

ANNEXURE-II (CLARIFICATIONS AND BANK'S RESPONSE)

RFQ for SUPPLY, IMPLEMENTATION AND MAINTENANCE OF SUPPLY CHAIN FINANCE SOLUTION
(RFQ REFERENCE NUMBER: CO: CC: 001/R1:2022-23 DATED 06.08.2022)

Sr.No	Page No.	Clause No.	Clarification Requested	Bank's Responses
1	-	-	The requirements are quite comprehensive. It will be challenging to respond to the same in such a short time. So we request Bank to extend the submission timeline by minimum 10 working days.	Refer the Amendment of RFQ
2	-	-	As stated in above point, since the requirements are quite comprehensive we would request bank to accept an additional set of queries which we will submit by 16 Aug 2022.	No Change has been considered
3	16	1.4	Please elaborate on Comprehensive Onsite Warranty	During the 1 year period of onsite warranty, any repair/disruption in services should be made good without any additional cost
4	25	2.2 Bid Opening process	We would like to confirm that only Technically shortlisted vendors will be asked to submit their Commercial bids. Will the POC happen before or after the Commercial bid submission?	Both the Technical and Commercial Bids have to be submitted before last date. Bank will open technical bid first and later commercial bid will be opened for technically qualified bidders only. There is no stipulation/requirement of POC(proof of concept) in tender
5	52	A1.14	We understand requirement is for approving the finance raised by supplier/ dealer by the anchor customer. Please confirm.	Digitally signing (DC) is required at the time of submission of Application by Dealers /Vendors/ Anchor.
6	53	A1.23	Incase buyer doesn't have account with Bank, we presume system will have to capture the direct debit instructions to debit the buyer acc on maturity. Direct debit instructions to be sent to bank's existing direct debit system that will handle the direct debit transaction flow.	Direct debit instruction is not an essential pre-condition. It may be available on a case-to-case basis
7	53	A1.31	We assume the requirement means, the proposed FSCM application will generate the accounting entries for different events such as finance disbursement, interest, repayment and same will be posted to CBS. Please confirm.	Accounting entries as per payment flows in CBS will have to be replicated in SCF platform(mirror image)
8	54	A1.34	Please provide the calculation methodology for interest.	Interest will be charged on monthly basis based on daily balance as applicable in normal advances

9	54	A1.37	We would request bank to provide an example where this functionality will be handled.	Like sending notices to anchor/vendor/dealer, capturing agreement/ MoU
10	54	A1.39	We understand requirement is related to on boarding of the anchors and its counter-parties i.e. suppliers and dealers onto the proposed FSCM platform. Please confirm.	Yes, direct mobilization and on boarding thereafter by the service provider may be done
11	54	A1.40	We would request bank to provide an example for the required scenarios.	Bunching of invoices/bills can be doable however tracking of realization and NPA trigger etc should be done based on each invoice and due dates therein
12	54	A1.41	We understand requirement is to recollect the finance amount from the dealer on maturity. Please confirm.	Yes and the system should be able to generate collection notices
13	54	A1.42	We would request bank to provide an example for the required scenario.	cross selling of retail loans of dealers
14	55	A2.4	Ideally Supply chain finance provides the platform to the bank for providing the supply chain financing services to its anchors and supplier/ dealers. The client sourcing, on boarding, relationship management, is handled by the bank and should not be in delivery scope. - If required separate training can be arranged for bank anchors at an additional cost and same can be discussed and finalized.	Apart from the existing customers of the Bank ,Anchor / dealer / vendor, the service provider can source additional Anchor/ Dealer /Vendor for on-boarding
15	55	A2.5	Ideally Supply chain finance provides the platform to the bank for providing the supply chain financing services to its anchors and supplier/ dealers. The client sourcing, on boarding, relationship management, is handled by the bank and should not be in delivery scope. - If required separate training can be arranged for bank anchors at an additional cost and same can be discussed and finalized.	Apart from the existing customers of the Bank ,Anchor / dealer / vendor, the service provider can source additional Anchor/ Dealer /Vendor for on-boarding
16	55	A2.6	We understand, bank resource will be L1 support that will be interacting with the customers and bank requires L2 support from vendor that will handle the queries from bank's L1 support. Please confirm.	Yes L2 support should be able to provide to the customers/ bank
17	55	2.7	Is the Bank looking for hosted model(SAAS based model)? Can a Vendor suggest CAPEX/OPEX model or any other commercial model?	The bank is looking for an OPEX model preferably in which the bank pays on the basis of book value created

18	55	A2.8	We meet the other eligibility criteria as specified by bank in eligibility criteria requirements and hence would request bank to remove this clause.	Being already LIVE is one of the requirements
19	55	A2.9	We understand, integration with bank IB will be through SSO and for mobile app, the scope will be limited to invoice authorizations, finance authorizations, widgets, and enquiry. Please confirm.	Integration can be provided through single sign on
20	55	A3.1.3	By Indent based financing, we understand bank requires PO financing. Please confirm	Yes, this financing will be against the indent raised and the advance payment there against
21	56	A4.9.8	Please provide scope for holiday handling incase of Supply chain finance.	System should keep record and operate as decided by bank in accordance with holidays across various states
22	56	A4.13	Kindly elaborate on "Limit interest rates".	System should be capable of charging normal interest rate/additional rate/penal/overdue on different amount based on extent of limit/adhoc/overdue
23	56	A4.14	Kindly elaborate on difference between "Aggregate" and "Non-aggregate" limits	Means overall exposure limit sanctioned on the borrower
24	56	A4.15	Kindly elaborate on difference between "Aggregate" and "Non-aggregate" limits	Means Individual Limit /Bills within overall limit
25	56	A4.17	Please elaborate on the full form and scope of LMS system and relationship with CBS ID.	In case in LMS, different IDs are open for different facilities for a customer the same should be linked to one CIF in CBS system
26	56	A4.18	Please elaborate on outlets along with an use case.	Based on the due date on each invoice/bill financed under SCF the system should be able to track overdue position and accordingly classification under SMA/NPA as per norms
27	56	A4.19	We understand, this is rear end case wherein the month end interest will be first debited from the SOD account of the supplier/ dealer and credited to the bank income account and in second leg the CASA account of the borrower will be debited and SOD account will be credited. Please confirm.	Yes
28	57	A5.1	Please elaborate on the use case for push and pull mechanism.	Uploading of Invoices / Bills /messages done from either end .i.e Anchor /Vendor /Dealer., shall be acceptable in the SCF system

29	57	A6.10	We understand UTR number updation is to handle when funds are disbursed to supplier having acc in other bank.	Yes
30	58	A6.12	1. Please elaborate on expectations under "Update". Incase its related to limits, it should be handled in bank's core bank/ limit system. Please confirm. 2. We assume, maker-check means bank maker-checker will reject transactions that have failed due to limit burst. Please confirm.	Limits /Parameters will be set in CBS and shall also remain fetched / set in SCF system and the same will keep on updated as and when there is a change
31	58	A6.16	We understand requirement to share the reverse file back to seller/ buyer ERP along with the status. Please confirm.	Yes
32	58	A6.17	Please elaborate on DPD.	DPD-Days Passed Demand- No. of days overdue
33	58	A6.24	By commercials, we understand bank requires maintaining the charges and interest rates on the platform. Please confirm	Yes
34	60	A10.1	Ideally Supply chain finance vendor provides the platform to the bank for providing the supply chain financing services to its anchors and supplier/ dealers. The relationship management is handled by bank resource. We would request bank to exclude this clause from the scope.	The Service provider should have one dedicated RM for the Bank
35	61	A10.2	Ideally Supply chain finance vendor provides the platform to the bank for providing the supply chain financing services to its anchors and supplier/ dealers. The relationship management is handled by bank resource. We would request bank to exclude this clause from the scope.	Over and above the operational staff , atleast one dedicated RM should be available for bank
36	61	A10.3	Ideally Supply chain finance vendor provides the platform to the bank for providing the supply chain financing services to its anchors and supplier/ dealers. The relationship management is handled by bank resource. We would request bank to exclude this clause from the scope.	Over and above the operational staff , atleast one dedicated RM should be available for bank
37	61	A10.4	Ideally Supply chain finance vendor provides the platform to the bank for providing the supply chain financing services to its anchors and supplier/ dealers. The relationship management is handled by bank resource. We would request bank to exclude this clause from the scope.	It is required to have an one RM to ensure and address all related queries and issues
38	61	A10.4	There is a lot of dependency on the vendor and it can be a threat to bank as there is total dependency on vendors performance. We would suggest Bank to handle Sales & Operations with the help of the Bank Internal Team.	It is required to have an one RM to ensure and address all related queries and issues

39	61	A10.5	Ideally Supply chain finance vendor provides the platform to the bank for providing the supply chain financing services to its anchors and supplier/dealers. The relationship management is handled by bank resource. We would request bank to exclude this clause from the scope.	The Requirement is to address / resolve all the issues queries from the customers related to the service on SCF
40	61	A10.6	Ideally Supply chain finance vendor provides the platform to the bank for providing the supply chain financing services to its anchors and supplier/dealers. The assessment of new borrowers should be handled by bank as per its internal credit rating process. We would request bank to exclude this clause from the scope.	The Requirement is to address / resolve all the issues queries from the customers related to the service on SCF
41	61	A10.8	We understand, bank resource will be L1 support that will be interacting with the customers and bank requires L2 support from vendor that will handle the queries from bank's L1 support. Please confirm.	Yes.L1 Support will be there .However L2 support should be provided by the service provider to handle customer's queries
42	61	A10.9	Ideally Supply chain finance vendor provides the platform to the bank for providing the supply chain financing services to its anchors and supplier/dealers. The back office operations team of the bank should be handling the operations including customer on boarding, setups and transaction processing.	Service Provider should be able to provide resources/team to handle operational tasks like Customer On boarding, transaction processing as a maker in the back-office system
43	61	A10.10	Ideally Supply chain finance vendor provides the platform to the bank for providing the supply chain financing services to its anchors and supplier/dealers. The back office operations team of the bank should be handling the operations including daily EODs. Please confirm.	Reconciliation of accounts on daily basis is required and support is required for the reconciling the difference if any
44	61	A12.1	We would request the bank to provide the scope for integration i.e. the no. of integration touch points.	Refer the Serial No:19, Clause -A 2.9 (Details have been given)
45	62	A13.1	By "Inviting the corporate", we assume bank will approach the anchor outside the system and once the anchor agrees to be on boarded, it will be first on boarded onto CBS and then bank user can on-board the anchor on the supply chain platform. Please confirm.	Yes. However the corporates can also be sourced / mobilized by vendor
46	62	A13.4	The pricing that has been submitted to bank as part this RFP requirement is on the basis of the requirements shared by bank in the RFP. Any additional changes that are required in the future will go through change management process and the costing should be discussed mutually and agreed upon at that stage. We would request bank to remove this request.	Service Provider should be able to make necessary changes in the solution/ system and support bank to ensure that the gap arises while operating the platform/solution and any changes required during operations are met without any further extra cost to the bank.

47	30	2.24	<p>We request the bank for following additional safeguards in limitation of liability clause:</p> <ol style="list-style-type: none"> 1. shall not be liable for indirect, special, incidental, consequential, exemplary or punitive damages, which may be incurred by Bank, however caused and under any theory of liability. 2. The maximum liability to be capped at 5% of the contract value for the entire term of the contract. 3. Shall be liable to penalties for breaches solely attributable to 	No Change has been considered
48	33	2.29(e)	We request the bank to limit indemnity only to breach of confidentiality and third party intellectual property rights.	No Change has been considered
49	89	Annexure XV	<p>We request the bank to consider the following points:</p> <ol style="list-style-type: none"> 1. The Maximum cap on penalty and LD shall be 5% of the total contract value irrespective of any heads for the complete term of the contract. 2. Bank to provide remote VPN access to Service provider in order for Service Provider to provide services. 3. In case of Data breach, Service Provider is liable to rectify the data breach and its cause. We request to remove penalty in case of data breach altogether. Service provider shall not be liable for any data breach if it occurs due to any act/ omission of the Bank. 4. Penalty shall only be applicable in case the breach is solely attributable to Service Provider. 	No Change has been considered
50	-	Additional Queries	In the event bidder wishes to propose its standard terms please help us to understand how these can be proposed?	No
51	-	Additional Queries	<p>The bidder will provide access to its proprietary product. Therefore the clause related to assertion of IPR of bidder need to be incorporated along with applicable licensing terms.</p> <p>Please help us to understand if this is covered somewhere. Also help us to understand if license agreement of bidder will be signed.</p> <p>We would request to finalize this clause at the time of contracting stage.</p>	Will be finalized at the time contracting stage on mutually agreed terms.
52	-	Additional Queries	We would like to suggest few additions/modifications at the contracting stage. Please let us know how these could be suggested	Shall be mentioned in "Any Other "
53	-	-	We request Bank to share volume projections as per the format attached in this excel, so that we can recommend Hardware Sizing.	Volume of AUM in Bid document

54	11	1.1	Can we share Masked Commercial PO? Please Confirm.	Yes
55	17	1.6	Please amend as suggested below as per our experience issuing banks take time to furnish the guarantee: Within 30 (Thirty) days (exclusive of holidays) of the date of acceptance of the Purchase Order, the successful Bidder shall furnish a bank guarantee	No Change has been considered
56	72	Note: 4	Request Bank to confirm at this stage in the RFP if they would be opting for either On-premise or Cloud Implementation	Presently on premises, in future if wish to go for cloud basis without additional cost
57	37	ANNEXURE I -SCOPE OF WORK	Please share the scope & no. of APIs	Will be shared with Successful Bidder
58	43	-	We request Bank to confirm the onsite support location, so that we can plan accordingly.	Refer the Amendment of RFQ
59	45	29	This clause is very ambiguous and open. We request Bank to limit it to bidder's liability to application provided. Please confirm.	Whenever Hardware size increasing based on the number of users, if up gradation of the solution including license is required, bidder has to provide upgraded version of the solution and required licenses at no cost to bank.
60	8	Schedule	We would request the bank to consider extension to submission of bid by min 10 working days	is being extended till 29/08/2022
61	12	1.2.1	How will the vendor know of integration touch points with internal and external systems?	Refer the Serial No:19, Clause -A 2.9 (Details have been given)
62	12	1.2.1	How vendor will know the Information Security Policy of the bank	Will be shared to the successful Bidders
63	13	1.2.2	Is the bank envisaging cloud migration in future for FSCM application? Current implementation will be on-prim, please confirm.	Yes
64	14	1.3	Looking at the broad scope, the implementation timeline of 3 months is not realistic. As per our experience, we would suggest an implementation timeline of 8 to 9 months.	Currently is being given for 3 months only. Will be decided on finalization
65	15	1.3	Please clarify the outcome in case of delay from bank authorities on project plan approval.	Delay is attributed by bank, no charge
66	16	1.3	Any additional functionality, which is not mentioned in the RFP or part of our product shall follow the Change Request procedure. Change Request shall be at additional cost. Please confirm.	Normal change request without additional cost. Extraordinary situations will be dealt as and when it arises based on mutual discussion
67	16	1.3	Any additional functionality, which is not mentioned in the RFP or part of our product shall follow the Change Request procedure. Change Request shall be at additional cost. Please confirm.	Normal change request without additional cost. Extraordinary situations will be dealt as and when it arises based on mutual discussion
68	16	1.4	Request bank to set the warranty period as 3 months from Go-live as is the practice worldwide.	No Change

69	20	Evaluation of Technical bids	Kindly elaborate what is the bank's interpretation of the term "Unreasonable"	No clarification required
70	13	1.2.2	Need clarification as the requirement is for bank premise model as mentioned in 1.2.1	Presently on premises, in future if wish to go for cloud basis without additional cost
71	13	1.2.2	Need more input and clarification	Presently on premises, in future if wish to go for cloud basis without additional cost
72	16	1.3	Need input on pricing of new CR after signoff of base functionality. As new changes comes with additional cost.	Normal change request without additional cost. Extraordinary situations will be dealt as and when it arises
73	51	A1.04	Integration of existing internet Banking with SCF platform for single sign-on ?	OK
74	51	A1.05	Is the bank looking for customer repeat KYC again at the time of on-boarding customer whose CIF are created in CBS.	For existing customers , no repeat of KYC, For new one KYC required
75	51	A1.08	Explain mirror image transaction.	The accounting transactions that are happening in CBS will be reflecting SCF also
76	52	A1.11	1. Here future date means future dated invoice due date? 2. Bank needs option to reject the invoices?	No future dated Invoice Yes, for financing purpose.
77	52	A1.13	Need more input and clarification	As per Tax rules applicable.
78	52	Note: 4	Is the Bank looking for separate self-care portal for Vendor/Dealer/Corporate.	No separate portal
79	52	A1.17	Is the Bank looking for Purchase Order Finance as it is contradicting with Bank's requirement in 1.2	May be extended later on case to case basis
80	52	A1.18	Is the Bank looking for Purchase Order Finance as it is contradicting with Bank's requirement in 1.2	May be extended later on case to case basis
81	53	A1.25	This is upload facility expected for the Bank Portal or Self-care Portal	In the SCF platform
82	53	A1.26	Please clarify on the date mentioned. Is the Finance due date	Yes, reminder for due date
83	53	A1.27	Need more input and clarification on the additional fields information	Some blank fields to be provided to accommodate any future requirements or additional documents
84	53	A1.29	Need more input and clarification on the pricing events	Like concession in ROI / fees on , fees for the Suppliers / vendors who never made any default in payment (Repayment)

85	54	A1.33	Need more input and clarification on the invoice presentment and collection.	Entire cycle of invoice discounting to repayment and managing NPA of it become default.
86	54	A1.34	Need more input as it is contradicting with A1.30 which talks about setting up pricing at relationship/Anchor level in SCF.	Should be able to capture the ROI change communications if any effected in the CBS
87	54	A1.36	Need more input and clarification on the single or dual authorization flow of the stakeholders.	Maker checker concept in all process like uploading invoices etc.
88	54	A1.37	What is the exact expectation of these letters and at what stages it will be required by Bank or the corporates.	Like sending notices to anchor/vendor/dealer, capturing agreement/ MoU
89	54	A1.40	Need more input and clarification	Bunching of invoices/bills can be doable however tracking of realization and NPA trigger etc should be done based on each invoice and due dates therein
90	54	A1.41	Need more input and clarification	Yes and the system should be able to generate collection notices
91	54	A1.42	Need more input and clarification	cross selling of retail loans of dealers
92	55	A2.4	Need clarification on the type of sales and marketing assistance expected by bank.	Apart from the existing customers of the Bank ,Anchor / dealer / vendor, the service provider can source additional Anchor/ Dealer /Vendor for on-boarding
93	55	A2.6	Is the L2 support mentioned different from the general L2 support.	No
94	55	A2.7	Need clarification on for minimal/no one time Setup/licensing cost as Bank will require on premise installation.	Clauses are self explanatory.
95	55	A2.8	Need clarification on LIVE with outsourced SCF model	The System should be operationilasation in any bank
96	55	A4.5	Need more input and clarification on the requirement for RM.	The Service provider should have one dedicated RM for the Bank
97	56	A4.15	Here does the non-aggregate limit means the adhoc limit.	Means overall exposure limit sanctioned on the borrower
98	56	A4.17	What exactly is meant by multiple LMS customer id, does it mean separate Limit ID set up in Limit Management System. Or does it mean multiple Limit ID setup in SCF platform.	In case in LMS, different IDs are open for different facilities for a customer the same should be linked to one CIF in CBS system

99	56	A4.9.3	Need more input and clarification on the transaction limits.	Transaction limit may be fixed at the time of on-boarding
100	57	A5.1	With the Push/Pull Mechanism what data is expected for Push and Pull and from which system.	Uploading of Invoices / Bills /messages done from either end .i.e. Anchor /Vendor /Dealer.,shallbe acceptable in the SCF system
101	57	A5.2	Need more input and clarification	Invoice discounted may be with accepted /without acceptance
102	57	A5.4	Is this requirement for customer portal or Bank portal.	Bank Portal
103	57	A6.1	Need more input and clarification	The formats of the invoice /acceptances should be similar. Similar formats should be used. Changes in formats to be identified
104	57	A6.2	Need more input and clarification	Based on the customers requirements at the time of on-boarding
105	57	A6.7	By SCF LMS, does it mean the Limit module in SCF?	Yes
106	58	A7.3	Need more input and clarification	Reporting formats to be generated As per the requirements
107	59	A7.10	Need more input and clarification	Reporting formats to be generated As per the requirements
108	59	A7.11	Need more input and clarification	Reporting formats to be generated As per the requirements
109	59	A7.13	Need more input and clarification	Reporting formats to be generated As per the requirements
110	59	A7.14	Does it mean open finances only including Overdue finances	Reporting formats to be generated As per the requirements
111	59	A7.16	Does it mean only the overdue finances?	Reporting formats to be generated As per the requirements
112	59	A7.23	Is this dashboard expected for the Bank Portal	Yes
113	59	A7.24	Need more input and clarification. And who exactly is the user mentioned here.	Bank should be given the access to entire data base
114	59	A7.8	Is this for selected finance number.	Sourcing and maintaining operations
115	60	A10	All the points under A10, is this extra requirement apart from the sourcing point.	Sourcing and maintaining operations

116	60	A9.5	Does it mean Reject of invoice or finance request.	Yes
117	60	A9.8	Please clarify on the Annotate required.	Adding Notes
118	65	B6.1	Need more input and clarification on module	Audit Trials - Login/ Log out, Maker /Checker, Accepted/Sanctioned/Rejected bills,etc
119	65	B6.2	Need more input and clarification on which report	Should be able to generate from MIS
120	72	ANNEXURE III	What is the pricing model as many type of pricing methods are mentioned.	As Per format
121	73	1.11	Is this the evaluation criteria (30 for Technical & 70 for Commercial)	Yes
123	10	1.1 (1)	Request that the criteria of 3 years be diluted to at least 2 years or waived (for MSE bidder). Yubi(erstwhile Cred Avenue) was incorporated as a separate legal entity in Aug 2020.	Refer amendment of RFQ
124	10	(2)	Request that the criteria be diluted to preceding 2 financial years or waived (for MSE bidder). Audited financials for FY2020-21 & 2021-22 will be submitted.	Refer amendment of RFQ
125	10	1.1 (3)	Request that the criteria be diluted to preceding 2 financial years or waived (for MSE bidder). Audited financials for FY2020-21 & 2021-22 will be submitted.	Refer amendment of RFQ
126	11	1.1 (4)	Request that the criteria be diluted to more than 500 branches .	System should be in operational in any scheduled commercial banks (Public/Private) which has got more than 1000 branches
127	72	Annexure III	Please clarify if the Total for Table I will be the sum of the Total Price for each slab?	Refer Amendment of RFQ
128	73	Annexure III Note 7	Please note that support cost cannot be factored in with the Subscription cost as the Subscription cost will fluctuate based on the volumes whereas the Support cost for an onsite resource will remain fixed.	Subscription cost inclusive of support cost

129	12	1.2.2	For infrastructure sizing, please share the count of the projected number of external & internal users and the concurrency.	Start with 50 users and can go upto 500 users
130	13	12.2.2	Please advise if the Bank is ok with the community editions of the following software –	Bank requires / recommends Database Oracle and will provide. If any other database requires with OEM support
		Point b		
			· MySQL Community Edition 8.x	
			· MongoDB Community Edition 5.x	
			· PostgreSQL 11	
			Support for the above will be provided by the concerned Vendor.	
131	8	Part I	Please advise if the last date for online submission will be extended to next working day i.e. 22 nd Aug'22	Refer Amendment of RFQ
132			Please advise if the Bank will migrate their existing / new Anchor led SCF programs (sourced directly by the Bank) on the same solution.	Based on the adaptability
133	12	1.2.2	Can the SCF solution be a completely on CLOUD implementation for Back end LMS and front end? Or is it mandatory to do an on premise installation?	Initially Premises installation , later on shifted to cloud storage without additional cost
134	51	A 1.04	Is it mandatory for SCF front end to be integrated with Bank internet banking? Our SCF front works independently for corporate, vendors and dealers to use.	Integration with Bank is required passing on the in formations / transactions