

Fintech Division, HO, Plot No. 5, Sector 32, Gurugram – 122001
Email: fintech@pnb.co.in
Pre Bid Response to RFP Ref. Number. PNB/HO/FINTECH/AA/02/2021-2022

Sr. No.	RFE Page Number	RFE Clause Name and No.	RFE Clause	Bidder's Query/ Suggestion/Remarks	Bank's Reply/Clarifications
1	12	Eligibility Criteria - E	The bidder should have experience of providing services/ solution as a Technical Service provider (TSP) for SUPPLY, IMPLEMENTATION, CUSTOMIZATION, INTEGRATION, MAINTENANCE AND ENABLEMENT OF ACCOUNT AGGREGATOR ECOSYSTEM SOLUTION. The Bidder should have received a PO for providing services/ solution as a Technical Service Provider (TSP) solution in at least 1 Scheduled Public Sector Bank/ Private Sector Bank in India. Implemented solution should have gone live or be under implementation on or before the date of release of this RFP.	<p>Since PNB Bank is one of the largest Public Sector Schedule Commercial Bank and wants to implement both FIP and FIU module by the selected TSP. The experience criteria should be for implementation and Gone Live in schedule commercial banks.</p> <p>- The criteria for Go Live will give the bank that the selected bidder has the required expertise and strengths to implement the solution On promises for PNB</p> <p>-Banks need to implement FIP module which has to integrate with their CBS system, so its very important for the bank to on boards TSP's which have done successful implementation and are live with FIP and FIU module by integrating with banks CBS</p>	Please be guided as per RFP
2	12	Eligibility Criteria	Eligibility Criteria - General	<p>Since in this tender the L1 bidder will be selected by Reverse Auction, Bank should tighten the Eligibility criteria to ensure the solution is successfully implemented and SLA's are meet by the experienced and stable companies</p> <p>There is no criteria for the Bidder Technical, Business and Commercial strength to ensure succesful delivery of the project We would request the bank to consider the following eligibility terms -</p> <p>-Minimum Turnover of 25 Cr in the preceding three financial years</p> <p>-Minimum Net worth of 50 Cr in the latest Financial Year</p> <p>-Company should be in existence for over 5 years</p>	Please be guided as per RFP
3	12	Eligibility Criteria	Eligibility Criteria - General	<p>Since FIP/FIU solutions transfer sensitive and PIL data, Bank should ensure that the Bidder follows highest information security standards</p> <p>We would request the bank to add an eligibility criteria - Bidder should be ISO 27001 2013 and above certified</p>	Please be guided as per RFP

4	13	Scope of Work	System should also be capable of providing data from various sources in processed form which should be downloadable in Word, Excel or PDF file formats etc.	Most of the banks need data in machine readable XML/Jason formats. Also any particular reason bank wants data in word format?	Please Refer Corrigendum - 1
5	14	Scope of Work	Any new advisory/guidelines issued by regulatory authorities like RBI, MoF, DFS, GOI, SEBI, NPCI, IBA, SIDBI, NABARD etc. need to be implemented free of cost.	We request you revise the clause to - Any new advisory/guidelines issued for the Account Aggregator Ecosystem by regulatory authorities like RBI, MoF, DFS, GOI, SEBI, NPCI, IBA, SIDBI, NABARD etc. need to be implemented free of cost.	Please Refer Corrigendum - 1
6	11	3.e	The bidder should have experience of providing services/ solution as a Technical Service provider (TSP) for SUPPLY, IMPLEMENTATION, CUSTOMIZATION, INTEGRATION, MAINTENANCE AND ENABLEMENT OF ACCOUNT AGGREGATOR ECOSYSTEM SOLUTION. The Bidder should have received a PO for providing services/ solution as a Technical Service Provider (TSP) solution in at least 1 Scheduled Public Sector Bank/ Private Sector Bank in India. Implemented solution should have gone live or be under implementation on or before the date of release of this RFP.	With reference to the noted RFP Clause we find ourselves in a conundrum. Our consortium has previous experience in the supply, implementation, customization, integration, maintenance and enablement of account aggregator ecosystem solutions, but the said experience is outside the land boundaries of India. Our consortium has executed account aggregator systems in some of the largest Banks in Europe with asset sizes >1 lakh crores INR. The system implemented by us has proven to be extremely efficient and robust. We would like to humbly suggest that even though our prior experience is outside the land boundaries of India, we be allowed to qualify against the noted RFP Clause and participate in the bidding process.	Please be guided as per RFP
7	13	Clause 4 Scope of work	This license may be used by the bank for itself {in India and/or at its overseas offices}/ any of its subsidiaries/associates/RRBs.	Can we get the list of all Subsidiaries/Associates and RRBs	The list of all Subsidiaries/Associates and RRBs is available on Bank's Corporate Website https://www.pnbindia.in .
8	13	Clause 4 Scope of work	Aggregate all of the customers financial information related data from all of the sources where the customer holds a financial account with. Aggregation of data may be from other online systems or through statement upload.	Statement upload is not supported in TSP FIU right now. Neither is this supported in ReBIT guidelines. Please drop this requirement	Please Refer Corrigendum - 1
9	14	Clause 4 Scope of work	Proposed solution should have highly scalable architecture, initially supporting minimum 150 transactions per second (TPS for both FIP and FIU gateway solutions) and thereafter increase to 250 or more the solution should be scalable. Hardware and software as per clause 4.1 shall be provided by Bank. Bidder should also be responsible for creating separate development and UAT environment setup for multiple user simulating near production functionalities	Kindly reconsider the requirement of 150 transactions per second as AA is still at early stage and this may not require and this clause will inflate the overall TCO. We do not foresee the numbers touching such figures in next foreseeable 3-5 years	Please be guided as per RFP

10	16	Clause 6 Payment terms	Solution Cost	We request bank to change payment terms as below:- (1.) 20% on acceptance of PO (2.) 50 % on UAT Sign off (3.) Go- live sign off	Please be guided as per RFP												
11	20	Clause 8.2 (i): Eligibility cum Technical Bid Evaluation	All documents, addressed to the Bank, should be submitted in Original. (No Photocopies will be acceptable)	Various documents like PO, Registration certificates etc will be in Photocopies only. Please consider this.	Please Refer Corrigendum - 1												
12	30	Clause 9.30 (i) : Onsite Resources for Facility Management Review	The deployed resources should be able to work 24*7*365 days.	Do we really require 24*7*365 resource. This will inflate the overall TCO	Please be guided as per RFP												
13	37	Clause 13.9 : Delay in Bidder's Performance	Any delay in performing the obligation by the Bidder will result in imposition of liquidated damages @ 1% per week of delay over and above the agreed delivery period, and/or termination of rate contract/PO for default.	Need clarification here. There are lot of related clause on page 43 and 44. As par page 43 point :- For the purpose of this RFP, the total of penalties as per SLA and the Liquidated damages will be subject to a maximum of 10% of the overall contract value.	The overall penalty is limited to 10% of the total Contract Value.												
14	14	Scope of work, 4	Proposed solution should have highly scalable architecture, initially supporting minimum 150 transactions per second (TPS for both FIP and FIU gateway solutions) and thereafter increase to 250 or more the solution should be scalable. Hardware and software as per clause 4.1 shall be provided by Bank. Bidder should also be	Bank needs to define "transactions". Does Transaction mean calling bank API for discovery? Or linking? Or only for the final FI request and FI fetch? Please define transaction in clearer terms, thanks	The transaction includes all the System calls for End to End completion of transaction.												
15	13	Scope of Work, 4	This license may be used by the bank for itself {in India and/or at its overseas offices}/ any of its subsidiaries/associates/RRBs.	PNB should provide a list of all overseas branches, and how the core bank is different in those branches (date format, currency, localized time, other regulations). TSP FIP will need a bit of tweaking if the CBS is very different in those branches.	The list of all Subsidiaries/Associates and RRBs is available on Bank's Corporate Website https://www.pnbindia.in . Rest information shall be shared with successful bidder.												
16	15	Project Timeline 5	<table><tr><td>Particulars</td><td>Activity</td><td>Timeline</td></tr><tr><td>Technical Service Provider Solution</td><td>Finalization of SRS (including development)</td><td>T + 4 weeks</td></tr><tr><td></td><td>User Acceptance Testing & Audit Closure</td><td>T + 8 weeks</td></tr><tr><td></td><td>Go-Live sign off</td><td>T + 10 weeks</td></tr></table>	Particulars	Activity	Timeline	Technical Service Provider Solution	Finalization of SRS (including development)	T + 4 weeks		User Acceptance Testing & Audit Closure	T + 8 weeks		Go-Live sign off	T + 10 weeks	Can we request extension by 4 more weeks for each line item, just to have a buffer?	Please be guided as per RFP
Particulars	Activity	Timeline															
Technical Service Provider Solution	Finalization of SRS (including development)	T + 4 weeks															
	User Acceptance Testing & Audit Closure	T + 8 weeks															
	Go-Live sign off	T + 10 weeks															
17	43	Liquidated Damages 13.19	1(one) percent of the undelivered portion of contract value for every week of delay or part thereof, subject to a maximum of 10% of the overall contract value.	Shall we consider Penalty clause above as well max to 10% or only liquidity damage is max to 10%?	The overall penalty is limited to 10% of the total Contract Value.												
18	92-97	Functional and Technical Specification 19.16, Annexure 16	1.The proposed solution should provide a comprehensive platform for bank to be onboarded as both FIP and FIU on the account aggregator platform.	Should we show a breakup as TSP FIP and TSP FIU? Support would be a shared service for both these products.	Please be guided as per RFP												

19	92	Functional and Technical Specification 19.16, Annexure 16	2.The proposed solution should provide support for both execution and monitoring of AA platform related operations.	Monitoring tools are costly and PNB must have already implemented one which we can leverage, hope that is okay, thus we wont purchase any monitoring tool.	Please be guided as per RFP
20	92	Functional and Technical Specification 19.16, Annexure 16	5.In case of disruption of services at the Primary Site, the Bidder should be capable of providing continuous services at an alternate location/ Disaster Recovery Site of the Bank without the disruption of services. The solution proposed should have DC DR architecture. There shall also be segregation of Production and UAT environment	While downtime will be minimal, it cannot be zero. I hope that is okay.	Please be guided as per RFP
21	92	Functional and Technical Specification 19.16, Annexure 16	11.The solution must have the ability to perform key management (dynamic & static) including data encryption as per the standards set by the Bank and Regulatory bodies standards.	What is meant by Key management- Does it mean individual user's password is encrypted in DB?	The data flow should be encrypted from end to end.
22	92	Functional and Technical Specification 19.16, Annexure 16	16.The solution should have a provision to monitor API performance on the whole or separately by dividing them into layers.	Do you need a licensed software for API management? (Example Apigee)	The solution should be able to provide the status which involves the functioning of the overall system, update the API call functioning.
23	92	Functional and Technical Specification 19.16, Annexure 16	21.The solution should support integration with other Financial Information Providers (FIP) and Financial Information Users (FIU) as per the technical standards published by ReBIT and/or regulatory guidelines issued from time to time. It should be capable of integration with other regulatory bodies or the standards issued by them as and when they become part of the AA ecosystem.	What is meant by "integrating with other FIU". Today an FIU's sole point of contact is AA. Please provide scenarios where you think FIU should talk to FIU. ReBIT does not recommend such action. However, we can guarantee that the TSP FIU for PNB can pull data form any of the live FIPs	Please Refer Corrigendum - 1
24	92	Functional and Technical Specification 19.16, Annexure 16	22.The solution should provide responsive web technologies, SDK/API based integration with other delivery channels of the Bank.	Is SDK a mandatory thing? We feel webview is sufficient. This will be provided by AA and not via TSP.	Please Refer Corrigendum - 1
25	92	Functional and Technical Specification 19.16, Annexure 16	25.The solution should be able to support integration through data extracts, SDK, SOAP / REST APIs, XML feeds.	Point 25 needs full clarity and scenarios.	The proposed solution should be capable of integration through data extractsw, SDK, SOAP/REST APIs, XML feeds.
26	92	Functional and Technical Specification 19.16, Annexure 16	27.The provided solution must have interactive documentation in line with industry standards.	Point 27- Will swagger be sufficient?	Please be guided as per RFP

27	92	Functional and Technical Specification 19.16, Annexure 16	28. The proposed solution should be able to publish APIs to external consumers and partners, as well as to internal users.	only regulated entity can participate and AA clearly needs to know the FIU name each time AA API is invoked. Thus, one FIU cannot open APIs for other FIUs. However, within the PNB ecosystem, the organizational entities can leverage APIs which we will provide.	Please be guided as per RFP
28	92	Functional and Technical Specification 19.16, Annexure 16	29. The proposed solution should closely monitor the patterns to identify and neutralize possible threats.	Point 29 is out of scope and not mandated by ReBIT	Please be guided as per RFP
29	92	Functional and Technical Specification 19.16, Annexure 16	33. The solution should support statement analysis required for use cases like Digital Lending but not limited to the same.	Point 33 is out of scope for a typical TSP FIU.	The solution should be capable of integrating with System that supports statement analysis for use cases like Digital Lending but not limited to the same.
30	92	Functional and Technical Specification 19.16, Annexure 16	42. During the contract period, successful vendor needs to integrate with any new use case introduced in the AA ecosystem during the contract period of 3 years at the mutually agreed cost.	42 needs to have a proper assessment and independent quote before proceeding on engagement.	Please be guided as per RFP
31	92	Functional and Technical Specification 19.16, Annexure 16	56. The proposed solution should support easy integration with existing web-apps using SSO (Single Sign On) process.	56 is out of scope for a typical TSP for Rebit specified AA ecosystem	The proposed solution should be capable to support easy integration with existing web-apps using SSO (Single Sign On) process.
32	92	Functional and Technical Specification 19.16, Annexure 16	62. The system should be capable of ingesting unstructured data for both corporate and retail customers from various sources like Credit card, Depository, Data Analytics systems etc. as per Banks' requirement in order to provide better and more accurate predictions.	this is out of scope for a typical TSP for Rebit specified AA ecosystem	Please be guided as per RFP
33	92	Functional and Technical Specification 19.16, Annexure 16	67. In order to provide Quick data driven decision making the solution should support streaming analytics feature so that the credit worthiness can be assessed in real time.	Solution can push data to any analytics provider of your choice who is opening up HTTPS POST request to accept data. Hope this is fine.	The solution should be capable of integrating with DLP or other similar systems for providing the data.
34	93	19.16 Annexure 16 No 24	The solution should be able to retrieve other important data from any other sources as per the requirement given by the bank based on the guidelines issued by the regulatory bodies.	Integration with any other source required detailed analysis. As per ReBit/AA ecosystem, FIP will have APIs for AA integration. But other source of integrations required more information about source, type of interface. Do we have any information about source systems - Integration types?	The solution should be capable of retrieving the data from CBS, EDW etc.

35	95	19.16 Annexure 16 No 26	<p>The system should have capability to send notifications as SMS, email and push, every time the consent is used to access the data from the external financial information provider systems. The customer should have an option to de-register/re-register for this service. The system should be capable to integrate with banks' SMS/Email gateways for the same.</p>	<p>Customer capability to de-register/register will require change in PNB banking Application where customer has access To.For FIP, do we have any new UI application to be build or Modification to this Application is in Scope?</p>	<p>The system should have capability to send notifications as SMS, email and push, every time the consent is used to access the data from the external financial information provider systems. The customer should have an option to de-register/re-register for this service. The system should be capable to integrate with banks' SMS/Email gateways for the same.</p> <p>The proposed solution should be capable of integration with Banks' internal systems. Any changes in the Banks' systems will be undertaken by the Bank.</p>
36	95	19.16 Annexure 16 No 28, 55, 57	<p>The proposed solution should be able to publish APIs to external consumers and partners, as well as to internal users.</p> <p>55.The proposed solution should support API throttling, quota and rate limiting for both single node & cluster wide application. The solution should be able to queue requests in case the load on core banking application is above a certain threshold and accordingly process these requests when the system is available and able to process it without major load on the application.</p> <p>57. The proposed solution should have facility for a centralized portal that allows comprehensive details about API usage/performance, help enterprises to engage, onboard, educate, and manage internal or external developers, publish APIs for consumption by end users.</p>	<p>What it current API Management Solution in PNB? To publish/manage API for external customer and manage their onboarding to use APIs, we need an API Management solution. Any Preferred API Management Solution for PNB if not already in use. Any Preferred Cloud Provider for PNB to use Cloud Provide's API Management solution?</p>	<p>The proposed solution should be able to publish APIs to external consumers and partners, as well as to internal users.</p> <p>55.The proposed solution should support API throttling, quota and rate limiting for both single node & cluster wide application. The solution should be able to queue requests in case the load on core banking application is above a certain threshold and accordingly process these requests when the system is available and able to process it without major load on the application.</p> <p>57. The proposed solution should have facility for a centralized portal that allows comprehensive details about API usage/performance, help enterprises to engage, onboard, educate, and manage internal or external developers, publish APIs for consumption by end users.</p> <p>The proposed solution should be capable of integrating with any management/monitoring solution.</p>

37	95	19.16 Annexure 16 No 29	The proposed solution should closely monitor the patterns to identify and neutralize possible threats.	Application will able to monitor and identify the threats. Neutralizing threat may require update to software configurations periodically. Please clarify more on this capability	Please be guided as per RFP
38	95	19.16 Annexure 16 No 33	The solution should support statement analysis required for use cases like Digital Lending but not limited to the same.	FIU will have required API as per AA ecosystems. But integrating with different applications(PNB's/External), is it part of the RFP scope?	The solution should be capable of integrating with System that supports statement analysis for use cases like Digital Lending but not limited to the same.
39	95	19.16 Annexure 16 No 35	The proposed solution must support conversion between multiple formats like JSON, XML, ISO 8583, HTML etc.	As per AA Ecosystem, all the data format & communication format are confirmed and those are xml and JSON respectively. Do we also need to extend the solution to support all these formats as well?	Please be guided as per RFP
40	97	19.16 Annexure 16 No 62	The system should be capable of ingesting unstructured data for both corporate and retail customers from various sources like Credit card, Depository, Data Analytics systems etc. as per Banks' requirement in order to provide better and more accurate predictions.	As per AA guideline, data will shared as per a defined guidelines/format given by REBIT. Once the APIs are build, those cannot support unstructured data unless they converted structured data as per the AA guidelines. so Application will also build suitable data converters to map to correct data. Does PNB also need APIs to support non-structure data as an extension of AA defined APIs?	Please be guided as per RFP
41	97	19.16 Annexure 16 No 67	In order to provide Quick data driven decision making the solution should support streaming analytics feature so that the credit worthiness can be assessed in real time.	As per AA guidelines, data will only be shared via API with a defined format. so to get data from PNB's Core system, we will build data stream solution provied the CORE supports that features. but data will be shared via APIs only to AA and then to FIU. Please confirm if this is correct or provide more information about data Streaming features.	The understanding is correct.