients having asset size of at **least INR1000 crore will be considered for category B:**	As per RFP.
123	41	Sr. No. 8	Bidder during the span of last 3 financial year also provided the services to Banks which later got Amalgamated. In such case whether agreement copy and the details of the last known officer can be submitted to satisfy the requirements?	The pre-amalgamation experience with necessary evidences and contact details for verification shall be considered, provided the old entity meets the Category A / B technical evaluation criteria.
124	41	Sr. No. 9.	Whether existing team details to be submitted or probable team which will be deployed for the project to be submitted?	As per RFP, marks will be awarded based on credentials and experience of the probable team who will be responsible for delivering the project.
125	42	Bill of Material	Whether any specific format is there for Bill of Material?	Any satisfactory format listing the detailed Bill of Materials covering all the software components being supplied as part of the platform with details of the required infrastructure from the Bank, signed by the authorized signatory may be submitted.

S No.	Page No.	Description	Query Details	Response to Prebid Query
126	42		For which items bank expecting Bill of Material?	Bidder to submit detailed Bill of Materials covering all the software components being supplied as part of the platform with details of the required infrastructure.
127	42		Whether Bill of Material is similar in line with Commercial Masked Bid Format?	The bidder should submit the detailed bill of material covering all the software components being supplied as part of the platform solution with details of the required infrastructure from the Bank. The Bill of Material must be attached in Technical Bid as well as Commercial Bid.
128	43	Additionally, Bank reserves the right to alter the requirements, in part or whole, during the RFP process, and without re-issuing the RFP.	Alternation in the RFP to the requirement in part or whole will result in increase in the cost & hence the same should be mutually discussed & agreed upon	As per RFP.
129	43	Commercial Bid evaluation through NPV method:	Please clarify whether the NPV method will be applicable for H1 and H1 bidder (has not followed NPV Method) quote has major cashflow in first year itself then still bank will allocate RFP to H1.	If after the NPV calculation, the quote from a Bidder which has major cashflow in first year itself is the final H1 bidder, the said bidder will still be the successful bidder.
130	45	The platform should have out of the box solutions with end-to-end implementation timelines of 12-15 weeks.	The timeline stated will may not include the UI/UX enhancements given the complexity of the module.	As per RFP terms.
131	45	The platform should have out of the box solutions with end-to-end implementation timelines of 12-15 weeks	Can the timeline be relaxed to 36 weeks	As per RFP terms.
132	45	1.2 Deep Analaytics and AI/ML Engine	Please clarify if Bank is open to integrate with 3rd party Fintech providers to leverage the AI/ML capabilities in the digitisation domain. Also bank can share details of any AI/ML integration implemented in the Bank evironment and the vendors/fintech service providers engaged in this activity, i.e., preferred vendors if any ?	One of the basic requirement of a Digital Lending Platform is credit decisioning/ underwriting which would require inbuilt analytical capabilities. The offered Digital Lending Platform has to offer an independent analytical as well as reporting tool & capability to meet the requirements & scope of the RFP.
133	45	The platform should be low-code/ no-code, scalable, modular with enhanced UI/UX functionalities having ability to develop new journeys through drag & drop workflows. The platform should have out of the box solutions with end-to-end implementation timelines of 12-15 weeks	Can you please brief what is the requirement and expectation of implementation timelines of 12 -15 weeks.	The implementation of the solution should be in line with the milestones of the project. Hence the initial base platform implemenation should be out of the box on which the Bank specific journeys can be built.
134	45	1.3 The platform should have out of the box solutions with end-to-end implementation timelines of 12-15 weeks	Please clarify if the bank is open to revisit the implementation timelines , as the implementation of web and mobile applications for 22 Schemes along with integration of CBS, Fintech Services, MB, IB , Kiosk etc., in 15 weeks is very short .	As per RFP.

S No.	Page No.	Description	Query Details	Response to Prebid Query
135	45	Use a multi-tier (minimum 3-tier) architecture using modern CSP (Cloud Service Provider) agnostic cloud-native technologies for deployment at on-premises environment	Our understanding is the solution will be deployed on Premise and we may need to provide Managed Services for On-Premise infrastructure as well. However the Bank may want to shift it on cloud. This however may need to be reworked for Cloud infrastructure as well as Managed Services. For this reason the solution should be cloud compliant and agnostic. Please clarify if the understanding is correct	Bank shall provide Hardware, Operating System and Oracle Database. However, the selected bidder has to supply and maintain the complete Installation, Configuration, Customization, Up-gradation, Maintenance and Support of all the software / tools required in the proposed Platform with the required licenses for the Bank for DC, NDR, DR in UAT, pre-production and production environments. If Bank opts to migrate partially/fully to cloud environment, the selected bidder has to support for migration of proposed platform to cloud environment and continue the management on such a cloud environment also.
136	45	Use a multi-tier (minimum 3-tier) architecture using modern CSP (Cloud Service Provider) agnostic cloud-native technologies for deployment at on-premises environment	Our understanding is the solution will be deployed on Premise and we may need to provide Managed Services for On-Premise infrastructure as well. However the Bank may want to shift it on cloud. This however may need to be reworked for Cloud infrastructure as well as Managed Services. For this reason the solution should be cloud compliant and agnostic. Please clarify if the understanding is correct	Bank shall provide Hardware, Operating System and Oracle Database. However, the selected bidder has to supply and maintain the complete Installation, Configuration, Customization, Up-gradation, Maintenance and Support of all the software / tools required in the proposed Platform with the required licenses for the Bank for DC, NDR, DR in UAT, pre-production and production environments. If Bank opts to migrate partially/fully to cloud environment, the selected bidder has to support for migration of proposed platform to cloud environment and continue the management on such a cloud environment also.
137	45	Use a multi-tier (minimum 3-tier) architecture using modern CSP (Cloud Service Provider) agnostic cloud-native technologies for deployment at on-premises environment.	In case Bank is looking for cloud deployment now or future; what is the cloud strategy of the Bank? Who will take ownership of the Cloud? Is there any preferred cloud provider (AWS/ Azure/GCP) ? We recommend Bank to take ownership of the Cloud and provide access to LOS vendor for deployment.	Bank has requested for cloud-native technologies for deployment at on-premises environment in Bank's Data Center. Bank reserves the right to moving to Cloud Service Provider during the course of the contract period, subject to regulatory guidelines.
138	45	Use a multi-tier (minimum 3-tier) architecture using modern CSP (Cloud Service Provider) agnostic cloud-native technologies for deployment at on-premises environment.	Is there any existing partnership with Cloud Service provider (AWS, Azure, GCP) ?	Bank has requested for cloud-native technologies for deployment at on-premises environment in Bank's Data Center. Bank reserves the right to moving to Cloud Service Provider during the course of the contract period, subject to regulatory guidelines.
139	45	Use a multi-tier (minimum 3-tier) architecture using modern CSP (Cloud Service Provider) agnostic cloud-native technologies for deployment at on-premises environment.	Is there any Bank's existing system such as CBS, BPM, DMS etc deployed over Cloud? If yes, then please specify System details and name of Cloud vendor?	Bank has a few non-core non-business applications on Cloud. However, these have no impact on the present RFP

S No.	Page No.	Description	Query Details	Response to Prebid Query
140	45	Use a multi-tier (minimum 3-tier) architecture using modern CSP (Cloud Service Provider) agnostic cloud-native technologies for deployment at on-premises environment.	We assume that Landing zone will be provided by Bank for managing data security. Please confirm our understanding.	Bank has requested for cloud-native technologies for deployment at on-premises environment in Bank's Data Center.\n\nBank reserves the right to moving to Cloud Service Provider during the course of the contract period, subject to regulatory guidelines.
141	45	Use a multi-tier (minimum 3-tier) architecture using modern CSP (Cloud Service Provider) agnostic cloud-native technologies for deployment at on-premises environment.	What will be the minimum latency which Bank expects from Cloud vendor?	Bank has requested for cloud-native technologies for deployment at on-premises environment in Bank's Data Center.\n\nBank reserves the right to moving to Cloud Service Provider during the course of the contract period, subject to regulatory guidelines.
142	45	Use a multi-tier (minimum 3-tier) architecture using modern CSP (Cloud Service Provider) agnostic cloud-native technologies for deployment at on-premises environment	Kindly let know which cloud service provider does the Bank want to use?	Bank has requested for cloud-native technologies for deployment at on-premises environment in Bank's Data Center.\n\nBank reserves the right to moving to Cloud Service Provider during the course of the contract period, subject to regulatory guidelines.
143	45	Provide product configuration and management functionalities, Workflow Engine with Loan Origination, Processing and Management capabilities with integration to Core Banking System, Lead Management/CRM Module and other internal / external systems of the Bank.	Which are the Lead Management & CRM System of the Bank need to be integrated with proposed DLP?	Currently there is no CRM in place in the Bank. However, CRM implementation is in the Bank's roadmap and the offered solution must integrate post implementation of CRM.
144	46	Open and Pre-integrated ecosystem partnerships by securely exposing digital platform components (Business and Data components) via APIs to external parties i.e. allow use of internally developed valuable portfolio of reusable components in the partner's offerings, to generate new revenues, increase customer satisfaction, etc.,	Please confirm if the Bank already has such APIs readily available and wants the DLP to integrate with partners or the Bank wants capabilities of preparing such APIs using their business & data components.	Successful bidder to discuss with the Bank and provide necessary APIs required for integrations with internal / external systems. Existing available APIs will be provided by the Bank.
145	46	Pre-integrated with various service providers in the eco-system like UIDAI, NPCI, NSDL, Account Aggregators, e-Stamping & e-Signing, Credit Bureaus, CERSAI, SEBI, PAN, GST, MCA, EPFO, ITR, Udyam Portal, Bank Statements, etc. Further, successful bidder has to facilitate any other integrations which may be required for DLP in future, without any additional cost to the Bank.	Does bank want to continue with the existing service providers? or Do we need to integrate with all the service provide with new licenses?	The offered Digital Lending Platform has to be delivered with pre-integrated facility for the same. The commercials for fintech hosting services listed in the commercial bid have to be provided by the bidders.\n\nBank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.

S No.	Page No.	Description	Query Details	Response to Prebid Query
146	46	Pre-integrated with various service providers in the eco-system like UIDAI, NPCI, NSDL, Account Aggregators, e-Stamping & e-Signing, Credit Bureaus, CERSAI, SEBI, PAN, GST, MCA, EPFO, ITR, Udyam Portal, Bank Statements, etc. Further, successful bidder has to facilitate any other integrations which may be required for DLP in future, without any additional cost to the Bank.	Please confirm if the APIs of these integrations will be provided by the Bank or the vendor?	The offered Digital Lending Platform has to be delivered with pre-integrated facility for the same. The commercials for fintech hosting services listed in the commercial bid have to be provided by the bidders. Bank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.
147	46	1.12 and 1.13 - These sections list a number of integrations to be implemented	Can the bank provide a comprehensive list of services (known at the time of the RFP) , so as to ease the process of arriving at timelies and cost . Is the bank open to consider any additional Service that may be identified during the course of implementation to be taken as CR on mutual agreement .	Already mentioned in para no. 1.12 and 1.13 in page-46 and list of pre-integrations are as per the commercial bid. Further, successful bidder has to facilitate any other integrations which may be required for DLP in future, without any additional cost to the Bank.
148	46	1.12 1.12Pre-integrated with various service providers in the eco-system like UIDAI, NPCI, NSDL, Account Aggregators, e-Stamping & e-Signing, Credit Bureaus, CERSAI, SEBI, PAN, GST, MCA, EPFO, ITR, Udyam Portal, Bank Statements, etc. Further, successful bidder has to facilitate any other integrations which may be required for DLP in future, without any additional cost to the Bank.	The Phrase Seems a open ended scope in the Integration Part and scope of Future Integration can be limited within the Mandays quoted in RFP.Please Confirm.	The implementation of the solution should be in line with the milestones of the project. Hence the initial base platform implemenation should be out of the box on which the Bank specific journeys can be built.
149	46	Pre-integrated with various service providers in the eco-system like UIDAI, NPCI, NSDL, Account Aggregators, e-Stamping & e-Signing, Credit Bureaus, CERSAI, SEBI, PAN, GST, MCA, EPFO, ITR, Udyam Portal, Bank Statements, etc. Further, successful bidder has to facilitate any other integrations which may be required for DLP in future, without any additional cost to the Bank.	Bidder requests that any additional integrations in the future shall be carried out as per mutually agreed costs and timelines.	As per RFP terms.
150	46	Post Disbursement Compliance xi. Monitoring & Review renewal etc	Whether Post Disbursement and Monitoring also part of Scope,Normally STP will be from Onboarding to Disbursement.Please Clarify.	The platform should provide multi-approval workflow for different activities like data entry, document submission and approvals based on risk segments etc. for Post Disbursement Compliance, monitoring & review renewal etc.

S No.	Page No.	Description	Query Details	Response to Prebid Query
151	46	Digital data collections including but not limited to Advanced Analytics models, Case management, workflow management, overdue tracking and management, Legal management (SARFAESI/ other measures at each of the stages), Communication (Notice tracking etc.,), Collections (through Mobile module/ Web module for agents, agencies, and branches etc.).	Please specify Advanced analytics models required by the Bank. Also, we assume that the data will be provided by the Bank for analytics related models. Kindle confirm?	The offered Digital Lending Platform has to offer an independent analytical tool with capability to meet the requirements & scope of the RFP. One of the basic requirement of a Digital Lending Platform is credit decisioning / underwriting which would require inbuilt analytical capabilities. Capturing data from various internal and external sources and churning it is part of the deliverables. Please refer the RFP for the details of the analytics systems required which are listed under various requirements/sections throughout the RFP document.
152	46	Digital data collections including but not limited to Advanced Analytics models, Case management, workflow management, overdue tracking and management, Legal management (SARFAESI/ other measures at each of the stages), Communication (Notice tracking etc.,), Collections (through Mobile module/ Web module for agents, agencies, and branches etc.).	Does the Bank Require end to end collection and recovery module as part of this procurement	DLP should facilitate integration with Bank's loan collection and recovery module and keep track of Collections made through Mobile module/ Web module for agents, agencies, branches etc. The solution should also have capability to (non-exhaustive list) 1. Send auto generated emails, SMS to borrowers/ guarantors. 2. Able to allocate loans to various delinquency buckets. 3. Able to send alerts to borrowers/ guarantors on critical amount and due date in all live accounts. 4. Able to restrict customers with overdues from availing fresh loan facilities or stand guarantors for any other borrower. To achieve above non-exhaustive list of capabilities, the offered Digital Lending Platform should be able to 1. integrate with collections module of the bank 2. Perform data reporting basis collections data 3. Create customer scorecards basis collections data

S No.	Page No.	Description	Query Details	Response to Prebid Query
153	46	Digital data collections including but not limited to Advanced Analytics models, Case management, workflow management, overdue tracking and management, Legal management (SARFAESI/ other measures at each of the stages), Communication (Notice tracking etc.,), Collections (through Mobile module/ Web module for agents,agencies, and branches etc.)	Whether NPA and Collection Module is also part of Scope?	DLP should facilitate integration with Bank's loan collection and recovery module and keep track of Collections made through Mobile module/ Web module for agents, agencies, branches etc. The solution should also have capability to (non-exhaustive list) 1. Send auto generated emails, SMS to borrowers/ guarantors. 2. Able to allocate loans to various delinquency buckets. 3. Able to send alerts to borrowers/ guarantors on critical amount and due date in all live accounts. 4. Able to restrict customers with overdues from availing fresh loan facilities or stand guarantors for any other borrower. To achieve above non-exhaustive list of capabilities, the offered Digital Lending Platform should be able to 1. integrate with collections module of the bank 2. Perform data reporting basis collections data 3. Create customer scorecards basis collections data
154	46	1.10 Digital data collections including but not limited to Advanced Analytics models, Case management, workflow management, overdue tracking and management, Legal management (SARFAESI/ other measures at each of the stages), Communication (Notice tracking etc.,), Collections (through Mobile module/ Web module for agents, agencies, and branches etc.).	Please clarify if the bank is looking for the following modules to be delivered as part of scope of the RFP in addition to the RAM modules 1. NPA 2. Collections	DLP should facilitate integration with Bank's loan collection and recovery module and keep track of Collections made through Mobile module/ Web module for agents, agencies, branches etc. The solution should also have capability to (non-exhaustive list) 1. Send auto generated emails, SMS to borrowers/ guarantors. 2. Able to allocate loans to various delinquency buckets. 3. Able to send alerts to borrowers/ guarantors on critical amount and due date in all live accounts. 4. Able to restrict customers with overdues from availing fresh loan facilities or stand guarantors for any other borrower. To achieve above non-exhaustive list of capabilities, the offered Digital Lending Platform should be able to 1. integrate with collections module of the bank 2. Perform data reporting basis collections data 3. Create customer scorecards basis collections data

S No.	Page No.	Description	Query Details	Response to Prebid Query
155	46	DigitaldatacollectionsincludingbutnotlimitedtoAdvancedAnalyticsmodels,Case management, workflow management, overdue tracking and management, Legal management (SARFAESI/ other measures at each of the stages), Communication (Notice tracking etc.,), Collections (through Mobile module/ Web module for agents, agencies, and branches etc.).	Is Bank expecting DLP vendor to integrate these existing solutions of the Bank or DLP should have these capabilities?	DLP should facilitate integration with Bank's loan collection and recovery module and keep track of Collections made through Mobile module/ Web module for agents, agencies, branches etc. The solution should also have capability to (non-exhaustive list) 1. Send auto generated emails, SMS to borrowers/ guarantors. 2. Able to allocate loans to various delinquency buckets. 3. Able to send alerts to borrowers/ guarantors on critical amount and due date in all live accounts. 4. Able to restrict customers with overdues from availing fresh loan facilities or stand guarantors for any other borrower. To achieve above non-exhaustive list of capabilities, the offered Digital Lending Platform should be able to 1. integrate with collections module of the bank 2. Perform data reporting basis collections data 3. Create customer scorecards basis collections data
156	47	Comprehensive analytics and reporting to get crucial insights on customer behavior so that Bank's offering can be tailored and targeted more precisely.	Please clarify that is this customer 360 view requirement? Does bank will provide the scenarios for the analytics or we need to come up with our own scenarios?	One of the basic requirement of a Digital Lending Platform is credit decisioning / underwriting which would require inbuilt analytical capabilities. The offered Digital Lending Platform has to offer an independent analytical as well as reporting tool & capability to meet the requirements & scope of the RFP.
157	47	Comprehensive analytics and reporting to get crucial insights on customer behaviour so that Bank's offering can be tailored and targeted more precisely.	Please confirm that the Bank will provide customer data for such analytics related model	Successful bidder to connect to Bank's various data sources for generation of comprehensive analytics and reporting.
158	47	Collect and analyze data generated from other applications of the bank to generate real time / near real time analytics with insights on usage, to optimize the product offering like customer segmentation, next best offer, cross sell / upsell, hyper personalization, Collection scorecards, Treatment strategy, EWS, Settlement models, etc.,	Does bank wants us to provide AI/ML engine to create all these models or do we have to integrate with any third party system for same	The offered Digital Lending Platform has to offer an independent analytical tool with capability to meet the requirements & scope of the RFP. One of the basic requirement of a Digital Lending Platform is credit decisioning / underwriting which would require inbuilt analytical capabilities. Capturing data from various internal and external sources and churning it is part of the deliverables. Please refer the RFP for the details of the analytics systems required which are listed under various requirements/sections throughout the RFP document.

S No.	Page No.	Description	Query Details	Response to Prebid Query
159	47	Provide necessary dashboards, reports and audit trails, where branches/ controlling offices can view or track the post sanction details based on the business rules/ configurations set up as per the Bank's policy.	Please specify the complexity of reports. Will these reports be pre-created or ad-hoc? Is there any requirement of sharing these reports in pdf, excel or any format (please specify required formats) through any channel (mail, SMS etc.)	The offered solution has to be delivered with the required software/tools to deliver the required reports, dashboards, etc. as required in the scope of the RFP. It should be capable of dynamically delivering the reporting/dashboard requirements with drag and drop, no-code/low-code functionality to meet the requirements of the Bank for generating useful representation of data to Bank users at all levels, as well as customers & various other 3rd party users listed in the RFP. This functionality will be part of the solution. The apprisal form can be in the form of PDF or any other suitable format required by the Bank
160	47	Provide necessary dashboards, reports and audit trails, where branches/ controlling offices can view or track the post sanction details based on the business rules/ configurations set up as per the Bank's policy.	Please clarify if the bank already has any reporting / MIS tool in place . Is the bank open to procure any reporting tool as part of the RFP solution , if it does not have one in place now ?	The platform should provide dynamic report builder functionality for generation of various reports / reconciliation files / dashboards etc. as per the needs and specifications of the Bank.
161	47	Solution should have full-fledged feature for Loan Co-Lending which can also be integrated to the Fintech or NBFC partners	Does the Bank wants a separate co-lending module or just a feature?	Offered Digital Lending Platform to have Co-lending integration capabilities in the proposed DLP solution
162	47	Solution should have full-fledged feature for Loan Co-Lending which can also be integrated to the Fintech or NBFC partners	Is Bank expecting to have Co-lending capabilities as well in the proposed DLP solution?	Offered Digital Lending Platform to have Co-lending integration capabilities in the proposed DLP solution
163	47	Solution should have full-fledged feature for Loan Co-Lending which can also be integrated to the Fintech or NBFC partners	Please clarify COLENDING Module is part of Scope of this RFP?	Offered Digital Lending Platform to have Co-lending integration capabilities in the proposed DLP solution
164	47	MSME - Bills purchase&Discounting	Are these maintained in CBS? If not, please provide details	Currently, Bank is using Eximbills module which integrates with CBS
165	47	The platform architecture must be scalable and shall support increasing number of users and concurrent transactions	Please provide expected number of users as well as the expected rate of increase in users?	Currently, Bank has a employee strength of forty thousand approximately. However, the offered solution has to interface with the customers as well as various 3rd parties also as mentioned in the RFP. The expected concurrent sessions at any point of time is expected to be 3,000. Estimated loans to be processed on the digital lending platform in year-1 would be 60 lakhs, followed by a yoy volume growth of at least 25% with 100% of coverage across RAM sectors during implementation, apart from the regular review/renewals through the digital lending platform. The break-up under RAM journeys is estimated as follows : Retails Loans : 10 Lakhs Agri. Loans : 40 Lakhs MSME Loans : 10 Lakhs

S No.	Page No.	Description	Query Details	Response to Prebid Query
166	47	The platform architecture must be scalable and shall support increasing number of users and concurrent transactions	what is the number of concurrent end-customers, FIAs and staff users accessing the platform at a given point in time?	Currently, Bank has a employee strength of forty thousand approximately. However, the offered solution has to interface with the customers as well as various 3rd parties also as mentioned in the RFP. The expected concurrent sessions at any point of time is expected to be 3,000. Estimated loans to be processed on the digital lending platform in year-1 would be 60 lakhs, followed by a yoy volume growth of at least 25% with 100% of coverage across RAM sectors during implementation, apart from the regular review/renewals through the digital lending platform. The break-up under RAM journeys is estimated as follows : Retails Loans : 10 Lakhs Agri. Loans : 40 Lakhs MSME Loans : 10 Lakhs
167	47	The platform architecture must be scalable and shall support increasing number of users and concurrent transactions	Please specify the total number of user licenses required for the platform both concurrent and overall	The License for the Platform to be Enterprise-wide perpetual level for all the modules/ system offered for the Bank's operations in India
168	47	1.Broad Scope of Work – Minimum requirements for the Integrated Digital Lending Platform to be delivered are as follows: 1.16Comprehensive analytics and reporting to get crucial insights on customer behavior so that Bank's offering can be tailored and targeted more precisely.	Kindly confirm that the bank has it's own Analytics System for generating lending related analytics and the proposed solution will integrate with it to fetch and display the relevant insights.	The offered Digital Lending Platform has to offer an independent analytical as well as reporting tool & capability to meet the requirements & scope of the RFP.

S No.	Page No.	Description	Query Details	Response to Prebid Query
169	47	1.Broad Scope of Work – Minimum requirements for the Integrated Digital Lending Platform to be delivered are as follows: 1.23List of modules identified for Digital Lending Platform*	We understand that following customer journeys for the product mentioned to be implemented in Subsequent phase implementation - **1. Retail Segment** a. Personal Loan Module b. Home Loan Module c. Loan against property module d. Loans against securities (like Term Deposits, Shares, etc) Module e. Vehicle loan module f. Jewel loan module g. Education loan module h. Consumer durable loan module **2. MSME Segment** a. PMMY module b. Working capital module c. Term loan module d. Bills purchase & discounting module e. Module for renewals and top up existing loans f. MSME gold TL & OD module g. Module for Government scheme loans h. Module for non-fund based limits - BG, LC, etc i. Composite loans, lease rent discounting (IB rental), standby facilities, cluster financing, Co-lending, Supply chain financing **3. Agriculture Segment** a. Gold loan agri module b. Crop loan / KCC module c. Agriculture Term Loan module	The list of indicative journeys is provided in page 113 to 115 of the RFP document. However, this list is only indicative and not comprehensive. As mentioned in the RFP document, every module would have numerous journeys on basis of Bank's requirements.
170	48	Above list refers to modules and every module would have numerous journeys on basis of Bank's requirements.	Can you please let us know approximately how many journeys would be under each module? Out of that how many would be low complex, medium complex and high complex? This detail would help us to arrive on the efforts estimation.	Please refer RFP Functional Requirements, S. No. 5 of Page 113. The journeys listed out cover the major journeys which can be broadly covered under STP/Near STP/Assisted Journey categories. It is envsiaged once the Bank listed journeys are implemented, new further journeys will be the variants/ spin-offs from exisitng journeys or stand alone journeys.
171	49	The Platform shall provide multilingual interface for customers to support at least 15 regional languages	Please clarify whether Multilingual is only for label or data that is captured also.	Multilingual interface is to be provided for labels only.
172	49	The Platform shall provide multilingual interface for customers to support at least 15 regional languages.	Please specify the regional languages required by the Bank	As per RFP, following regional languages to be supported - Assamese, Bengali, Gujarati, Kannada, Kashmiri, Konkani, Malayalam, Marathi, Nepali, Oriya, Punjabi, Sanskrit, Tamil and Telugu in addition to English & Hindi.

S No.	Page No.	Description	Query Details	Response to Prebid Query
173	49	The Platform shall provide multilingual interface for customers to support at least 15 regional languages.	Bidder request bank to provide the list of languages to be supported by the solution	Following regional languages to be supported - Assamese, Bengali, Gujarati, Kannada, Kashmiri, Konkani, Malayalam, Marathi, Nepali, Oriya, Punjabi, Sanskrit, Tamil and Telugu in addition to English & Hindi.
174	49	The Platform shall provide multilingual interface for customers to support at least 15 regional languages.	Request the bank to reduce the list of regional languages to 5 and provide the language list.	As per RFP terms. Following regional languages to be supported - Assamese, Bengali, Gujarati, Kannada, Kashmiri, Konkani, Malayalam, Marathi, Nepali, Oriya, Punjabi, Sanskrit, Tamil and Telugu in addition to English & Hindi.
175	49	1.24 Additional requirements: - Digital Lending Business Process Design: • On-Boarding of identified partners on bank ecosystem while supporting bank team to run back-ground checks	As per our understanding, Partner on-boarding will be handled by the Bank's existing system, and the proposed solution will integrate with it to fetch and display the relevant information in the application.	Bank requires the offered solution to become the one stop shop for all asset journeys after implementation. Hence, it is not only digitizing the existing processes, but also introducing innovation to disrupt bussiness models. Hence, the vendor for the Platform is expected to not only operationalize Digital Lending, but also help Bank in leveraging the platform to the fullest capabilities to match the best in industry practices. For this the vendor has to support Bank in drawing strategies to enhance online digital capabilities and on-board identified partners
176	49	The platform should support Design experience that can be used, understood and accessed by people with diverse range of visual, auditory, physical abilities as per existing standards.	Bank is requested to provide the details of such specific standards.	The platform to be used, understood and accessed by people with diverse range of visual, auditory, physical abilities. It is preferable to follow any of the applicable Web Content Accessibility Guidelines (WCAG)/ standards.
177	50	Mobile App, Web Portal, Internet Banking, Branch Portal (accessible through tablet devices and Branch Intranet) to be used by branch staff, marketing officers, agent's/ business correspondents, Automated self service kiosks, wearables devices etc.	Please calrify that if we need to develop mobile applications as mentioned or just to provide the feasibility in the application for the mobile applications?	The platform has to interface with the customers through front-end web-portal, customer care/ mobile-banking/ net-banking/ TAB/ kiosks and other channels right from lead/sourcing till the entire journey completion, with required digital interactions of all Bank and third parties' officials like panel advocates, valuers, DSAs, feet on street, Business Correspondents, Collection agents, etc. over a omni-channel platform agnostic mobile application for an end-to-end digital journey. It is envisaged that the end-to-end loan journeys for walk-in-customers at branch has to also be initiated and carried out by branch officials in their front-end on the offered digital lending platform and cover the workflow including processing centres, administrative offices, committees, etc.
178	50	The platform should have the provision to on-board partners & configure service terms with minimal (or) no integration having Low Code / No Code functionality.	Please explain if the functionality pertains to Partner management. If yes, is it restricted only to onboarding of partners or payment processing, settlements etc.	Provision to be available in the platform with standard out of the box templates to on-board partners, configure necessary parameters, transaction / reconciliation reports etc. with minimal integration / testing efforts.
179	50	System should be able to Extract, Transform and Load data from the source systems.	Please clarify if there is a legacy system , from where the data is expected to be migrated to the new system .	Data migration requirements to be finalized during design phase. This will be discussed with the Successful bidder.

S No.	Page No.	Description	Query Details	Response to Prebid Query
180	50	1.24 Additional requirements: - System Architecture, Self Service & Assisted Channels: • System should be able to Extract, Transform and Load data from the source systems.	As per our understanding, Bank has an existing ETL tool, and the proposed solution will integrate and leverage the same for ETL activities.	The offered Digital Lending solution must have capabilities to integrate with the referred internal as well as external data sources using ETL, API, etc.
181	50	System should be able to Extract, Transform and Load data from the source systems	a) Is there an existing ETL service provider for the development of new ETL task? b) If existing, Which ETL is currently being used by the Bank? c) What should be the source for ETL and amount of data volume expected for the ETL?	This will be primarily used during migration of customer data or for loading of any bulk customer data required as part of any customer journeys. Platform should use Extract-Transform-Load to data import and data export use-cases. To be supported in future when Bank is implementing Data Lake/ Data Warehouse.
182	51	The platform will integrate with Fintech partner(s) to enable End to End automation of Loan Application Process for different Loan Products (across segments like Retail, MSME, Agriculture). The proposed Platform should be able to integrate with these Fintech partner(s) through APIs to enable the customers to initiate the loan application process on Indian Bank 'Integrated Digital Lending' platform	Please explain this scenario of loan application initiation channel and completion. Is this different from Marketplace lending? If customers originate loan application through Indian Bank, how and who will process and close the loan?	This scenario is of customers initiating loan request from Bank's own frontend which in turn has Fintech integrations for automation of validation and decision making. This is not refrrring to marketplace lending.
183	51	Analytics driven, personalized, intuitive next-gen interface which act as a single-stop to showcase Lending Products of Indian Bank, its associates and Partners.	Please list the envisaged associates and partners of Indian Bank	This refers to any loan module/ loan journeys Bank brings on board as part of co-lending, joint venture etc. These loans will be part of bank own portfolio.
184	51	Platform must include in-app analytics to measure user engagement across messaging channels, mobile, websites, applications, journeys etc.	Does the Bank wants Customer portal as website as well as mobile application?	Yes, bidder has to provide on Web and Mobile Applications. All Bank internal as well as external users including Admin, Sales officer, Credit officer, Field agents, Legal scrutiny, Valuation agency, technical agency, customers, channel partners, branch users, processing centers / back offices, administrative and controlling offices, contact centers, etc. must have an omnichannel device agnostic experience (mobile, desktop, tab, wearables, etc.), with the access on a need to know and need to have basis.
185	51	In addition to the bank's products and services, customers should also be able to avail third party financial products (Financial cross-selling)	Please elaborate this requirement	As mentioned in the RFP, the offered solution should integrate with various 3rd parties for use-cases like co-lending, integrated Bancassurance in loan journeys, etc.
186	51	The Bank will provide the required APIs for required integration with bank's internal systems, wherever feasible.	Is it REST APIs or SOAP?	The platform should support both REST API and SOAP.

S No.	Page No.	Description	Query Details	Response to Prebid Query
187	51	Journeys shall be designed by taking in to account all products and / or customers' Existing to Bank (ETB) / New to Bank (NTB)	Please clarify which are schemes where NTB & ETB is needed as for some of schemes specified, NTB is not applicable.	NTB to be made available wherever technically/ functionally feasible.
188	52	Platform must provide robust integration layer for integrating into a Bank's analytics system, CRM systems or any other internal systems for easy data exchange for analytics use-cases.	With how many applications we need to integrate? This information will help us to arrive on the efforts estimation.	The indicative list of systems to be integrated with DLP for the purpose of credit decisioning / analytics are : Core Banking, MIS, RAM Rating Module, Scoring Model, CRISIL, Lead Generation - Chatbot, Kiosks, Call Center, Social Media etc.
189	52	The Bank will provide the required APIs for required integration with bank's internal systems, wherever feasible.	Will it be REST or SOAP services?	Platform should support both REST API and SOAP.
190	52	Engage visitors with advanced catalogue browsing experience. Offer Personalized offers with Layered Navigation and Contextual Search.	Please explain the lending business case explained here, with regards to partnership with ecommerce sites.	This is not related to ecommerce sites. This is about the overall UI/UX experience of the customers.
191	52	Containerized platform for horizontal & on demand scalability with immediate response time, based on request volume or resource utilization of CPU/ Memory/ Storage;	Request Bank to clarify, whether bank will provide the container platform required for deployment?	The bidder to provide the details of containerised platform required for installation of the DLP solution along with other infrastructure requirements submitted to the Bank. Bank will provide Operating system including software for Containerization and the basic installation will be done by the Bank. The selected bidder is responsible for the deployment of their platform on containerized setup and subsequent maintenance/ support of the said environment during the contract period.
192	53	Ability to orchestrate and manage development and test environments and support and manage Container based platform.	Which Containers Orchestrators and Container-Based Platform is the bank currently using? Does the bank provide license?	The bidder to provide the details of containerised platform required for installation of the DLP solution along with other infrastructure requirements submitted to the Bank. Bank will provide Operating system including software for Containerization and the basic installation will be done by the Bank. The selected bidder is responsible for the deployment of their platform on containerized setup and subsequent maintenance/ support of the said environment during the contract period.
193	53	End to end advanced monitoring using centralized log management to enable proactive alert and incident management.	Which Software does the bank use for centralized log management and the incident management? Does the bank provide license for the log management and incident management softwares?	The platform should provide logging and monitoring capabilities and provide feed to SIEM or any other monitoring / security solution in the Bank.
194	53	End to end advanced monitoring using centralized log management to enable proactive alert and incident management.	Please provide clarity if the bank has any monitoring tool in place or is it required to be included as part of scope of the RFP ?	Infrastructure, Monitoring and Centralised Log Management tools are available with the Bank. The bidder to integrate with the tools.
195	53	The Bidder should also provide and implement version control tool.	Which software the bank is used for Version Control? Why the Version Control tool is needed? Whether the bank needs a version control tool for source code or the libraries which we are using? If bidder need to implement Version Control Tool Will the bank provide the Version Control tool License?	As per RFP.

S No.	Page No.	Description	Query Details	Response to Prebid Query
196	53	•The Bidder should be able to automate unit testing, functional testing and non-functional testing (e.g. performance test, security test) and integrate them into the pipeline	Being a product delivery , the unit testing will be held in the development environment of the Vendor , while the functional tetsing and non-functional can be carried out in the bank's environment . Please confirm if the bank will provide the environment to carry out these tests on a frequent basis and to build this into the pipeline of delivery.	The bidder to cover the automation of unit testing & integration testing for the modules to be delivered, in the development environment. Also bidder has to work in close co-ordination with Bank's TCoE team for other kind of testing.
197	54	Automation of different levels should be covered (Mobile, Web, DB, API, UI/UX etc.)	Please validate if this pertains to BPM automation	The referered points pertains to DevOps and Test Automation.
198	54	Integration with monitoring and analytics tool for the product, which can help determine performance metrics, event monitoring for infrastructure and cloud services if any.	Which Software does the bank use for monitoring and analytics tool? Does the bank provide license for the monitoring and the analytics software?	Bank has on-premises infrastructure monitoring tool. Details will be shared with the successful bidder.
199	54	The platform should integrate with the Ticketing tool and Application Performance Monitoring Tool.	Bidder understanding is that both ticketing and APM tools will be provided by Bank and Bidder to integrate these tools with the solution. Please confirm.	As per RFP, bidder to integrate these tools.
200	54	The Bidder will build the test automation capability; design, implement, rollout & support. It is required to deliver a very robust fault tolerant, responsible and performant system.	Whether Bank expects the bidder to propose test automation tool as part of proposed solution. Request Bank to clarify?	Bank will provide test automation tools in Bank's premises. Successful bidder has to build the test automation capability; design, implement, rollout & support.
201	54	Bidder to ensure security is included in the design such as encrypt all communications (using https or transport layer security), authenticate all access requests, don't hard code certificates, passwords or any form of secrets within the code, define the Use DevSecOps tools designed for Micro Service architecture environments to scan code as it is developed.	Will the bank provide the Internal SSL certificate for application communication and the external SSL certificate for end users?	Yes, required SSL certificates will be provided by the bank.
202	56	The Strong encryption to be applied for data while in transit or rest	We understand the requirement for Data at Rest & Data in Transit to be encrypted? May we know are there any existing Data Security tool in place which bank is using currently like Encryption, Key Management, PKI/Certificate Management	Details will be shared with the Successful bidder.
203	56	The Strong encryption to be applied for data while in transit or rest	Volumetric details of the devices which needs encryption - Total number of databases, type of DB, Vendor like Oracle/MSSQL, Size, Storage server & their types, etc.,	Details will be shared with the Successful bidder.
204	56	The Strong encryption to be applied for data while in transit or rest	i) Please provide total number of certificates to be managed? Ii) What is the nature of certificates i.e. internal or external? Iii) What is the split of internal and External certificates?	Details will be shared with the Successful bidder.

S No.	Page No.	Description	Query Details	Response to Prebid Query
205	56	The Strong encryption to be applied for data while in transit or rest	Currently, which are the devices are covered under Disk Encryption Solution as part of Data at Rest Encryption?	Details will be shared with the Successful bidder.
206	56	The Strong encryption to be applied for data while in transit or rest	Please share how the private keys are used & stored in current system? Are there any smart cards currently in use for this? If so pl share details of the product.	Details will be shared with the Successful bidder.
207	56	Security: Encryption	How about Complete Infrastrcuture deployment, on-prem or cloud?	Bank has requested for cloud-native technologies for deployment at on-premises environment in Bank's Data Center. The current platform should deployed On-Premises, with the option to Lift and Shift to cloud once bank finalizes its Cloud Adoption Strategy. Bank may move to Cloud Service Provider during the course of the contract period, subject to regulatory guidelines.
208	56	DAM - Database Activity Monitoring	RFP talks about Application getting integrated with DAM & SIEM, We do understand McAfee DAM is currently present in Bank. What is the expected scope for DAM solution	Bank uses Oracle DAM. Bidder to support in integration as per Bank's policy.
209	56	DAM - Database Activity Monitoring	Do Bidder need to help in suggesting a best-in-class DAM solution? Or leverage the existing McAfee DAM and maintain the DAM operations	It is expected that the vendor leverage the existing DAM solution of the bank.
210	56	The bidder to provide full support in implementation and maintenance for the open-source technologies with Enterprise support.	Does the Bank allow use of open source tools such as Apache tomcat, apache webserver, redis, hazelcast, mongodb and Corretto Java?	If the bidder is using any open-source technologies, bidder should have enterprise support for such tools / softwares for continuous support.
211	56	Static application security testing and dynamic application security testing should be conducted by the Bidder for any change request involving a design or code change. All gaps identified to be fixed by Bidder prior to golive.	Bidder request bank to clarify whether the code analyzer/scanner tools will be provided by Bank or bidder to propose these tools?	Bank will provide the necessary tools. Static application security testing and dynamic application security testing should be conducted by the Bidder for any change request involving a design or code change. All gaps identified to be fixed by Bidder prior to go-live.
212	57	• All the patches/ fixes/ updates, minor and major version upgrades of all the software components released by the OEM during the contract period should be provided. The Bidder should ensure implementation of all the patches/ fixes/updates and minor/major version upgrades in the production environment to the latest version during the contract period without any additional cost to Bank.	If any changes required in Hardware or infrastructure due to implementations of updates, upgrades & patches of the software, then Bank to procure and provide required hardware / infrastructure.	If Bank is upgrading to new version which requires additional infrastructure changes due to the said upgrades / patches, then the required hardware / infrastructure to support the upgradation will be provided by the Bank.
213	57	All the patches/ fixes/ updates, minor and major version upgrades of all the software components released by the OEM during the contract period should be provided.	Will the OS/ Database patch management & software managment be taken care by the Bank?	Necessary patch and software management of the OS/ Database will be taken care by Bank. However, DLP solution related software updates/ licenses etc. will be under bidder scope with no additional cost to Bank.

S No.	Page No.	Description	Query Details	Response to Prebid Query
214	57	All the patches/ fixes/ updates, minor and major version upgrades of all the software components released by the OEM during the contract period should be provided	Bidder understanding is that any major version release by OEM which requires purchase of additional hardware, license, major changes to the existing architecture etc. will not be part of this clause and will be separately handled through change management process. Bank to clarify.	Any such Hardware upgrades/patches necessitated will be taken up by Bank. However, solution/software related updates/licenses etc. will be in bidder scope with no additional cost to Bank
215	57	All the patches/ fixes/ updates, minor and major version upgrades of all the software components released by the OEM during the contract period should be provided. The Bidder should ensure implementation of all the patches/fixes/updates and minor/major version upgrades in the production environment to the latest version during the contract period without any additional cost to Bank.	Request the bank to consider any successor version of the licensed software which provides for new modules or major functionality shall be provided to Bank at such additional cost as may be mutually agreed by the parties.	As per RFP terms.
216	57	The License for the Platform to be Enterprise-wide perpetual level for all the modules/ system offered for the Bank's operations in India.	We would like to request bank to consider Consumption based subscription model i.e. Per User Per Month Model. Also, pls do share the number of users envisaged to be used for the proposed solution	As per RFP terms.
217	58	The Bidder has to ensure seamless migration of the application and Platform after expiry of contract period / termination of contract.	Requirement is not clear. Request bank to clarify what is the scope of seamless migration upon contract expiry or termination?	In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Supplier shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services. The migration plan will be prepared by the Bank with the new vendor which will cover data backup, migration design (detecting possible conflicts, identifying data quality issues, Data backup, data extraction, transformation, and loading, eliminating duplications and anomalies prior to the migration), execution, testing, and post-migration audit and the incumbent has to extend all possible support for such migration.
218	58	The Bidder has to ensure seamless migration of the application and Platform after expiry of contract period / termination of contract.	Bank is requested to provide the duration of the transition services and it is further requested tht such transition services shall be at mutually agreed additional costs	As per RFP terms. Whenever Bank decides to migrate to new platform post contract period/termination of contract, bidder to provide full support for such migration seamlessly
219	58	The Platform integration testing will be followed by user acceptance testing, plan for which has to be submitted by The Bidder to the Bank.	The bidder understanding is that both integration testing and UAT will be Bank's responsibility and bidder responsibility is to address the test findings. Please confirm	Unit testing and integration testing to be carried out by the bidder and for UAT, all necessary support should be extended by the bidder.

S No.	Page No.	Description	Query Details	Response to Prebid Query
220	58	The Platform integration testing will be followed by user acceptance testing, plan for which has to be submitted by The Bidder to the Bank. The UAT includes Functional tests, Resilience tests, Benchmark Comparisons, Operational tests, Load tests. Indian Bank staff/ third Party vendor designated by the Bank will carry out the testing. This staff / third party vendor has to be trained by successful bidder for this purpose. Bidder should carry out other testing like resiliency / benchmarking / load. Bidder should submit result log for all testing to the Bank.	Request the Bank to supply Test Cases & Test Data for successfully performing the UAT of the solution. Further, reasonable access to the Bank owned hardware, software, equipment, availability of test data covering multiple test scenarios, instances (including pre-prod), credentials and other resources as may be reasonably required by Bidder to perform the services for the Bank.	The Platform integration testing will be followed by user acceptance testing, plan for which has to be submitted by the Bidder to the Bank.
221	60	Successful bidder should provide self-paced on demand training content in audio video format for bank staff.	What is the Leanring Mangement system currently being used by the Bank?	The help documents / FAQs/ product documentations/ self paced training contents etc. to be provided for the DLP.
222	60	The successful bidder must design the Platform with high availability & secure infrastructure in Data Centre, Disaster Recovery site as per Industry accepted security standards and best practices.	Please specify the high availability and DR requirements. This will help in hardware sizing.	As part of the technical bid, bidders have to recommend the architecture for implementation across sites (including replication methodology) to achieve the desired RPO, RTO, uptime & other SLA requirements.
223	60	The successful bidder must design the Platform with high availability & secure infrastructure in Data Centre, Disaster Recovery site as per Industry accepted security standards and best practices.	Will the bank provide Hardware load balancer and WAF? Will the Implementation and the Configuration of the Hardware devices be taken care by the bank?	Bank will provide required Network infrastructure.
224	60	Bank shall provide Hardware, Operating System and Oracle Database. However, the selected bidder has to supply and maintain the complete Installation, Configuration, Customization, Up-gradation, Maintenance and Support of all the software / tools required in the proposed Platform with the required licenses for the Bank for DC, NDR, DR in UAT, pre-production and production environments.	Bidder understaing is, the Software components used in this Solution will be installed, Configured and maintaned by the Bidder. The Infrastructure which includes Hardware, OS and Database installation, configuration and on-going maintenance will be in Bank's scope. Please clarify.	Bank shall provide Hardware, Operating System and Oracle Database. However, the selected bidder has to supply and maintain the complete Installation, Configuration, Customization, Up-gradation, Maintenance and Support of all the software / tools required in the proposed Platform with the required licenses for the Bank for DC, NDR, DR in UAT, pre-production and production environments. If Bank opts to migrate partially/fully to cloud environment, the selected bidder has to support for migration of proposed platform to cloud environment and continue the management on such a cloud environment also.

S No.	Page No.	Description	Query Details	Response to Prebid Query
225	60	Bank shall provide Hardware, Operating System and Oracle Database. However, the selected bidder has to supply and maintain the complete Installation, Configuration, Customization, Up-gradation, Maintenance and Support of all the software / tools required in the proposed Platform with the required licenses for the Bank for DC, NDR, DR in UAT, pre-production and production environments.	a) Which Operating System does the Bank provide? Whether they will provide RHEL OS? b) For Oracle database, does bank provide Oracle 19c license - RAC and Enterprise Active-Passive cluster configuration? Whether the bank will take care of Oracle RAC installation, setup and configuration? c) For Database backup, what tool does bank currently use? Does Bank provides license for backup tool? d) Database replication between DC and DR, does bank has license of Dataguard, Golden Gate License? Will the Bank take care of replication between primary and DR site?	a.) Bank shall arrange to provide the OS recommended by the successful bidder furnished as part of the BOM in the technical bid. b.) Bank provides Oracle 19c Database Enterprise Edition and RAC License for Oracle Database RAC configuration. The application schemas with necessary archival, backup and management policies have to be managed by the successful bidder. c.) Bank currently use RMAN and export backup, besides storage level copies. d.) Currently, Bank uses Oracle Data Guard for DC-DR replication and storage replication for NDR. However, policies for application and database replication have to be managed by the successful bidder to achieve the required RPO / RTO, uptime/SLA, etc.
226	60	The Bidder should host the Platform at Bank's advised premises in High Availability mode, along with DR and a minimum uptime time of 99.95% per quarter.	Bidder understanding is, DR sizing will be 100% of Production. Please confirm.	Yes, DR sizing will be 100% of Production
227	60	The proposed Platform shall be hosted on Bank's on-premise infrastructure. However, Platform should have capability to migrate to any other platform as per the Bank's requirement.	Would bank be comfortable with Private or Public cloud with data residency within Indian Territory.	Bank has requested for cloud-native technologies for deployment at on-premises environment. Bank reserves the right for moving to cloud during the course of the contract period subject to regulatory guidelines and Banks requirements
228	60	The Bidder should host the Platform at Bank's advised premises in High Availability mode, along with DR and a minimum uptime time of 99.95% per quarter.	Request the bank to consider minimum uptime of 99.5% per quarter.	As per RFP terms.
229	60	The Bidder shall do proactive monitoring and capacity planning at regular intervals and advise the Bank on Hardware / Software upgrades. However, there should not be any additional cost to the Bank for any software upgrade during the implementation period till Go Live, as the Bank may use existing IT infrastructure or procure separately the required infrastructure based on the sizing proposed by the Bidder	Bidder understanding is, the Hardware sizing for this proposed solution will be provided by Bidder and Bank will procure the hardware. For ongoing capacity monitoring/reporting, Bank will provide the capacity reports for Bidder to review. Please confirm.	Yes, Bank will provide the capacity reports based on predefined frequency for review.

S No.	Page No.	Description	Query Details	Response to Prebid Query
230	61	Response time/event for the end-user: < 2 seconds Server-side response time: < 500 ms	Please clarify the total number of users and the total number of concurrent users with expected YOY growth	Currently, Bank has a employee strength of forty thousand approximately. However, the offered solution has to interface with the customers as well as various 3rd parties also as mentioned in the RFP. The expected concurrent sessions at any point of time is expected to be 3,000. Estimated loans to be processed on the digital lending platform in year-1 would be 60 lakhs, followed by a yoy volume growth of at least 25% with 100% of coverage across RAM sectors during implementation, apart from the regular review/renewals through the digital lending platform. The break-up under RAM journeys is estimated as follows : Retails Loans : 10 Lakhs Agri. Loans : 40 Lakhs MSME Loans : 10 Lakhs
231	61	Response time/event for the end-user: < 2 seconds Server-side response time: < 500 ms	Please clarify the total number of users and the total number of concurrent users with expected YOY growth	Currently, Bank has a employee strength of forty thousand approximately. However, the offered solution has to interface with the customers as well as various 3rd parties also as mentioned in the RFP. The expected concurrent sessions at any point of time is expected to be 3,000. Estimated loans to be processed on the digital lending platform in year-1 would be 60 lakhs, followed by a yoy volume growth of at least 25% with 100% of coverage across RAM sectors during implementation, apart from the regular review/renewals through the digital lending platform. The break-up under RAM journeys is estimated as follows : Retails Loans : 10 Lakhs Agri. Loans : 40 Lakhs MSME Loans : 10 Lakhs
232	61	Response time/event for the end-user: < 2 seconds Server-side response time: < 500 ms	Whether the bank will provide the desired Network, Storage type like SSD? Generally Expected Response time/event for the end-user is < 4 seconds. Can this be aligned.	Please adhere to the response time as per RFP. Bank will provide required Storage and Network infrastructure.
233	61	Expected Response Time :: Response time/event for the end-user: < 2 seconds Server-side response time: < 500 ms	Bidder understanding is that it does not applicable to complex data heavy operations like upload/download of large files/images etc. and applicable only to normal operations.	Response time is for regular operations and the response time applicable to complex data heavy operations like upload/download of large files/images etc. has to be proportionate for such processes

S No.	Page No.	Description	Query Details	Response to Prebid Query
234	61	During the agreement period, if at any stage, it is found that the Platform provided by During the agreement period, if at any stage, it is found that the Platform provided by the Bidder is not able to give the requisite performance as per the sizing parameters (i.e., up time above 99.95% and response time < 500 ms) the Bidder shall have to provide additional hardware, software without any additional cost to the Bank. The hardware proposed for the Platform should not exceed 70% of CPU(s), Memory(s), Hard Disk(s), network and other resources utilization levels at any given point in time during the TCO Period.	The hardware utilisation by the DLP system depends on a number of factors including bank user count, external customer count at any given time, archival policy, etc. The vendor shall track the hardware utilisation and will recommend upgrades to the banks depending on volumes of applications and users. However, the bidder requests the bank to provide the necessary hardware for ensuring utilisation is <70% for the hardware. "Bank Dependency" means any equipment, tools, appliances or other items that the Bank will provide to the Bidder communicated in advance by the Bidder in writing from time to time to enable the Bidder to fulfil its obligations under the Agreement, Bank Dependency shall include following: timely access to, Bank documentation/information and timely decisions and approvals by Bank as per Bank 's IT security policy; all permissions and approvals that may be required as necessary for installation and /or use of the Software or other software / deliverables provided by Bidder and/or to operate Bank's network, shall be the sole responsibility of Bank and Bank shall be liable to pay any fees or incur expenses connected therewith; reasonable access to the Bank owned hardware, software, equipment, availability of test data covering multiple test scenarios, instances (including pre-prod), credentials and other resources as may be reasonably required by Bidder to perform the services for the Bank; and	As mentioned in the RFP, hardware, O.S. and Oracle database will be provisioned by the Bank. All ofther software / tools required for the Digital Lending Platform have to be delivered by the successful bidder. The architecture recommended must be able to meet the uptimes, SLA, RPO/RTO, etc. required in the RFP. The successful bidder has to ensure resource utilization remains below 70% and recommend to the Bank for upgrades where ever necessary well in advance with due justifications. The successful bidder is liable for all failures attributable to their action/inaction including failure to provide recommendations well in advance regarding the IT infrastructure upgrades, integration with information security operations centre, etc.

S No.	Page No.	Description	Query Details	Response to Prebid Query
235	61	The system should be capable of keeping online data of at least 3 years. Thereafter, the system should provide online archival & purging of data. The response time at server end should be always less than 500 ms. During the agreement period, if at any stage, it is found that the Platform provided by the Bidder is not able to give the requisite performance as per the sizing parameters (i.e., up time above 99.95% and response time < 500 ms) the Bidder shall have to provide additional hardware, software without any additional cost to the Bank. The hardware proposed for the Platform should not exceed 70% of CPU(s), Memory(s), Hard Disk(s), network and other resources utilization levels at any given point in time during the TCO Period.	Will the bank provide the required storage type such as SSD, SAN Storage and the network infrastructure?	Bank will provide required Storage and Network infrastructure.
236	62	Migration	Please elaborate on the scope of migration as different bidders would assume different scope.	Data migration from the legacy system to the Digital Lending Platform, details of data migration will be provided to succesful bidder
237	62	Data migration from the legacy system to the new environment	What kind of data needs to be migrated and from which system, what's the volume and size of data? What's the format of data structured/unstructured etc.	To be finalized during design phase with the Successful bidder.
238	62	Data migration from the legacy system to the new environment	1. Please provide details on the size of data to be migrated. 2. Is bank planning a one time migration activity or will this be a phased activity?	The implementation during the initial phases is proposed for new journeys on the offered digital lending platform. Based on Bank's priorities, the existing journey's will be taken-up for migration.
239	62	All the components of proposed solution (software, hardware etc.) in the DC site should be replicated at the NDR & DR site (except for test and development environment). The proposed solution should support database-database and storage-storage replication between DC to NDR and DR with a recovery point objective (RPO) and a recovery time objective (RTO) of the Bank. The replication between DC and DR should be possible in both directions. Bank should have the liberty to deploy the solution in multiple test environment in Bank's Data Center.	Bidder understanding is, the Database replication software license for DC to DR replication will be provided by Bank. Please also clarify, if Storage Based replication is mandatory as some of the solutions will support host based replication from DC to DR?	Oracle Data-Guard for replication and for backup Oracle RMAN will be provided by the bank. As part of the technical bid, bidders have to recommend the architecture for implementation across sites (including replication methodology) to achieve the desired RPO, RTO, uptime & other SLA requirements.
240	62	Bidder is also required to conduct at least one DR drill of the proposed Platform in a quarter or as per bank's requirement.	As the hardware infrastructure is provided and managed by Bank, bidder understanding is that the bidder scope is to support the DR drill carried out by Bank. Request Bank to clarify.	Bank will carry out the DR drill. Successful bidder to assist the Bank with application & data of Digital Lending Platform related switchover, switchback & other support operations.

S No.	Page No.	Description	Query Details	Response to Prebid Query
241	63	Provide Warranty support of the solution deployed	Bidder requests below modification: **Bidder will** provide Warranty support of the solution deployed **for the standard duration as provided by OEM. Beyond this, it will be supported as per standard AMC/ATS provided by OEM.**	Support for the offered solution (either as warranty or ATS) during the entire contract period has to be extended by the successful bidder within the commercial framework of the RFP to achieve the desired RPO, RTO, uptime & other SLA requirements. Where ever, bidder is not the OEM, all back to back contract arrangmeents have to be ensured for support through out the contract period, for which tri-partite agreement is also in the scope.
242	63	…....The escrow will be released to and become the property of the Bank in the event that the agreement is terminated for either default or insolvency or should the bidder/ OEM cease, or give notice of intention to cease to provide maintenance or technical support service for the software as required by the agreement. All payment and costs with respect to lodging of software with escrow services in India would be borne by the successful bidder.	Bidder requests for the removal of word ''default''. Default' being a release event is very broad and usually not acceptable in Service industry. "The escrow will be released to and become the property of the Bank in the event that the agreement is terminated for either ~~default or~~ insolvency or should the bidder cease, or give notice of intention to cease to provide maintenance or technical support service for the software as required by the agreement. All payment and costs with respect to lodging of software with escrow services in India would be borne by the successful bidder."	As per RFP terms
243	63	All payment and costs with respect to lodging of software with escrow services in India would be borne by the successful bidder.	Recommended Bank to bare the Escrow cost.	As per RFP. Since the solution offered might require multiple OEMs products to be stitched together to meet the scope of requirements, it is the responsibility of the successful bidder to ensure the necessary ESCROW arrangements are in place and updated periodically as required in the RFP.
244	63	The escrow will be released to and become the property of the Bank in the event that the agreement is terminated for either default or insolvency or should the bidder/ OEM cease, or give notice of intention to cease to provide maintenance or technical support service for the software as required by the agreement. All payment and costs with respect to lodging of software with escrow services in India would be borne by the successful bidder.	The bank is requested to limit the release event to insolvency of the successful bidder. Further, the right, title and ownership in the intellectual property of the source code shall not pass to the Bank upon occurrence of the release event. Also, the bidder requests the bank to bear the cost of escrow services in India.	As per RFP terms

S No.	Page No.	Description	Query Details	Response to Prebid Query
245	64	Compliance with security best practices may be monitored by periodic computer security audits/Information Security Audits performed by or on behalf of the Bank. The periodicity of these audits will be decided at the discretion of the Bank. These audits may include, but are not limited to, a review of access and authorization procedures, backup and recovery procedures, network security controls and program change controls. The successful bidder must provide the Bank access to various monitoring and performance measurement systems. The successful bidder must provide the Bank access to the auditing menu through the application itself and facilitate the audits. The successful bidder has to remedy all discrepancies observed by the auditors at no additional cost to the bank.	Provided, frequency of audit should be limited to once or twide a year after serving prior intimation to Tech M. Any cost involved in cunduction of such audit should be borne by the bank.	Frequency of audit will be as per regulatory guidelines. Bank will be serving prior intimation to the vendor. Any cost involved in conducting of such audit will be borne by the bank.
246	65	The Bidder shall furnish all the software Licenses in the light of Bank's requirement for unlimited period and unlimited usages for implementation of the solution.	SW license can be provided only for the duration of the contract & not for unlimited period & unlimited usages	As per RFP.
247	65	The successful bidder has to provide necessary perpetual enterprise Licenses for the Integrated Digital Lending Platform which will be used for Primary Site (PR), NDR, DR Site, Development and UAT/Training. The Bidder shall furnish all the software Licenses in the light of Bank's requirement for unlimited period and unlimited usages for implementation of the solution. The licensing policy of the solution supplied must be provided to support the licensing model & actual Licenses supplied to the Bank.	For sake of clarity, we request that the licensing terms be modified to the following: Terms for grant of license by Bidder: (a)limited to use of Bank as a single legal entity without limitation on the number of users; (b)limited to use within the territory of India; (c)non-exclusive; (d)revocable for cause; (e)non-assignable ; (f)non-sublicensable; (g)non-transferable; (h)fee-based; (i)perpetual subject to receipt of full consideration; (j)limited for use in object code (executable code) form together with the Documentation and (k)for the permitted end-use(ie, use of software for the purpose of enabling the Bank's lending activities to customers).	As per RFP terms

S No.	Page No.	Description	Query Details	Response to Prebid Query
248	67	Authorization of Bid	Whether Bid Confirmatory Format is open format or the same will be provided by the banks?	Bidder must clearly identify the full title and authorization of the designated official and provide a statement of bid commitment with the accompanying signature of the official and submit the copy of power of attorney/ authority letter authorizing the signatory to sign the bid.
249	67	Authorization of Bid	Whether Hard copy along with the Resolution is to be submitted to Bank or to be attached digitally?	To be submitted online and original may be submitted offline along with other physical documents.
250	67	Payment Terms "The Bank shall make payments as follows on submission of invoices and supporting documents by the successful bidder" The clause then lists out the payment terms as per the schedule given thereunder. The break up includes the following: a: Payment for License and Implementation Cost b: Payment for Onsite Support c: Warranty/ ATS d: Change Request/ Enhancement in Application	We request the following **modification** as they are material aspects of any commercial endeavor: "The Bank shall make payments as follows **within 45 days** on submission of invoices and supporting documents by the successful bidder." Additionally, in view of the current economic scenario, we request the **addition** of a provision for price increase in 'b: Payment for Onsite Support. "b) Payment on Onsite Support: The Successful bidder has to ensure availability of the manpower requirement as per the RFP. The payment for the Cost of manpower for onsite support & dedicated L2/L3 onsite development engineer will be payable monthly in arrears. **After the first anniversary of this Agreement and annually thereafter, unless otherwise agreed to between the Parties in writing, the successful bidder shall be entitled to revise the fees set out in case of time and material engagements under the fee Schedule or the applicable SOW/s, based on the prevailing Consumer Price Index of India or the applicable country (and in absence of such index, any other similar inflation measurement index) subject to minimum increase of five percent (5%) per annum for resources based in India/ offshore, and two percent (2%) per**	As per RFP terms
251	67	License Fee payments -Post delivery of License 25% Post go live of any two journeys in each segment. Viz Retail,MSM & Agri- 25% Post go live of next 6 journeys across segments- 25% Post go live of next 16 journeys across segments- 25%	Requesting Bank to modify the clause as "License Fee payments -Post delivery of License 90% Post go live of next 6 journeys across segments- 10%"	As per RFP terms.

S No.	Page No.	Description	Query Details	Response to Prebid Query
252	68	Payment Terms: 1. License Fees: 25%- Post-delivery of License 25%- Post go-live of any two journeys in each segment. Viz Retail, MSME & Agri 25%- Post go live of next 6 journeys across segments 25%- Post go live of next 16 journeys across segments 2. Implementation of Base Platform: 20%- Post go-live of any two journeys in each segment. viz Retail, MSME & Agri 20%- Next 6 journeys go live across segments 20%- Next 8 journeys go live across segments 20%- Next 8 journeys go live across segments 20%- Go-live of remaining list of indicative journeys mentioned in point 5 of Functional Requirements 3. Cost of Implementation, Customization & Integration for loan modules- released pro-rata [of the said module] for every journey after post go-live signoff and recommendation from respective bank officials. 4. Fintech / Service Hosting Charges per month- 100% of monthly charges in arrears based on actual utilization 5. Onsite resource charges for /Facility Management-100% of monthly charges in arrears 6. Training- 100% on completion of training as per RFP terms [excluding annual training which are part of regular deliverables]	Bidder request below modification to the payment terms: 1. License Fees: **100%** 25%- On ~~Post~~-delivery of License ~~25%- Post go-live of any two journeys in each segment. Viz Retail, MSME & Agri~~ ~~25%- Post go live of next 6 journeys across segments~~ ~~25%- Post go live of next 16 journeys across segments~~ 2. Implementation of Base Platform: **20%- System design** **50%- Installation and configuration of platform** **30%- Go live** ~~20%- Post go-live of any two journeys in each segment. viz Retail, MSME & Agri~~ ~~20%- Next 6 journeys go live across segments~~ ~~20%- Next 8 journeys go live across segments~~ ~~20%- Next 8 journeys go live across segments~~ ~~20%- Go-live of remaining list of indicative journeys mentioned in point 5 of Functional Requirements~~ 3. Cost of Implementation, Customization & Integration for loan modules- 20%- Post go-live of any two journeys in each segment. viz Retail, MSME & Agri **40%** 20%- Next 6 journeys go live across segments 20%- Next 8 journeys go live across segments **10%** 20%- Next 8 journeys go live across segments **10%** 20%- Go-live of remaining list of indicative journeys mentioned in point 5 of Functional	As per RFP terms
253	68	Payments terms	Can this be re-looked at the time of Contracting or this is the final schedule?	As per RFP terms
254	68	**1 License fee payment** Post-delivery of License 25% Post go-live of any two journeys in each segment. Viz Retail, MSME & Agri 25% Post go live of next 6 journeys across segments 25% Post go live of next 16 journeys across segments 25%	Recommended License cost to be paid **100% on delivery of licenses to the bank.**	As per RFP.
255	68	License fee payment	100% at the time of delivery of SW license with 30 days credit	As per RFP.

S No.	Page No.	Description	Query Details	Response to Prebid Query
256	68	License fee payment	Request bank to consider Post-delivery of License 50% Post go-live of any two journeys in each segment. viz Retail, MSME & Agri 25% Post go live of next 6 journeys across segments 15% Post go live of next 16 journeys across segments 10%	As per RFP terms
257	68	Implementation of Base Platform	implementation payment to be made monthly in arrears with 30 days credit	As per RFP.
258	68	Cost of Implementation, Customization & Integration for loan modules	implementation, customization & integration for loan modules payment should be made monthly in arrears with 30 days credit	As per RFP.
259	68	Annual Technical Support (ATS) Charges	ATS charges to be paid annually in advance with 30 days credit	As per RFP.
260	68	Cost of additional work on basis of man days	cost of additional work to be paid monthly with 30 days credit	As per RFP.
261	68	However, the successful bidder should provide solution for creating multiple sub-products within the product lines mentioned. Apart from the specified products, successful bidder has to implement all `remaining products under scope of Retail, Agri & MSME on DLP for ETB and NTB customers in STP and Assisted mode both.	Request the bank to provide a list of all such sub-products in scope across Retail, Agri & MSME and not leave this open-ended.	The list of indicative journeys is provided in page 113 to 115 of the RFP document. However, this list is only indicative and not comprehensive. As mentioned in the RFP document, every module would have numerous journeys on basis of Bank's requirements.
262	69	All payments will be released within 30 days from the date of receipt of invoice subject to submission of proof of acceptance of the respective deliverables by concerned Bank officials and other related documents. Vendor has to submit the invoices, milestone sign-off & other documents required for release of payment.	Interest at the rate of 2% Per month would be applicable in case of delay in payment post 30 days from the date of receipt of invoice.	As per RFP terms

S No.	Page No.	Description	Query Details	Response to Prebid Query
263	69	All payments will be released within 30 days from the date of receipt of invoice subject to submission of proof of acceptance of the respective deliverables by concerned Bank officials and other related documents. Vendor has to submit the invoices, milestone sign-off & other documents required for release of payment.	Bidder request below modification to the payment terms: All payments will be released within 30 days from the date ~~of receipt~~ of invoice subject to submission of proof of acceptance of the respective deliverables by concerned Bank officials and other related documents. Vendor has to submit the invoices, milestone sign-off & other documents required for release of payment. **In case invoices are overdue beyond 30 days, bidder shall have right to terminate the contract. For Fintech/hosting charges, onsite resource charges and ATS, bidder invoices shall be deemed accepted upon submission.**	As per RFP terms
264	69	Any implementation forming part of statutory/ regulatory changes as required under the directives of Government of India (GOI), Reserve Bank of India (RBI) etc. should be carried out without any cost to the Bank.	Please consider that if any major functionality to be implemented or efforts which involves more than 5 man working days to be considered as change request	As per RFP terms.
265	69	Any implementation forming part of statutory/ regulatory changes as required under the directives of Government of India (GOI), Reserve Bank of India (RBI) etc. should be carried out without any cost to the Bank.	If the scope is not defined at the time of winning the RFP and comes up later then it may attract an additional cost as the cost associated to the nature and scope of this statutory/regulatory changes cannot be estimated before the same comes up.	As per RFP terms
266	69	The ATS cost, shall be paid quarterly in arrears from the 1st year onwards	ATS cost should be paid annaully in advance with 30 days credit	As per RFP.
267	69	The ATS cost, shall be paid quarterly in arrears from the 1st year onwards.	Request the bank to clearly define the term of Warranty and start of ATS.Bank is requested to mention the duration of warranty.	The successful bidder has to quote for the licenses, ATS, etc. in the commercial bid and the payment for the same shall be as per the "Payment Terms" clause of the RFP. The bidder has to maintain the offered Digital Lending Platform with specified SLAs as required in RFP.
268	69	The Bank shall have the right to withhold any payment due to the successful bidder, in case of delays or defaults on the part of the successful bidder.	Withholding of payment for the work already completed by the bidder is not acceptable	As per RFP.

S No.	Page No.	Description	Query Details	Response to Prebid Query
269	69	The Bank shall have the right to withhold any payment due to the successful bidder, in case of delays or defaults on the part of the successful bidder. Such withholding of payment shall not amount to a default on the part of the Bank.	Bidder requests to make appropriate changes as suggested below: Bank shall have the right to withhold only the **disputed part of the invoice**. **Any dispute regarding the invoices should be communicated to the bidder within 15 days from the date of the invoice. Such dispute must be resolved within 30 days from the date of communication. After the dispute is resolved, Customer shall make payment within 30 days from the date the said dispute stands resolved.**	As per RFP terms
270	69	Any version upgrades for the proposed solution should be provided without any cost to the bank during the contract period.	any version upgrade for the proposed solution charged by the vendor will be passed on to the customer	As per RFP.
271	69	c) Any version upgrades for the proposed solution should be provided without any cost to the bank during the contract period.	Request the bank to consider any successor version of the licensed software which provides for new modules or major functionality shall be provided to Bank at such additional cost as may be mutually agreed by the parties.	As per RFP terms.
272	69	If any of the items/ activities as mentioned in functional specifications as part of technical bid is not taken up by the bank during the course of respective Phases, the successful bidder to provide the functionality at **later point of time without any additional cost to the Bank.**	Recommended to modify the clause as "If any of the items/ activities as mentioned in functional specifications as part of technical bid is not taken up by the bank during the course of respective Phases, the successful bidder to provide the functionality **at later point of time as per mutually discussed and agreed time and cost at the time bank has requested to provide functionality.**"	As per RFP.
273	69	b) Any implementation forming part of statutory/ regulatory changes as required under the directives of Government of India (GOI), Reserve Bank of India (RBI) etc. should be carried out without any cost to the Bank.	Bidder request that any change/additional implementation after contract signature should be chargeable to bank at mutually agreed prices	As per RFP terms
274	69	b) Any implementation forming part of statutory/ regulatory changes as required under the directives of Government of India (GOI), Reserve Bank of India (RBI) etc. should be carried out without any cost to the Bank.	Consider modifying the clause as "b) Any implementation forming part of statutory/ regulatory changes as required under the directives of Government of India (GOI), Reserve Bank of India (RBI) etc. **shall be discussed with the Bank and shall be implemented by the selected bidder as per timeline and cost agreed with the Bank.**"	As per RFP.
275	69	b) Any implementation forming part of statutory/ regulatory changes as required under the directives of Government of India (GOI), Reserve Bank of India (RBI) etc. should be carried out without any cost to the Bank.	The bidder should provide necessary changes in the LOS to meet the regulatory/statutory guidelines/requirement free of cost up to 30 man-days effort during a License Year to the Bank during the contract period, beyond which change request rates will be applicable.	As per RFP terms.

S No.	Page No.	Description	Query Details	Response to Prebid Query
276	69	a) Any major and minor version upgrades for the proposed solution should be provided without any cost to the bank during the contract period.	Consider modifying the clause as "a) Any major and minor version upgrades for the proposed solution **shall be discussed with the Bank and shall be implemented by the selected bidder as per timeline and cost agreed with the Bank.**"	As per RFP.
277	70	Human Resource Requirements Roles of skilled and experienced resources to be provided by the bidder…..	Request to share exact combination of Skills and number of skills required . Detailed JD including experience wil be help to identfy the resources. Please share.	Authentication will be via SSO through AD Credentials. The details will be discussed with the Successful bidder.
278	70	Human Resource Requirements Roles of skilled and experienced resources to be provided by the bidder…..	Please share below detail and confirm. 1. Will there be any local language pref for the employees who will be onboarded. Please confirm.Any shift working or it will general timing 2. Work location will be from Client office in Chennai or Bidder office in Chennai / across location 3. Is there any Education criteria and will be there any pre and post BGV , Specific Certification if any 4. What will the time frame to onboard these resources	1. No local language preference for the support team. L1 Support to be provided 24x7x365 basis from Bank's premises. Dedicated L2 and L3 onsite engineer to be available during all working days of the Bank. 2. The location for implementation & support i.e. availability of on-site resources is Chennai. However the bidder should be able to deliver resources at Mumbai (at Bank's DR Site) or at any of the Bank's desired location in case of any requirements. 3. The resources should have relavent educational qualifications with professional/ technical experience acceptable to the Bank. The responsibility of BGV rests with the bidder, however the KYC details of the resources deployed to be furnished to the Bank. 4. The resources to be deployed to meet the relavent milestones as detailed in the RFP.
279	70	Successful bidder has to extend ATS, onsite support and all other related services to the bank for the next 5 years (from year 6 to year 10) at Banks discretion at mutually agreed rates between the successful bidder and Bank, with a cost escalation of not more than 15% of the cost quoted for the contract period.	The rates of year 6 to 10 cannot be be capped at 15% at this point in time and let this be a mutually decided between the parties later.	Please refer AMENDMENT CORRIGENDUM
280	70	Successful bidder has to extend ATS, onsite support and all other related services to the bank for the next 5 years (from year 6 to year 10) at Banks discretion at mutually agreed rates between the successful bidder and Bank, with a cost escalation of not more than 15% of the cost quoted for the contract period.	Extension of ATS, onsite support & all other related services to the bank should be mutually discussed & agreed upon, the cost escalation can be more than 15% depending on the cost charged by the vendor at that time	Please refer AMENDMENT CORRIGENDUM

S No.	Page No.	Description	Query Details	Response to Prebid Query
281	70	Successful bidder has to extend ATS, onsite support and all other related services to the bank for the next 5 years (from year 6 to year 10) at Banks discretion at mutually agreed rates between the successful bidder and Bank, with a cost escalation of not more than 15% of the cost quoted for the contract period.	Bidder requests below modification: Successful bidder has to extend ATS, onsite support and all other related services to the bank for the next 5 years (from year 6 to year 10) at Banks discretion at mutually agreed rates **and cost escalation** between the successful bidder and Bank, with a cost escalation of not more than 15% of the cost quoted for the contract period.	Please refer AMENDMENT CORRIGENDUM
282	70	Successful bidder has to extend ATS, onsite support and all other related services to the bank for the next 5 years (from year 6 to year 10) at Banks discretion at mutually agreed rates between the successful bidder and Bank, with a cost escalation of not more than 15% of the cost quoted for the contract period.	Request the bank to not limit cost escalation after 5 years to 15% considering the cost of resources and wage inflation in India.	Please refer AMENDMENT CORRIGENDUM
283	71	Bidder to provide the profile and list of the key resources working on the project after kick-off meeting. Any change in such key resources during the project shall be with the ~~permission~~ of the bank and it will be the responsibility of the bidder to ensure that a replacement resource is assigned and available in the project with similar experience and sufficient knowledge transfer is carried out to ensure smooth functioning of the project.	Bank is requested to amend the language as below: Any change in such key resources during the project shall be with intimation to the bank and it will be the responsibility of the bidder to ensure that a replacement resource is assigned and available in the project with similar experience and sufficient knowledge transfer is carried out to ensure smooth functioning of the project.	As per RFP terms
284	74	Phase 1 - Go Live at T+ 4 Months	The 1st phase of project would invovle lot of alignment expectation, understanding systems, etc. Thus 4 months is too short for the phase 1 to go live - We request bank to extend the timeline to minimum 6 months or more to ensure quality product is delivered	As per RFP terms
285	74	Phase 1: Implementation of two journeys in each of Retail, Agri, MSME businesses	Is it possible to share the scope and requirements of these 2 journeys in detail?	Will be decided in consultation with the successful bidder. It is envisaged to cover the core functionalites of DLP platform including fintech integrations and subsequent journeys to use them as base for variations/spin-offs.

S No.	Page No.	Description	Query Details	Response to Prebid Query

286	74	Phase 1: Implementation of two journeys in each of Retail, Agri, MSME businesses (prioritized by the bank) which includes below -
		o User Interface Design & development which includes creation of designs and wireframes based on the inputs/suggestions provided by Bank
		o Development of individual modules as defined in scope
		o Integrations as defined in scope
		o Unit testing / QA testing of journey
		o User Acceptance Testing (UAT) – by Bank's Business team
		o Deployment and GO LIVE Commissioning – Deployment of the solution in production environment
		Journeys across modules have been listed out in "Broad scope of work" point no. 1.23. Bank will prioritize the journeys to be implemented by the successful bidder
			Please define the product-wise implementation roadmap as per the timelines provided in the RFP.
			
			Bank is requested to modify the timeline to T+6 months.
			Timelines are subject to timely fulfillment of Bank Dependecies. "Bank Dependency" means any equipment, tools, appliances or other items that the Bank will provide to the Bidder communicated in advance by the Bidder in writing from time to time to enable the Bidder to fulfil its obligations under the Agreement, Bank Dependency shall include following:
			
			  timely access to, Bank documentation/information and timely decisions and approvals by Bank as per Bank 's IT security policy;
			  all permissions and approvals that may be required as necessary for installation and /or use of the Software or other software / deliverables provided by Bidder and/or to operate Bank's network, shall be the sole responsibility of Bank and Bank shall be liable to pay any fees or incur expenses connected therewith;
			  reasonable access to the Bank owned hardware, software, equipment, availability of test data covering multiple test scenarios, instances (including pre-prod), credentials and other resources as may be reasonably required by Bidder to perform the services for the Bank; and
				Bank will prioritize the journeys to be implemented by the successful bidder.
				
				Please adhere to the timelines/milestones as per the terms of the RFP.
				
				The successful bidder is liable for all failures attributable to their action/ inaction.

287	74	1. Scoping and requirements Analysis – Arrive at detailed requirements specification for the lending platform functionalities : T*+7 days	Request bank to extend the timeframe for finalizing and creating detailed requirement specification document for all th 5 phases. Our understanding is that this exercise would involve workshops with business users to understand the as is process and then brainstoring to arrive at the to be process. Hence 7 days would not be sufficient to cover all 5 phases	As per RFP terms.
288	75	Successful bidder has to agree to extend the contract for at least 5 more years at Banks discretion (year 6 to year 10) at mutually agreed rates between the successful bidder and Bank, with cost escalation not exceeding 15% of the quoted/contracted prices as per the present RFP for all applicable components including maintenance/ATS/support/CRs/etc.	The rates of year 6 to 10 cannot be be capped at 15% at this point in time and let this be a mutually decided between the parties later.	Please refer AMENDMENT CORRIGENDUM

S No.	Page No.	Description	Query Details	Response to Prebid Query
289	75	Contract Period "The contract period will commence from the date of acceptance of PO and signing the SLA/contract and will be valid up to a period of five years The contract is extendable / renewable further at the option of the Bank on mutually agreed terms. Successful bidder has to agree to extend the contract for at least 5 more years at Banks discretion (year 6 to year 10) at mutually agreed rates between the successful bidder and Bank, **with cost escalation not exceeding 15% of the quoted/contracted prices as per the present RFP for all applicable components including maintenance/ATS/support/CRs/etc."**	We are in agreement with this clause. However, we request a **modification** in light of industry trends and the fact that a renewal on mutual terms is negated when one party insists on a preemptory capping at the very onset. "Contract Period The contract period will commence from the date of acceptance of PO and signing the SLA/contract and will be valid up to a period of five years The contract is extendable / renewable further at the option of the Bank on mutually agreed terms. Successful bidder has to agree to extend the contract for at least 5 more years at Banks discretion (year 6 to year 10) at mutually agreed rates between the successful bidder and Bank.	Please refer AMENDMENT CORRIGENDUM
290	75	Successful bidder has to agree to extend the contract for at least 5 more years at Banks discretion (year 6 to year 10) at mutually agreed rates between the successful bidder and Bank, with cost escalation not exceeding 15% of the quoted/contracted prices as per the present RFP for all applicable components including maintenance/ATS/support/CRs/etc.	contract extension beyond the contract period of 5 years should be mutually discussed & agreed upon, the cost escalation % cannot be defined today for the next 5 years (from Yr 6 - Yr 10), the cost needs to be reworked & discussed	Please refer AMENDMENT CORRIGENDUM
291	75	The contract is extendable / renewable further at the option of the Bank on mutually agreed terms.	contract extension / renewal for further period should be mutually discussed & agreed upon	Please refer AMENDMENT CORRIGENDUM
292	75	The successful bidder will not subcontract or delegate or permit anyone other than the bidders' personnel or OEM to perform any of the work, service or other performance required of the supplier under this agreement without the prior written consent of the Bank. Bank at its own discretion may permit or deny the same.	Bank should allow the bidder to submit the proposal with Subcontractor.	As per RFP.

S No.	Page No.	Description	Query Details	Response to Prebid Query
293	75	Subcontracting "The successful bidder will not subcontract or delegate or permit anyone other than the bidders' personnel or OEM to perform any of the work, service or other performance required of the supplier under this agreement without the prior written consent of the Bank. Bank at its own discretion may permit or deny the same."	While we are principally fine with this clause, we respectfully request a slight **modification** as detailed hereunder: "The successful bidder will not subcontract or delegate or permit anyone other than the bidders' personnel or OEM to perform any of the work, service or other performance required of the supplier under this agreement without the prior written **intimation to the** Bank. **The bidder shall continue to remain liable for the acts and omissions of the subcontractor while rendering services."**	As per RFP.
294	75	The successful bidder will not subcontract or delegate or permit anyone other than the bidders' personnel or OEM to perform any of the work, service or other performance required of the supplier under this agreement without the prior written consent of the Bank. Bank at its own discretion may permit or deny the same.	Will 3rd party integration with fintech service providers for APIs count as subcontracting? Requesting bank to please clarify. If yes, then Bidder should have right to replace the non-performing 3rd party fintech service provider and Bank shall allow such replacement upon being provided intimation by bidder about such non-performing TPFSPs.	Integration with 3rd party fintech service providers are not classified as subcontracting under this RFP. Successful bidder can propose to Bank for any alternate fintech services providers only with necessary justification and without any additional cost to the Bank. Accepting such alternate fintech service provider is prerogative of the Bank after due satisfaction.
295	75	The contract period will commence from the date of acceptance of PO and signing the SLA/contract and will be valid up to a period of five years The contract is extendable / renewable further at the option of the Bank on mutually agreed terms.	Bidder would need 8-12 weeks of time to onboard the resources post issuance of PO by bank. Request bank to align the milestones accordingly.	As per RFP terms
296	75	The contract period will commence from the date of acceptance of PO and signing the SLA/contract and will be valid up to a period of five years The contract is extendable / renewable further at the option of the Bank on mutually agreed terms.	1. What is the onsite support duration? 2. Is it 40 months excluding 20 months of implementation?	It should commence from go live of the first journey and till the end of the contract. The payment for the resources deployed onsite will be made from the date of deployment in Bank's premises.
297	75	The contract period will commence from the date of acceptance of PO and signing the SLA/contract and will be valid up to a period of five years.	Consider modifying the clause as "The contract period will commence **from the date of acceptance of PO / Mutually agreed effective date and will be valid up to a period of five years."**	As per RFP terms

S No.	Page No.	Description	Query Details	Response to Prebid Query
298	75	The contract period will commence from the date of acceptance of PO and signing the SLA/contract and will be valid up to a period of five years The contract is extendable / renewable further at the option of the Bank on mutually agreed terms. Successful bidder has to agree to extend the contract for at least 5 more years at Banks discretion (year 6 to year 10) at mutually agreed rates between the successful bidder and Bank, with cost escalation not exceeding 15% of the quoted/contracted prices as per the present RFP for all applicable components including maintenance/ATS/support/CRs/etc	Bank is requested to modify the language as follows: Successful bidder may agree to extend the contract for at least 5 more years at Banks discretion (year 6 to year 10) at mutually agreed rates between the successful bidder and Bank, (with cost escalation as mutually agreed between successful bidder and Bank of the quoted/contracted prices as per the present RFP for all applicable components including maintenance/ATS/support/CRs/.)	Please refer AMENDMENT CORRIGENDUM
299	76	The successful bidder shall pass the title of ownership of the Licenses supplied under this Contract to Indian Bank. The licenses delivered to the Bank should be perpetual enterprise in nature. However, the successful bidder/ OEM shall retain the Intellectual Property Rights (IPR) for the application software. Bank will hold the IPR for the journeys customization/business rules designed during the project.	The licensed material provided on license basis under the RFP is solely owned by the Bidder, save for the third party components. The licensed material shall also include all revisions, customisations, updates and enhancements. The license does not convey any interest, title, in or to the licensed material to the Bank. All user interfaces of the Software shall contain the phrase "Powered by Bidder" which shall represent copyright of Bidder and shall not be removed or masked by the Licensee/Bank. The IPR in the UI/UX shall vest with the Bank.	The successful bidder shall provide the Licenses, i.e. rights to use the platform/application/software with all required tools and support software in the name of Indian Bank supplied under this Contract to Bank.
300	77	Delays in the Supplier's Performance "Delivery of the Goods and performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Purchaser in the Schedule of Requirements. If at any time during performance of the Contract, the Supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the Supplier shall promptly notify the Purchaser in writing of the fact of the delay, it's likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Supplier's time for performance, **with or without liquidated damages**, in which case the extension shall be ratified by the parties by amendment of the Contract, if required."	We humbly request a **modification** in this clause in keeping in mind equity i.e. where the bank has evaluated the situation and given an extension of time it is not equitable to impose liquidated damages: "Delivery of the Goods and performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Purchaser in the Schedule of Requirements. If at any time during performance of the Contract, the Supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the Supplier shall promptly notify the Purchaser in writing of the fact of the delay, it's likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Supplier's time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract, if required."	As per RFP terms

S No.	Page No.	Description	Query Details	Response to Prebid Query
301	77	Liquidated Damages on delay in Implementation: For delay beyond the implementation schedule, the supplier shall be liable to forfeit 0.5% of the cost of the deliverables for the respective implementation phase, as per the project implementation timelines mentioned in clause no. 16 of Section-III for every week or part thereof subject to maximum of 10% of cost of project [excluding line-item E. cost of additional work on man-days basis for change requests and F. Fintech / Service hosting charges] for the delay solely not attributable to purchaser. Once the Liquidated Damages (LD) crosses 10% of the cost of the project, Bank reserves the right to terminate the contract.	Bidder requests below modifications: For delay beyond the implementation schedule, the supplier shall be liable to forfeit 0.5% of the cost of the deliverables for the respective implementation phase, as per the project implementation timelines mentioned in clause no. 16 of Section-III for every week or part thereof subject to maximum of **5%** 10% **of the cost of the deliverables for the respective implementation phase** for the delay solely **and directly** ~~not~~ attributable to **the supplier** ~~purchaser cost of project [excluding line-item E. cost of additional work on man-days basis for change requests and F. Fintech / Service hosting charges] for the delay solely not attributable to purchaser.~~ Once **overall cap for penalties as per SLAs and** the Liquidated Damages (LD), **over the tenure of the contract**, crosses ~~10%~~ **5%** of the cost of the project, Bank reserves the right to terminate the contract.	As per RFP terms
302	77	Liquidated Damages on delay in Implementation: For delay beyond the implementation schedule, the supplier shall be liable to forfeit 0.5% of the cost of the deliverables for the respective implementation phase, as per the project implementation timelines mentioned in clause no. 16 of Section-III for every week or part thereof subject to maximum of 10% of cost of project [excluding line-item E. cost of additional work on man-days basis for change requests and F. Fintech / Service hosting charges] for the delay solely not attributable to purchaser. Once the Liquidated Damages (LD) crosses 10% of the cost of the project, Bank reserves the right to terminate the contract.	LD to be levied on the unperformed portion of total contract only.	As per RFP terms.

S No.	Page No.	Description	Query Details	Response to Prebid Query
303	77	Liquidated Damages on delay in Implementation: For delay beyond the implementation schedule, the supplier shall be liable to forfeit 0.5% of the cost of the deliverables for the respective implementation phase, as per the project implementation timelines mentioned in clause no. 16 of Section-III for every week or part thereof subject to maximum of 10% of cost of project [excluding line-item E. cost of additional work on man-days basis for change requests and F. Fintech / Service hosting charges] for the delay solely not attributable to purchaser. Once the Liquidated Damages (LD) crosses 10% of the cost of the project, Bank reserves the right to terminate the contract.	LD to be capped at 5% of the cost of the project	As per RFP.
304	77	Liquidated Damages on delay in Implementation: For delay beyond the implementation schedule, the supplier shall be liable to forfeit 0.5% of the cost of the deliverables for the respective implementation phase, as per the project implementation timelines mentioned in clause no. 16 of Section-III for every week or part thereof subject to maximum of **10% of cost of project [excluding line-item E. cost of additional work on man-days basis for change requests and F. Fintech / Service hosting charges] for the delay solely not attributable to purchaser.**	Proposed Liquidated Damages to be capped to maximum 5% of cost of project [excluding line-item E. cost of additional work on man-days basis for change requests and F. Fintech / Service hosting charges] for the delay solely not attributable to purchaser.	As per RFP terms.
305	77	Liquidated Damages (LD) - Failure to meet these Implementation schedules, unless it is due to reasons entirely attributable to the bank, may constitute a material breach of the bidder's performance.	There must be a cure period and the bidder should be given a window to make the delivery good to the bank.	As per RFP terms

S No.	Page No.	Description	Query Details	Response to Prebid Query
306	77	Liquidated Damages (LD) "The successful bidder must strictly adhere to the schedules for completing the assignments. Failure to meet these Implementation schedules, unless it is due to reasons entirely attributable to the bank, may constitute a material breach of the bidder's performance. In the event that the Bank is forced to cancel an awarded contract (related to this RFP) due to the successful bidder's inability to meet the established delivery dates, the purchaser may take suitable penal actions deemed fit in addition to invocation of performance guarantee. Liquidated Damages on delay in Implementation: For delay beyond the implementation schedule, the supplier shall be liable to forfeit 0.5% of the cost of the deliverables for the respective implementation phase, as per the project implementation timelines mentioned in clause no. 16 of Section-III for every week or part thereof subject to maximum of 10% of cost of project **[excluding line-item E. cost of additional work on man-days basis for change requests and F. Fintech / Service hosting charges]** for the delay solely not attributable to purchaser. Once the Liquidated Damages (LD) **crosses** 10% of the cost of the project, Bank reserves the right to terminate the contract."	We are largely in agreement with the clause. However we request a small **modification** in light of maintaining the balance of risk versus reward. The successful bidder must strictly adhere to the schedules for completing the assignments. Failure to meet these Implementation schedules, unless it is due to reasons entirely attributable to the bank, may constitute a material breach of the bidder's performance. In the event that the Bank is forced to cancel an awarded contract (related to this RFP) due to the successful bidder's inability to meet the established delivery dates, the purchaser may take suitable penal actions deemed fit in addition to invocation of performance guarantee. **Such penal action shall be capped to a maximum of 10% of the contract value.** Liquidated Damages on delay in Implementation: For delay beyond the implementation schedule, the supplier shall be liable to forfeit 0.5% of the cost of the **delayed** deliverables for the respective implementation phase, as per the project implementation timelines mentioned in clause no. 16 of Section-III for every week or part thereof subject to maximum of 10% of cost of project for the delay solely not attributable to purchaser. Once the Liquidated Damages (LD) reaches 10% of the cost of the project, Bank reserves the right to terminate the contract.	As per RFP terms
307	77	Penalty / Guarantees on Response to Errors * The Platform / Application should be restored to working condition within the time stipulated. Penalty of Rs.1,00,000/- per hour, shall be charged for nonconformance to SLA pertaining to uptime, RPO, RTO.	Request bank to remove penalties highly imposed. Request bank to consider below modification: * The Platform / Application should be restored to working condition within the time stipulated. Penalty of Rs.1000/- per hour, shall be charged for nonconformance to SLA pertaining to uptime, RPO, RTO.	As per RFP terms.
308	77	Penalty / Guarantees on Response to Errors	The the SLA table and the penalty final ?	As per RFP terms

S No.	Page No.	Description	Query Details	Response to Prebid Query
309	77	Penalty/ Guarantees on Response to Errors This clause lists out the penalties and then goes on to state that "failure of the successful bidder to maintain uptime SLA will attract penalty as mentioned above. The penalty will be capped at 10% of **project cost / contract** value [excluding taxes] and the penalty will be deducted from the charges payable during the contract period. In case, the penalty amount is more than amount payable by bank, bank reserves the right to claim the penalty from successful bidder or invoke the performance security submitted by the successful bidder. **However, once the penalty crosses 5% of the cost of the project, Bank reserves the right to terminate the contract."**	We largely subscribe to the clause however, we request a small **modification** in light of all the other rights the bank has: "failure of the successful bidder to maintain uptime SLA will attract penalty as mentioned above. The penalty will be capped at 10% of value value of the delayed deliverable [excluding taxes] and the penalty will be deducted from the charges payable during the contract period. In case, the penalty amount is more than amount payable by bank, bank reserves the right to claim the penalty from successful bidder or invoke the performance security submitted by the successful bidder.	As per RFP terms
310	77	Penalty/Guarantees on Response to errors	Request the bank to reconsider the penalty amount quoted and discuss the same during contract negotiation	As per RFP terms.
311	77	Penalty/Guarantees on Response to errors	Penalties & Liquidated Damages given by the Bank are very acute here, we request Bank to improvise penalty clauses to make it balanced for both the parties: the Bank and the vendor. For example, how will we ensure the delay in delivery/ SLA/ uptime etc not due to the Bank/ Bank's infrastructure etc? Will the Bank charge late delivery charges even if there is a delay in delivery of one journey? How does Bank plan to take care of delays at their end like delay in SRS sign off, delay in API availability, delay in UAT sign off etc.	As per RFP terms. Penalty will be applicable only for factors attributable to the bidder.
312	78	Failure of the successful bidder to maintain uptime SLA will attract penalty as mentioned above. The penalty will be capped at 10% of project cost / contract value [excluding taxes] and the penalty will be deducted from the charges payable during the contract period.	**Bidder request that the maximum penalties shall be capped at 5% of the Total Monthly Payment..**	As per RFP terms
313	78	Penalty / Guarantees on Response to Errors	Request bank to consider Rs. 5000, Rs. 2000 and Rs. 1000 on penalty for breach against Severity 1, Severity 2 and Severity 3 respectively.	As per RFP terms.
314	78	The penalty will be **capped at 10% of project cost / contract value [excluding taxes]** and the penalty will be deducted from the charges payable during the contract period.	Overall cumulative SLA penalty to be capped to 5% of Implementation cost during warranty period and 5% of yearly ATS cost during ATS period.	As per RFP terms.

S No.	Page No.	Description	Query Details	Response to Prebid Query
315	78	The penalty will be **capped at 10% of project cost / contract value [excluding taxes]** and the **penalty will be deducted from the charges payable during the contract period.**	Its recommended recovery of penalty (if any) to **be dealt separately** instead of recovery from any payment to be made by the Bank to the company.	As per RFP terms.
316	78	The Platform / Application should be restored to working condition within the time stipulated. Penalty of Rs.1,00,000/- per hour, shall be charged for nonconformance to SLA pertaining to uptime, RPO, RTO.	We request that Downtimes/Non performance attributable to Third Party Fintech Service Providers and external data source servers shall be excluded from the uptime of the platform. We request the Bank to consider the following as exclusions to the Uptime: 1. failure of Bank's systems that interact with the Bidder's platform; 2. failure casued by delay in responses/non-responses from data source servers; 3. downtime caused by Bank API/patch upgrades (planned downtime with prior notice); 4. downtime caused by changes in data source protocols/data structures; 5. downtime caused by patch/version upgrades to the platform (planend maintenance with prior notice/unplanned); 6. in relation to Data Aggregator Service Providers, the Bidder's uptime shall exclude downtime of third party data aggregator; 7. downtime caused due to use of Software not in accordance with the Documentation.	For all services offered by the successful bidder (including the fintech services), the SLA, uptime, etc. are applicable. If the bidder justifies the requirement to change the fintech service provider at a later date due to non-performance of such a service provider, Bank at its discretion and subject to its satisfaction may accept the alternate fintech service providers , with out any additional cost and after due technical and security checks. However, this option of change is not for the OEM of the Digital Lending platform/ solution and only for the supporting fintech services.
317	78	Failure of the successful bidder to maintain uptime SLA will attract penalty as mentioned above. The penalty will be capped at 10% of project cost / contract value [excluding taxes] and the penalty will be deducted from the charges payable during the contract period. In case, the penalty amount is more than amount payable by bank, bank reserves the right to claim the penalty from successful bidder or invoke the performance security submitted by the successful bidder. However, once the penalty crosses 5% of the cost of the project, Bank reserves the right to terminate the contract.	Total penalty + Liquidated Damages shuld be acapped at 5% of project cost. There will be no penalty borne by the bidder beyond the above mentioned 5% threshhold.	As per RFP

S No.	Page No.	Description	Query Details	Response to Prebid Query
318	79	a. Within 15 days of signing the contract, the successful bidder shall furnish to the Bank the Performance Security equivalent to 3% of the contract value in the form of a Bank Guarantee, valid for 69 months with further three-months claim period, in the format enclosed (Annexure-IV). Relaxation if any, extended by GOI/ competent authorities for furnishing PBG shall be passed on to eligible bidders. b. The performance security submitted by the successful bidder shall be invoked by the Bank as compensation for any loss resulting from the bidder's failure in completing their obligations under the Contract.	Bidder request below modification: a. Within 15 days of signing the contract, the successful bidder shall furnish to the Bank the **Annual** Performance Security equivalent to 3% of the **Annual** contract value in the form of a Bank Guarantee, **to be renewed every anniversary for subsequent annual value** valid for 69 months with further three-months claim period, in the format enclosed (Annexure-IV). Relaxation if any, extended by GOI/ competent authorities for furnishing PBG shall be passed on to eligible bidders. b. The performance security submitted by the successful bidder shall be invoked by the Bank **on occurrence of major breach by the bidder** as compensation for any loss resulting from the bidder's failure in completing their obligations under the Contract. **Before invoking PBG, cure period of 30 days must be given to the bidder.**	As per RFP terms
319	79	Within 15 days of signing the contract, the successful bidder shall furnish to the Bank the Performance Security equivalent to 3% of the contract value in the form of a Bank Guarantee, valid for 69 months with further three-months claim period, in the format enclosed (Annexure-IV). Relaxation if any, extended by GOI/ competent authorities for furnishing PBG shall be passed on to eligible bidders.	Timeline for submission of BG should be 30 days from the date of award of contract.	As per RFP terms.
320	79	Performance Security - the successful bidder shall furnish to the Bank the Performance Security equivalent to 3% of the contract value in the form of a Bank Guarantee, valid for 69 months	As there is already an EMD, can this % be negotiated?	As per RFP terms
321	79	Limitation of Liability	As the total contract value of the bid will only be consumed at the completion of the project after 5 yrs., will it not be more scientific to define the aggregate value to the amount already paid by the bank till that date of arising the liability.	As per RFP terms
322	79	Successful bidders' aggregate liability under the contract shall be at actual and limited to a maximum of the contract value	Total liability under the contract needs to be capped at 5% of the contract value	As per RFP
323	79	The performance security submitted by the successful bidder shall be invoked by the Bank as compensation for any loss resulting from the bidder's failure in completing their obligations under the Contract	invocation of performance security is not acceptable, any loss resulting from the bidder's failure should be mutually discussed & agreed upon	As per RFP

S No.	Page No.	Description	Query Details	Response to Prebid Query
324	79	….........In no event shall either party be liable for any damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) even if it has been advised of their possible existence.	Bidder cannot be held responsible and liable for any consequential, incidental, indirect, special or punitive damage, business interruption, lost business, lost profits, loss of revenue, loss of goodwill, or lost savings. This clause is very common in most of the public sector and government bid. "In no event shall either party be liable for any *consequential, incidental, indirect, special or punitive* damage, loss or expenses, *(including but not limited to* business interruption, lost business, lost profits, or lost savings)* even if it has been advised of their possible existence."	As per RFP terms
325	79	Successful bidders aggregate liability under the contract shall be at actual and limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor that gave rise to claim, under this tender. This limit shall not apply to third party claims for a. IP Infringement indemnity b..	Bidder is accepting unlimited liability for point (a) and (b) as mentioned under this clause however Bidder's aggregate liability should be limited to contract value whether it is in contract, indemnity, tort, negligence, strict liability in tort, by statute or otherwise for any claim in any manner under the Contract. Hence, Bidder proposes below modifications to this clause. Successful bidders aggregate liability *(whether in contract, indemnity, tort, negligence, strict liability in tort, by statute or otherwise)* under the contract shall be at actual and limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor that gave rise to claim, under this tender. This limit shall not apply to third party claims for a. IP Infringement indemnity *(Please suggest this refers to which clause? is this refer to clause 31) Indemnity Clause?)*	As per RFP terms
326	80	Indemnity Clause	This clause needs to be mutua clause and Neither Party shall be liable for any loss of use, lost data, failure of security mechanisms, interruption of business, or any special, exemplary, incidental, consequential, punitive or indirect damages of any kind (including loss of profits, loss of data or loss of business arising out of or in connection with this Agreement.	As per RFP terms

S No.	Page No.	Description	Query Details	Response to Prebid Query
327	80	If at the time of the supplying, installing the platform/ software in terms of the present contract/ order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by any third party and such infringement arising from use of the Goods or software or hardware provided by supplier, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the supplier shall indemnify and defend the Bank and keep it indemnified on that behalf.	Provided, the supplier is liable in case the claim arises from usage of project specifiic product/components facilitated by the supplier only. Under no circumstances, the supplier is liable to pay infringement if such claim arises on any product/component that the suplier has not provided under the project scope.	As per RFP terms.
328	80	............The receiving party shall indemnify and keep indemnified, saved, defended, harmless against any loss, damage, reasonable costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultants............	Bidder proposes below modification to this clause. ....The receiving party shall indemnify and keep indemnified, saved, defended, harmless against any loss, damage, reasonable costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultant **_subject to the maximum cap of contract value_** .	As per RFP terms
329	80		Bank shall indemnify Bidder for: i) breach of confidential information; and (ii) infringement of intellectual property rights	As per RFP terms.

S No.	Page No.	Description	Query Details	Response to Prebid Query
330	81	While the successful bidder/ OEM shall retain the intellectual property rights for the application software, it is required that successful bidder shall grant the perpetual enterprise License to the bank for the bank's exclusive use without limitation on the number of users...	Bidder will retail all pre-existing intellectual property rights including any modifications, enhancements and derivative works on such pre-existing intellectual Property Rights and any license will be provided for Bank's internal business purposes during the term of the contract hence bidder has proposed below modification to this clause. While the successful bidder/ OEM shall retain the **pre-existing** intellectual property rights **(including any modifications, enhancements and derivative works on such pre-existing intellectual Property Rights)** for the application software, it is required that successful bidder shall grant the perpetual enterprise License to the bank for the bank's exclusive use for **internal business purposes during the term of the contract** without limitation on the number of users... Further, Bidder also requests for the inclusion of below provisions for the protection of any 3rd party IP during the performance of the contract. **Any third-party IP(s) or product(s) will be provided in accordance with respective third party's terms and conditions."**	As per RFP terms
331	81	**35) Intellectual Property Rights (IPR)** While the successful bidder/ OEM shall retain the intellectual property rights for the application software, it is required that successful bidder shall grant the perpetual enterprise License to the bank for the bank's exclusive use without limitation on the number of users. The successful bidder shall place the source code of customizations done for the bank (and the procedures necessary to build the source code into executable form) for the application software, in escrow with a reputable agency (a bank or established software escrow firm in India) acceptable to the Bank during the contract period.	There is no specific provision for duty to mitigate hence bidder would like to propose below addition to this clause. **Each Party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other Party pursuant to the Agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such damages or amounts**	As per RFP terms

S No.	Page No.	Description	Query Details	Response to Prebid Query
332	81	While the successful bidder/ OEM shall retain the intellectual property rights for the application software,…….	Bank is requested to clarify the position with respect to the ownership of IPR in the licensed materials as it is conflicting with the provisions mentioned at page number 76. Section III Conditions of Contract, 20 Transfer of Ownership/Title. In providing the warranties with respect to Intellectual Property Rights (IPR) of third party service providers (Fintech Services) and their compliance with applicable data regulations, Bidder has relied solely on the representations and warranties made by the respective third parties. Bidder has no other means to verify the representations made by third party provider in relation to the above said representation.	The successful bidder is responsible for ensuring IPRs of the respective OEMs are not violating/ breaching any rights by means of similar back-to-back arrangement and tri-partite agreement with respective OEMs
333	82	The bidder acknowledges that business logics, work flows, delegation and decision-making processes of Bank are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors	What if the BRE,Logics are of Industry standard & pratice.How to Handle IPR whether Exceptions can be given.	Wherever any business logic, work flows, delegation and decision-making processes are developed exclusively for the Bank and of business sensitive nature, the same shall not be disclosed/referred to other clients, agents or distributors. If the same are of industry standard & practice then the exclusivity will not be applicable in the first place.
334	82	Acceptance of Purchase Order Acceptance of purchase order should be submitted within 15 days of issuance of purchase order along-with authorization letter. If for any reason H1 bidder backs out after issuance of purchase order (or) the purchase order issued to the H1 bidder does not get executed in part / full, Bank shall invoke Earnest Money Deposit (EMD) / Performance Bank Guarantee (PBG) and blacklist the bidder for a period of one year.	Request bank to consider below modification: Acceptance of purchase order should be submitted within 30 working days of issuance of purchase order along-with authorization letter.	As per RFP terms.
335	82	Submission of Proof of Source Code Audit	Whether the solution/software is to be developed from scratch or existing software available with the bidder is to be submitted in line with the scope and requirements of the RfP?	We are looking at a product implementation with a quick go-to-market strategy. Please refer Page 110 of the RFP on the requirement of off-the-shelf solutions with predefined modules, workflows, integrations etc. for standardized products like Personal loan, Home loan, Agri. loan, working capital loan, vehicle loan, supply chain finance etc.
336	82	Submission of Proof of Source Code Audit	If the development is to be done from scratch, within 30 days of PO the Source Code Audit will not be possible as it takes time in development. The same can be done before go-live.	Bank is looking at a product implementation with a quick go-to-market strategy having off-the-shelf solutions.

S No.	Page No.	Description	Query Details	Response to Prebid Query
337	82	Submission of Contract Form, NDA	Whether Annexure III, Annexure VII and Annexure VI to be executed at the time of submission of the bid and made part of technical bid submission or the same shall be executed in case where bidder selected as L1?	Please refer Page 82 of the RFP document: Within thirty (30) days of Purchase Order, the successful bidder shall sign the contract form (Annexure-III), Non-Disclosure Agreement (Annexure-VII) and Service Level Agreement and return it to the Bank. Please refer Page 89 of the RFP document 50) Pre-Contract Integrity Pact Bidders shall submit Pre-Contract Integrity Pact (IP) along with the technical bid as per Annexure-VI of the RFP.
338	82	36) Acceptance of Purchase Order Acceptance of purchase order should be submitted within 15 days of issuance of purchase order along-with authorization letter. If for any reason H1 bidder backs out after issuance of purchase order (or) the purchase order issued to the H1 bidder does not get executed in part / full, Bank shall invoke Earnest Money Deposit (EMD) / Performance Bank Guarantee (PBG) and blacklist the bidder for a period of one year.	Bidder proposes below modification to this clause; 36) Acceptance of Purchase Order Acceptance of purchase order should be submitted within 15 days of issuance of purchase order along-with authorization letter. If for any reason H1 bidder backs out after issuance of purchase order (or) the purchase order issued to the H1 bidder does not get executed in part / full, Bank shall invoke Earnest Money Deposit (EMD) / Performance Bank Guarantee (PBG) e ~~and blacklist the bidder for a period of one year.~~	As per RFP terms
339	84	Authorization Letter from OEM	If bidder is OEM and being solely responsible, whether MAF to be still required to be procured from all the primary as well as secondary service provider(s)? As the process of obtaining the MAF from all the fintech providers will be time sensitive and it will be difficult to adhere to the timelines of the RfP.	Authorization Letter from OEM (MAF) is mandatory and to be obtained from the Service Provider whose platform is being delivered / implemented.
340	85	Exit Requirements In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Supplier shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services.	Bidder suggests this provision be revised as under: In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Supplier shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services **at additional costs as mutually agreed between the parties**.	As per RFP terms

S No.	Page No.	Description	Query Details	Response to Prebid Query
341	85	Exit Requirements "In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Supplier shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services."	We respectfully submit that we are happy to offer transition services however, keeping in view industry standards we request a small **modification** as detailed hereunder: "In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Supplier shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services **and shall be remunerated to the extent of the Services rendered."**	As per RFP terms.
342	85	Bank, by 90 days' written notice sent to the Successful bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the bank's convenience, the extent to which performance of the Successful bidder under the Contract is terminated, and the date upon which such termination becomes effective. The Goods that are complete and ready for shipment within thirty (30) days after the Supplier's receipt of notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect: a. to have any portion completed and delivered at the Contract terms and prices; and / or b. to cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Supplier.	**Bidder proposes Bank to remove this clause in its entirety.** **If Bank wants to retain this clause, then it should not be applicable for first two years from the date of commencement of this Contract. Bank may not exercise its right of termination for convenience within the 2 years from the date of commencement of this Contract.** **If the contract is terminated, Bank is liable for payments in respect of services rendered till the effective date of termination including any costs incurred by the Bidder till the date of termination like costs relating to successful implementation, or delivery of Hardware, or Software plus 10% of the TCV as a termination of convenience fee.**	As per RFP terms

S No.	Page No.	Description	Query Details	Response to Prebid Query
343	85	Termination for Convenience "Bank, by 90 days' written notice sent to the Successful bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the bank's convenience, the extent to which performance of the Successful bidder under the Contract is terminated, and the date upon which such termination becomes effective. **The Goods that are complete and ready for shipment within thirty (30) days after the Supplier's receipt of notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:** **a. to have any portion completed and delivered at the Contract terms and prices; and / or** **b. to cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Supplier."**	We request for termination for convenience rights for the successful bidder as well as a **modification** as detailed below: "Bank, by 90 days' written notice sent to the Successful bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the bank's convenience, the extent to which performance of the Successful bidder under the Contract is terminated, and the date upon which such termination becomes effective. <u>**The successful bidder shall be paid termination for convenience fees equal to the fees it would have received until the end of the contract period had the bank not terminated the contract."**</u>	As per RFP terms.
344	85	Bank, by 90 days' written notice sent to the Successful bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the bank's convenience, the extent to which performance of the Successful bidder under the Contract is terminated, and the date upon which such termination becomes effective.	Termination for convenience is not acceptable. The reasons need to be mutually discussed. Full payments for work delivered by the Bidder should be made by the Bank.	As per RFP

S No.	Page No.	Description	Query Details	Response to Prebid Query
345	85	The Bank, without prejudice to any other remedy for breach of contract, by 90 days' written notice of default sent to the Supplier, may terminate this Contract in whole or in part: a. if the successful bidder fails to deliver any or all of the Goods and Services within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser; b. if the successful bidder fails to perform any other obligation(s) under the Contract........ ....In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Supplier shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.	Bidder requests below modifications to this clause: The Bank, without prejudice to any other remedy for breach of contract, by 90 days' written notice of default **(including 30 days of cure period)** sent to the Supplier, may terminate this Contract in whole ~~or in part~~: a. if the successful bidder **materially** fails to deliver any or all of the Goods and Services within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser; b. if the successful bidder **materially** fails to perform any other obligation(s) under the Contract........ ....In the event the Bank terminates the Contract in whole ~~or in part~~, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Supplier shall be liable to the Bank for any excess costs for such similar Goods or Services **subject to the maximum cap of 10% of the original quoted cost for such undelivered portion**. However, the Supplier shall continue performance of the Contract to the extent not terminated.	As per RFP terms
346	85	In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Supplier shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services.	Bank is requested to provide clarity on the duration and cost of the transition services	In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Supplier shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services. The migration plan will be prepared by the Bank with the new vendor which will cover data backup, migration design (detecting possible conflicts, identifying data quality issues, Data backup, data extraction, transformation, and loading, eliminating duplications and anomalies prior to the migration), execution, testing, and post-migration audit. The incumbent has to share the data dictionary / metadata, profile all source data and facilitate technical knowhow for connectivity from the source systems, besides review the migration plan and extend support for facilitating a smooth switchover and continuity of services, for which the duration may be estimated depending on the complexity of the offered solution by the respective bidders.

S No.	Page No.	Description	Query Details	Response to Prebid Query
347	85	The Bank, without prejudice to any other remedy for breach of contract, by 90 days' written notice of default sent to the Supplier, may terminate this Contract in whole or in part: a. if the successful bidder fails to deliver any or all of the Goods and Services within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser; b. if the successful bidder fails to perform any other obligation(s) under the Contract.	We request Bank to consider termination where the cause can be identified solely to the Bidder. Request making the following changes : a) if the Bidder fails to deliver the required service within the period(s) specified in the Purchase Order within the period of contract , where such delay or failure is solely attributable to the Bidder; b) if the Bidder fails to perform any material obligation(s) under the Contract	As per RFP terms
348	85	Termination for Default	The notice period should also allow for a cure period.	As per RFP terms
349	85	Termination for Default "The Bank, without prejudice to any other remedy for breach of contract, by 90 days' written notice of default sent to the Supplier, may terminate this Contract in whole or in part: a. if the successful bidder fails to deliver any or all of the Goods and Services within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser; b. if the successful bidder fails to perform any other obligation(s) under the Contract. c. If the successful bidder, in the judgement of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract. d. In case of successful Bidders revoking or cancelling their Bid or varying any of the terms in regard thereof without the consent of the Bank in writing. 'For the purpose of this clause: "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and	While we do not dispute the clause, we humbly request a small **modification** as detailed hereunder: "The Bank, without prejudice to any other remedy for breach of contract, by 90 days' written notice of default sent to the Supplier, may terminate this Contract in whole or in part: a. if the successful bidder fails to deliver any or all of the Goods and Services within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser; b. if the successful bidder fails to perform any other obligation(s) under the Contract. c. If the successful bidder, in the judgement of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract. d. In case of successful Bidders revoking or cancelling their Bid or varying any of the terms in regard thereof without the consent of the Bank in writing. 'For the purpose of this clause: "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders	As per RFP terms.

S No.	Page No.	Description	Query Details	Response to Prebid Query
350	86	In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Supplier shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.	Provided, Bidder shall be liable to bear an incremental cost upto 110% of the price quoted in the bid in case of risk purchase.	As per RFP terms.
351	86	In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and t**he Supplier shall be liable to the Bank for any excess costs for such similar Goods or Services.**	Recommended excess cost / step in cost shall be capped at 110% of the value of undelivered goods, works or services.	As per RFP terms.
352	87	Negligence "In connection with the work or contravenes the provisions of other Terms, if the successful bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the successful bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the successful bidder liable for the damages that the Bank may sustain in this behalf, which can go upto the maximum the value of contract. Thereafter, the Bank may make good the failure at the risk and cost of the successful bidder. **However, the cap on liability shall not be applicable in case of Gross negligence."**	We humbly request a **modification** in this clause in light of all the rights and remedies the Bank has: "In connection with the work or contravenes the provisions of other Terms, if the successful bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the successful bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the successful bidder liable for the damages that the Bank may sustain in this behalf, which can go upto the maximum the value of contract. Thereafter, the Bank may make good the failure at the risk and cost of the successful bidder.	As per RFP terms

S No.	Page No.	Description	Query Details	Response to Prebid Query
353	87	In connection with the work or contravenes the provisions of other Terms, if the successful bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the successful bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the successful bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the successful bidder.	Bidder proposes below modification to this clause; In connection with the work or contravenes the provisions of other Terms, if the successful bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the successful bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable (*i.e. minimum 30 days cure period*) and in default of the said notice, the Bank shall have the right to cancel the Contract holding the successful bidder liable for the damages that the Bank may sustain in this behalf *subject to limitation of liability cap* . Thereafter, the Bank may make good the failure at the risk and cost of the successful bidder.	As per RFP terms
354	87	Confidentiality - After termination of the contract also the successful bidder / supplier shall not divulge any data/ information collected from the Bank during the project.	Request to qualify the data that shall not be divulged as per mutual agreement once the contract is awarded	Please refer page 87 of the RFP: The supplier will be exposed to internal business information of the Bank, affiliates, and / or business partners by virtue of the contracted activities. The Bidder / their employees shall treat all data & information collected from the Bank during the project in strict confidence.
355	88	Inspections and Tests - The supplier shall provide unrestricted access to its premises and records being maintained with regard to the job being performed as per its contract with the Bank, to the authorized personnel of the Bank/ its auditors (internal and external)/ any statutory/ regulatory authority/ authorized personnel from RBI to carry out any kind of process of audit including that of its operations and records related to services provided to the Bank, in the presence of representatives of the supplier, at any point of time giving advance notice. RBI or persons authorized by it shall access the records of Bank and the supplier related to this agreement and cause inspection	Please note that Audit of our office and system is not acceptable as the Bidder will have data / information of other clients and it would be breach of confidentiality in case we allow the client to audit our office / system However, the scope and period may be discussed and negotiated once the contract is awarded to us	The supplier shall provide unrestricted access to its premises and records being maintained with regard to the job being performed as per its contract with the Bank, Hence, the concern with regard to other clients is addressed

S No.	Page No.	Description	Query Details	Response to Prebid Query
356	91	51) Other Terms and Conditions------**Last paragraph of Bullet point 2** on page 91- The Successful Bidder shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions, or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of Successful Bidder/ Service Provider's employees, agents, contractors, subcontractors etc.	Indemnity should be very specific and limited to gross negligence or willful misconduct of supplier's employees, agents, contractors, etc. It cannot be for any action of supplier's employees, agents, contractors, etc. Any mere action cannot be considered for indemnification. Hence, Bidder proposes below modifications to this clause. The successful bidder shall agree to hold the bank, its successors, assigns and administrators fully indemnified and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the bank through the ***gross negligence or willful misconduct*** ~~action~~ of supplier's employees, agents, contractors, subcontractors etc.	As per RFP terms
357	91	The Successful Bidder shall also indemnify Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the goods, software(s), hardware(s) or any part thereof in India and abroad. Such indemnity shall be governed by the provisions of Clauses 36 and 38 of the RFP	Broad indemnity clause. bidder requests that the liability for third party IPR infringements shall be limited to territory of India only and if such caveat is not acceptable to the Bank, then such liability shall be capped. Further, clause 36 is Settelement of Disputes and Clause 38 is Acceptance of Purchase Order, Bank is requested to clarify if the reference is correct and appropriate.	Please refer AMENDMENT CORRIGENDUM
358	92	The Digital Lending Platform planned for deployment in the project should be having a minimum of 5 years of support from the OEM from the **date of contract execution**.	Recommended to modify the clause as "The Digital Lending Platform planned for deployment in the project should be having a minimum of 5 years of support from the OEM **from the date of PO.**"	As per RFP terms.
359	93	That there are – (a) no legal proceedings pending or threatened against Bidder or any sub-Bidder/ ~~third party or its team~~ which adversely affect/ may affect performance under this Contract:	Bidder requests deletion of the word third party or its team, as it too onerous on the Bidder to warrant for a third party.	As per RFP terms
360	93	(b)no inquiries or investigations have been threatened, commenced, or pending against Bidder or any sub-Bidder / ~~third party or its team members~~ by any statutory or regulatory or investigative agencies, which adversely affect/ may affect performance under this Contract.	Bidder requests deletion of the word third party or its team, as it too onerous on the Bidder to warrant for a third party.	As per RFP terms

S No.	Page No.	Description	Query Details	Response to Prebid Query
361	94	xii. Any intellectual property arising during the course of the execution under this contract related to tools/ systems/ product/ process, developed with the consultation of the bidder will be intellectual property of the Bank.	This clause is arising conflict of **clause 2) Escrow** which states that The source code of customizations done by the successful bidder on the latest version of the application software under the proposed solution running in the bank is to be kept in escrow once in a quarter. Hence, we request to remove this clause as we are agreeing for Escrow mechanism for customizations done by bidder.	The referred clause on IPR is regarding ownership of IPR with respect to customization residing with the Bank. The clause on ESCROW is about the maintenance of source code(including customizations) .
362	94	Any intellectual property arising during the course of the execution under this contract related to tools/ systems/ product/ process, developed with the consultation of the bidder will be intellectual property of the Bank.	The licensed material provided on license basis under the RFP is solely owned by the Bidder, save for the third party components. The licensed material shall also include all revisions, customizations, updates and enhancements. The license does not convey any interest, title, in or to the licensed material to the Bank. All user interfaces of the Software shall contain the phrase "Powered byBidder" which shall represent copyright of Bidder and shall not be removed or masked by the Licensee/Bank. The IPR in the UI/UX shall vest with the Bank.	The successful bidder shall provide the Licenses, i.e. rights to use the platform/application/software with all required tools and support software in the name of Indian Bank supplied under this Contract to Bank. The licenses delivered to the Bank should be perpetual enterprise in nature. However, the successful bidder/ OEM shall retain the Intellectual Property Rights (IPR) for the application software. Bank will hold the IPR for the journeys customization/ business rules designed during the project
363	95	Relationship of the Parties "v. The Successful Bidder shall disclose to Indian Bank in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Successful Bidder or its team/agents/representatives/personnel etc.) in the course of performing the Services as soon as practical after it becomes aware of that conflict. The Successful Bidder shall not make or permit to be made a public announcement or media release about any aspect of the Contract **unless Indian Bank first gives the Successful Bidder its prior written consent."**	We are principally in agreement with this clause but request a small **modification** in light of business expediency: "v. The Successful Bidder shall disclose to Indian Bank in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Successful Bidder or its team/agents/representatives/personnel etc.) in the course of performing the Services as soon as practical after it becomes aware of that conflict. The Successful Bidder shall not make or permit to be made a public announcement or media release about any aspect of the Contract.	As per RFP terms.
364	95	Publicity "Any publicity by the Bidder in which the name of the Bank is to be used should be done only with the **explicit written permission of** the Bank."	We are principally in agreement with this clause but request a small **modification** in light of business expediency: "Any publicity by the Bidder in which the name of the Bank is to be used should be done only prior written intimation to the Bank."	As per RFP terms.

S No.	Page No.	Description	Query Details	Response to Prebid Query
365	96	Substitution of Team Members "The BID should also contain resource planning proposed to be deployed for the project which includes inter-alia, the number of personnel, skill profile of each personnel, duration of employment etc. During the assignment, the substitution of key staff identified for the assignment shall not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the Bidder can do so only with the **concurrence of** the Bank by providing alternate staff of same level of qualifications and expertise; provided that **concurrence** shall not be required for substitution due to: (i) resignation; (ii) move for career aspirations; (iii) termination for cause; (iv) death or disability; (v) prolonged absences due to medical reasons; or (vi) loss of work authorisation/ right to work. If the Bank is not satisfied with the substitution due to the reason that the substitution is not of the same level of qualifications and expertise and the bidder is unable to provide suitable remedy, the **Bank reserves the right to terminate the contract and recovering an amount equal to 10% of the contract value as liquidated damages. The** Bank reserves the right to insist	While we are principally in agreement of this clause, we respectfully request a modification in light of industry standards and with a view towards business efficiency and expediency. "The BID should also contain resource planning proposed to be deployed for the project which includes inter-alia, the number of personnel, skill profile of each personnel, duration of employment etc. During the assignment, the substitution of key staff identified for the assignment shall not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the Bidder can do so only with the **intimation** to the Bank by providing alternate staff of same level of qualifications and expertise; provided that **intimation** shall not be required for substitution due to: (i) resignation; (ii) move for career aspirations; (iii) termination for cause; (iv) death or disability; (v) prolonged absences due to medical reasons; or (vi) loss of work authorisation/ right to work. If the Bank is not satisfied with the substitution due to the reason that the substitution is not of the same level of qualifications and expertise and the bidder is unable to provide suitable remedy, the Bank reserves the right to insist the Bidder to replace any	As per RFP terms.
366	97	Substitution of Team Members- If the Bank is not satisfied with the substitution due to the reason that the substitution is not of the same level of qualifications and expertise and the bidder is unable to provide suitable remedy, the Bank reserves the right to terminate the contract and recovering an amount equal to 10% of the contract value as liquidated damages	While bidder will ensure that the substitute is provided of equal calibre , termination of contract and penalty clause are counter conducive.	As per RFP.

S No.	Page No.	Description	Query Details	Response to Prebid Query
367	97	If the Bank is not satisfied with the substitution due to the reason that the substitution is not of the same level of qualifications and expertise and the bidder is unable to provide suitable remedy, the Bank reserves the right to terminate the contract and recovering an amount equal to 10% of the contract value as liquidated damages. The Bank reserves the right to insist the Bidder to replace any team member with another (with the qualifications and expertise as required by the Bank) during the course of assignment.	Proposed that in case bank is not satisfied the substitution in that case Bank to request for the replacement of the resource by giving proper reason for satisfaction. Termination of contract and apply of Liquidated damages is not a correct remedy for this cause, hence request to remove this wording form the clause.	As per RFP terms.
368	100	Last Paragraph	PDF of Scan Copies of contract physically executed might not be OCR enabled. In such case request you to provide exceptions.	The offered Digital Lending Platform has to be delivered with pre-integrated OCR facility. Also, bank reserves the right to directly engage any of the Fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank. For such integrations, Bank will provide the required API services.
369	103	Also, the platform has to integrate with the mobile app/website/ internet banking/ chatbot/ kiosk/ ATM & other devices/appliances of the bank via web view / SDK / URL redirect or through any other mode of integration required by Bank.	How many such integrations touchpoints are present. Also, for how many Product Type/Modules will this integration be required?	Through all delivery channels of the Bank.
370	104	The platform should leverage bank's data to personalize the experience for consumers in real time / near Real-time depending on individual use-cases.	Please provide details of the personalization expected by the Bank.	There will be several use cases of personalization required which shall be shared to the successful bidders during implementation. However, real time BNPL offers based on Demographics and existing relationship, is one example of the personalization use case.
371	104	3. The platform should use web-based technology with multi-tier (minimum 3-tier) architecture using cloud-native architecture including web & touch enabled user interface.	Can the bank provide more details on the touch enabled user interface .	Device agnostic front end interface to be provided by the DLP solution. Touch enable user interface is including but not limited to mobile phones,tablets, kiosks etc.
372	105	11.The platform should be able to Extract, Transform and Load data from the source systems and consume Big Data	Kindly let us know what type of data extraction is involved and from what type of documents.	Account Statement Analysis, SMS crawl, Email crawl, Social Media Crawl, Salary slip OCR are examples but not limited to the scope of the question. Capturing data from various internal and external sources and churning it is part of the deliverables. Please refer the RFP for the details of the source systems and documents listed under various requirements/sections throughout the RFP document.

S No.	Page No.	Description	Query Details	Response to Prebid Query
373	106	The platform should provide configurable on-demand, real time reports, reconciliation data files, dashboards, etc. as per the needs and specifications of the Bank with drill down/ slice and dice / multi-dimensional views/reports.	Does the Bank have a reporting engine?	The offered solution has to be delivered with the required software/tools to deliver the required reports, dashboards, etc. as required in the scope of the RFP.
374	106	15. The platform should provide configurable on-demand, real time reports, reconciliation data files, dashboards, etc. as per the needs and specifications of the Bank with drill down/ slice and dice / multi-dimensional views/reports.	Can the bank provide details of any reporting tool already used and if the Vendor is expected to integrate with the tool.	The platform should provide dynamic report builder functionality for generation of various reports / reconciliation files / dashboards as per the needs and specifications of the Bank.
375	108	FUNCTIONAL SPECIFICATIONS – 320 marks Evaluation parameter: Item No:13 & 14:	Collateral Management & Collection Management Since these modules are specifivcally asked for evaluation, whether the experince in implementing these modules as comprehensive modules in PSU Bans will be considered as eligibility where as the experience in Digi Lending delivery may be done at NBFC	For the eligibility criteria and scoring, only the end to end digital lending journeys / modules will be considered as per the RFP terms.
376	108	Document management module	Please provide clarity if the Bank has any existing DMS. Oif there I sno DMS in use , is the bank open to integrate with DMS as recommened by Vendor as part of the solution ?	Bank is in the process of implementing DMS solution. The Document management module of the Digital Lending Platform must deliver the functionality listed under Page 118 of the RFP document and integrate with Bank's Document Management System for maintaining various documents at different stages.
377	108		Please confirm if the bank has an existing BPMN workflow engine that the proposed solution will integrate with	Workflow Engine is part of the deliverables in the Digitl Lending Platform
378	109	Create wireframes of the UI/UX	Please elaborate the requirement in detail	Please refer Page 72 of the RFP for details
379	110	Availability of off-the-shelf solutions with predefined modules, workflows, integrations etc. for standardized products like Personal loan, Home loan, Agri. loan, working capital loan, vehicle loan, supply chain finance etc.	Will the Bank use readily available off-the-shelf solutions or there will be changes as per Bank's requirements in the solution.	The Business Requirement Document (BRD) for each loan product/ journey will be shared with the successful bidder. However, the platform has to offer a low-code/ no-code micro-services based architecture with BRE and workflow engine to customize off the shelf journeys as part of the solution, to enable quick go-to-market.
380	110	Availability of off-the-shelf solutions with predefined modules, workflows, integrations etc. for standardized products like Personal loan, Home loan, Agri. loan, working capital loan, vehicle loan, supply chain finance etc.	Is trade finance also in the scope of current offering? If yes, then what other products will be the part of scope apart from supply chain finance. Please confirm.	With reference to the query on trade finance, the DLP Solution to enable customer onboarding, handle Credit decisioning based on BRE and integrate with the existing EximBills Trade Finance System of the Bank.
381	110	define new portfolios, products, schemes based on offerings of the Bank.	Ideally this should be part of LMS, and Lending Platform will fetch them. Why these need to be part of LOS	The offered Digital Lending Platform has to offer an independently operating end-to-end digital lending solution from the inititation of the loan journey (lead/application) till account opening in CBS, disbursement, post-disbursement compliance as well as monitoring and collections for which the system has to integrate with the Bank's CBS.

S No.	Page No.	Description	Query Details	Response to Prebid Query
382	110	define pricing (fixed, dynamic/floating) linked to various benchmarks like MCLR, EBLR, Government schemes, subvention, etc. with different frequencies like yearly, monthly etc. along with rules for rules for risk based pricing	Please confirm if the bank already has the pricing engine for fixed, floating and risk based pricing for different loan products	Workflow Engine is part of the deliverables in the Digital Lending Platform
383	110	Define pricing (fixed, dynamic/floating) linked to various benchmarks like MCLR, EBLR, Government schemes, subvention, etc. with different frequencies like yearly, monthly etc. along with rules for rules for risk based pricing	Our assumption is here that calculation logic for risk based pricing rules will be provided by bank. Please confirm.	The Banks credit policies for respective modules/products and Business Requirement Document (BRD) for each loan product/journey will be shared with the successful bidder. However, the platform has to offer a low-code/no-code micro-services architecture BRE, workflow engine etc. to customize off-the-shelf journeys as part of the solution, to enable quick go-to-market. Platform has to integrate with number of internal and external systems to meet the functional requirements of the RFP.
384	110	define pricing (fixed, dynamic/floating) linked to various benchmarks like MCLR, EBLR, Government schemes, subvention,etc. with different frequencies like yearly, monthly etc. along with rules for rules for risk based pricing	Ideally this should be part of LMS, and Lending Platform will fetch them. Why these need to be part of LOS	The offered Digital Lending Platform has to offer an independently operating end-to-end digital lending solution from the inititation of the loan journey (lead/application) till account opening in CBS, disbursement, post-disbursement compliance as well as monitoring and collections for which the system has to integrate with the Bank's CBS.
385	110	Define different calculation methods, repayments methods/variations like step up, step down, bullet payment, pre- payment, part-payment etc.	Please provide the list of other repayment methods that will the part of scope apart from the given methods.	The Banks credit policies for respective modules/products and Business Requirement Document (BRD) for each loan product/journey will be shared with the successful bidder. However, the platform has to offer a low-code/no-code micro-services architecture BRE, workflow engine etc. to customize off-the-shelf journeys as part of the solution, to enable quick go-to-market. Platform has to integrate with number of internal and external systems to meet the functional requirements of the RFP.
386	110	define different calculation methods,repayments methods/variations like step up, step down, bullet payment, prepayment,part-payment etc.	Ideally this should be part of LMS, and Lending Platform will fetch them. Why these need to be part of LOS	The offered Digital Lending Platform has to offer an independently operating end-to-end digital lending solution from the inititation of the loan journey (lead/application) till account opening in CBS, disbursement, post-disbursement compliance as well as monitoring and collections for which the system has to integrate with the Bank's CBS.
387	110	define different calculation methods, repayments methods/variations like step up, step down, bullet payment, pre- payment, part-payment etc.	Pre- Payments & Part Payments are Loan Servicing System functions. Kindly clarify on what is expected from the Origination System on Pre-Payment & Part Payment.	The referred point comes under the Product Configuration & Management scope. The off-the-shelf journeys available on the offered platform have to be customised on the BRE with the Credit Policies of the Bank including Pre-Payment & Part Payment etc. and offered to the customers.

S No.	Page No.	Description	Query Details	Response to Prebid Query
388	110	Restrict the availability of the product location wise, segment wise, etc	Our understanding for segments here are Retail, MSME and Agri. Please confirm our understanding.	In this context, the platform should be capable of restricting availability of specific products/sub-products to restricted geographies/customers/period, etc. as required by the Bank
389	110	Define schedule for service charges, penalties, applicable taxes, other charges etc.	Our understanding for schedule is here to define related masters of charges, penalties and taxes. Please confirm our understanding here.	The Banks credit policies including schedule for service charges, penalties, applicable taxes, other charges etc. for respective modules/products and Business Requirement Document (BRD) for each loan product/journey will be shared with the successful bidder. However, the platform has to offer a low-code/no-code micro-services architecture BRE, workflow engine etc. to customize off-the-shelf journeys as part of the solution, to enable quick go-to-market. Platform has to integrate with number of internal and external systems to meet the functional requirements of the RFP.
390	110	design multiple swim lanes for a product,	. Please share more details on the drop off scenarios - kindly confirm which exception scnearios are being referred here	There could be several scenarios of Drop-off like customer initiated or technical issues, business rules related, etc. The workflows should be capable of continuing the journeys from the respective drop-off points by the customer or the Bank representatives.
391	110	Design multiple swim lanes for a product, handle drop-off scenarios.	Please elaborate with example.	Each product might have multiple sub-products/sub-jouneys.

Also, based on a number of parameters like the amount of loan, age, type of customer (salaried/ pensioner/ self-employed/ business, etc.), etc. the loan journey may have different processes.

There could be several scenarios of Drop-off through any channel, like customer initiated or technical issues, business rules related, etc.

The workflows should be capable of continuing the journeys from the respective drop-off points by the customer or the Bank representatives. |
| 392 | 110 | create co-lending journeys by integrating with other partner | "create co-lending journeys by integrating with other partners" - Please elaborate - will this be API based integration or SDK integration or share additional functionalities being envisioned as part of this requirement | The API or SDK integration would depend on the technical solution offered/available with the co-lending partners and Banks approved processes. |
| 393 | 110 | Create co-lending journeys by integrating with other partners | Does the Bank wants as separate co-lending module? Also, related partner's availability of integration capability is to be arranged by the Bank. Please confirm our understanding. | Offered Digital Lending Platform to have Co-lending integration capabilities in the proposed DLP solution |

S No.	Page No.	Description	Query Details	Response to Prebid Query
394	110	Create different access rights and permission sets for different users. Roles to be defined and mapped, rules to be available for handling conflicting roles	Please elaborate what type of conflicting need to be handle with rules	Platform should be capable of differentiating and assigning roles based on various parameters like the designation, place of posting, job role, etc. E.g. the officials with similar designation might have different job roles and corresponding powers/responsibilities. The system should be capable of handling scenarios like mismatch between the designation and role, place of work, etc. based on predefined rules. Similarly, a 3rd party user might also be a customer and the system should be able to handle such conflicting roles.
395	110	Users can be internal or external (customers, partners etc.)	Please share the list of external users who will access the proposed DLP.	The platform has to interface with the customers through front-end web-portal, customer care/ mobile-banking/ net-banking/ TAB/ kiosks and other channels right from lead/sourcing till the entire journey completion, with required digital interactions of all Bank and third parties' officials like panel advocates, valuers, DSAs, feet on street, Business Correspondents, Collection agents, etc. over a omni-channel platform agnostic mobile application for an end-to-end digital journey. It is envisaged that the end-to-end loan journeys for walk-in-customers at branch has to also be initiated and carried out by branch officials in their front-end on the offered digital lending platform and cover the workflow including processing centres, administrative offices, committees, etc.
396	111	Multiple users to raise comments which are to be recorded with date and time	We are assuming, any users with rights to access any particular application will be able to raise comments. Please confirm if the understanding is correct	The system should be able to configure the option based on the requirements of the Bank and can be role based, user based, designation based, etc.
397	111	System should have tablet/mobile solutions for field functionality, client visits, including data, document and pictures uploads etc.	Please clarify all the services for which mobile/tablet solution is required	The system should allow all lending journeys to be traversed across user types in a device agnostic platform with an omni-channel experience.
398	111	definition/modification of the approval limits, and organization structure which could be centralized or decentralized	What does centralized and decentralized mean here? Please explain.	As per RFP, Centralised defiintion /modification can happen from Corporate office/ Admin Offcie/ processing centres Decentralisation defiintion /modification can happen from customer end/ Branch unit/ specialised Branches etc. and does not require approval from CO/Admin office, in case if the rights are given to them
399	111	System to have the capability to show a snapshot view of the entire appraisal	Please confirm if the appraisal will be PDF attachment or will this be API service from external agency or third party - Request for more details on the functionalities required	This functionality will be part of the solution. The apprisal form can be in the form of PDF or any other suitable format required by the Bank

S No.	Page No.	Description	Query Details	Response to Prebid Query
400	111	System should have multiple user functionality and define appropriate maker-checker with exception handling, relaxations, concessions, escalation matrix	1. Does exception handling mean Deviation Management. 2. Does Relaxations / Concessions relate to Change of Interest Rate & charges to lower Value.	The functionality refers to BRE on decision making w.r.t. deviation management.
401	112	Should support STP process for customer on boarding based on integration call received from other systems like CRM, chatbot, Internet banking, Mobile Banking, external partners etc	Does the Bank already has customer on-boarding solution and vendor has to integrate the solution with other systems or the vendor has to provide customer on-boarding solution as part of DLP?	The Digital Lending Platform has to onboard the customers from the channels referred here, along with other channels including walk-in-customers.
402	112	The system should have the capability to allocate particular application to specific approvers	Is this referring to LOS users or Lead Management users or both	The capability should be available across the platform.
403	112	There should be a queuing system that has the capability to allocate based on pre- defined logic such as customer type, product type, skill-based routing, existing pendency/allocation, etc.	Please elaborate skill-based routing?	System should be capable of managing the queue with capabilities to optimize the workloads. As an example, there might be geography based allocation to panel advocates, valuers, etc. with further role based definitions such as advocates mapped to specific branches or specific type of scrutiny/ suit filing/ legal audit, etc. including marking of availability/leave period, etc, with the required visibility to required officials such as dashboards & reports, with measurable TATs, escalations, etc.
404	112	There should be a queuing system that has the capability to allocate based on pre- defined logic such as customer type, product type, skill-based routing, existing pendency/allocation, etc.	Kindly confirm from where will the Skill detail be fetched to the LOS system. Is it from the Bank's HRMS portal or should it be captured in Core LOS against Users?	The skill details are captured and available in HRMS. The details of integration will be discussed with the successful bidder during design phase.
405	113	Interact dynamically between the rules engine and the queuing process to move cases across queues based on results of credit processing – Example: risk-based scoring process resulting in instant approval or based on potential credit limit assignments sent to credit officers who can cover such limits.	As per our understanding, based on rules set in rules engine, the cases will be assigned to relevant users or can be instantly approved basis rules. Kindly confirm?	The Business Rule Engine (BRE), Credit Decisioning Engine (CDE) workflow engine should be able to map the requirements which will be defined in the BRD of the respective journeys.
406	113	Platform shall store every version of workflow change. Option to choose whether to run existing processes on an older version or force them to run a newly configured iteration	Running existing processes on older version will have compatibility as well security issues. Please confirm that these scenarios will be exceptional and will be needed as exigency measures.	Running existing processes on older version will be exceptional and will be needed as exigency measures. The successful bidder has to ensure that there are no glitches in the latest version which require Bank to operate on older versions.
407	113	Products / Modules /Journeys to be designed for NTB and ETB on assisted mode and STP for all lending products of Bank including but not limited to:	Is there a comprehensive list of journeys which are within the scope productwise, NTB/ETB etc?	The list of indicative journeys is provided in page 113 to 115 of the RFP document. However, this list is only indicative and not comprehensive. As mentioned in the RFP document, every module would have numerous journeys on basis of Bank's requirements.

S No.	Page No.	Description	Query Details	Response to Prebid Query
408	113	Products / Modules /Journeys to be designed for NTB and ETB on assisted mode and STP for all lending products of Bank including but not limited to:	These form the core of various Products/Modules requirements. However, details mentioned are unclear from estimation perspective. It will help if bank can share process-flows.	The list of indicative journeys is provided in page 113 to 115 of the RFP document. However, this list is only indicative and not comprehensive. As mentioned in the RFP document, every module would have numerous journeys on basis of Bank's requirements.
409	114	(h) Consumer Durable loan Module with indicative journey like BNPL, Loan against card, Combo Loan	Please share the combination of products that can be offered as Combo loan and will the underwriting process will be unique for all combinations. Also confirm, if customer opts out or rejected for any particular product in the combo, will the whole application be rejected?	Bank is having a combo loan product of Home Loan & Vehicle Loan. However, the specific combo journeys to be implemented will be communicated to the successful bidder based on the requirements of the Bank. The platform BRE, CDE workflow engine should be able to map the requirements as defined in the BRD of the respective journeys.
410	115	Fintech capabilities envisaged	Is vendor expected to partner with Fintech service providers for this proposal or bank will provide the integration for all services	The offered Digital Lending Platform has to be delivered with pre-integrated fintech services. Bank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.

S No.	Page No.	Description	Query Details	Response to Prebid Query
411	115	e-KYC capability: PAN Card LEI Aadhaar Card Passport Driving License Bank Statements Financial statements ITR documents Ration Card, Employee-ID card NMNREGA, NPR, etc. Utility bills:Telecom - Authenticate identity of the applicant, and fetch available data (including name, address, last 12-month payment history etc.) with telecom databases, for a single loan applicant, including name and address match capability with the prepopulated data. Utility bills - Electricity: Authenticate identity of the applicant, and fetch available data (including name, address, last 12-month payment history etc.) with utility databases, for a single loan. UAN Authentication: API to authenticate Udyam Registration Certificate, date of issue of certificate, date of incorporation, investment in plant & machinery, classification etc. In case of new entrepreneur a link can be made available for generation of URC. Mobile Authentication: API to authenticate current status of a Mobile Number and the connection type [Prepaid / Postpaid] E-Mail: API to authenticate email ID provided by	Please specify the monthly usage and hit count for this service	Currently, Bank has a employee strength of forty thousand approximately. However, the offered solution has to interface with the customers as well as various 3rd parties also as mentioned in the RFP. The expected concurrent sessions at any point of time is expected to be 3,000. Estimated loans to be processed on the digital lending platform in year-1 would be 60 lakhs, followed by a yoy volume growth of at least 25% with 100% of coverage across RAM sectors during implementation, apart from the regular review/renewals through the digital lending platform. The break-up under RAM journeys is estimated as follows : Retails Loans : 10 Lakhs Agri. Loans : 40 Lakhs MSME Loans : 10 Lakhs
412	115	OCR: Following documents for OCR facility: PAN card, LEI, Aadhar,Passport, DL,Bank Statements, Financial statementsITR documents,	Please confirm if the bank has OCR service provider for identification documents and bank statements. Kindly confirm if Bank will share the API services to integrate with proposed Digital lending solution	The offered Digital Lending Platform has to be delivered with pre-integrated OCR facility. Bank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.
413	115	OCR	Request bank to elobrate on fall back mechanism on lower accuracy in all non-standard documents.	The offered solution must have superior quality resolution and quality of scanning through use of AI/ML technology. Fallback mechanism will be discussed with the successful bidder.

S No.	Page No.	Description	Query Details	Response to Prebid Query
414	115	OCR: Following documents for OCR facility:	Is the vendor required to facilitate OCR Services or integrate with any third party system for same	The offered Digital Lending Platform has to be delivered with pre-integrated OCR facility. Also, bank reserves the right to directly engage any of the Fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank. For such integrations, Bank will provide the required API services.
415	115	BG,LC, Rent discounting, Cluster Financing	What are the integrations required for these? Also what are the other non-fund based facilities other than BG,LC?	Composite Loans, Lease Rent discounting (IB Rental), Standby facilities, Cluster Financing, Co-Lending, Supply Chain Financing has to integrate with CBS. For BG, LC, Bills purchase/ discounting,Trade Credit, TReDS facilities the DLP Solution to enable customer onboarding, handle Credit decisioning based on BRE/CDE/workflows and integrate with the existing EximBills Trade Finance System of the Bank for maintenance of the account.
416	115	The system should facilitate Biometric device integration for e-KYC	Will an OKYC applicable instead of EKYC as Aadhaar eKYC is a service offered under Aadhaar project by UIDAI department of Government of India and not by TSPs	Bank's credentials will be used and the platform shall integrate with UIDAI (without any additional cost to Bank for such integration)
417	115	System shall also have facility for OTP based e-KYC	Will an OKYC applicable instead of EKYC as Aadhaar eKYC is a service offered under Aadhaar project by UIDAI department of Government of India and not by TSPs	Bank's credentials will be used and the platform shall integrate with UIDAI (without any additional cost to Bank for such integration)
418	115	Aadhaar verification facility	OKYC, QR Scanner and Aadhaar number verification facility is available. Are there any there other modules expected.	As per RFP.
419	115	e-KYC capability	Is KYC and Credit bureau checks and multi- bureau credit evaluation happening at Application stage or in the initial lead journey? Which bureau we need to integrate with ? For KYC which vendor are you preferring?	This depends on product modules and on individual journeys. Will be mutually discussed with the Successful bidder as part of journey development.
420	116	o Telecom - Authenticate identity of the applicant, and fetch available data (including name, address, last 12-month payment history etc.) with telecom databases, for a single loan applicant, including name and address match capability with the prepopulated data.	The Bank should provide the relevant APIs required to integrate with telecom databases. Please confirm.	The offered Digital Lending Platform has to be delivered with pre-integrated facility for the same. Bank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.
421	116	o Utility bills - Electricity: Authenticate identity of the applicant, and fetch available data (including name, address, last 12-month payment history etc.) with utility databases, for a single loan.	The Bank should provide the relevant APIs required to integrate with utility databases. Please confirm.	The offered Digital Lending Platform has to be delivered with pre-integrated facility for the same. Bank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.

S No.	Page No.	Description	Query Details	Response to Prebid Query
422	116	Telecom - Authenticate identity of the applicant, and fetch available data (including name, address, last 12-month payment history etc.) with telecom databases, for a single loan applicant, including name and address match capability with the prepopulated data.	The output will be limited to the data available at the source.	It is expected that the bidder leverage the available source data to the maximum.
423	116	UAN Authentication: API to authenticate Udyog Aadhar Number	As Udyog is now Udyam Registrations - it is available	API to authenticate Udyog Aadhar / Udyam Registrations
424	116	Utility bills - Electricity: Authenticate identity of the applicant, and fetch available data (including name, address, last 12-month payment history etc.) with utility databases, for a single loan.	The output will be limited to the data available at the source	It is expected that the bidder leverage the available source data to the maximum.
425	116	Utility bills, UAN Authentication, Mobile Authentication	Please confirm if the bank will provide API services to validate the UAN, mobile number as well as to fetch the details from Utility providers	The offered Digital Lending Platform has to be delivered with pre-integrated facility for the same. Bank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.
426	117	The platform should integrate with systems to provide checks like fraud check, AML, RBI red flag, negative list and defaulter/blacklist check, De-duplication, related party transaction, cross comparison of data, internal database checks and other as required	Fraud/AML checks/Blacklist/related party transactions - the assumption is that there are AML/Fraud systems to which we have to integrate and there is no feature development for any of these are required	Bank has data in internal systems like CBS, AML, Risk Assesment Module, eFRMS, etc. for ETB. However, the offered platform has to integrate with various internal and external systems leveraging maximum STP solutioning to create an effective CDE functioning for both ETB & NTB, as mentioned in the RFP. The platform should integrate with AML databases, Global Watch-lists, defaulter/blacklist check, De-duplication, related party transaction, cross comparison of data & other data sources (Bank's internal & external) as per Global Watch-lists, RBI lists, FIU-IND and other related systems to identify high-risk entities for prevention of potential financial crimes, fraud check, etc. using API based real-time screening. It is the responsibility of the bidder to provide other value-added services (not mentioned above) which may be required throughout the digital lending journey across all products.
427	117	Suit Filed Cases: Get the list of suit filed cases for a company, using PAN number	The Bank should provide the relevant APIs required to integrate with the required systems to get this information. Please confirm.	The offered Digital Lending Platform has to be delivered with pre-integrated facility for the same. Bank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.

S No.	Page No.	Description	Query Details	Response to Prebid Query
428	117	e-Sign	Does the Bank have a vendor for e-sign?	The offered Digital Lending Platform has to be delivered with pre-integrated facility for the same. Bank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.
429	117	e-Stamping	Does the Bank have a vendor for e-Stamping?	The offered Digital Lending Platform has to be delivered with pre-integrated facility for the same. Bank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.
430	117	esign and estamp	Please confirm if the bank already has the service provider for esign and estamp or does the bidder has to provide these functionalities as part of the proposed solution	The offered Digital Lending Platform has to be delivered with pre-integrated facility for the same. Bank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.
431	117	Land records / revenue records to verify	"Land records / revenue records to verify ownership of the land" Please confirm if the Bank will provide the API services for the states that provide the Digital land records or does the bidder has to provide these features as part of the overall solution - REquest for more details	The offered Digital Lending Platform has to be delivered with pre-integrated facility for the same. Bank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.
432	117	Integrations and verifications	Does the Bank have the required APIs for each of these verifications? Please confirm.	The offered Digital Lending Platform has to be delivered with pre-integrated facility for the same. Bank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.
433	117	Financial Data Analysis	Financial statement Analysis - Please confirm if the bank already has the service provider who will expose the API services for the proposed solution to integrate - request for functionalities expected from the proposed solution	The offered Digital Lending Platform has to be delivered with pre-integrated facility for the same. Bank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.
434	118	Income estimation model	Kindly elaborate	Each loan journey depending on the btype of product will require different income estimation models to determine the eligibility, financial viability, repayment capability, net take home etc., which will be part of the BRDs provided to the bidder.

S No.	Page No.	Description	Query Details	Response to Prebid Query
435	118	Salary slip OCR	Salary slip/payslip OCR - Please confirm if the bank already has OCR service provider to integrate and we assume bank will provide the API services for integration	The offered Digital Lending Platform has to be delivered with pre-integrated facility for the same. Bank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.
436	118	Communication module	Please explain this requirement.	The details of requirements are given under the Title "Communication" in Page no. 121 of the RFP
437	118	Document management module	Does the Bank have a DMS?	Bank is in the process of implementing DMS solution. The Document management module of the Digital Lending Platform must deliver the functionality listed under Page 119 of the RFP document and integrate with Bank's Document Management System for maintaining various documents at different stages
438	118	7 Document Management Module 7.1 Provision to upload scanned images of documents at multiple stages, with digital dockets. Platform should ensure that document/files are scanned through anti- virus before loading it on to the Server	Our understanding is that the bank of bank's scale would be having it's own Enterprise DMS, with which the proposed DLP solution will integrate. Kindly confirm.	Bank is in the process of implementing DMS solution. The Document management module of the Digital Lending Platform must deliver the functionality listed under Page 119 of the RFP document and integrate with Bank's Document Management System for maintaining various documents at different stages
439	118	Provision to upload scanned images of documents at multiple stages, with digital dockets. Platform should ensure that document/files are scanned through anti- virus before loading it on to the Server	As per our understanding, anti-virus software and licensing will be provided by the Bank. Kindly confirm the same?	Anti-virus solution used at the Bank will be extended for the Digital Lending Platform also. The offered solution has to integrate with the Security Operations Centre of the Bank.
440	118	SMS crawl, Email Crawl and social media Crawl	Kindly eloborate the scope of the mentioned Crawl services as there services are possible in app based self - assisted service journeys. In Assisted journey, detailed scope need to be elaborated. Pls. Do give the scope for the same.	Crawling services will have many use cases which will be leveraged for various business requirements. The use cases of these services will be across STP and Near STP journeys.
441	118	Ability to process images in input form so as to reflect them in output format	Does this mean to extract the data from an Image and populate in application form ?	The platform should possess Optical Character Recognition (OCR) capabilities to extract data from scanned document and pre-populate in the application form.
442	119	Generation of pre-populated documents, forms and letters etc.	Please elaborate the type of documents/forms/letters etc. Also, the template will be provided by the Bank or vendor?	Bank will share with the successful bidder, the list and template of documents and Forms which have to be made available and integrated on the Digital Lending Platform.
443	119	Platform shall support smart archival of documents of multiple and varying formats	Please specify the formats in which documents are to be archived.	The system should be able to handle PDF (searchable),XLS,DOC, JPEG,MP4, etc. as per the type of data/file and the requirement of the Bank.

S No.	Page No.	Description	Query Details	Response to Prebid Query
444	119	Platform should be able to update, inquire and archive documents in the bank's document management system	Does the Bank already has DMS or vendor has to provide? If yes, please specify the DMS used by Bank.	Bank is in the process of implementing DMS solution. The Document management module of the Digital Lending Platform must deliver the functionality listed under Page 119 of the RFP document and integrate with Bank's Document Management System for maintaining various documents at different stages.
445	119	Ability to mask and encrypt documents, & data at rest and in transit	Only Aadhaar masking is available. Kindly elaborate if any other masking is required.	Other masking details to be finalized during Requirement Analysis phase.
446	119	Facility to define multiple rules and detours based on different parameters. Rules could be related to de-dupe, scoring, eligibility, data analytics from different sources or other rules like risk-based pricing, with a facility to map a journey from the flowchart / workflow diagram.	Please specify the sources of rules related to data analytics. Also, by "facility to map a journey from the flowchart / workflow diagram", we understand that the routing/journey of any rule based application could be configured basis defined flowchart/workflow diagram by the Bank. Kindly confirm.	The Banks credit policies for respective modules/products and Business Requirement Document (BRD) for each loan product/journey will be shared with the successful bidder. However, the platform has to offer a low-code/no-code micro-services architecture BRE, workflow engine etc. to customize off-the-shelf journeys as part of the solution, to enable quick go-to-market. Platform has to integrate with number of internal and external systems to meet the functional requirements of the RFP.
447	119	The platform should be capable of configuring and deploying multiple credit scoring and Limit assessment models and risk scorecards for same or different products as per the needs of the Bank.	Please confirm that these scorecards/models/rules shall be provided by the Bank?	The Banks credit policies for respective modules/products and Business Requirement Document (BRD) for each loan product/journey will be shared with the successful bidder.
448	119	Platform should be able to update, inquire and archive documents in the bank's document management system	Will the digital platform integrate with the Indian bank DMS or is there a need to have a separate DMS?	Bank is in the process of implementing DMS solution. The Document management module of the Digital Lending Platform must deliver the functionality listed under Page 119 of the RFP document and integrate with Bank's Document Management System for maintaining various documents at different stages
449	119	Platform should be able to update, inquire and archive documents in the bank's document management system	Will the digital platform integrate with the Indian bank DMS or is there a need to have a separate DMS?	Bank is in the process of implementing DMS solution. The Document management module of the Digital Lending Platform must deliver the functionality listed under Page 119 of the RFP document and integrate with Bank's Document Management System for maintaining various documents at different stages
450	120	The platform shall have functionality to simulate new credit assessment models.	Please elaborate this requirement in detail and frequency of simulation credit assessment models	The frequency to simulate new credit assessment models depends on various factors such as regulatory requirements, Banks policies review, market conditions, etc.

S No.	Page No.	Description	Query Details	Response to Prebid Query
451	120	Platform shall provide functionality to assess aggregated data (internal, external, structured, and unstructured) and reports to create Credit Risk Assessment models and Scorecards for enabling automated and assisted credit decisioning.	Please elaborate the unstructured data as well as what kind of reports will be used for risk assessment models. Also, will these features be required for mobile app/web portal or for the backend LOS system? Is existing business rule engine of Bank will be used for validating credit scoring rules?	DLP solution should also be capable of utilsing unstructured data collected from various traditional sources like transaction history, bureaus, tax returns, etc. as well as the capabilities to capture alternate data from sources like Account aggregators, utility, telecom, etc. corelated with location history, social media, browsing history, etc. (subject to compliance with data privacy and related statutory guidelines) and powered by AI/AML engines. These features are to be made available across the DLP solution wherever required. The BRE forming part of the DLP solution to be used for validating credit scoring rules.
452	120	DLP shall facilitate users/reviewers in understanding assessments through detailed credit appraisal memo generated by the system providing explanations and reasoning to the users/reviewers for each data point presented, analyzed and decisioning made through this platform.	Please elaborate if the explanations & reasonings are to be the published part of the generated CAM wherever the data points are presented.	Yes. As per RFP.
453	120	The platform should be able to process application in both STP and Assisted mode on a case-to-case basis. Applications can be rejected by attributing proper reasoning or sanctioned on compliance to Bank's STP guidelines in real- time and automatic manner without any manual intervention by the system.	Does the Bank requires generation of Credit Rejection Memo. If the credit rejection letter is to be communicated with the client as well.	Please refer Page No. 121, point no. 9.3 of the RFP
454	121	After highlighting/escalating, system should auto cancel application after a specified period, with facility for drop-off handling through email, SMS, contact centre, etc.	Will bank provide its own SMS/EMAIL gateway to send the communication	The offered platform has to integrate with the Bank's SMS Gateway, Email gateway and through In-App notifications.
455	122	Integrations required	We assume the Bank will provide the APIs for each of the systems to be integrated with, as mentioned in section 10. Please confirm.	The offered Digital Lending Platform has to be delivered with pre-integrated facility for the same. Bank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.
456	122	Integrations required	Kindly let know what systems are currently being used by the Bank for Core Banking, Lead Management, CRM and DMS? Does these system expose APIs to integrate with them on a real-time basis?	Bank is having TCS BANCS for Core Banking. Bank will expose required API's to integrate with Bank's Internal Systems and Core Banking through Bank's Middleware.

S No.	Page No.	Description	Query Details	Response to Prebid Query
457	122	The system shall have capability of integration with Bank's Core Banking Solution (CBS) with both push and pull functionality for automatic disbursement and management in CBS without repeat data entry	Is the CBS used only for disbursement? What about account opening?	Digital Lending Platform has to integrate with CBS for account opening as well as disbursement
458	122	10.1 The system shall have capability of integration with Bank's Core Banking Solution (CBS) with both push and pull functionality for automatic disbursement and management in CBS without repeat data entry	The understanding is that APIs required to interface with backend systems like CRM, Core banking etc. will be made available by bank. Kindly confirm.	APIs will be provided by the Bank for its internal systems, where ever available. In systems where API integration is not readily available, the platform should integrate using available technologies like XML, JSON, SFTP, ETL, etc.
459	123	Dedup Engine	Please provide the details of de-dup engine live in the Bank	De-dupe engine to be part of the proposed solution.
460	123	Provide Software Development Kit (SDK) to be integrated with application like CRM/Omni-channel/Internet Banking/ Mobile Banking/ Chatbot/ third party apps etc.	Solution can integrate with any third party application via SOAP/RESTFUL APIs, with mere configuration. Hope the understanding is correct and complies with the requirement	The offered platform should provide SDK / mobile responsive pages / integration through APIs.
461	123	"Should support Integration with Govt. initiated portals like vidyalakshmi portal, PSBloansin59minutes.com, pmswanidhi, standup India, PMEGP, National Common Portal for Credit Linked Government \Schemes, NeSL's DDE etc"	Please confirm the integration will be API based service integration or redirect URL or SDK integration - request for more details	Bank has initiated process to onboard service provider and solution for Digital Lending Platform for (data driven) automation of credit decisioning leveraging richer structured and unstructured data sets collected various traditional sources like transaction history, bureaus, tax returns, etc. as well as the capabilities to capture alternate data from sources like Account aggregators, utility, telecom, etc. corelated with location history,social media, browsing history, etc. (subject to compliance with data privacy and related statutory guidelines) and powered by AI/AML engines. Access to these non-traditional data sources depends on open banking and other data sharing guidelines as well the availability of data aggregators and approved APIs/ integration mechanisms. The platform has to integrate with such available sources based on the available / offered technologies/methods, to create the best in class digital lending solution.
462	123	Provide access to multiple dashboards with flexibility of adding filters to slice the data as per requirement.	How many dashboards should be supported?	The Digital Lending platform should be capable of dynamically delivering the reporting/dashboard requirements with drag and drop, no-code/low-code functionality etc. to meet the requirements of the Bank for generating useful representation of data to Bank users at all levels, as well as customers & various other 3rd party users listed in the RFP. The system should be able to handle PDF (searchable),XLS,DOC, JPEG,MP4, etc. as per the type of data/file and represent them in the form of Pie Charts, Venn Diagrams and Bar Charts, etc. with facilities for drill down, slice and dice, etc. as per the requirement of the Bank

S No.	Page No.	Description	Query Details	Response to Prebid Query
463	123	Reports related to system performance metrics like response times, up times for platform as well as Fintech services additionally required by Bank also should be available.	Please confirm of these reports will be real-time basis?	Bank would specify the dashboards/reports required as well as the requirement on specific periodicity, etc.
464	124	Platform shall provide the functionality to extract standard reports in PDF and exportable to Word or Excel or other data analysis formats.	Please specify other data analysis formats	The system should be able to handle PDF (searchable),XLS,DOC, JPEG,MP4, etc. as per the type of data/file and represent them in the form of Pie Charts, Venn Diagrams and Bar Charts, etc. with facilities for drill down, slice and dice, etc. as per the requirement of the Bank
465	124	Reports related to various business parameters like product-wise total sanctions, pending, rejected loans, reason of rejections etc. across journey stages, geography, and hierarchy	Please confirm if the bank already has the BI tool or reporting tool that the proposed solution can integrate and build reports per bank's requirements	The scope of the RFP with the technical and functional requirements, integrations requirements, etc. is detailed in the RFP. The specific tools required to meet the scope of the RFP have to be inbuilt or offered pre-integrated as part of the overall solution.
466	124	The platform shall provide Reports like SLA reports, Stage wise pending reports, Scorecard parameter and overall score Report, User Access Rights Report, Executive Summary Report, Audit Reports, Reports related to TAT at various stages across geography and hierarchy etc.	How many reports should be supported?	The Digital Lending platform should be capable of dynamically delivering the reporting/dashboard requirements with drag and drop, no-code/low-code functionality to meet the requirements of the Bank for generating useful representation of data to Bank users at all levels, as well as customers & various other 3rd party users listed in the RFP.
467	125	Collateral and asset management	This should be part of the LMS in the Bank. Please confirm if the Bank wants the LMS to be proposed as part of this RFP.	The requirements mentioned under Collateral and asset management section of the RFP are part of the deliverables of the platform.
468	125	Platform should have asset management / collateral management module which should also interface with different users – field/staff/DSA/BC/jewel appraisers, valuer, technical, legal agents, etc.	Please confirm if the Bank requires separate portal for agents/valuers or any such third party involved as well which will be integrated with collateral management system?	DLP Platform to provide separate user / group configurations having separate menus / pages as per Group / User Configurations for branch staff/ DSA / BC/ jewel appraisers, valuer, technical, legal agents, etc.
469	125	Platform to provide agent/partner web interface/mobile app to send trigger for conducting field investigation based on its rule engine decision	Please confirm if the Bank requires separate portal for agents/partners or any such third party involved as well which will be integrated with collateral management system?	The DLP should deliver separate or integrated portal / mobile app for agents / partners or any such third party with integrated collateral management system.

S No.	Page No.	Description	Query Details	Response to Prebid Query
470	125	Collection / Repayment Management	This should be part of the LMS in the Bank. Please confirm if the Bank wants the LMS to be proposed as part of this RFP.	DLP should facilitate integration with Bank's loan collection and recovery module and keep track of Collections made through Mobile module/ Web module for agents, agencies, branches etc. The solution should also have capability to (non-exhaustive list) 1. Send auto generated emails, SMS to borrowers/ guarantors. 2. Able to allocate loans to various delinquency buckets. 3. Able to send alerts to borrowers/ guarantors on critical amount and due date in all live accounts. 4. Able to restrict customers with overdues from availing fresh loan facilities or stand guarantors for any other borrower. To achieve above non-exhaustive list of capabilities, the offered Digital Lending Platform should be able to 1. integrate with collections module of the bank 2. Perform data reporting basis collections data 3. Create customer scorecards basis collections data
471	125	COLLECTION MANAGEMENT	Please highlight the relevant collection workflows and the associated integrations which needs to be considered part of the scope	DLP should facilitate integration with Bank's loan collection and recovery module and keep track of Collections made through Mobile module/ Web module for agents, agencies, branches etc. The solution should also have capability to (non-exhaustive list) 1. Send auto generated emails, SMS to borrowers/ guarantors. 2. Able to allocate loans to various delinquency buckets. 3. Able to send alerts to borrowers/ guarantors on critical amount and due date in all live accounts. 4. Able to restrict customers with overdues from availing fresh loan facilities or stand guarantors for any other borrower. To achieve above non-exhaustive list of capabilities, the offered Digital Lending Platform should be able to 1. integrate with collections module of the bank 2. Perform data reporting basis collections data 3. Create customer scorecards basis collections data

S No.	Page No.	Description	Query Details	Response to Prebid Query
472	125	Collections Manager	Please elaborate this requirement	DLP should facilitate integration with Bank's loan collection and recovery module and keep track of Collections made through Mobile module/ Web module for agents, agencies, branches etc. The solution should also have capability to (non-exhaustive list) 1. Send auto generated emails, SMS to borrowers/ guarantors. 2. Able to allocate loans to various delinquency buckets. 3. Able to send alerts to borrowers/ guarantors on critical amount and due date in all live accounts. 4. Able to restrict customers with overdues from availing fresh loan facilities or stand guarantors for any other borrower. To achieve above non-exhaustive list of capabilities, the offered Digital Lending Platform should be able to 1. integrate with collections module of the bank 2. Perform data reporting basis collections data 3. Create customer scorecards basis collections data
473	125	Collection / Repayment Management	Kindly clarify if collections/repayment management is a part of LOS functionalities or is the requirement to integrate with Bank's existing modules	DLP should facilitate integration with Bank's loan collection and recovery module and keep track of Collections made through Mobile module/ Web module for agents, agencies, branches etc. The solution should also have capability to (non-exhaustive list) 1. Send auto generated emails, SMS to borrowers/ guarantors. 2. Able to allocate loans to various delinquency buckets. 3. Able to send alerts to borrowers/ guarantors on critical amount and due date in all live accounts. 4. Able to restrict customers with overdues from availing fresh loan facilities or stand guarantors for any other borrower. To achieve above non-exhaustive list of capabilities, the offered Digital Lending Platform should be able to 1. integrate with collections module of the bank 2. Perform data reporting basis collections data 3. Create customer scorecards basis collections data
474	125	List of deviations from the required specifications:	Bank is allowing bidder to only submit technical and functional deviations, Bidder is requesting to allow to submit the proposal along with deviations in Terms and conditions.	As per RFP.

S No.	Page No.	Description	Query Details	Response to Prebid Query
475	127	Cost of License and % of ATS	Instead of License and ATS % year on year basis, We would kindly request Indian Bank to allow bidders to propose a subscription based pricing model between years 1-5, that includes License and Maintenance both with the license payment terms as yearly advance.	As per RFP terms
476	127	Commercial Section	We do not have Enterprise License based commercial model. Can you pls accommodate our Opex/Subscription based commercial model which will have one time set-up charges & Annual Subscription Charges basis actual system user consumption	As per RFP.
477	129	Onsite FMS Support Charges incl. dedicated L3/L2 onsite engineer This clause provides the format to list out the total service fee for onsite support	We respectfully request for an **addition** as detailed hereunder: "The Bank and the successful bidder may by mutual agreement agree to revise the rates set out in its fee schedule at any time during the term of this Agreement. Notwithstanding the foregoing, the Bank agrees that after the first anniversary of this Agreement and annually thereafter, unless otherwise agreed to between the Parties in writing, the successful bidder shall be entitled to revise the fees set out in case of time and material engagements under the fee Schedule or the applicable SOW/s, based on the prevailing Consumer Price Index of India or the applicable country (and in absence of such index, any other similar inflation measurement index) subject to minimum increase of five percent (5%) per annum for resources based in India/ offshore, and two percent (2%) per annum for resources based onsite."	As per RFP terms. Please adhere to the Onsite FMS Support Charges format provided in Commercial Bid.
478	130	Fintech/Service Hosting Charges	We would request Bank to avail subscription for all Fintech services for TCO computation as well as for actual project as PSU banks can benefit commercially via direct engagement with Fintech vendors	As per RFP.
479	137	Digital footprint of the users to be captured and analyzed to identify fraud risk and customer sentiment	Kindly elaborate Digital footprint	For example, Risk assesment of the customer may be computed based on repeated CIBIL enquiry made by the customer applying for loans,
480	140	Fetch, process and analyze borrower's mobile and sms data and provide output parameters including but not limited # of Bank accounts # of credit cards, average monthly balance , most recent transaction most frequent transaction ,utility bill payments, etc- for a single loan applicant.	Basic information like the mobile bill payments and relvant details can be offered. Can we proceed submitting the quote for the service available with us	As per RFP terms.

S No.	Page No.	Description	Query Details	Response to Prebid Query
481	142	Bank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.	The Bidder recommends that the relationship between Fintech Service Provider, Successful Bidder and Bank shall be governed via a tripartitie agreement. The Bidder shall have right to change the Fintech Service Provider for any reason by providing prior written intimation to the Bank. All the representations and warranties, indemnities, and the SLA of the respective Fintech Service Provider shall be governed by the tripartite agreement	The succesful bidder is solely responsible for services of 3rd party fintech srevice providers offered by them as part of the solution. Also, succesful bidder is responsible for execution of the Tri-partite agreements as referred in the RFP
482	143	Bank reserves the right to procure any of the required products/services as part of the solution directly from the market and the successful bidder is responsible for integrating the solution with the same	If bank would decide later to procure any of the proposed product, how would the roles & responsibilities be defined	Role of the successful bidder would be to ensure smooth integration with such Fintech Service providers recommended by the Bank.
483	147	Table in Point 4	Whether this to be submitted as part of the technical bid?	The contract form to be signed and submitted by the Successful bidder on Non - Judicial Stamp Paper on acceptance of Purchase Order.
484	147	Table in Point 4	If yes, it contains price sensitive information under column (Unit Price & Total Price). We request you to remove the columns, in absence of it, the Financial Bid amount will have to be mentioned to remain in compliance of the format.	The contract form to be signed and submitted by the Successful bidder on Non - Judicial Stamp Paper on acceptance of Purchase Order.
485	155	Examination of Books of Accounts	The Bidder reserves the right to presetn the Books Of accounts for inspection as this may incude compnay's confidential financial information.	This clause will be as per RFP. The referred examination is restricted to books of accounts relating to the job being performed as per the contract with Bank.
486	158	Upon written request by the ~~Bank~~, the ~~Supplier~~ shall: (i) cease using the Confidential information, (ii) return the Confidential Information and all copies, notes or extracts thereof to the ~~Bank~~ within seven (7) business days of receipt of request and (iii) confirm in writing that the Receiving Party has complied with the obligations set forth in this paragraph."	Bank is requested to modify the language as below: Upon written request by the dislosing party, the receiving party shall: (i) cease using the Confidential information, (ii) return the Confidential Information and all copies, notes or extracts thereof to the disclosing party within seven (7) business days of receipt of request and (iii) confirm in writing that the Receiving Party has complied with the obligations set forth in this paragraph."	As per RFP terms.

S No.	Page No.	Description	Query Details	Response to Prebid Query
487	159	Upon written demand of the disclosing party, the receiving party shall (I) cease using the confidential information (ii) return the confidential information and all copies, abstracts, extracts, samples, note or modules thereof to the disclosing party within seven (7) days after receipt of notice and (iii) upon request of the disclosing party, certify in writing that the receiving party has complied with the obligations set forth in this paragraph.	Request to qualify the data that shall not be divulged as per mutual agreement once the contract is awarded	As per RFP terms.
488	160	12. Indemnity clause "The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultants."	Bidder proposes below modification to this clause. 12. Indemnity clause "The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultants **subject to the maximum cap of contract value** .	As per RFP terms
489	163	-	Whether this annexure or format of annexure to be made part of the technical bid? Or the same is only for information at present and the same shall be used in future?	Entire copy of the RFP and its ammendments & clarifications should be forming part of the Technical Bid. Annexure-X contains proforma of Installation Certificate for issue by the Bank after completion of Implementation of each Phase of the Project.
490	163		Request the bank to accept an installation certificate in any format provided by respective banks including emails, letters, etc. as some information is confidential to the banks and they are unwilling to share.	The sign-off mails are acceptable to the Bank, subject to submission of supporting contact details for satisfactory verification from the issuer institutions regarding the correctness of the claims of the bidder/ OEM.
491	165	Certification of local content as per Make in India guidelines	Whether this to be submitted on the letterhead of OEM or the same to be given by Statutory Auditor on its letterhead?	To be submitted in the company letter head signed by authorised signatory.
492	166	Declaration of Source Code Audit	Whether the solution/software is to be developed from scratch or existing software available with the bidder is to be submitted in line with the scope and requirements of the RfP?	Bank is looking at a product implementation with a quick go-to-market strategy. Please refer Page 110 of the RFP on the requirement of off-the-shelf solutions with predefined modules, workflows, integrations etc. for standardized products like Personal loan, Home loan, Agri. loan, working capital loan, vehicle loan, supply chain finance etc.

S No.	Page No.	Description	Query Details	Response to Prebid Query
493	166	Declaration of Source Code Audit	If the development is to be done from scratch, within 30 days of PO, the Source Code Audit will not be possible as it takes time in development. The same can be done before go-live.	Bank is looking at a product implementation with a quick go-to-market strategy. Please refer Page 110 of the RFP on the requirement of off-the-shelf solutions with predefined modules, workflows, integrations etc. for standardized products like Personal loan, Home loan, Agri. loan, working capital loan, vehicle loan, supply chain finance etc.
494	167	The Bidder should have registered positive Net Worth of at least Rupees 100 crores as per the latest audited financial statement. The bidder should have earned net profit in at least one out of three preceding Financial Years 2019-20, 2020-21, 2021-22 from business in India.	The mentioned Condition can be made Either of two: Net Worth of at least Rupees 100 crores as per the latest audited financial statement, or, profit in at least one out of three preceding Financial Years 2019-20, 2020-21, 2021-22	As per RFP terms.
495	167	The Bidder should have registered positive Net Worth of at least Rupees 100 crores as per the latest audited financial statement. The bidder should have earned net profit in at least one out of three preceding Financial Years 2019-20, 2020-21, 2021-22 from business in India	Request bank to reduce the net worth criteria from Rupees 100 Crores to Rupees 10 crores as per the latest audited financial statement.	As per RFP
496	167	Average Annual Turnover	Considering 2 years as COVID-19 years which has affected the business of MSEs, we request the authority to have Average Annual Turnover of Rs. 10 Crores of above so MSEs can get chance to take part in the bidding process.	As per RFP terms
497	167	Networth	Rs. 100 Crore Positive Netwoth for MSEs will be extremely difficult. Considering the intention of the authority to allow more participation of MSEs, we request the authority to consider criteria of having "Positive Networth" in place of "Net Worth at least Rs. 100 Cr."	As per RFP
498	167	The Bidder should have registered positive Net Worth of at least Rupees 100 crores as per the latest audited financial statement. The bidder should have earned net profit in at least one out of three preceding Financial Years 2019-20, 2020-21, 2021-22 from business in India. If March 2022 audited results are not published as on date of bid submission, the financials of 2018-19, 2019-20 & 2020-21 to be submitted for eligibility valuation.	Self-attested Copies of audited financial statements, duly certified by auditor along with the auditor's report to be enclosed Our understanding is that Balance sheet is already signed by Auditor, same will be attested by Authorised signatory of the bidder	Self-attested Copies of audited financial statements, duly certified by auditor along with the auditor's report to be enclosed financial statements Here, Self-attestation is by the authorized signatory.
499	167	Self-attested Copies of audited financial statements, duly certified by auditor along with the auditor's report to be enclosed financial statements, duly certified by auditor along with the auditor's report to be enclosed	Self-attested Copies of audited financial statements, duly certified by auditor along with the auditor's report to be enclosed Our understanding is that Balance sheet is already signed by Auditor, same will be attested by Authorised signatory of the bidder	Self-attested Copies of audited financial statements, duly certified by auditor along with the auditor's report to be enclosed financial statements. Here, Self-attestation is by the authorized signatory.

S No.	Page No.	Description	Query Details	Response to Prebid Query
500	167	Net Profit	We request authority to reconsider the said criteria as most of the period during these financial years was affected by COVID-19 in which it was a very challenging environment for the MSEs. In light of above, we request you to waive this criteria.	As per RFP
501	167	General	This is a comphrehensive RFP, which involves multiple OEM's hence the time line for Pre bid is not adequate. We are submitting first set of queires now. Post response by the bank we request that every bidder be given another 2 weeks time to raise the further clarifications.	As per RFP terms
502	167	General	This is a comphrehensive RFP, which involves multiple OEM's. Hence current timeline of 12th july is not adequate. We request the bank to give 6 weeks after all clarifications are provided formally by the bank.	Please refer AMENDMENT CORRIGENDUM
503	167	General	Regarding the eligibilty we propose SI and/or One of the OEMs' may provide th required proof of eligibility. If there are multiple OEMs with unique strenght to adhere to requirments, we propose to have prrof of eligibility from one of the OEMs only. We request to consider the same.	As per RFP terms
504	168	The bidder should have ability to provide on-site resources in Chennai and Mumbai (in case of DR), at the Bank's desired location for implementation and support as per need of the Bank with adequate number of engineers having expertise & experience in understanding & implementing the technical, operational Banking, business, functional, report level requirements of the Bank and regulatory requirements for each module of proposed digital lending solution.	1. What is the bank's desired location for implementation? 2. What is the bank's desired location for support?	The location for implementation & support i.e. availability of on-site resources is Chennai. However the bidder should be able to deliver resources at Mumbai (at Bank's DR Site) or at any of the Bank's desired location in case of any requirements.
505	168	Evidence to be submitted	Is there any format for Certificate to be obtained from Banks/Organizations?	The bidder to submit certificates from the Banks / Organisations along with the copy of Purchase Order to the effect that the solution is implemented and working satisfactorily. Ther certificate must provide satisfactory evidence of the work executed.
506	168	Evidence to be submitted	Whether any other documents required for vendors having Market Place arrangements where Banks/Organizations have been onboarded?	Query is NOT relavent to the RFP clause.
507	168	Evidence to be submitted	Is there any format for OEM authorization letter to confirm their willingness to enter into a tri-partite Agreement?	Any satisfactory format for Self- Declaration on Bidder's Letterhead signed by the authorized signatory.

S No.	Page No.	Description	Query Details	Response to Prebid Query
508	168	Evidence to be submitted	As a part of governance perspective, we obtain certificate of satisfactory implementation every six months from the Banks/Our customers. Whether such certificate will suffice this requirement if the same is prior to the date of RfP but issued by competent authority?	The bidder to submit certificates from the Banks / Organisations along with the copy of Purchase Order to the effect that the solution is implemented and working satisfactorily. The certificate must provide satisfactory evidence of the work executed.
509	168	Evidence to be submitted	Is there any format for Development and Support Center Certification?	Any satisfactory format for Self- Declaration on Bidder's Letterhead signed by the authorized signatory.
510	168	Evidence to be submitted	Is there any format for on-site resource undertaking?	Any satisfactory format mentioning list of technical resources (in India) on its role across areas like Technical Architecture, Testing, Business Analysis etc. on Bidder's Letterhead signed by the authorized signatory.
511	169	Requirement	Requesting authority to reconsider the minimum technical resource requirements and having "100 or more" in place of "existing 200 or more" so more MSEs can be accommodated.	As per RFP
512	169	Evidence to be submitted	Is there any format to certify resource numbers?	Any satisfactory format mentioning list of technical resources (in India) on its role across areas like Technical Architecture, Testing, Business Analysis etc. on Bidder's Letterhead signed by the authorized signatory.
513	169	Evidence to be submitted	Is there any format for the same?	Any satisfactory format for Self- Declaration on Bidder's Letterhead signed by the authorized signatory.
514	170	Evidence to be submitted	Is there any format for the same?	Any satisfactory format for Self- Declaration on Bidder's Letterhead signed by the authorized signatory.
515	170	Evidence to be submitted	Is there any format for the same?	Any satisfactory format for Self- Declaration on Bidder's Letterhead signed by the authorized signatory.
516	170	Evidence to be submitted on Bill of Materials	Is there any format for the same?	Any satisfactory format can be submitted. Bidder to submit certificates from the Banks / Organisations along with the copy of Purchase Order to the effect that the solution is implemented and working satisfactorily. Ther certificate must provide satisfactory evidence of the work executed.
517	170	Evidence to be submitted on Bill of Materials	Is there any format for the same?	Any satisfactory format listing the detailed Bill of Materials covering all the software components being supplied as part of the platform with details of the required infrastructure, signed by the authorized signatory may be submitted.
518	170	The Bidder should have neither failed to perform on any agreement during the last three years, as, evidenced by imposition of a penalty by an arbitral or judicial pronouncement or awarded against the Bidder or its Affiliates/ Group Companies/ member firms, nor from any project or agreement nor had any agreement terminated for breach by such Bidder or of its Affiliates/Group Companies/ member firms	Bank is requested to limit this restriction to the Bidder alone.	As per RFP terms.

S No.	Page No.	Description	Query Details	Response to Prebid Query
519	171	Evidences to be submitted for Responses in Section V- Part (i) & (ii)	If the software is to be developed fromscratch, proof of the development/compliances might not be available.	Bank is looking at a product implementation with a quick go-to-market strategy. Please refer Page 110 of the RFP on the requirement of off-the-shelf solutions with predefined modules, workflows, integrations etc. for standardized products like Personal loan, Home loan, Agri. loan, working capital loan, vehicle loan, supply chain finance etc.
520	171	Evidence to be submitted on Latest version of platform	Is there any format for the same?	The Bidder / OEM should use any satisfactory format for certificate to the effect that the latest version of the platform/ product is proposed to be delivered to the Bank as part of this RFP.
521	171	Evidence to be submitted	Is there any format for the same?	Any satisfactory format for Self-Declaration on Bidder's letterhead can be submitted signed by the authorized signatory along with copy of Purchase Order with masked prices.
522	171		If bidder can offer its existing software which in in compliance of the same, whether screenshorts of the journey be submitted as evidences?	Any satisfactory format for Self-Declaration on Bidder's letterhead can be submitted signed by the authorized signatory along with copy of Purchase Order with masked prices.
523	181	There will be no price escalation for during the contract period and any extension thereof.	At pg.no. 75, Section III, CONDITIONS OF CONTRACT, 17 Contract Period. Bank has proposed "Successful bidder has to agree to extend the contract for at least 5 more years at Banks discretion (year 6 to year 10) at mutually agreed rates between the successful bidder and Bank, with cost escalation not exceeding 15% of the quoted/contracted prices as per the present RFP for all applicable components including maintenance/ATS/support/CRs/etc.". Therefore, any extension/renewal of the contract can be as per mutually agreed terms. Request for deletion of the phrase "any extension thereof". Further, Bidder shall carry out customization to the solution as per regulatory guidelines. However in the event, the nature and extent of modifications or customization required by the regulatory change exceeds an aggregate of 30 man-days in a calendar year, such modifications shall be treated as a change request and shall be charged at T & M basis at such rate as may be mutually agreed by the	Please refer AMENDMENT CORRIGENDUM

S No.	Page No.	Description	Query Details	Response to Prebid Query
524	183	Licence and ATS Cost	Whether RFP quote- TCO includes Hardware Software Licence Cost like Weblogic,Oracle database.	Please refer Page 143 of RFP where TCO calculation and its components are provided. A. License & ATS Cost. B. Cost for Implementation of base platform C. Cost of Implementation, Customization & Integration for loan module. D. Onsite FMS Support Charges incl. dedicated L3/L2 onsite engineer. E. Cost of additional work on man-days basis for Change Requests. F. Fintech / Service Hosting Charges. G. Training Cost Any other infrastructure required for functioning of the platform otherthan supplied by Bank is to be borne by the Bidder.
525	185	L2 and L3 engineers to be available on all Bank working days from the start of the project and holidays	We assume the assigned L2 and L3 resource would be utilized as per bank's working calendar for single shift & working time as per banking hours Also we assume the resource shall be entitled for yearly leaves.	As pef RFP{, the resources (L2 and L3) engineers to be available on all Bank working days from the start of the project and holidays where activities like DR drill/ patches deployment/ version upgrades or any other maintenance/ troubleshooting are scheduled. In case of leave of the dedicated L3/L2 onsite engineer, bidder to provide alternate resource as substitute at the Bank's development centre. Avaialability of the resources should be ensured to cover the above requirements.
526	185	Cost of additional work on man-days basis for Change Requests (in case of fresh CRs other than through L3/L2 onsite development engineer):	1. What would be the work location of resources working on CRs? 2. Is bidder expected to provide man-day cost for each skill type?	1. The work location for the successful bidder's resources working on CRs could be Onsite / Offsite. But the bidder to ensure that the CRs are delivered on-time as per the agreed timelines for each CR. However the implementation should be Onsite from Bank's premises only. 2. The bidder is expected to submit overall man-day cost which includes the cost of all skill sets required for the CRs.
527	186	Service - Aadhaar & PAN Card Verification	We assume bank has the authority to utilize these services through existing bank's ecosystem. Would request bank to share the list which is required for the solution as that would help to have uniform scope from all bidders	The preintegrated Fintech / hosting services required as part of the solution are listed in the RFP. Bank reserves the right to utilise the existing services or avail the services offedred by the successful bidder.

S No.	Page No.	Description	Query Details	Response to Prebid Query
528	186	*As a part of bid submission, Bidder will submit list of all the API's and services. Bidder is required to provide the cost of each service above separately.	Bidder understanding is that the list of APIs and services are based on the proposed solution and existing tie ups the SI/partner currently having with different Fintech service providers. In case bank having additional fintech partnerships or solutions which require integration then it has to be taken up separately. Kindly confirm bidder understanding.	Digital Lending Platform offered to the Bank must be pre-integrated with various service providers in the eco-system like UIDAI, NPCI, NSDL, Account Aggregators, e-Stamping & e-Signing, Credit Bureaus, CERSAI, SEBI, PAN, GST, MCA, EPFO, ITR, Udyam Portal, Bank Statements, etc. Further, successful bidder has to facilitate any other integrations which may be required for DLP in future, without any additional cost to the Bank. Bank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.
529	193	Anti Money Laundering	Bidder understanding is AML is a separate solution and not part of the lending platform. Whether bidder is suppose to provide AML solution also as part of Scope. Please clarify.	Bank has data in internal systems like CBS, AML, Risk Assesment Module, eFRMS, etc. for ETB. However, the offered platform has to integrate with various internal and external systems leveraging maximum STP solutioning to create an effective CDE functioning for both ETB & NTB, as mentioned in the RFP. The platform should integrate with AML databases, Global Watch-lists, defaulter/blacklist check, De-duplication, related party transaction, cross comparison of data & other data sources (Bank's internal & external) as per Global Watch-lists, RBI lists, FIU-IND and other related systems to identify high-risk entities for prevention of potential financial crimes, fraud check, etc. using API based real-time screening. It is the responsibility of the bidder to provide other value-added services (not mentioned above) which may be required throughout the digital lending journey across all products.
530	199	The Bank will have the flexibility to forge bi-lateral agreements with direct data source providers at any point during the period of the contract.	Any data Privacy issues,Fintec vendor who are providing services will be liable for.It will be Incorporated in Bi Lateral Agreements.Please Confirm	Successful bidder is not liable for Data Privacy issues not directly/indirectly attributable to the goods and services being offered directly/through a 3rd party by them.
531	106	The platform should integrate with the Bank's existing Ticketing tool and Application Performance Monitoring Tool.	Please share the tool details to assess impact?	Will be discussed with the successful bidder during the design phase.
532	116	Fintech capabilities envisaged	Can we get details of which integration is applicable for what modules? Also, which of these will be provided by bank and which ones are we expected to arrange for? Can we assume the list of 28 services are the only requirement from bank?	The offered Digital Lending Platform has to be delivered with pre-integrated fintech services. Bank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.

S No.	Page No.	Description	Query Details	Response to Prebid Query
533	45	Enable the Bank to co-create & co-execute value-based digital offerings in partnership with ecosystem players like customers, partners, Fintechs, etc., through 'Open Banking' and leveraging Account Aggregator services, etc.	What does this mean from solutioning and effort perspective? Does it mean exposing certain services? If yes, which layer will expose these services? As the statement is not giving clarity on the actual scope for estimating the effort.	The offered solution should be able to integrate with partners, Fintechs etc. for delivering the requirements of the RFP. These services may be offered through Bank's API Gateway.
534	46	Pre-integrated with various service providers in the eco-system like UIDAI, NPCI, NSDL, Account Aggregators, e-Stamping & e-Signing, Credit Bureaus, CERSAI, SEBI, PAN, GST, MCA, EPFO, ITR, Udyam Portal, Bank Statements, etc. Further, successful bidder has to facilitate any other integrations which may be required for DLP in future, without any additional cost to the Bank.	It will help if bank can classify which integrations are expected for what products. Also, which of the integrations will be provided by bank and for which ones we are expected to bring in third party providers. Also regarding future integration expectations, it is unclear and won't be able to factor the cost for the same. requets bank to remove the clause for accomodating future new integration requirements	Digital Lending Platform offered to the Bank must be pre-integrated with various service providers in the eco-system like UIDAI, NPCI, NSDL, Account Aggregators, e-Stamping & e-Signing, Credit Bureaus, CERSAI, SEBI, PAN, GST, MCA, EPFO, ITR, Udyam Portal, Bank Statements, etc. Further, successful bidder has to facilitate any other integrations which may be required for DLP in future, without any additional cost to the Bank. Bank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.
535	47	Solution should have full-fledged feature for Loan Co-Lending which can also be integrated to the Fintech or NBFC partners.	Request bank to elaborate on this scope as this can be misinterpreted by respective bidders?	Yes, the DLP solution should have full-fledged feature for Loan Co-Lending which can also be integrated to the Fintech or NBFC partners.
536	47	Comprehensive analytics and reporting to get crucial insights on customer behavior so that Bank's offering can be tailored and targeted more precisely.	Is this front-end analytics like Google Analytics or with back end data stored in systems. Basis the type of analytics, the system requirements may vary. Request bank to elaborate on the actual scope	One of the basic requirement of a Digital Lending Platform is credit decisioning / underwriting which would require inbuilt analytical capabilities. The offered Digital Lending Platform has to offer an independent analytical as well as reporting tool & capability to meet the requirements & scope of the RFP.
537	49	The Platform shall provide multilingual interface for customers to support at least 15 regional languages.	Presume this is only for customer facing apps. Bank facing apps will always be in English?	Multilingual interface is to be provided for all web / mobile applications.
538	50	The platform should have the provision to on-board partners & configure service terms with minimal (or) no integration having Low Code / No Code functionality.	What are the functional requirements for this or this is more for capability check?	Provision to be available in the platform with standard out of the box templates to on-board partners, configure necessary parameters, transaction / reconciliation reports etc. with minimal integration / testing efforts.

S No.	Page No.	Description	Query Details	Response to Prebid Query
539	81 & 91	**33) Patent Rights**----------The Supplier shall indemnify the Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or software or hardware or any part thereof. **3rd last Bullet point on page 91**------------The Successful Bidder shall also indemnify Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the goods, software(s), hardware(s) or any part thereof in India and abroad. Such indemnity shall be governed by the provisions of Clauses 36 and 38 of the RFP	This is acceptable with minor modification. Bidder proposes below modifications to this clause. **33) Patent Rights-**The Supplier shall indemnify the Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or software or hardware or any part thereof ***provided by Supplier*** . 3rd last Bullet point on page 91--------------The Successful Bidder shall also indemnify Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the goods, software(s), hardware(s) or any part thereof, ***provided by Supplier*** in India and abroad. ~~Such indemnity shall be governed by the provisions of Clauses 36 and 38 of the RFP. Note- wrong reference of clauses, please rectify~~)	Please refer AMENDMENT CORRIGENDUM
540	Generic		Please share the concurrent bank users who will access the Assisted channel for Retail loans MSME loans Agri loans	Currently, Bank has a employee strength of forty thousand approximately. However, the offered solution has to interface with the customers as well as various 3rd parties also as mentioned in the RFP. The expected concurrent sessions at any point of time is expected to be 3,000. Estimated loans to be processed on the digital lending platform in year-1 would be 60 lakhs, followed by a yoy volume growth of at least 25% with 100% of coverage across RAM sectors during implementation, apart from the regular review/renewals through the digital lending platform. The break-up under RAM journeys is estimated as follows : Retails Loans : 10 Lakhs Agri. Loans : 40 Lakhs MSME Loans : 10 Lakhs
541	Generic Question	Implementation Timeline	Is the project considered to be a single phase or multiple phase ? Is there any preference w.r.t phase wise / module wise implementation. Please elaborate on the same.	Please refer Page no 74 & 75 of the RFP document, section 16) Milestones: where in the phases have been defined. Journeys in each phase will be prioritized by the bank.

S No.	Page No.	Description	Query Details	Response to Prebid Query
542	Generic Question	Generic Question	As per RFP you require followings: 1. Lead Management 2. Digital Journeys 3. Application Management 4. Credit Decision Engine and Score Cards 5. Credit Appraisal Management 6. Product Definition and Management 7. Fintech Integration 8. Document Processing 9. Letter Generation 10. Survey Management 11. Enterprise Document Management 12. Reports and Dashboards 13. Lending Analytics Kindly confirm the list from above	The scope of the RFP with the technical and functional requirements, integrations requirements, etc. is detailed in the RFP. The specific tools required to meet the scope of the RFP have to be inbuilt or offered pre-integrated as part of the overall solution.

543	Generic Question	Generic Question	We understand and assume that DLP application solution activities and implementation services (Requirement gathering, development, testing support (SIT/UAT), go live) are provided by us and the remaining activities mentioned below are taken up by Customer's IT team or third party vendor's team. Please confirm if Customer's IT team or third party vendor's team can perform the following:
			A. Infrastructure Supply, Support and Maintenance
			B. Security Maintenance
			C. Deployment
			D. Disaster Recovery and Business continuity
			E. Testing:
			    a. Application Security (VAPT)
			    b. Performance Test
			    c. Load/ Stress
			    d. SIT
			    e. UAT
			F. Customer's side integration
			    a. Data Migration activity
			    b. ETL activities
			    c. Integration jobs (Any data, which has to be fetched from legacy system to staging)
			    d. API/ webservices (Any API, which need to be custom developed to integrate with core system)
			G. Training and Roll out activities
				The scope of the project deliverables is spread across various sections of the RFP including the technical specifications, functional requirements, pre-integration requirements, architecture requirements, etc.
				
				Bank shall provide Hardware, Operating System and Oracle Database. However, the selected bidder has to supply and maintain the complete Installation, Configuration, Customization, Up-gradation, Maintenance and Support of all the software / tools required in the proposed Platform with the required licenses for the Bank for DC, NDR, DR in UAT, pre-production and production environments. The selected bidder will be responsible for managing the application schemas with necessary archival, backup and management policies.
				Policies for application and database replication have to be managed by the successful bidder to achieve the required RPO / RTO, uptime/SLA, etc.

S No.	Page No.	Description	Query Details	Response to Prebid Query
544	Generic Question	Generic Question	Do you have the following stacks as part of the IT landscape? If yes, kindly revert with the names of the systems. Core Systems (Loan Management System) DWH Middleware/ ESB Customer Relationship Management Lead management Service management Analytical / BI Campaign Tool Chat tool, if any Artificial Intelligence Tool, if Any Machine Learning Tool, if Any NLP Tool, if Any AD Loan Origination System SMS Gateway Email Gateway CTI/IVR Enterprise DMS Feedback system List of existing Thirty Party Data Aggregators	The details will be provided to the Successful bidder.

S No.	Page No.	Description	Query Details	Response to Prebid Query
545	Generic Question	Hardware Sizing	Kindly share the Hardware sizing details as per Worksheet "Hardware Sizing" Prerequisites: 1. Please clarify sizing has to be considered for how many years? Typical values 3 yrs or 5 yrs 2. Do you require DR with 50% or 100% capacity of Production? 3. Does the production environment require high availability (HA)? 4/ Please share Purging policy percentage for volume data at the end of each year 5. Is DMZ required? (If system is to be accessed over internet as well) 6. Application supports both MS SQL and Oracle .Please mention your preferred database (oracle/ MS Sql) 7. We understand that Vendor has to submit the hardware & Database requirements only. The procurement, maintenance, Backup, DR, monitoring, will be done by Bank. 8. Number of Documents Per Customer, Per Lead, Per Case? 9. Average size of per Document to be considered? Environments Required (Yes/No): 1. Production 2. Pre-Production 3. DR 4. UAT 5. SIT	1. Sizing is required for 5 years 2. DR should be in 100% capacity 3. Yes. Production environment to be on High Availability (HA) 4. Will be discussed with the Successful Bidder 5. Yes. Web facing portal and mobile application to be accessed through Internet . 6. Oracle 7. Yes Bank will supply hardware, OS and database requirements. But the platform and application related environments (including Containerisation, Orchestration) to be supplied and maintained by the bidder. 8. Will be discussed with the Successful Bidder during design phase 9. Will be discussed with the Successful Bidder during design phase Environments Required: 1. Production : Yes 2. Pre-Production : Yes 3. DR : Yes 4. UAT : Yes 5. SIT : Yes 6. Training (Optional) : May be clubbed with SIT/ UAT
546	Generic Question		What are the timelines which Bank is looking to go Live with proposed LOS	Please refer Page no 74 & 75 of the RFP document, section 16) Milestones: where in the phases for go-live of the Digital Lending Platform has been defined. Journeys in each phase will be prioritized by the bank.
547		NA	What are the AML, Fraud detection systems currently live in the Bank	Will be discussed with the successful bidder.
548		NA	Is there any LMS system or should the DLP have its own LMS? Or the current LLMS will be able to handle all the digital lending portfolios as well?	The offered Digital Lending Platform has to offer an independently operating end-to-end digital lending solution from the inititation of the loan journey (lead/application) till account opening in CBS, disbursement, post-disbursement compliance as well as monitoring and collections for which the system has to integrate with the Bank's CBS.

S No.	Page No.	Description	Query Details	Response to Prebid Query
549		LMS Scope	Is bank expecting a core system to store transaction to be provided by bidder or all transaction data will be pushed to Core Lending / Core Banking Back end system. Request bank to share a high level segregation of scope by Core Banking for Loan module Vs expectation from bidder as that would help standardizing the scope across all bidders	The 'Integrated Digital Lending Platform' will be a single stop for new customer onboarding, sales of banking loan products through STP / assisted journeys (where ever required) for different segment of customers. The platform should integrate with Core Banking for loan account opening and disbursement.
550		Commercial Bid	As we understand that each bidder would comply to various requirements, there can be possibility of certain features not listing in the RFP would be some key differentiators and possible for bank to reconsider. In that case, will there be option available for bidders to resubmit the commercial if there is a scope normalization / standardization activity	Commercials for the scope mentioned in the RFP cannot be altered. Any value additions offered by the successful bidder outside the scope of the RFP will be mutually agreed with the Bank.
551		General	Request bank to provide tin=mleines for complete delivery of project effective after acceptance of purchase order.	Please refer Page no 74 & 75 of the RFP document, section 16) Milestones: where in the phases for go-live of the Digital Lending Platform has been defined. Journeys in each phase will be prioritized by the bank.
552		Overall	Adherence of the timeline by Bank and/or other third party vendors outside the scope of RFP will be ensured by the Bank officials. Any delay on account of external dependency would not be attributed to the bidder.	Any delays due to the delay in delivery of goods/services by the successful bidder inclusive of all 3rd party services delivered by them (including 3rd party fintech services facility which succesful bidder has delivered to Bank) shall be attributable to the successful bidder only.
553			Considering the documents to be procured from various MAF/third party service providers, We request you to grant 3 weeks extension in submission of Bid from the current last date of submission	Please refer AMENDMENT CORRIGENDUM

S No.	Page No.	Description	Query Details	Response to Prebid Query
554			Please share the number of retail customers that will apply for Retail loan applications (NTB and ETB) and their YOY projected growth	Currently, Bank has a employee strength of forty thousand approximately. However, the offered solution has to interface with the customers as well as various 3rd parties also as mentioned in the RFP. The expected concurrent sessions at any point of time is expected to be 3,000. Estimated loans to be processed on the digital lending platform in year-1 would be 60 lakhs, followed by a yoy volume growth of at least 25% with 100% of coverage across RAM sectors during implementation, apart from the regular review/renewals through the digital lending platform. The break-up under RAM journeys is estimated as follows : Retails Loans : 10 Lakhs Agri. Loans : 40 Lakhs MSME Loans : 10 Lakhs
555			Please share the number of MSME customers that will submit the loan application per day (NTB and ETB) and their YOY projected growth	Currently, Bank has a employee strength of forty thousand approximately. However, the offered solution has to interface with the customers as well as various 3rd parties also as mentioned in the RFP. The expected concurrent sessions at any point of time is expected to be 3,000. Estimated loans to be processed on the digital lending platform in year-1 would be 60 lakhs, followed by a yoy volume growth of at least 25% with 100% of coverage across RAM sectors during implementation, apart from the regular review/renewals through the digital lending platform. The break-up under RAM journeys is estimated as follows : Retails Loans : 10 Lakhs Agri. Loans : 40 Lakhs MSME Loans : 10 Lakhs

S No.	Page No.	Description	Query Details	Response to Prebid Query
556			Please share the volumes of Agri based loans per day and their YOY growth projected	Currently, Bank has a employee strength of forty thousand approximately. However, the offered solution has to interface with the customers as well as various 3rd parties also as mentioned in the RFP. The expected concurrent sessions at any point of time is expected to be 3,000. Estimated loans to be processed on the digital lending platform in year-1 would be 60 lakhs, followed by a yoy volume growth of at least 25% with 100% of coverage across RAM sectors during implementation, apart from the regular review/renewals through the digital lending platform. The break-up under RAM journeys is estimated as follows : Retails Loans : 10 Lakhs Agri. Loans : 40 Lakhs MSME Loans : 10 Lakhs
557			Please share the total number of bank users who will access the Assisted channel for Retail loans MSME loans Agri loans	Currently, Bank has a employee strength of forty thousand approximately. However, the offered solution has to interface with the customers as well as various 3rd parties also as mentioned in the RFP. The expected concurrent sessions at any point of time is expected to be 3,000. Estimated loans to be processed on the digital lending platform in year-1 would be 60 lakhs, followed by a yoy volume growth of at least 25% with 100% of coverage across RAM sectors during implementation, apart from the regular review/renewals through the digital lending platform. The break-up under RAM journeys is estimated as follows : Retails Loans : 10 Lakhs Agri. Loans : 40 Lakhs MSME Loans : 10 Lakhs
558			please confirm if the Bank already has the LMS or Loan servicing system after the loan has been disbursed. Kindly confirm if the bank wil provide the integration details to onboard the details into LMS after the account has been opened with the bank	The offered Digital Lending Platform has to offer an independently operating end-to-end digital lending solution from the inititation of the loan journey (lead/application) till account opening in CBS, disbursement, post-disbursement compliance as well as monitoring and collections for which the system has to integrate with the Bank's CBS.

S No.	Page No.	Description	Query Details	Response to Prebid Query
559		new clause for Bidder's right to terminate for cause	The bidder shall be entitled to terminate the Agreement for cause, as specified below: (1) Non-payment of undisputed consideration/fees by the Bank (2) Breach of confidential information related to the bidder; and (3) Infringement of IPR of bidder by the Bank or its affiliates.	As per RFP terms
560		Limitation on representation and warranties of Vendor (new proposed clause)	a)In providing APIs on license to the Licensee or Licensee's Affiliate the Licensor does not provide any express or implied warranties, with respect to the accuracy, timeliness, completeness and fitness-of-purpose, of the data being carried through the APIs. b)Where data is fetched by the APIs directly from the data sources and transmitted to Licensee, Licensee's affiliate, the Vendor/Bidder makes no representation about the content or the information accessed through such APIs. c) Where the data to be to be fetched by the APIs for the purpose of performing the Services are maintained in the form of "Lists" and or Database Libraries collectively "Lists" by the Vendor/Bidder, the Vendor/Bidder represents that it shall use all reasonable endeavours to update the Lists with relevant data from the appropriate external data source ("External Data Lists") in accordance with the updating frequency protocols, where laid down by the data source. The updating frequency is normally daily and performed as a midnight scheduled process, unless otherwise explicitly stated. d) in providiing any analysis of the data/information derived from the data, the Vendor/Bidder does not provide any warranties whether express or implied as to the accuracy and completeness of the same. The Vendor warrants that it shall use all commercially reasonable endeavours to prevent wilful errors in analysis or outputs derived from the data. e) where the Vendor/Bidder provides Services that	As per RFP terms.
561		Other	We would like to check if the bank has a private cloud & can the vendors leverage on the same for various deployment instance. Our preferred model is cloud based & we DO-NOT support on-premise deployments	Bank has requested for cloud-native technologies for deployment at on-premises environment in Bank's Data Center. Bank is open for moving to Cloud Service Provider during the course of the contract period, subject to regulatory guidelines.

S No.	Page No.	Description	Query Details	Response to Prebid Query
562		Other	"For target achievement data that needs to be sent in to Bidder from client systems, what will be the mode of transfer: - API integration with performance management system - SFTP integration with performance management system - Bulk Upload"	The offered solution should integrate with Bank's data sources using API's or available integration mechanisms in the respective systems of the Bank.
563		Other	Please share details about any rule-based validation or qualification that needs to be set up as part of the workflow.	This depends on product modules and on individual journeys. Will be mutually discussed with the Successful bidder as part of journey development.
564		Other	What are the alerts and notifications considered	Alerts to be provided through SMS / e-Mail / In-App notifications.
565		Other	What custom reports are needed for lead and collection management?	Comprehensive reports for lead and collection managementa to be provided. Variations or exclusive reports required will be discussed and developed through the Successful bidder.
566		Other	Pls provide the finite list of 3rd party systems with which we need to integrate with?	The list of fintech services required is provided in the RFP. However, the bidder is expected to integrate with any additional fintech services in the market based on requirement during the course of the project.
567		Other	Pls provide volumetric details on Total No. of users for the envisgaged system (Lead management, LOS, Collection wise break up), Expected Peak & Concurrent Volumes	Currently, Bank has a employee strength of forty thousand approximately. However, the offered solution has to interface with the customers as well as various 3rd parties also as mentioned in the RFP. The expected concurrent sessions at any point of time is expected to be 3,000. Estimated loans to be processed on the digital lending platform in year-1 would be 60 lakhs, followed by a yoy volume growth of at least 25% with 100% of coverage across RAM sectors during implementation, apart from the regular review/renewals through the digital lending platform. The break-up under RAM journeys is estimated as follows : Retails Loans : 10 Lakhs Agri. Loans : 40 Lakhs MSME Loans : 10 Lakhs

S No.	Page No.	Description	Query Details	Response to Prebid Query
568		Other	Pls confirm if the coverage envisaged for this projects in only India market.	Please refer page 10 of RFP for scope of the project, which is reiterated below: Bank refers to 'Indian Bank (IB)' including its Branches, Gift City, Administrative offices, processing centres/HUBS, cells and all other units and establishments etc. (excluding its overseas establishments and Regional Rural Banks). Further, page 19 & page 50 of RFP also clarify regarding users of the solution. Further, please refer Page 88 of RFP regarding amalgamation.
569		Other	Can the OEM participate with more than one SI/Bidder?	Each business entity can submit only one bid. However, multiple SI may bid separately with the same OEM/s.
570		Other	Is DeDupe check happening during client onboarding or as part of the underwriting process?	This depends on product modules and on individual journeys. Will be mutually discussed with the Successful bidder as part of journey development.
571		Other	How will the user hierarchy information be uploaded & refreshed in Bidder platform? Manually or via integration with an existing system? In case of integration, what would be the integration method? (API/SFTP)	The offered solution should integrate with Bank's data sources using API's or available integration mechanisms in the respective systems of the Bank.
572		Other	How will User authentication happen into Bidder platform - Via Bidder platform user name & password or SSO with an existing system? If SSO, please provide details on the authentication mechanism. Bidder platform supports SSO via Azure AD and any oAuth compliant systems.	The platform should be capable of Active Directory (AD) / LDAP SSO/IDAM Solutions integration for single sign-on authentication for designated users. The platform should have security and control features within the application as per OWASP, PADSS standards.
573		Commercial Bid Format - F. Fintech / Service Hosting Charges	No. of API Hits for TCO calculation (A) [in lakhs] Cost/ API Hit (B) Total Service Cost (A*B)	Please refer AMENDMENT CORRIGENDUM

S No.	Page No.	Description	Query Details	Response to Prebid Query
574	Generic Question	Hardware Sizing	Kindly share the Hardware sizing details as per Worksheet "Hardware Sizing" S. No. Assumptions for sizing 1 Total Number of Hits (for customer journey) 2 Number of prospects per day / month / year (for customer journey) 3 Total number of customer journeys 4 Total number of concurrent prospects (for customer journey) 5 Number of Leads (for customer Journey) 6 Number of Concurrent leads (for customer Journey) 7 Number of Campaign (for customer journey) 8 Number of Activities (meetings/ calls/ emails) per Campaign 9 Total number of API calls per (for customer Journey) 1 Identity Verification 2 a. Individual 3 b. Non-Individual 4 c. Professional 5 Utility Bills Verification 6 Vehicle Verification 7 GST Data Validation & Analysis 8 ITR, Form 26AS validation & Analysis 9 MCA data fetch & Analysis 10 EPFO data fetch & Analysis 11 Account Statement Analysis 12 Financial Statement Analysis and Automated CAM 13 Spend Analyzer & Portfolio Builder	Currently, Bank has a employee strength of forty thousand approximately. However, the offered solution has to interface with the customers as well as various 3rd parties also as mentioned in the RFP. The expected concurrent sessions at any point of time is expected to be 3,000. Estimated loans to be processed on the digital lending platform in year-1 would be 60 lakhs, followed by a yoy volume growth of at least 25% with 100% of coverage across RAM sectors during implementation, apart from the regular review/renewals through the digital lending platform. The break-up under RAM journeys is estimated as follows : Retails Loans : 10 Lakhs Agri. Loans : 40 Lakhs MSME Loans : 10 Lakhs Sizing may be done based on the above data

S No.	Page No.	Description	Query Details	Response to Prebid Query
575	Generic Question	Hardware Sizing	Kindly share the Hardware sizing details as per Worksheet "Hardware Sizing" Prerequisites: S. No. Assumptions for sizing 1 Total Number of named Users 2 Number of concurrent users 3 Number of Leads 4 Number of Activities per lead (meetings/ calls/ emails)	Currently, Bank has a employee strength of forty thousand approximately. However, the offered solution has to interface with the customers as well as various 3rd parties also as mentioned in the RFP. The expected concurrent sessions at any point of time is expected to be 3,000. Estimated loans to be processed on the digital lending platform in year-1 would be 60 lakhs, followed by a yoy volume growth of at least 25% with 100% of coverage across RAM sectors during implementation, apart from the regular review/renewals through the digital lending platform. The break-up under RAM journeys is estimated as follows : Retails Loans : 10 Lakhs Agri. Loans : 40 Lakhs MSME Loans : 10 Lakhs Sizing may be done based on the above data
576	Generic Question	Hardware Sizing	Kindly share the Hardware sizing details as per Worksheet "Hardware Sizing" Prerequisites: S. No. Assumptions for sizing 1 Total Number of named Users 2 Number of concurrent users 3 Number of concurrent users (for LOS) 4 Number of Mobile users (for LOS) 5 Number of Borrower 6 Number of Loan Applications 7 Number of Activities per loan applications(meetings/ calls/ emails) 8 Total number of Masters 9 Total volume of Masters 10 Total count of underwriting rules / business rules 11 Total number of subsidiaries (co applicant / guarantor) per applicant 12 Total number of documents per application 13 Average size per document 14 Number of Document generation per application	Currently, Bank has a employee strength of forty thousand approximately. However, the offered solution has to interface with the customers as well as various 3rd parties also as mentioned in the RFP. The expected concurrent sessions at any point of time is expected to be 3,000. Estimated loans to be processed on the digital lending platform in year-1 would be 60 lakhs, followed by a yoy volume growth of at least 25% with 100% of coverage across RAM sectors during implementation, apart from the regular review/renewals through the digital lending platform. The break-up under RAM journeys is estimated as follows : Retails Loans : 10 Lakhs Agri. Loans : 40 Lakhs MSME Loans : 10 Lakhs Sizing may be done based on the above data