

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

Sl.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply/Clarifications
1	11	2.2 Objective-3rd para	The listed services in this tender are indicative in nature as on date of tender. Tentative projections of Bank have been given for calculation of TCO for bidders. It shall be responsibility of selected vendor to provide & integrate with the Bank any future services relatable, impliedly or explicitly, to the requirements of the Bank as mentioned in this RFP coming up during tenure of contract, at no additional cost to the Bank	It is preferable to quantify no. of services for the purposes of this RFP since without specifying the quantity, it may be difficult to arrive at suitable cost - one time at the time of RFP response submission. Bank to consider this and specify no. of services for this RFP, beyond which additional cost may be applicable.	Bidder to develop & provide solution with End to End Integration for all the Journeys mentioned in Annexure - XXIV (ETB & NTB) and all the services required for the End to End Integration of these journeys has to be provided by the successful bidder. All the terms & conditions of this RFP will prevail.
2	21	5(b) - Security Features	The proposed solution should conform to ISO 17799 standards, ISO 27001, IT Act 2000 and RBI Guidelines and their subsequent amendments from time to time	As the product features and capabilities are constantly customized to suit different customer needs, request to review the bidders capabilities, experience and no. of implementations the bidder has with similar size of banks against the solution standards specified in the clause.	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

3	24	8. Go-Live	It is the responsibility of the Bidder to provision for no. of onsite L1 and L2 resources and ensure that they are well-versed with Bank specific solution functionalities, integration and customizations throughout the contract period.	Request Bank to specify the no. of onsite L1 and L2 resources needed throughout the contract period.	Please be guided by RFP.
4	25	9. (d)(v) - Facilities Management	Enhancement, modifications, customization, patches, upgrades due to statutory, regulatory bodies like RBI, UIDAI, SEBI, NPCI, NSDL, SIDBI, MoF, DFS, GOI etc., changes are to be provided at no additional cost to the bank	Request Bank to consider accommodating fixing a cap of 10 days customization that are billable for every change occurs related to statutory and regulatory bodies. As these changes & enhancements emerges in adhoc basis that are unknown, it is difficult to accommodate efforts & cost in advance.	Please be guided by RFP.
5	30	13. Project Timeline	Total Golive period = T+90 days where T is PO issue date	The time line is so critical and considering multiple integration with various agencies and proposed huge penalty, the time line should be based on SRS signoff date as "T" and time frame be mutually discussed and accepted between Bank and the successful bidder.	Please refer to the corrigendum - 1.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

6	46	18.4 Performance Bank Guarantee	<p>The successful bidder will have to submit Performance Bank Guarantee amounting to 3 % of Total Purchase Order value in the format as per Annexure-XVIII, within 21 days from the date of issue of purchase order/Letter of Intent (LOI), & valid for a period of 5 years plus 6 months from the date of entering into contract. The Bank Guarantee should be issued by any Public Sector Bank or scheduled Commercial Bank other than Punjab National Bank. The validity of the PBG is 5 years plus 6 months from date of entering into contract . One Month before the expiry of PBG, successful bidder has to extend the validity of the PBG for a further period of 2 years, and it should be further extended on extension of agreement.</p>	Our fund will be blocked with the bank in the form of PBG for a prolonged period . The PBG validity period to be restricted to the initial contract period .	Please be guided by RFP.
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Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

7	76	Annexure V-a	All the components of the application should have the ability to be reused and replaced without affecting the rest of the system fostering agility, efficiency and resilience.	Please provide clarity if the bank is planning to use any components of the STP application outside the scope of the Lending solutions i.e., expose any component to be used by other upstream or downstream systems , other than the Lead onboarding from the BCs, DSAs or third parties	Please be guided by RFP.
8	77	Annexure-Va	5 . The bidder should ensure that the Personally Identifiable Information (PII) is encrypted / masked, and all such PII should be masked accordingly in-line with access control mechanisms (for vendor teams including Support Engineers L1, L2, L3) as specified by the bank.	Request the bank to confirm if the encryption key and logic be provided by the bank or is it expected to be provided by the vendor . Is there any bank specific key management policy to be followed by the Vendor.,	Please be guided by RFP.
9	77	Annexure-Va	The system should support integration with the Bank's AD, DAM, SIEM, WAF, etc. without any additional cost to the Bank.	Request the Bank to provide an indicative list of systems that the application need to integrate with.	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

10	77	Annexure-Va	The system should provide Website Analytics - An administrative centre for reviewing, filtering and exporting overall website statistics, including the ability to view statistics by page or section and presenting the information in a graphical representation	Request the bank to clarify if there is any statistics collections framework or tool in use that the bank wants the vendor to integrate with ?	Please be guided by RFP.
11	85	Annexure-Vb	6. Reports	Please provide details f the bank is using any reporting / MIS tool .	Please be guided by RFP.
12	83	Annexure-Vb	5. Document Management	Please confirm if the bank is using any DMS and expect the lending solution to be integrated with the DMS.	The proposed solution should have the mentioned functionality. However, the proposed solution should have the capability to integrate with Banks' DMS/related systems.
13	Page 3 of 138	General Tender Details- Earnest Money Deposit -13	Bidder has to submit the 'Bid Security Declaration' on their organizations letter-head duly signed and stamped by their 'authorized signatory' accepting that if they withdraw or modify their bids during period of validity of the bid or if they are awarded the contract and they fail to sign the contract or fails to submit a performance security before the deadline defined in the	Earnest Money Deposit (EMD) Amount is not defined	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			request for proposals (RFP) document, they will be Blacklisted. In case, change in any Government guidelines related to EMD then bidder has to adhere the same accordingly.		
14	Page 14 of 138	Scope of Work - 4	<p>➤ RETAIL SEGMENT</p> <p>a) Home Loan to individual/s</p> <p>b) Vehicle Loan (Car loan and Two-wheeler loan)</p> <p>c) Mortgage Loan (Individual)</p> <p>d) Education Loan</p> <p>e) Personal Loans</p> <p>f) Top-up Loans to existing Retail Borrowers</p> <p>g) Gold Loan (Personal)</p> <p>➤ MSME SEGMENT</p> <p>a) MUDRA-Kishore-WC & TL</p> <p>b) MUDRA-Tarun-WC & TL</p> <p>c) Term Loan-For Equipment/Machinery & Commercial Vehicle-TL</p> <p>d) Renewal of Existing WC Limit</p> <p>e) Enhancement of Existing WC limit</p> <p>f) Fresh WC limit (other than Mudra)</p> <p>g) Cash Flow & Turnover based Products-Based on GST return-WC & TL</p> <p>h) Supply Chain-Merchant/Seller Finance-Financing Scheme for Dealers &</p>	We presume that the scope of products is limited to the one's mentioned in the scope of work only	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			<p>Vendors of Reputed Manufacturing Companies (RMCs)-Bill Discounting /Invoice Financing Facility on Revolving basis</p> <p>i) Warehouse Receipt Loan-Based on Warehouse receipt-WC & DL</p> <p>j) Mortgage Loan for Business purpose-LAP-WC & TL</p> <p>➤ AGRICULTURE SEGMENT</p> <p>a) Agriculture Term Loan Viz. Tractor loan, Equipment Loan etc-Financing Farm Machinery</p> <p>b) Agriculture Term Loan Viz. Tractor loan, Equipment Loan etc-Financing Vehicle for Farmers</p> <p>c) Agriculture Term Loan Viz. Tractor loan, Equipment Loan etc-PNB Kisan Tatkal Rin Yojana</p> <p>d) Agriculture Term Loan Viz. Tractor loan, Equipment Loan etc-PNB KrishakSathi Scheme</p> <p>e) PNB Kisan Credit Card-PNB Kisan Credit Card</p> <p>f) Agriculture & Allied Activity Based WC/TL loan-Financing Dairy Development</p>		
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Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			g) Agriculture & Allied Activity Based WC/TL loan-Financing Poultry Farming h) SHG/JLG Loans i) Gold Loan-PNB Sona Krishi Rin Yojana		
15	Page 14 of 138	Scope of Work - 4	<ul style="list-style-type: none"> • STP (Straight Through Processing) as well as non-STP (assisted) lending journeys • Pre-approved and fresh loans • ETB (Existing to Bank) and NTB (New to Bank) customers 	What are Fresh loans? Does it refer to customers who are new to credit?	Fresh loans here refer to new loans with instant sanction and approval.
16	Page 14 of 138	Scope of Work - Retail segment -4	➤ RETAIL SEGMENT a) Home Loan to individual/s b) Vehicle Loan (Car loan and Two-wheeler loan) c) Mortgage Loan (Individual) d) Education Loan e) Personal Loans f) Top-up Loans to existing Retail Borrowers g) Gold Loan (Personal)	Does vehicle loans products contain both new vehicles and used vehicle loans?	Yes, it can be for new and used vehicles as per the requirement of the Bank.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

17	Page 14 of 138	Scope of Work - Retail segment -4	<p>➤ RETAIL SEGMENT</p> <p>a) Home Loan to individual/s</p> <p>b) Vehicle Loan (Car loan and Two-wheeler loan)</p> <p>c) Mortgage Loan (Individual)</p> <p>d) Education Loan</p> <p>e) Personal Loans</p> <p>f) Top-up Loans to existing Retail Borrowers</p> <p>g) Gold Loan (Personal)</p>	We presume that the exercise to come up with a list of top-up/pre-approved loan customer base will be done outside of the LOS system and it's out of the scope of this RFP document.	Please be guided by RFP. The detailed approach will be finalized with the successful bidder.
18	Page 14 of 138	Scope of Work - Retail segment -4	<p>➤ RETAIL SEGMENT</p> <p>a) Home Loan to individual/s</p> <p>b) Vehicle Loan (Car loan and Two-wheeler loan)</p> <p>c) Mortgage Loan (Individual)</p> <p>d) Education Loan</p> <p>e) Personal Loans</p> <p>f) Top-up Loans to existing Retail Borrowers</p> <p>g) Gold Loan (Personal)</p>	Gold loan is going to be branch led model or DSA can visit customer's home for gold valuation? Accordingly on boarding channel will differ.	Please be guided by RFP. The detailed approach will be finalized with the successful bidder.
19	Page 14 of 138	Scope of Work - MSME segment -4	<p>➤ MSME SEGMENT</p> <p>a) MUDRA-Kishore-WC & TL</p> <p>b) MUDRA-Tarun-WC & TL</p> <p>c) Term Loan-For Equipment/Machinery & Commercial Vehicle-TL</p> <p>d) Renewal of Existing WC Limit</p> <p>e) Enhancement of Existing WC limit</p> <p>f) Fresh WC limit (other than Mudra)</p> <p>g) Cash Flow & Turnover</p>	Is Shishu mudra part of the MSME product scope?	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			<p>based Products-Based on GST return-WC & TL</p> <p>h) Supply Chain-Merchant/Seller Finance-Financing Scheme for Dealers & Vendors of Reputed Manufacturing Companies (RMCs)-Bill Discounting /Invoice Financing Facility on Revolving basis</p> <p>i) Warehouse Receipt Loan-Based on Warehouse receipt-WC & DL</p> <p>j) Mortgage Loan for Business purpose-LAP-WC & TL</p>		
20	Page 14 of 138	Scope of Work - Agriculture segment -4	<p>a) Agriculture Term Loan Viz. Tractor loan, Equipment Loan etc-Financing Farm Machinery</p> <p>b) Agriculture Term Loan Viz. Tractor loan, Equipment Loan etc-Financing Vehicle for Farmers</p> <p>c) Agriculture Term Loan Viz. Tractor loan, Equipment Loan etc-PNB Kisan Tatkal Rin Yojana</p> <p>d) Agriculture Term Loan Viz. Tractor loan, Equipment Loan etc-PNB KrishakSathi Scheme</p>	What's the difference between product offerings mentioned in points A, B, C, D?	These are different type of loan schemes. The detailed approach will be finalized with the successful bidder.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

21	Page 15 of 138	Scope of Work - Note -4	<p>The bidder shall integrate with all the relevant internal and external systems viz. CBS, LOS, MIS, EDW, PNB ONE, CIC, UIDAI, NPCI, NSDL, Account Aggregators, e-Stamping & e-Signing, other Data and Analytical sources and Bank systems through Secured APIs and other secured available mechanisms.</p> <p>The proposed solution should be capable of integrating with various existing and future applications of the Bank and other outside third-party applications if required by the Bank.</p>	<p>Which is the LOS application currently used? Does this software exposes APIs? Is it JSON based or XML based?</p>	The details will be shared with the successful bidder.
22	Page 15 of 138	Scope of Work - Note -4	<p>The platform shall also have functionality and modules for User Management, Product Configuration, Workflow Engine for Automatic and Secured Routing of Application, Business Rule Engine, Document Management, Reports and Dashboards, Analytics, Notification, And Alerts. The platform shall have all the functionalities as per requirements of</p>	Does PNB intend to use the existing BRE tool or to procure a new one for setting up policies and scorecards	The details will be shared with the successful bidder. The proposed solution should have the mentioned capability however the proposed solution should also have the capability to integrate with Banks' systems.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			Customer Journeys (STP, Non-STP, Assisted, ETB & NTB etc.), Branch Journeys (Dashboards etc.) and Back Office Operations (for Administrative functionalities).		
23	Page 15 of 138	Scope of Work - Note -4	The platform shall also have functionality and modules for User Management, Product Configuration, Workflow Engine for Automatic and Secured Routing of Application, Business Rule Engine , Document Management, Reports and Dashboards, Analytics, Notification, And Alerts. The platform shall have all the functionalities as per requirements of Customer Journeys (STP, Non-STP, Assisted, ETB & NTB etc.), Branch Journeys (Dashboards etc.) and Back Office Operations (for Administrative functionalities).	Does bank has readily available online lending policy for configuration	The details will be shared with the successful bidder. The proposed solution should have the mentioned capability however the proposed solution should also have the capability to integrate with Banks' systems.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

24	Page 15 of 138	Scope of Work - Note -4	The bidder shall develop, implement, and manage device agnostic responsive web portal and Android & iOS-based Applications for Customer and Employees/Agents/Partners. Customer and Employees/Agents/Partners App shall be separate from each other. Web applications should be compatible with all browsers e.g. Chrome, Edge, Firefox, Internet Explorer, Opera, Safari etc.	Does PNB bank has MDM (Mobile device management) solution in place for pushing APK updated to user's devices?	Please be guided by the RFP.
25	Page 15 of 138	Scope of Work - Note -4	The bidder shall develop, implement, and manage device agnostic responsive web portal and Android & iOS-based Applications for Customer and Employees/Agents/Partners. Customer and Employees/Agents/Partners App shall be separate from each other. Web applications should be compatible with all browsers e.g. Chrome, Edge, Firefox, Internet Explorer, Opera, Safari etc.	We presume that branch users will prefer to use a web portal for punching the journey's over tab/mobile due to their presence within the branch network.	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

26	Page 15 of 138	Scope of Work - Note -4	The bidder shall develop, implement, and manage device agnostic responsive web portal and Android & iOS-based Applications for Customer and Employees/Agents/Partners. Customer and Employees/Agents/Partners App shall be separate from each other. Web applications should be compatible with all browsers e.g. Chrome, Edge, Firefox, Internet Explorer, Opera, Safari etc.	Microsoft is deprecating the Internet explorer by June 2022. We shall support chrome, Firefox, Microsoft Edge browsers except the Internet explorer	Please be guided by RFP.
27	Page 15 of 138	Scope of Work - Note - MIS -4	The bidder shall integrate with all the relevant internal and external systems viz. CBS, LOS, MIS , EDW, PNB ONE, CIC, UIDAI, NPCI, NSDL, Account Aggregators, e-Stamping & e-Signing, other Data and Analytical sources and Bank systems through Secured APIs and other secured available mechanisms. The proposed solution should be capable of integrating with various existing and future applications of the Bank and other outside third-party applications if	What kind of integration is expected for MIS - API based or Table based? Is the requirement to push the data to MIS and the existing MIS will be used for report generation?	The detailed approach will be finalized with the successful bidder.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			pn#5555required by the Bank.		
28	Page 15 of 138	Scope of Work - Note - EDW -4	<p>The bidder shall integrate with all the relevant internal and external systems viz. CBS, LOS, MIS, EDW, PNB ONE, CIC, UIDAI, NPCI, NSDL, Account Aggregators, e-Stamping & e-Signing, other Data and Analytical sources and Bank systems through Secured APIs and other secured available mechanisms.</p> <p>The proposed solution should be capable of integrating with various existing and future applications of the Bank and other outside third-party applications if required by the Bank.</p>	<p>What's the scope of integration with EDW? Does EDW exposes APIs or it is direct table queries? Does the Bank provide documentation/required queries to fetch the required data as the bidder may not be familiar with the EDW design?</p>	Please be guided by RFP. The detailed approach will be finalized with the successful bidder.
29	Page 15 of 138	Scope of Work - Note - PNB ONE -4	<p>The bidder shall integrate with all the relevant internal and external systems viz. CBS, LOS, MIS, EDW, PNB ONE, CIC, UIDAI, NPCI, NSDL, Account Aggregators, e-Stamping & e-Signing, other Data and Analytical sources and Bank systems through Secured APIs and other secured available mechanisms.</p>	<p>What's the PNB ONE application? What's the purpose of integration with PNB ONE? Does PNB ONE exposes APIs - XML or JSON based?</p>	PNB ONE is Bank's Mobile Application. The approach for integration of proposed solution with PNB ONE will be finalized with the successful bidder.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			The proposed solution should be capable of integrating with various existing and future applications of the Bank and other outside third-party applications if required by the Bank.		
30	Page 15 of 138	Scope of Work - Note - CIC -4	<p>The bidder shall integrate with all the relevant internal and external systems viz. CBS, LOS, MIS, EDW, PNB ONE, CIC, UIDAI, NPCI, NSDL, Account Aggregators, e-Stamping & e-Signing, other Data and Analytical sources and Bank systems through Secured APIs and other secured available mechanisms.</p> <p>The proposed solution should be capable of integrating with various existing and future applications of the Bank and other outside third-party applications if required by the Bank.</p>	What's the purpose of integration with CIC? Does CIC exposes APIs - XML or JSON based?	Please be guided by RFP. The approach for integration of proposed solution will be shared with the successful bidder.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

31	Page 15 of 138	Scope of Work - Note - UIDAI -4	<p>The bidder shall integrate with all the relevant internal and external systems viz. CBS, LOS, MIS, EDW, PNB ONE, CIC, UIDAI, NPCI, NSDL, Account Aggregators, e-Stamping & e-Signing, other Data and Analytical sources and Bank systems through Secured APIs and other secured available mechanisms.</p> <p>The proposed solution should be capable of integrating with various existing and future applications of the Bank and other outside third-party applications if required by the Bank.</p>	Which AUA/sub-AUA through with UIDAI is getting integrated? Is this XML based or JSON based APIs that is exposed by AUA/sub-AUA? Does bank already has the integration with AUA that needs to be re-used in new DLP or a new connectivity pipe needs to be established for the new DLP?	The detailed approach will be finalized with the successful bidder.
32	Page 15 of 138	Scope of Work - Note - NPCI -4	<p>The bidder shall integrate with all the relevant internal and external systems viz. CBS, LOS, MIS, EDW, PNB ONE, CIC, UIDAI, NPCI, NSDL, Account Aggregators, e-Stamping & e-Signing, other Data and Analytical sources and Bank systems through Secured APIs and other secured available mechanisms.</p> <p>The proposed solution should be capable of integrating with various</p>	Which APIs of NPCI needs to be integrated with new DLP? What's the purpose of NPCI integration? Does this exposes XML or JSON based APIs?	The detailed approach will be finalized with the successful bidder.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			existing and future applications of the Bank and other outside third-party applications if required by the Bank.		
33	Page 15 of 138	Scope of Work - Note - Account aggregators -4	<p>The bidder shall integrate with all the relevant internal and external systems viz. CBS, LOS, MIS, EDW, PNB ONE, CIC, UIDAI, NPCI, NSDL, Account Aggregators, e-Stamping & e-Signing, other Data and Analytical sources and Bank systems through Secured APIs and other secured available mechanisms.</p> <p>The proposed solution should be capable of integrating with various existing and future applications of the Bank and other outside third-party applications if required by the Bank.</p>	Which Account Aggregator APIs needs to be integrated?	The detailed approach will be finalized with the successful bidder.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

34	Page 15 of 138	Scope of Work - Note - e-sign-e-stamping -4	<p>The bidder shall integrate with all the relevant internal and external systems viz. CBS, LOS, MIS, EDW, PNB ONE, CIC, UIDAI, NPCI, NSDL, Account Aggregators, e-Stamping & e-Signing, other Data and Analytical sources and Bank systems through Secured APIs and other secured available mechanisms.</p> <p>The proposed solution should be capable of integrating with various existing and future applications of the Bank and other outside third-party applications if required by the Bank.</p>	<p>What's the esign and estamp provider that needs to be integrated? Does this exposes XML, JSON based API?</p>	The detailed approach will be finalized with the successful bidder.
35	Page 15 of 138	Scope of Work - Note - other Data and Analytical sources -4	<p>The bidder shall integrate with all the relevant internal and external systems viz. CBS, LOS, MIS, EDW, PNB ONE, CIC, UIDAI, NPCI, NSDL, Account Aggregators, e-Stamping & e-Signing, other Data and Analytical sources and Bank systems through Secured APIs and other secured available mechanisms.</p> <p>The proposed solution should be capable of integrating with various</p>	<p>Are these sources hosted within the bank's network or outside of the Bank's network? Does these exposes APIs?</p>	The detailed approach will be finalized with the successful bidder.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			existing and future applications of the Bank and other outside third-party applications if required by the Bank.		
36	Page 15 of 138	Scope of Work - Note -4	The platform should have the provision to on-board partners, fintech companies, other service providers for lead generation, marketing, and any other purposes and ensure that the platform is able to configure service terms, manage partner performance & pay-out and integrate with Bank's system in plug and play mode.	Looks like this is CRM/Digital Marketing tool feature. Please confirm	Please be guided by RFP.
37	Page 16 of 138	Scope of Work - Note -4	System should be capable of scanning and analysing the document using OCR and/or other capabilities	Is the scanning to be initiated within the system or is it external to the platform? For OCR what all documents need to be supported?	Please be guided by RFP. The detailed approach will be finalized with the successful bidder.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

38	Page 16 of 138	Scope of Work - Note - Document management system -4	The solution should also have the facility of uploading and capturing of documents across the digital lending journeys. System should be capable of scanning and analysing the document using OCR and/or other capabilities. The uploaded/captured document should be indexed and stored within the system or Document Management system of the Bank as required by the Bank. The system should support document compression facility.	what's the document management software that is bank currently using? Does this exposes APIs based on XML, JSON?	Please be guided by RFP. The approach for integration of proposed solution will be shared with the successful bidder.
39	Page 16 of 138	Scope of Work - Note -4	The proposed solution should offer multi-lingual support for scraping, analysing the statements (PDF, text, images etc) and reporting.	What type of reporting needs to be supported? Does reporting also needs to be multi-lingual?	The proposed Solution of the bidder shall have Customer/Branch/Agent/Partner / Auditor facing UI/UX as bilingual (shall be capable for multilingual).
40	Page 17 of 138	Scope of Work - Creation of End to End Digital & Assisted Omni channel journeys - 4.2	The Platform should provide an Omni channel experience to customers/ users (ETB & NTB) from loan application / lead acquisition to disbursement and shall be capable of delinquency management. Seamless	Delinquency management is typically handled in LMS and not part of LOS. So delinquency management will be out of scope of this document	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			session / journey / drop-off management across channels, should be enabled by the bidder.		
41	Page 17 of 138	Scope of work - Integrated Lead Management for lead handling on the platform	The system should also integrate with Bank's internal lead Management/CRM solution, Bank's call centres, Bank's lead nurturing cell and with other third-party partners, aggregators, websites and external lead generation system as required by the Bank.	Does the internal lead management and CRM solution exposes APIs to push and retrieve the data? Does it supports XML, JSON based API? Will call center team access the new platform or will use the existing CRM system? What type of integration required for call centre?	Please be guided by RFP. The detailed approach for integration of proposed solution will be shared with the successful bidder.
42	Page 18 of 138	Scope of Work - Admin, Business and Performance Monitoring Dashboards- 4.4	AI, ML based Analytical study on customer profile, sanctioned loans, rejected loans etc. at Bank level with geographical segmentation.	Provide details around analytical study.	Please be guided by RFP. The details will be shared with the successful bidder.
43	Page 18 of 138	Scope of Work - Training of Bank Personnel:- 4.5	User training to optimal number of personnel identified	Please provide the approximate number of personnel	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

44	Page 18 of 138	Scope of Work - Customer Acquisition/ Onboarding- 4.7	System should provide application processing for individual/joint/nonindividual accounts and Bank's future requirement for customers.	We presume that the bank's future requirements will not be part of the current RFP and will be delivered and charged time and material basis.	Yes, the understanding is correct. However, different types of users can be added in future. Details will be shared with successful bidder.
45	Page 19 of 138	Scope of Work - Admin, Business and Performance Monitoring Dashboards- 4.8	The platform should integrate with systems to provide checks like fraud check, AML and defaulter/blacklist check, De-duplication, related party transaction, cross comparison of data, internal database checks and other as required	Are these systems exposing APIs for integration?	Please be guided by RFP. The details will be shared with the successful bidder.
46	Page 19 of 138	Scope of Work - Data Aggregation, Scrubbing and Analysis- 4.9	The bidder shall provide functionality in the platform for scrubbing data and financial information via APIs and other mechanisms from multiple external systems like Credit Bureaus , PAN, GST, MCA, EPFO, ITR, Bank Statements etc. and any other system as needed.	Is there any multi-bureau connector software hosted at Bank or is it direct point-to-point connectivity with each of the bureau that needs to be integrated?	The detailed approach for integration of proposed solution will be shared with the successful bidder.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

47	Page 22 of 138	Hardware software and tool requirement -6	Bidders is required to offer the software/Hardware/Tools etc. proposed as a part of the offered solution which should be agnostic in nature and must be the latest version supplied by the OEM. Bidders' will be required to provide the specification and sizing for the necessary hardware, to operationalize the complete solution. Bank will discuss and finalize the hardware server, Storage, OS & Database License only to be used for the offered solution with the successful bidder and thereafter procure the software/Hardware/Tools etc. Any other Middleware or tool required for the successful operationalization of the solution should be factored in and provided by the successful bidder and requisite commercials should be factored in as part of Commercial Bid. The bidder will be responsible for installation,	Can remote connectivity be provided for developers to work remotely?	Please refer to the corrigendum - 1.
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Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			configuration, performance management, monitoring and upkeep of the whole solution.		
48	Page 22 of 138	Hardware software and tool requirement -6	Bidders is required to offer the software/Hardware/Tools etc. proposed as a part of the offered solution which should be agnostic in nature and must be the latest version supplied by the OEM. Bidders' will be required to provide the specification and sizing for the necessary hardware, to operationalize the complete solution. Bank will discuss and finalize the hardware server, Storage, OS &	OS, DB, and installation and hardening will be done by bank personnel, or vendor be supposed to do it?	Please refer to the corrigendum - 1.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			<p>Database License only to be used for the offered solution with the successful bidder and thereafter procure the software/Hardware/Tools etc. Any other Middleware or tool required for the successful operationalization of the solution should be factored in and provided by the successful bidder and requisite commercials should be factored in as part of Commercial Bid. The bidder will be responsible for installation, configuration, performance management, monitoring and upkeep of the whole solution.</p>		
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Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

49	Page 22 of 138	Hardware software and tool requirement -6	Bidders is required to offer the software/Hardware/Tools etc. proposed as a part of the offered solution which should be agnostic in nature and must be the latest version supplied by the OEM. Bidders' will be required to provide the specification and sizing for the necessary hardware, to operationalize the complete solution. Bank will discuss and finalize the hardware server, Storage, OS & Database License only to be used for the offered solution with the successful bidder and thereafter procure the software/Hardware/Tools etc. Any other Middleware or tool required for the successful operationalization of the solution should be factored in and provided by the successful bidder and requisite commercials should be factored in as part of Commercial Bid. The bidder will be responsible for installation,	Will OS, DB license be provided by Bank?	Please refer to Corrigendum - 1.
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Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			configuration, performance management, monitoring and upkeep of the whole solution.		
50	Page 22 of 138	Hardware software and tool requirement -6	Bidders is required to offer the software/Hardware/Tools etc. proposed as a part of the offered solution which should be agnostic in nature and must be the latest version supplied by the OEM. Bidders' will be required to provide the specification and sizing for the necessary hardware, to operationalize the complete solution. Bank will discuss and finalize the hardware server, Storage, OS &	Does Bank has any preference to OS (RHEL, Ubuntu, Windows) and Database (Oracle, MS-SQL, IBM, MySQL etc)	Please refer to Corrigendum - 1.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			Database License only to be used for the offered solution with the successful bidder and thereafter procure the software/Hardware/Tools etc. Any other Middleware or tool required for the successful operationalization of the solution should be factored in and provided by the successful bidder and requisite commercials should be factored in as part of Commercial Bid. The bidder will be responsible for installation, configuration, performance management, monitoring and upkeep of the whole solution.		
51	Page 22 of 138	Hardware software and tool requirement -6	Bidders is required to offer the software/Hardware/Tools etc. proposed as a part of the offered solution which should be agnostic in nature and must be the latest version supplied by the OEM. Bidders' will be required to provide the specification and sizing for the necessary hardware,	Does bank has any restrictions for using open source software	Please refer to Corrigendum - 1.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			to operationalize the complete solution. Bank will discuss and finalize the hardware server, Storage, OS & Database License only to be used for the offered solution with the successful bidder and thereafter procure the software/Hardware/Tools etc. Any other Middleware or tool required for the successful operationalization of the solution should be factored in and provided by the successful bidder and requisite commercials should be factored in as part of Commercial Bid. The bidder will be responsible for installation, configuration, performance management, monitoring and upkeep of the whole solution.		
52	Page 22 of 138	Hardware software and tool requirement -6	Bidders is required to offer the software/Hardware/Tools etc. proposed as a part of the offered solution which should be agnostic in nature and must be the latest version supplied by the OEM.	Please define the mechanism provided by the bank to move code base from vendor environment into the bank's environment	Please refer to Corrigendum - 1.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			<p>Bidders' will be required to provide the specification and sizing for the necessary hardware, to operationalize the complete solution. Bank will discuss and finalize the hardware server, Storage, OS & Database License only to be used for the offered solution with the successful bidder and thereafter procure the software/Hardware/Tools etc. Any other Middleware or tool required for the successful operationalization of the solution should be factored in and provided by the successful bidder and requisite commercials should be factored in as part of Commercial Bid. The bidder will be responsible for installation, configuration, performance management, monitoring and upkeep of the whole solution.</p>		
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Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

53	Page 22 of 138	Hardware software and tool requirement -6	The bidder must design the solution with high availability & secure Infrastructure in Data Centre and Disaster Recovery site making the proposed solution adequate to fulfil PNB's requirements and make sure that they are as per Industry accepted security standards and best practices. The Offered Solution should be capable of being shifted from On-premise to On-cloud model/Bank's cloud service provider, if required by the Bank in future. The offered solution design should be such that it should be capable of deployment on-premise/private cloud/VM Ware etc.	Will Bank be taking care of the infrastructure setup (Firewall, Port opening, Proxy setup, VM provisioning, network switch/routers etc)?	Please refer to Corrigendum - 1.
54	Page 55 of 138	Liquidated Damages - 18.20	Any new advisory/guidelines issued by regulatory authorities like RBI, MoF, DFS, GOI etc need to be implemented free of cost. Any penalty imposed by the Regulator on Bank will be the responsibility and liability of the successful bidder and the bank shall be compensated for the	Any new advisory/guidelines issued by regulatory authorities like RBI, MoF, DFS, GOI, etc which are out of the scope of this RFP need to be implemented on the chargeable basis as per mutual agreements.	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			same.		
55	Page 77 of 138	Vendor to guarantee that at no point of time hardware parameters like Memory, CPU utilization, etc. will cross 75% - V (a) 10	Vendor to guarantee that at no point of time hardware parameters like Memory, CPU utilization, etc. will cross 75%	<p>1. Details of expected volume (number of loan applications) to be shared by PNB bank.</p> <p>2. Number of customers and loan applications expected on a monthly basis?</p> <p>3. Projected Loan application growth y-o-y?</p> <p>4. what is the planned concurrent users accessing the platform?</p>	Please be guided by RFP. The details shall be shared with the successful bidder.
56	Page 86 of 138	Lead Management, Notifications & Alerts - 8.1.and 8.2	<p>8.1 The bidder shall provide complete Lead Management Lifecycle including lead allocation and distribution, tracking of lead through its lifecycle and event-based alerts and notifications. and</p> <p>8.2 Platform shall automatically and manually allocate leads to respective agents and/ or Bank users for processing the leads. The allocation can be based on workload, geography, product, loan amount, branch, customer segment, hierarchy etc.</p>	8.1 and 8.2 pointers will be part of existing CRM solution and not to be covered in LOS journeys.	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

57	Page 86 of 138	Lead Management, Notifications & Alerts- 8.3	8.3 The system should also integrate with Bank's internal lead management/CRM solution and with other third-party partners, aggregators, websites and external lead generation system as required by the Bank.	The system has basic Lead Management capability and shall integrate with Bank's internal lead management / CRM solution	Bidder to develop & provide solution with End to End Integration for all the Journeys mentioned in Annexure - XXIV (ETB & NTB) and all the services required for the End to End Integration of these journeys have to be provided by the successful bidder. All the terms & conditions of this RFP prevails.
58	Page 87 of 138	10 Others	10.3 Platform shall support all types of applicants like individual, joints, proprietorship, company etc	The platform shall support the following types of applicants individual, joints, proprietorship & company.	Please be guided by RFP.
59	Page 89 of 138	10 Others	Platform should able to function two-way interactions with Core Banking System where loans approved in this system can be automatically open in Core Banking.	CBS Application and CBS Version is not defined. Which is the CBS application currently used, along with version? Does this software exposes APIs or is it ISO8583 based integration?	The details shall be shared with the successful bidder.
60	Page 90 of 138	The solution	10.21 Platform shall provide a portal for the call center team to assist the customers in completing their loan journey as per banks requirement.	We presume that this will be covered under web-assisted journey with separate logins for call center agent	Please be guided by RFP. The detailed approach will be finalized with the successful bidder.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

61	Page 91 of 138	Annexure 5 (b) - Technical, Functional, Integration Requirement of the Offered solution Technical & Functional Specifications - Others - 10.40	10.40 Solution should have the capability to process the documents in languages other than English and Hindi as well.	Please specify a list of language required to be supported while processing documents	The proposed Solution of the bidder shall have Customer/Branch/Agent/Partner /Auditor facing UI/UX as bilingual (shall be capable for multilingual).
62	General query	Not applicable	Not applicable	Will the change control process be managed by bank personnel or expected to be coordinated by the service provider?	Please be guided by RFP. The detailed approach will be finalized with the successful bidder.
63	General query	Not applicable	Not applicable	Please specify the location of the project execution	The details will be shared with the successful bidder.
64	General query	Not applicable	Not applicable	Is there any data migration requirement?	Please be guided by RFP.
65	General query	Not applicable	Not applicable	Please confirm Retail - Credit Card is out of scope	Please be guided by RFP.
66	General query	Not applicable	Not applicable	What's the existing customer base of PNB bank? This will help us to prioritize the deliverables based on the customer type.	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

67	31	13. Project Timeline	<p>Creation of Digital Loan Journeys (Customer journey & Branch Journey) of 3 Digital Lending Product as per Bank's requirement & Priority on receipt of Purchase Order</p> <p>Completion of Development of 3 Digital Lending Products (T + 75 days)</p>	<p>We understand that 1 customer journey within each vertical will be implemented in Phase 1 -</p> <ol style="list-style-type: none"> 1. Retail (NTB and ETB) 2. MSME (NTB and ETB) 3. Agri (NTB and ETB) <p>Kindly confirm our understanding that the above journeys are to be implemented across devices and no other product journey is expected from Bidder in phase 1.</p> <p>Kindly confirm that for remaining journeys the project plan will be decided post phase 1. Does this plan (post Phase 1) have to be included as part of the proposal?</p>	Please refer to Corrigendum - 1.
68	31	13. Project Timeline	<p>Creation of Digital Loan Journeys (Customer journey & Branch Journey) of 3 Digital Lending Product as per Bank's requirement & Priority on receipt of Purchase Order</p> <p>Finalization of SRS & its Sign Off of 3 Digital Lending Products (T + 30 days)</p> <p>Completion of Development of 3 Digital Lending Products (T + 75</p>	<p>Kindly elaborate whether bank requires a standard digital journey implementation, or wants the journeys to be built from scratch. Our project timelines will depend on the type of bank's approach and would request the bank to adjust the given timelines based on that.</p>	Please refer to Corrigendum - 1.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			<p>days)</p> <p>Completion of User Acceptance Testing & Audit compliance of 3 Digital Lending Products (T + 85 days)</p> <p>Go-Live of 3 Digital Lending Products (T + 90 days)</p>		
69	72	Annexure-IV Technical Specification of The Offered Solution	<p>3. Presentation</p> <p>Bidder has to demonstrate at least 2 Live Journeys, nearer to bank's requirement from two different SCB/BFSIs and it should not be prototypes/videos</p>	<p>For technical demo, is the expectation to showcase end to end live journey of bidders existing customer. In that case, is the requirement to take a loan from our existing customers (banks) as they are STP journeys?</p> <p>Also, can these journeys be of Retail vertical?</p>	Please refer to Corrigendum - 1.
70	76	Annexure-V(a) Mandatory Technical and Functional Compliance Requirement	<p>9. Minimum uptime to be maintained 99.9%, calculated on a monthly basis.</p>	<p>As per industry standards and an OEM, we offer an SLA of 98.99%, as this is also dependent on the hardware and infrastructure. Kindly reconsider.</p>	Please refer to Corrigendum - 1.
71	78	Annexure-V(a) Mandatory Technical and Functional	<p>27. Solution proposed should include design, development and maintenance of all the components involved like middleware etc.</p>	<p>Our understanding is that the bank already has middleware or ESB layer which can be leveraged by the proposed DLP solution. Kindly confirm.</p>	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

		Compliance Requirement			
72	79	Annexure-V (b) Technical, Functional, Integration Requirement of the Offered solution Technical & Functional Specifications	2 Product Configuration 2.1 The platform shall have the functionality to create, configure, modify, update and delete products and its subtypes by specified users of the Bank. 2.2 The configurable parameters include but not limited to product type, product details, eligibility norms, Interest rate, service charges, repayment type, appraisal methodology etc.	Our understanding is that the product master (which does products configuration/creation, update and maintenance along with schemes and sub-schemes) will be done in Bank's core system (Loan Management System), the proposed DLP solution will act as a slave system to integrate and fetch product details and schemes. Kindly confirm our understanding.	The product master is to handled at respective platforms as per requirement. This will not be a slave system and will take decision.
73	79	Annexure-V (b) Technical, Functional, Integration Requirement of the Offered solution Technical & Functional Specifications	1 User management, Registration and Login 1.1 User Management shall be provided for Customers as well as employees, agents, partners etc. in this DLP platform.	Kindly confirm the different types of user who will be using the proposed solution - Customer, Employee, Agents, Partners, Auditors, only. Kindly provide the number of names of the external agencies, agents, business partners and auditors who will be using the proposed DLP solution.	Yes, the understanding is correct. However, different types of users can be added in future. Details will be shared with successful bidder.
74	82	Annexure-V (b) Technical,	4.7 The system shall generate 360-degree customer profile and overall scorecard along	Does bank have a CRM which will do the Customer Management and creating a customer 360 view and	The proposed solution shall be integrable with CRM system or related systems for the purpose. Details will be shared with

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

		Functional, Integration Requirement of the Offered solution Technical & Functional Specifications	with Credit Appraisal Memo (CAM) having application details, applicant (individual / proprietor /partner/Director etc.) details, financial details and analysis, credit history, assessed credit limits, risk scoring and grading, GST, Tax and other details as required by the Bank.	proposed DLP solution will integrate with the same.	successful bidder.
75	83	Annexure-V (b) Technical, Functional, Integration Requirement of the Offered solution Technical & Functional Specifications	5 Document Management 5.1 Platform shall have the functionality to configure and customize document management processes and create a seamless association of digital content across all loan products in the digital lending ecosystem	Our understanding is that the bank of PNB's scale would be having it's own Enterprise DMS, with which the proposed DLP solution will integrate. Kindly confirm.	No, the understanding is not correct, the proposed solution should have the mentioned functionality. However, the proposed solution should have the capability to integrate with Banks' DMS/related systems. The details will be shared with the successful bidder
76	86	Annexure-V (b) Technical, Functional, Integration Requirement of the Offered solution Technical & Functional Specifications	7 Analytics 7.2 DLP shall support Lending Analytics for data- driven insights in areas such as identifying new products for specific customer segments, targeting the right customers, optimizing marketing campaigns, offering risk-based	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 proposed solution should have the mentioned capability for implementing E2E digital journeys as mentioned in Annexure XXIV.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

		s	pricing.		
77	86	Annexure-V (b) Technical, Functional, Integration Requirement of the Offered solution Technical & Functional Specifications	7 Analytics 7.2 DLP shall support Lending Analytics for data- driven insights in areas such as identifying new products for specific customer segments, targeting the right customers, optimizing marketing campaigns, offering risk-based pricing.	We understand that bank's existing system will perform campaign management and offer management as well. Kindly confirm	The proposed solution should be integratable with Bank's various systems for campaign management and offer management.
78	92	Annexure-V (b) Technical, Functional, Integration Requirement of the Offered solution Technical & Functional Specifications	Legal & Compliance Details-Integration with Banks system for the purpose of generation of report for individuals and corporate for present and past cases related to legal, security and regulatory authorities and their details. MCA defaulter List, Wilful defaulter List Central Fraud Registry, CBI, ED, SFIO, Cybercrime etc.	We understand the bank already has systems or will have existing connections with third party/ government systems for AML, negative list, MCA defaulter List, Wilful defaulter List Central Fraud Registry, CBI, ED, SFIO, Cybercrime etc., and the proposed DLP solution can leverage the same. Kindly confirm.	The proposed solution should have the capability to integrate with such systems.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

79	92	Annexure-V (b) Technical, Functional, Integration Requirement of the Offered solution Technical & Functional Specifications	Fraud Checks like tampered document, irregular salary credit, Face Match, Name Match etc.	We understand that for fraud checks, the proposed DLP solution will leverage bank's existing solutions or connect with third party Fintech providers. Kindly confirm our understanding.	The proposed solution should have the capability to integrate with such systems.
80	92	Annexure-V (b) Technical, Functional, Integration Requirement of the Offered solution Technical & Functional Specifications	Digital Footprint & Social Media Data- Digital footprint of the users to be captured and analysed to identify fraud risk and customer sentiment using Email, IP Address, Device etc.	We understand that for digital footprint and social data analysis, customer sentiment analysis, the proposed DLP solution will leverage bank's existing solutions or connect with third party Fintech providers. Kindly confirm our understanding.	The proposed solution should have the capability to integrate with such systems.
81	92	Annexure-V (b) Technical, Functional, Integration Requirement of the Offered solution Technical & Functional	Third Party Business Partner integration and support (15)	Kindly provide the number of names of the external agencies, agents, business partners etc. with which the proposed DLP solution will integrate.	The details will be shared with the successful bidder.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

		Specifications			
82	Generic Question	Generic Question	Generic Question	<p>As per RFP you require followings:</p> <ol style="list-style-type: none"> 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 <p>Kindly confirm the list from above</p>	The proposed solution should have the capability mentioned in the list for sufficing the requirements mentioned in the RFP.
83	Generic Question	Generic Question	Generic Question	<p>Our understanding is that after the customer journey completes on DLP, the customer data flows to LOS for fulfilment of process. Activities like activities like approval, deviation etc. Is bank is looking to decommission existing LOS system. Or is the expectation from vendor to propose new Loan Origination system for Retail and corporate line of</p>	All activities for end to end completion of digital journeys must be handled by the proposed solution. The integrations with CBS/EDW may be required for the specific journeys.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

				business.	
84	Generic Question	Generic Question	Generic Question	Our understanding is that for Customer digital journey wireframes (UI/UX) will be provided by the Bank or Bank's Marketing team. Kindly confirm.	The bidder is expected to provide customer digital journey wireframes (UI/UX) which are required as a part of completion of digital journeys as per Bank's Branding guidelines.
85	Generic Question	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,	<p>The details of the actionable from Vendor Team & Bank's Team is as under:-</p> <p>A. Infrastructure Supply, Support and Maintenance</p> <p>Banks Team will provide the Hardware & Software. The Licenses & ATS of Hardware & Software shall be arranged by Bank.</p> <p>Vendor Team to assist & support Bank in all endeavors of Hardware & Software, its updates, patching, vulnerability & bug fixing.</p> <p>Further, all the activities pertaining to Solution provided</p>

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

				<p>Support and Maintenance</p> <p>B. Security Maintenance</p> <p>C. Deployment</p> <p>D. Disaster Recovery and Business continuity</p> <p>E. Testing:</p> <p>a. Application Security (VAPT)</p> <p>b. Performance Test</p> <p>c. Load/ Stress</p> <p>d. SIT</p> <p>e. UAT</p> <p>F. Customer's side integration</p> <p>a. Data Migration activity</p> <p>b. ETL activities</p> <p>c. Integration jobs (Any data, which has to be fetched from legacy system to staging)</p> <p>d. API/ webservices (Any API, which need to be custom developed to integrate with core system)</p> <p>G. Training and Roll out activities</p>	<p>by the vendor shall be the responsibility of the successful bidder.</p> <p>B. Security Maintenance The successful bidder shall ensure the solution & its architecture's security maintenance and it's the responsibility of the vendors onsite resources.</p> <p>C. Deployment The deployment activities shall be performed by the bidder. Bank's team to support.</p> <p>D. Disaster Recovery and Business continuity The activities shall be performed by the bidder. Bank's team to support.</p> <p>E. Testing: a.Application Security (VAPT) b.Performance Test c.Load/ Stress d.SIT e.UAT 1st round of above (a,b,c,d,e) activities shall be done by the successful bidder, bidder to also ensure its closure. Further, Bank's team also perform the above (a,b,c,d,e) activities bidder to also ensure its closure. The ultimate UAT shall be provided by Bank's team.</p> <p>F. Customer's side integration a. Data Migration activity b. ETL activities</p>
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**Request For Proposal For Selection Of Service Provider For The Development,
Implementation, Management & Maintenance Of A Digital Lending Platform For STP
(Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction &
Disbursement For All Lending Products And Services**

					<p>c. Integration jobs (Any data, which has to be fetched from legacy system to staging)</p> <p>d. API/ webservices (Any API, which need to be custom developed to integrate with core system)</p> <p>The above activities are to be performed by Successful bidder's team. However, Bank's team will support & assist in various activities which requires Bank interference.</p> <p>G. Training and Roll out activities</p> <p>Rollout & Training shall be the responsibility of the successful bidder.</p>
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Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

86	Generic Question	Generic Question	Generic Question	<p>Do you have the following stacks as part of the IT landscape? If yes, kindly revert with the names of the systems.</p> <p>Core Systems)Loan Management System</p> <p>DWH</p> <p>Middleware/ ESB</p> <p>Customer Relationship Management</p> <p>Lead management</p> <p>Service management</p> <p>Analytical / BI</p> <p>Campaign Tool</p> <p>Chat tool, if any</p> <p>Artificial Intelligence Tool, if Any</p> <p>Machine Learning Tool, if Any</p> <p>NLP Tool, if Any</p> <p>AD</p> <p>Loan Origination System</p> <p>SMS Gateway</p> <p>Email Gateway</p> <p>CTI/IVR</p> <p>Enterprise DMS</p> <p>Feedback system</p> <p>List of existing Thirty Party Data Aggregators</p> <p>Any other system</p>	The details will be shared with the successful bidder.
87	Generic Question	Generic Question	Generic Question	<i>Kindly share the Hardware sizing details as per Worksheet "Hardware Sizing"</i>	Please refer to Corrigendum - 1 of RFP (BOM format is enclosed as Annexure).

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

88	2	4. General Tender Details	Date of Pre-Bid Meeting	During the pandemic, it is difficult to travel to Gurugram to attend the meeting. Please allow us to attend the pre bid meeting virtually. And bank to kindly confirm if hard copy submission is required, if meeting is happening virtually.	Bank has conducted the pre-bid meeting which was in person as well as virtual.
89	2	5. General tender Details	Last Date and Time for Online Bid Submission [Both Technical & Commercial Bid] (or Hash submission)	Requesting the bank to kindly extend the deadline submission of RFP by 3 weeks from the receipt of answers to our queries from the bank, considering complexity of RFP scope and holiday season	Extension if any will be uploaded on Bank's Website.
90	2	12. General Tender Details	Cost of RFP : *MSE (Micro and Small Enterprises) bidder is exempted from payment of cost of RFP if bidder can furnish requisite proof subject to the satisfaction of Bank.	Requesting bank to exempt MSME - Medium segment Enterprises, as well for payment of cost of RFP	Please be guided by RFP.
91	16	g	The bidder shall also make available SDK, Plug-in and/or API based integration facility along with required middleware/gateway, for all the products developed on the platform for integration with third party partner application/platforms.	Is bank expecting the bidder to provide mobile app for customers or expecting the proposed solution to integrate with existing customer mobile app to enable DIY journeys. Please confirm	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

92	18	4.5 (a) Training of Bank Personnel	Bidder is required to provide user training to optimal number of personnel identified by the Bank on functional and operational aspects of the application.	Is onsite training required or off-site?	The training to be provided can be offsite or onsite as per Bank's requirement which shall be shared with the successful bidder.
93	22	6. Hardware, Software and Tool Requirement	The Offered Solution should be capable of being shifted from On-premise to On-cloud model/Bank's cloud service provider, if required by the Bank in future. The offered solution design should be such that it should be capable of deployment on-premise/private cloud/VM Ware etc.	Is the bank open to consider opting for SaaS/Cloud based model since we, at Lentra provide a SaaS based platform and are one of the leading solution providers for Loan Origination System in India	Please refer to Corrigendum - 1.
94	44	17.a Source Code Escrow Agreement	Service Provider shall deposit the source code of the Software and everything required to independently maintain the Software, to the source code escrow account and agrees to everything mentioned in source code escrow agreement	Is sharing the source code compulsory because we are a SaaS based company and we do not share source code. Any changes or customization to the platform can be addressed by us by way of change request from you	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

95	69	g. Eligibility Criteria of Bidder	The Bidder should have implemented the similar End-to-End Digital Lending Journey in MSME/Retail/Agri segments in at least 3 Scheduled Commercial Banks/BFSIs in India, in the last 3 years, out of which at least 1 implementation should be for a Scheduled Commercial Bank with 1000+ branches. Implemented solution should have gone live on or before the date of release of this RFP.	Requesting bank to clarify if we can provide 1 SCB details of implementation and 2 NBFC	Please refer to Corrigendum - 1.
96	69	i. Eligibility Criteria of Bidder	Bidder should provide 3 client references (Scheduled Commercial Banks/BFSIs) and contact details (email/landline / mobile) of customers (as per criteria mentioned in point g) for whom the Bidder has executed similar projects in India (with PO date and go live date of the Project), for Agriculture, MSME and/or Retail journeys.	Can bank clarify: PO can be either for Agriculture or MSME or Retail for each NBFC/SCB. Requesting bank to confirm	Please refer to Corrigendum - 1.
97	70	m. Eligibility Criteria of Bidder	Bidder should be SI or OEM (Original Equipment Manufacturer) of the solution. More than 2 SI's of the Principal/OEM/Solution	Can OEM and Bidder be the same company if the bidder has designed/created the product? Is MAF required inorder to provide a confirmation if the same	Please refer to Corrigendum - 1 of RFP (MAF is enclosed as Annexure).

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			Provider is not allowed. SI and the OEM cannot bid simultaneously for the same product. If any product	entitty is the OEM	
98	72	3. Presentation	Bidder has to demonstrate at least 2 Live Journeys, nearer to bank's requirement from two different SCB/BFSIs and it should not be prototypes/videos	Requesting bank to kindly confirm if only any 1 journey for each SCB/NBFC can be demonstarted or 2 journeys for only one SCB/BFSI is required. Also kindly confirm if for POC, a demo of existing product designed and deployed by the potential bidder for its clients or the bidder needs to prepare a separate solution for PNB? Also requesting for timeline inorder to conduct presentation with a minimum of 2 weeks (10 working days) after submission of RFP	Please refer to Corrigendum - 1.
99	89	10.25 Others	Platform should have notification facility i.e. when an application is approved, ability to send auto-notification via Email/SMS to the receiving personnel/ other defined users to inform the application status.	The cost of any specific service utilised to send SMS/email would be borne by the bank	Yes, the understanding is correct. The successful bidder will be required to integrate the Solution with SMS/Email integrations of the Bank. The cost of the services availed will be borne by the Bank.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

100	91	11.1 Integrations	CBS, LMS/LOS, CRM, DMS, EDW/MIS system, EWS, AePS, IMPS, UPI, e-Banking Application, mobile banking application, HRMS system, e-NACH etc.	What is the current LOS system in use. Kindly provide details on size of the data to be migrated from old system to proposed system. Also, what would be the total number of leads per month/quarterly/yearly, bank is anticipating?	Please be guided by RFP. The details will be shared with the successful bidder.
101	91	11.2 Integrations	Video KYC & Customer Onboarding System, Bank's NPA Management System, Bank's Risk Rating Application, Bank's Active Directory System, SMS & Email gateways	Is LOS vendor expected to provide VKYC / bring video solution provider for Video KYC or we need to integrate with existing/new Video KYC solution provider?	The proposed solution should be capable of integration with the mentioned systems of the Bank.
102	91	11.4 Integrations	Credit Bureau (CIBIL, Equifax, Highmark, Experian)	Does the Bank require bidder to fetch Bureau report on behalf of them? If so, can we confirm that the Bank's credentials would be used for access and Bank would directly pay the Bureau. Also, If integration requires any paid APIs, then the cost shall be borne by the bank	The proposed solution should be capable of integration with the mentioned systems.
103	92	12.5	Vehicle Information	Please confirm that PNB has obtained Vahan and Saarathi API from approved sources from Government of India and will share the credentials	The proposed solution should be capable of integration with the mentioned systems. The details will be shared with the successful bidder.
104	92	17	Solution should be capable of migration from on-prem to cloud	Is data migration of existing loan account customers in scope? If so,	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			and cloud to on-prem	please provide details of system and scope of migration	
105	100	ii. Commercial Offer	MSME Loan Segments	Do we have to add individual commercial figures in the columns marked as "XX"	Yes, the understanding is correct.
106	3	13. Earnest Money Deposit	Bidders are required to strictly submit their bids in electronic form using the eprocurement system at https://etender.pnbnet.in by using their digital certificates of class II and above (both encryption and signing). Bidders are advised to keep digital certificates (or tokens) ready at time of submission of bid. Use of Digital Certificate is mandatory for participation in e-tendering process. Bidders should ensure that Digital token has not expired or corrupted at the time of e-tendering process.	Whether any EMD is to be submitted at the time of bid submission or simple Bid Security Declaration is to be submitted only?	Please be guided by RFP.
107	3	Notes for E filing	NA	Do we need to procure DSC with Encryption Certificate in the name of Authorized Signatory or in the name of Organization?	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

108	12	3 (e) Eligibility Clause	The Bidder must have a minimum annual turnover of Rs. 10 crores in any 2 Financial Years from the Digital Lending Business during the financial years (2017-18, 2018-19, 2019-20, 2020-21)	Do we need to submit the Balance Sheet & Profit and Loss for all 4 years or for the concerned 2 years only?	The balances sheet / Profit & Loss need to be submitted for all the 4 years if applicable.
109	12	3(g) Eligibility Clause	The Bidder should have implemented the similar End-to-End Digital Lending Journey in MSME/Retail/Agri segments in at least 3 Scheduled Commercial Banks/BFSIs in India, in the last 3 years, out of which at least 1 implementation should be for a Scheduled Commercial Bank with 1000+ branches. Implemented solution should have gone live on or before the date of release of this RFP.	Various public sector banks had been merged into other banks, can we submit the purchase order of all those banks? Whether the same would be counted for calculating the number of project implemented?	Yes, the bidder can submit the purchase order of the merged Scheduled Commercial Banks/BFSI. The evidence of having implemented shall be submitted which should be acceptable to Bank.
110	13	3(i) Eligibility Clause	Bidder should provide 3 client references (Scheduled Commercial Banks/BFSIs) and contact details (email/ landline / mobile) of customers (as per criteria mentioned in point g) for whom the Bidder has executed similar projects in India (with PO date and go live date of the Project), for	If project implemented is morethan 20, do we need to provide reference of all the clients or only 3? If all client's reference needs to be provided, some of the public sector clients ndergo merger with other clients, can we provide the details best of our knowledge on our letterhead?	Please refer to Corrigendum - 1.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			Agriculture, MSME and/or Retail journeys.		
111	13	3(j) Eligibility Clause	Bidder should have positive net worth in any two of the four Financial Year (2017-18, 2018-19, 2019-20, 2020-21).	Do we need to submit the Balance Sheet & Profit and Loss for all 4 years or for the concerned 2 years only?	The balances sheet / Profit & Loss need to be submitted for all the 4 years if applicable.
112	13	3(m)	MAF to be submitted.	Please provide clarity on MAF.	Please refer to Corrigendum - 1 of RFP (MAF is enclosed as Annexure).
113	22	6 Hardware, Software and Tool Requirement	The Offered Solution should be capable of being shifted from On-premise to On-cloud model/Bank's cloud service provider, if required by the Bank in future. The offered solution design should be such that it should be capable of deployment on-premise/private cloud/VM Ware etc	We understand that at present the solution should be On Premises with capabilities of being migration to Cloud platform as per the Bank's choices.	Please refer to Corrigendum – 1.
114	33	15.1	Power of Attorney/ Authorization Letter or Resolution Copy	Whether resolution of the Board Constituted Committee will suffice or Board Resolution is to be submitted?	Please be guided by RFP.
115	37	15.14 Submission of Bids	All the Annexure and bid documents are to be uploaded in PDF format during the online bid submission along with eligibility cum technical bid supporting documents should be submitted manually and in separate	Whether Purchase order/agreement and other supporting documents for eligibility part of bid document shall be submitted Online and Manual Bid or only in manual bid?	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			envelopes before the final date & time of bid submission at the following address:		
116	45	18.1.1 Notification of Selection of Bidder	Upon receiving the notification of selection, the selected vendors will have to provide acceptance (as per Annexure-XVII) within Fifteen (15) days from date of receipt of the notification	We understand that at present this Annexure shall not be part of the bid document at the time of submission and the same shall be provided within 15 days of the notification. Please clarify	Please be guided by RFP.
117	45	18.2 Signing of Contract	The successful bidder shall mandatorily sign Non-Disclosure Agreement (NDA) and integrity Pact (IP) with Bank, within 30 working days from the date of acceptance of Letter of Empanelment.	We understand that at present Annexure XX and Annexure XXI i.e. Integrity Pact and Non Disclosure Agreement shall be provided within 30 days of the notification and the same should not be submitted with the current technical bid document. Please clarify as the same is contradicting with the RFP Clause 18.9	Please be guided by RFP. The bidder to submit Integrity Pact on stamp paper of INR 200/- along with the submission of bid documents.
118	46	18.4 Performance Bank Guarantee	The successful bidder will have to submit Performance Bank Guarantee amounting to 3 % of Total Purchase Order value in the format as per Annexure-XVIII, within 21 days from the date of issue of purchase order/Letter of Intent (LOI), & valid for a period of 5 years plus 6 months from the date of	We understand that the Performance Guarantee will required to be provided only upon notification of selection. The format or executed Performance Guarantee is not required to be made part of Technical Bid Document	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			entering into contract. The Bank Guarantee should be issued by any Public Sector Bank or scheduled Commercial Bank other than Punjab National Bank.		
119	71	Annexure IV- Technical Specification of the Offered Solution	(To be submitted in original on letter head of OEM & signed by OEMG and to be countersigned by the bidder) Satisfactory certificate from HOD/ other acceptable proof of having the facility / successful demonstration/POC of the facilities will enable the marking.)	Where the bidder is a Market Place Developer, whether this annexure on the letterhead of the Bidder duly signed will suffice the requirement?	Please be guided by RFP.
120	72	Annexure IV Point 1 of Technical Specification of the Offered Solution	Digital Journey Implemented in all three segments (Retail, MSME & AGRI) -5	Whether all the journeys to be provided (As part of Scope of this RfP) in a particular segment or any 1 journey implemented in that segment will suffice this requirement? We request you to consider any 1 journey from the each segment and if all the journeys are to be demonstrated, prototype may be allowed.	Please refer to the corrigendum – 1.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

121	72	Annexure IV Point 1 of Technical Specification of the Offered Solution	Digital Journey Implemented in all three segments (Retail, MSME & AGRI) -5	Whether the bidder is developing a particular module/product under required category for a BFSI enterprise, and the same is confirmed by the concerned BFSI on its letterhead duly signed, whether the same shall be accepted in absence of purchase order/agreement considering the same is with the legal department of the concerned BFSI? We request you to allow the submission of the confirmation of the concerned BFSI entity as evidence of work undertaken	Please refer to the corrigendum – 1.
122	74	Annexure IV (a) - Credentials and Experience of the Team	Educational Qualification	We request you to consider other technical qualification having relevant experience in place of B.Tech with required certification with relevant experience. For eg. MCA or BCA or any other technical qualification with relevant certification or experience will suffice the requirements.	Please refer to the Corrigendum - 1
123	98	Annexure VIII - Commercial Offer	NA	We understand we need to provide commercial offer only for the scope and requirement of this RfP Document. If there will be any additional assignment or scope addition the same should be as per mutually	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

				agreed rate and timelines. Please clarify	
124	108	Annexure XIII - Proposed Team Format	NA	We understand that this annexures is required to be submitted only by the selected bidder and the same shall not be part of the technical bid document	Please be guided by RFP.
125	118	Annexure XX - Proforma for Integrity Pact	NA	Whether the same should be made part of the technical document or the same shall be submitted upon selection of the bidder? Further, whether the same should be with applicable stamp paper/franking or on letterhead of the company?	Please refer to the Corrigendum - 1
126	125	Annexure XXI- Non Disclosure Agreement	NA	Whether the same should be made part of the technical document or the same shall be submitted upon selection of the bidder? Further, whether the same should be with applicable stamp paper/franking or on letterhead of the company?	Please be guided by RFP.
127	136	Annexure XXIV - Details of Journeys in Each	NA	Whether the same should be submitted as part of technical bid document or the same is for reference purpose only.	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

		Segment & Products			
128	NA	Submission of the Bid	NA	We request you to extend the time line for submission of the Bid considering COVID restrictions and technicality of the bid	Extension if any will be uploaded on Bank's Website.
129	13	3	The Bidder should have implemented the similar End-to-End Digital Lending Journey in MSME/Retail/Agri segments in at least 3 Scheduled Commercial Banks/BFSIs in India, in the last 3 years, out of which at least 1 implementation should be for a Scheduled Commercial Bank with 1000+ branches. Implemented solution should have gone live on or before the date of release of this RFP.	The Bidder should have implemented the similar End-to-End Digital Lending Journey in MSME/Retail/Agri segments in at least 3 Scheduled Commercial Banks/BFSIs in India, in the last 3 years, out of which at least 1 implementation should be for a Scheduled Commercial Bank with 600+ branches . Implemented solution should have gone live on or before the date of release of this RFP.	Please refer to the Corrigendum – 1.
130	14	14	ATS shall commence on completion of warranty period and will be paid quarterly in arrears.	Software ATS Should be paid 100% in advance yearly. This is for the Software ATS	Please be guided by RFP.
131	32	13	Delivery of Licenses (Enterprise Software Perpetual (Unlimited Users) License)	Can SI propose the use based subscription software licences?	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

132	37	15.13	Bidders are also required to bring hard-copy of the same queries on their letter head, duly-signed and stamped by their authorized signatory at time of pre-bid meeting.	We would request bank to conduct the virtual meeting for the pre-bid meeting and share the link to all the participants. This might be more safe during these times considering the number of participant that might attend bank.	Bank has conducted the pre-bid meeting which was in person as well as virtual.
133	22	6. Hardware, Software and tool requirement	The Offered Solution should be capable of being shifted from On-premise to On-cloud model/Bank's cloud service provider, if required by the Bank in future. The offered solution design should be such that it should be capable of deployment on-premise/private cloud/VM Ware etc.	All Digital solutions are now only available on Public Cloud hosted in India and not on premise. Request Bank to consider Public Cloud solution hosted in India Data Centre meeting India Data residency requirements.	Please be guided by RFP.
134	31	13. Project Timeline	Bidder shall deliver the Licenses (Enterprise Software Perpetual (Unlimited Users) License)	Bank is intending to move to a digital native solution hence Bank is requested to also have a digital native software license model which is Cloud licensing model which is per user per month and not legacy perpetual licensing model. Request Bank to consider Cloud licensing model and consider Public Cloud solution hosted in India Data Centre meeting India data residency requirements.	Please refer to the Corrigendum – 1.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

135	36	15.13 - Pre-bid meeting	No person shall be allowed to attend the Pre-Bid meeting without Proper Authorization letter from their Company and without their Official ID Cards issued by their company. (Any other ID proof such as PAN, DL or Aadhaar card will not be accepted).	In light of the prevailing Covid pandemic with the new variant etc request the Bank to consider hosting the pre-bid virtually via zoom etc else there will be too much crowd of bidders in conference room leading to less social distancing etc	Bank has conducted the pre-bid meeting which was in person as well as virtual.
136	12	ELIGIBILITY CRITERIA and g	The Bidder should have implemented the similar End-to-End Digital Lending Journey in MSME/Retail/Agri segments in at least 3 Scheduled Commercial Banks/BFSIs in India, in the last 3 years, out of which at least 1 implementation should be for a Scheduled Commercial Bank with 1000+ branches. Implemented solution should have gone live on or before the date of release of this RFP.	We have deployed end-to-end digital lending journey in one BFSI institution, We are in process of implementation of same in two other Institution as well, following queries are there regarding this clause. 1. Can Purchase orders considered as a proof instead of live application ? 2. Can we participate with a partner, who is meeting the criteria ? 3. Implementation with at least one Scheduled Commercial Bank with 1000+ branches is mandatory pre requisite ?	Please refer to the Corrigendum – 1.
137	21	Security features and b	The proposed solution should confirm to ISO 17799 standards, ISO 27001, IT Act 2000 and RBI Guidelines and their subsequent amendments from time to time	If system is compliant with ISO 27001 and IT Act 2000 and RBI Guidelines, is ISO 17799 is still mandatory ?	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

138	Generic Question	Generic Question	1. We understand in terms of OCR you require unstructured data to be processed. Please confirm.		Please be guided by RFP.
139	Generic Question	Generic Question	2. We are envisioning to use AI/ML based document Understanding product to serve your journey.		Please be guided by RFP.
140	Generic Question	Generic Question	3. Is it possible to share document types to firm up your solution.		Please be guided by RFP.
141	Generic Question	Generic Question	4. Are you looking forward to GUI enabled minimally invasive RPA solution to accomplish your objective?		Please be guided by RFP.
142	Generic Question	Generic Question	5. What are the various types of report or dashboards to be built as part of the deliverables. Can we get the list?		Please be guided by RFP.
143	Generic Question	Generic Question	6. Are you looking for real time approval & disbursement or all cases would go to underwriters or some process flow?		Please be guided by RFP.
144	Generic Question	Generic Question	7. Multiple integrations are required as part of the requirements. Are all your applications API enabled? IF "No are you Ok for alternate solutions?		Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

145	Generic Question	Generic Question	8. Where do you want to host the application? On premise, cloud or hybrid?		Please be guided by RFP.
146	11	Eligibility Criteria	e : The Bidder must have a minimum annual turnover of Rs. 10 crores in any 2 Financial Years from the Digital Lending Business during the financial years (2017-18, 2018-19, 2019-20, 2020-21)	a) Is 10 Cr figure for turnover fixed or can there be any relaxation here ? b) Can the turnover be arrived from all business segments, can this relaxation norm be placed ?	Please be guided by RFP.
147	12	Eligibility Criteria	g : The Bidder should have implemented the similar End-to-End Digital Lending Journey in MSME/Retail/Agri segments in at least 3 Scheduled Commercial Banks/BFSIs in India, in the last 3 years, out of which at least 1 implementation should be for a Scheduled Commercial Bank with 1000+ branches. Implemented solution should have gone live on or before the date of release of this RFP	Can this clause be tweaked and number of branches for the scheduled commercial bank can be done away with please advise	Please refer to the Corrigendum – 1.
148	12	Eligibility Criteria	The Bidder must have a minimum annual turnover of Rs. 10 crores in any 2 Financial Years from the Digital Lending Business during the financial years (2017-18, 2018-19, 2019-20, 2020-	whether we can use our parent credentials in terms of turnover.	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			21		
149	12	Eligibility Criteria	The Bidder should have implemented the similar End-to-End Digital Lending Journey in MSME/Retail/Agri segments in at least 3 Scheduled Commercial Banks/BFSIs in India, in the last 3 years, out of which at least 1 implementation should be for a Scheduled Commercial Bank with 1000+ branches. Implemented solution should have gone live on or before the date of release of this RFP.	Can we can use our parent credentials in terms of reference of 1000+ branches. We have many similar deployments globally.	Please refer to the Corrigendum – 1.
150	13	Eligibility Criteria - 3 - m	MAF to be submitted.	Will an undertaking that the bidder is the OEM of the solution be acceptable as proof ? Given that hardware is not in the purview of the bidder	Please refer to Corrigendum - 1 of RFP (MAF is enclosed as Annexure).
151	15	Scope of work - 4 - Note point c	The platform should have the provision to on-board partners, fintech companies, other service providers for lead generation, marketing and any other purposes and ensure that the platform is able to configure service terms, manage	Please clarify the expectation from Vendor wrt on-boarding parties, configuring and managing such third party's performance and payouts? Is the requirement satisfied by provision of transaction data in respect of lending applications uploaded by the respective	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			partner performance & pay-out and integrates with Bank's system in plug and play mode.	partners/lead generation entities into the system and their status?	
152	16	User Interface and Experience across Web, Mobile and Tab for all the Products - 4.1 - c	The bidder shall develop bilingual (English and Hindi) device agnostic responsive web portal, mobile and tablet apps with native experience for Bank users, end customers and partners. The mobile and Tablet version shall be compatible with android & iOS. The system should be capable of supporting multiple languages which can later be utilized in case of banks requirement.	Is the expectation that the customer facing and partner journeys be bilingual? For clarity should the branch internal and partner internal user interfaces be bilingual? Also kindly confirm if the data entry will be multilingual as well ?	The proposed Solution of the bidder shall have Customer/Branch/Agent/Partner /Auditor facing UI/UX as bilingual (shall be capable for multilingual).
153	16	User Interface and Experience across Web, Mobile and Tab for all the Products - 4.1 - d	The proposed solution should offer multi-lingual support for scraping, analysing the statements (PDF, text, images etc) and reporting.	Bank statement analysis is a specialized fintech capability for which platform solution providers partner with leading fintech providers. What are the statements which require multilingual support and which are the languages to be supported? Is there a third party vendor identified by bank for scraping multilingual documents. Kindly confirm if the understanding is correct ?	Bidder is supposed to integrate with all the required internal & external systems for the development of the Digital Journeys as mentioned in Annexure XXIV for Customers/Branch/Agent/Partner/Auditor. The detailed journey flow of each will be decided with the successful bidder at the time of business requirement sign off.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

154	16	Creation of End to End Digital & Assisted Omni channel journeys - 4.2 - a	The Bidder shall develop, implement, manage and provide support for persona- based Omni channel journeys across web, mobile and tab-based applications on all available Internal and external distribution channels (Online, mobile banking, Internet Banking, Partner platforms, Assisted Channel, Branch etc.), for all user types (Customer, Employee, Agents, Partners, Auditors etc.) in both STP and Assisted mode	Can the bank elaborate as to what is the expectation from the bidder in terms of development, management and support for applications on all available internal and external distribution channels ? It is our understanding that the journey will be integrated/links to journeys will be provided on the distribution channels. Can the bank provide the list of partner platforms and assisted channels mentioned ?	Bidder is supposed to integrate with all the required internal & external systems for the development of the Digital Journeys as mentioned in Annexure XXIV for Customers/Branch/Agent/Partner/Auditor. The detailed journey flow of each will be decided with the successful bidder at the time of business requirement sign off.
155	17	Integrated Lead Management for lead handling on the platform - 4.3 a,b,c	The system should integrate with Bank's internal lead Management/CRM solution, Bank's call centres, Bank's lead nurturing cell and with other third-party partners, aggregators, websites and external lead generation system as required by the Bank. The platform shall have the functionality to send automated e-mails, SMSs, Notifications to ETB and NTB customers during their loan journey with details specified by the Bank. The solution shall be capable of complete Lead	please provide a list of identified partners and lead generation systems with whom integration should be implemented as part of the scope and therefore the bid cost? Can it be confirmed that any additional third-party integrations beyond the named initial list can be charged based on mutually agreed terms?	The proposed solution should have the mentioned functionality. However, the proposed solution should have the capability to integrate with Banks' DMS/related systems.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			Management Lifecycle including lead allocation and distribution, tracking of lead through its lifecycle and eventbased alerts and notifications.		
156	17	Creation of End to End Digital & Assisted Omni channel journeys - 4.2 - e	For assisted journeys bidder system should be able provide access to branches, back-offices and partners (field agents, Lawyers, valuers etc.) with specific roles as defined by the Bank and enable them to take actions like record physical visits to borrower, give comments, upload documents etc. as needed for completion of journey	Will the partners such as field agents, lawyers etc. be registered with the bank's user management platform or will they be provided separate credentials on the DLP platform itself with limited access ?	User management shall be provided on the DLP platform itself.
157	17	Integrated Lead Management for lead handling on the platform - 4.3 d	The platform shall provide the functionality to send both normal as well as exception alerts users of the platform which can be required as part of the promotional efforts, Operational information flow, Pendency monitoring or for any other requirement of the bank.	please provide a specific list of exception alerts to be sent at specific times basis the needs like Promotional efforts and so on.	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

158	18	Customer Acquisition/ Onboarding - 4.7 - d	Solution should develop independent sourcing channel UI/UX and shall also integrate with existing channels of Bank and its partners	Kindly elaborate on the requirement. Is the platform required to capture Leads coming on the platform - Contact us page etc; and push the same into the bank's CRM ? Please name the existing and planned sourcing channels. Is the bank envisioning a single journey for the partners ?	Bidder is supposed to integrate with all the required internal & external systems for the development of the Digital Journeys as mentioned in Annexure XXIV for Customers/Branch/Agent/Partner/Auditor. The detailed journey flow of each will be decided with the successful bidder at the time of business requirement sign off.
159	18	Customer Acquisition/ Onboarding - 4.7 - a	System should create different journeys for ETB and NTB customers and accordingly capture minimum basic details for validating identity and completing registration on the platform.	For ETB and NTB customers, do we already differentiate them based on the customer profile like Salaried, Self employed and so on. Some of the products might not be applicable for some type of customers. Do we have the list of target customer segment specific to products. Please publish the customer segment and sub programs for each of the products mentioned ?	Please be guided by RFP.
160	18	Customer Acquisition/ Onboarding - 4.7 - b	System should provide application processing for individual/joint/nonindividual accounts and Bank's future requirement for customers	Kindly elaborate on the types of customer's the bank is envisaging for the DLP. How does the bidder interpret bank's future requirement? Kindly elaborate on the same.	The type of customers and accounts as defined by the regulator for time to time.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

161	18	Admin, Business and Performance Monitoring Dashboards - 4.4 - e	The Dashboard and reporting solution shall be available to users across various hierarchies' spread through various verticals and offices of the Bank, its agents and partners. The Dashboards shall also be integrated with Employee/Agent/Partner applications and Web-portal	Can the bank provide a list of partner applications as well as dashboard integration mechanisms?	Please be guided by RFP.
162	18	Admin, Business and Performance Monitoring Dashboards - 4.4 - f	The Web and Mobile applications developed for Customer, Employees, Agents and Partners shall have their individual dashboards which can be linked and shown as unified dashboard to Bank's specified users as per the requirement	what is the capability that bank wants in the customer dashboard?	Please be guided by RFP.
163	19	Loan Application and KYC Validation - 4.8.e	The platform should integrate with systems to provide checks like fraud check, AML and defaulter/blacklist check, De-duplication, related party transaction, cross comparison of data, internal database checks and other as required.	Bank to clarify the list of internal database checks to be provided and the formats (systems, Excel, XML, PDFs or otherwise) by the vendor	Please be guided by RFP.
164	19	Loan Application and KYC Validation - 4.8.b	Login with Social media and email Accounts	Does bank have a list of specific social media and email provider data aggregator/APIs for the bidder to integrate?	Bidder to ensure that the proposed solution shall be capable of login with specific social media & email accounts and provide the integrations as

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

					and when required by Bank.
165	19	Data Aggregation, Scrubbing and Analysis - 4.9.a	The bidder shall provide functionality in the platform for integration with internal systems like CBS, LOS/LMS, EDW etc for fetching internal profile and transactional data.	Does bank expect the system to configure any credit rules basis this data? If yes, What sort of transactional data we will be able to fetch and how will it impact the credit decisioning.	Please be guided by RFP.
166	21	Provide handholding support during integration/rollout of the services through different channels and platforms - 4.14	All integrations and capabilities mentioned above shall be provided to the Bank as a part of solution and at no additional cost bearing to the Bank.	Any additional data aggregators and services other than those listed in Annexure no. 23 will be out of scope and to be charged based on fresh requirements.	Bidder is supposed to integrate with all the required internal & external systems for the development of the Digital Journeys as mentioned in Annexure XXIV for Customers/Branch/Agent/Partner/Auditor. The detailed journey flow of each will be decided with the successful bidder at the time of business requirement sign off.
167	21	Recommendation and Sanction - 4.11- f	System shall also notify and share information regarding the sanction/rejection or any other possible outcome through on-screen messages, SMS, emails, WhatsApp notification etc.	Kindly confirm if messaging on the whatsapp platform is a mandatory requirement, since the same will incur additional cost. Does the bank already have a partner for whatsapp integration?	The integrations is to be provided by the successful bidder and Bank will bear the cost of notifications only on actual basis. All the terms & conditions of this RFP prevails.
168	21	4.13	All changes suggested by internal/external auditors, statutory & regulatory bodies and by	The use of the word "etc" indicates an open ended scope.Hence requesting the Bank to name the	Please refer to the Corrigendum – 1.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			RBI, NPCI, SEBI, UIDAI etc. will be provided at no additional cost to the Bank during the tenure of the project awarded to the bidder.	regulatory bodies as a finite list. Any additional requireemnts imposed by any other regulatory bodies will need to be assessed for scope and additional costs mutually agreed	
169	22	Security Features - 5 - n	The Solution provided will be audited by Internal & External Agencies and observations of the audit has to be complied by the bidder at no extra cost to Bankas per the timelines stated in Banks policy.	Please clarify the scope and frequency of the internal and external audit as per the Bank's current policy? Kindly indicate the specified timelines mentioned in the policy.	Please be guided by RFP.
170	22	HARDWARE, SOFTWARE AND TOOL REQUIREMENT - 6	Bidder shall obtain a written permission from the Bank before applying any of the patches/ upgrades/ updates. Bidder must support older versions of the hardware/ software/ operating system/middleware etc. in case the Bank chooses not to upgrade to latest version. During the entire period, the Bidder must undertake comprehensive support of the product or specified hardware/software and all new versions, releases, and updates for all standard product or	All the updates and upgrades of the software shall be provided as part of the maintenance services. Further, the bidder requests clarification in the bidder's scope of support services pertaining to the hardware. The bidder shall not be obliged to provide any support services in relation to the hardware. Successor version of the software shall be provided by the Bidder at no extra License fee but at additional implementation cost. Also, it will entail additional investments at the Bank in the form of additional hardware and software infrastructure	Please refer to Corrigendum - 1.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			specified hardware/software that needs to be installed at no additional cost. The solution should support horizontal and vertical scaling to meet the Bank's future requirement.	which costs the Bank will be expected to bear apart from the implementation cost.	
171	22	HARDWARE, SOFTWARE AND TOOL REQUIREMENT - 6	Bank will discuss and finalize the hardware server, Storage, OS & Database License only to be used for the offered solution with the successful bidder and thereafter procure the software/Hardware/Tools etc	The bidder does not have to provide hardware or sizing or anything on the Hardware front as of now and this will only be discussed with the successful bidder. Is the understanding correct ?	Please refer to Corrigendum - 1.
172	22	Security Features - 5-0	Bidder to ensure that the solution is free of bugs & vulnerabilities.	The bugs & vulnerabilities - shall be done on a best effort basis since the vulnerabilities like these occur time to time. The bidder will ensure immediate tactical and strategic action plan.	Please be guided by RFP.
173	22	6 (HARDWARE, SOFTWARE AND TOOL REQUIREMENT)	The Offered Solution should be capable of being shifted from On-premise to On-cloud model/Bank's cloud service provider, if required by the Bank in future. The offered solution design should be such that it should be capable of deployment on-premise/private	Can the Bank clarify that it will be prepared to pay the costs of migrating to a cloud environment whenever the need arises and as well as paying the cloud host entity.	Yes, the understanding is correct . The Bank will be providing separate PO to the activity when undertaken.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			cloud/VM Ware etc.		
174	24	7 d (SYSTEM INTEGRATION TESTING & USER ACCEPTANCE TESTING)	UAT of the products (Retail/MSME/Agriculture, etc.) will be conducted by the respective user department of the Bank and UAT sign off will be given to the Bidder accordingly.	Bidder kindly recommends that in case the UAT continues for a period of more than 45 days with test results as published via logs, certified as satisfactory by the Bank, UAT shall be deemed as accepted by the Bank.	Please be guided by RFP.
175	26	FACILITIES MANAGEMENT (ONSITE RESOURCES) - 9 - I	The successful bidder shall not change any member of the project team during the course of the project without written consent from bank.	The bidder requests that the bidder will notify and adequately replace with appropriate personnel but shall not be obliged to take prior consent from the Bank.	Please be guided by RFP.
176	26	Hardware, Software and Tool Requirement - 6	The Bidder shall keep the Bank explicitly informed of the end of support dates on related products/hardware/firmware and should ensure support during warranty and AMC/ATS.	The bidder requests that the bidder shall not be made responsible for any support related obligations pertaining to the hardware as hardware is out of scope of the RFP.	Please refer to the Corrigendum – 1.
177	27	MANUALS & DOCUMENTATION - 10 - a	Detailed System Requirements Specification Document	Bank to provide a complete and comprehensive Business Requirement Document basis which the SRS will be prepared.	Bank will give the (BRD) Business Requirement Document, however successful bidder to assist & support Bank in preparation of the BRD Document as per requirement.
178	31	PROJECT TIMELINE - 13	*I is the date of Intimation from development of digital lending journey	The Bank to stipulate and confirm that at no point in time, will the vendor run more than 4 products parallelly. This is purely from the perspective of ensuring better go-live and	Please refer to the Corrigendum – 1.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

				project management.	
179	31	PROJECT TIMELINE - 13	Go-Live of 3 Digital Lending Products	Please provide the details of the 3 lending journeys. The assumption is that the bidder is expected to start implementing 1 lending journey each across 3 segments (retail, MSME, Agri). If not, bank to provide details and phase wise list of products/journeys to be implemented, so that necessary preparations can be made and timelines can be decided mutually.	Please refer to the Corrigendum – 1.
180	31	PROJECT TIMELINE - 13	T + 90 days	The banks needs to provide detailed and comprehensive plan/priority of products to be implemented in phases to ensure adherence to timelines and timelines can be mutually agreed with the bidder for each journey after all bank related dependencies are identified and closed.	Please refer to the Corrigendum – 1.
181	31	PROJECT TIMELINE - 13	Creation of Digital Loan Journeys (Customer journey & Branch Journey) On further intimation to the Bidder in Phases by Bank. Bank may at its discretion have parallel	Please share the detailed implementation plan for the phase wise journeys to be implemented after all bank related dependencies are identified and closed.	Please refer to the Corrigendum – 1.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			implementation of 1 or more Digital Lending Products.		
182	32	Payment Terms - 14	One-time Enterprise Software Perpetual (Unlimited Users) License fee for the proposed solution and its component if any	Bank is requested to consider paying 50% of license fee to be payable at UAT deployment of the first journey. Please consider the release of remaining license fee once any one product from a segment goes to UAT. The rest 50% license fee shall be payable when journey in a segment goes live.	Please be guided by RFP.
183	32	Payment Terms - 14 - Training Cost	100% cost would be payable post successful completion of the training to the designated officials as per Bank's Requirement i.e. Minimum 3 Batches for 50 Officials each.	3 batches will be trained onsite. Additional batches will be provided online remote training, will that be acceptable?	The training to be provided can offsite or onsite as per Bank's requirement which shall be shared with the successful bidder.
184	42	Force Majeure - 15.33	Provided further that in case of delay in Services, which shall be solely decided by the Bank, the Bank shall not be held liable for non-performance of its obligations under the contract and the Bank shall have the right to terminate the contract/PO without giving any further notice to the bidder. The Bank reserves the right to	The bidder requests that any delay in the performance of bidder's obligations shall not be solely decided by the Bank and the Bank shall duly substantiate such delay with evidence and give a reasonable opportunity of being heard to the bidder as per the principle of natural justice.	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			assign the work to other service providers without any consequences and claims.		
185	43	Service Level Agreement - 16 NEW PROPOSED SUB-CLAUSE	Limitations on Representations and Warranties of the Bidder	<p>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.</p> <p>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.</p> <p>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</p>	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

				<p>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.</p> <p>d) in providing 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.</p> <p>e) where the Vendor/Bidder provides Services that involve screening, or matching of subject entities, against master lists/data base, the Vendor does not provide any express or implied warranty in respect of the efficacy of the logic and or the algorithms used by the Bank or the Bank's affiliate for the purpose of finding likely matches in the</p>	
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Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

				<p>lists/external data source against the subject entities enquired upon by the Bank.</p> <p>f) the Vendor shall not be liable to the Bank for any alleged error, omission, or deficiency in connection with the performance of the Services (a "Deficiency") where, and to the extent that (i) the Deficiency has occurred due to Bank or Bank's Affiliate default, negligence, omission or misuse of the Services provided by the Vendor; (ii) the Deficiency has occurred due to the Bank or Bank's Affiliate's failure to perform its obligations under this Agreement ; or (iii) the Deficiency has occurred due to a third party's error/default, negligence, or misuse of the Services, provided by the Vendor, provided such Deficiency is not on account of the negligence, error, omission on the part of the Vendor.</p> <p>g) Where any risk indices or other indices or scores relating to the risk/ other assessment of any entity or natural person are provided, the same shall be deemed to have been provided on an "as is "</p>	
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Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

				<p>basis by the Vendor and without any warranties as to completeness, correctness, accuracy, timeliness or robustness of the algorithm.</p> <p>h) Vendor does not guarantee, and shall not have deemed to have guaranteed, the timeliness, sequence, accuracy, completeness, reliability or content of the information with relation to the third party Fintech Services. The TPFS are provided on "as is" basis. Vendor shall not be liable for any inaccuracy, error or delay in, or omission of (a) any such data, information, or message, or (b) transmission or delivery of any such data, information, or message; or any loss or damage arising from or occasioned by (i) any such inaccuracy, error, delay or omission, (ii) non-performance, or (iii) interpretation in any such data, information or message, due to any "Force MAjeure" event or any other casue beyond the reasonable control of the Vendor.</p> <p>i) Vendor warrants that it shall use all reasonable endeavours to prevent any modification to the data,</p>	
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Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

				transmitted to the Bank through the APIs to render the same incorrect. j) Vendor does not provide any representation and warranty with respect to the IPR of TPFSP.	
186	46	Duration of Contract - 18.3	Bank reserves right to cancel/terminate the contract at any time without assigning any reason in case vendor fails to meet any of the requirements as mentioned in the RFP/Contract. The Successful Bidder will be the single point of contact and responsible for ATS for the solution provided (warranty of 1 year of Software from the date of Go-Live Signoff).	As tri-partite agreements will be signed amongst the Bank, Data Aggregators and Bidder, can the bidder assume that the relevant Data Aggregator will be responsible for their respective warranties, obligations and representations in relation to their services and ATS?	Please be guided by RFP.
187	46	Performance Bank Guarantee - 18.4	Performance Bank Guarantee	The bidder requests appropriate clauses to be added in the RFP such that the Bank allows the successful bidder to be notified of the cause of the invoking PBG and intent to invoke the PBG and be given the opportunity to show cause for non-invocation and also be allowed to cure the cause.	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

188	48	Delay in bidder's performance - 18.10	Delivery of the service and performance of the Services shall be made by the Bidder in accordance with the time schedule specified by purchaser. 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 for default.	The bidder requests that any delay in the performance of bidder's obligations shall not be solely decided by the Bank and the Bank shall duly substantiate such delay with evidence and give a reasonable opportunity of being heard to the bidder as per the principle of natural justice. Further, the bidder requests the bank to clarify the levy of liquidated damages herein because liquidated damages are leviable only upon termination and not for delays as per the RFP.	Please be guided by RFP.
189	49	18.11	Indemnity to be given by the bidder for: (1) Negligence; (2) Misconduct; (3) Any breach of the vendor's obligations; (4) Statutory payouts to the employees; (5) Actions of the onsite support staff; (6) Third party IP breach in relation to the licensed materials in India or abroad; (7) Disclosure of confidential information.	Bidder requests to allow bidder's indemnity obligations with respect of (1),(2) and (3) to be modified in the following manner: (1) Negligence to be modified by the phrase " gross negligence "; (2) Misconduct to be modified by the phrase " wilful misconduct "; (3) Any Breach of vendor's obligations to be modified by the phrase "any breach of vendor's material obligations" and such material breach to be defined in the main contract; and in each case attributable to the bidder.	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

				We request the Bank to also allow the reciprocal clause such that Bank shall indemnify Bidder for: i) breach of confidential information; and (ii) infringement of intellectual property rights .	
190	50	Termination of contract - 18.12 NEW PROPOSED SUB-CLAUSE	Termination by Bidder	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) Gross negligence, wilful misconduct or fraud by the Bank; (3) Breach of confidential information related to the bidder; and (4) Infringement of IPR of bidder by the Bank or its affiliates.	Please be guided by RFP.
191	50	Termination of Contract - 18.12	"..... if the services <u>are not found satisfactory</u> , the Bank reserves the right to terminate the contract by giving 30 days' notice to the bidder, including 15 days curing period..."	The bidder requests that if the performance of the services provided by the bidder are not found satisfactory by the Bank, the Bank shall not unilaterally determine the same and shall duly substantiate such failure with evidence and give a reasonable opportunity of being heard to the bidder as per the principle of natural justice. The bidder requests that	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

				the notice period for termination with cause shall be increased to at least 90 days. Further, the cure period of 15 days shall also be increased to at least 30 days and shall be excluded from the notice period.	
192	50	Termination of Contract - 18.12	The quality of services given by the bidder & performance of the services provided by the bidder will be reviewed monthly and if the services are not found satisfactory, the Bank reserves the right to terminate the contract by giving 30 days' notice to the bidder, including 15 days curing period. The decision of the Bank regarding quality of services shall be final and binding on the bidder. The Bank shall have the right to terminate/cancel the contract with the selected bidder at any time during the contract period, by giving a written notice of 30 days....	The bidder requests that the notice period for termination with cause shall be increased to at least 90 days. Further, the cure period of 15 days shall also be increased to at least 30 days and shall be excluded from the notice period.	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

193	53	Limitation of Liability - 18.19	<p>b) Liability for an infringement of a third party's IPR by the bidder;</p> <p>e) Any other breach caused due to the non-performance of the obligations of the bidder under the Agreement.</p> <p>f) This limit shall not apply to third party claims.</p>	<p>In response to (b), 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.</p> <p>In response to (e) and (f), bidder requests deletion of these sub-clauses as they are too subjective and open-ended.</p>	Please be guided by RFP.
194	53	IPR rights - 18.15	The Bidder shall grant to the Bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) provided by the bidder, including all inventions, designs and marks embodied therein in perpetuity.	<p>Bidder requests the license be revocable for cause for i.non-payment of undisputed amounts by Bank, and ii. Infringement of Bidder IPR. The Bidder cannot grant a right to replicate the software as Source Code release is only in the event of insolvency of the successful Bidder, even so, the Source Code shall be used in accordance with the terms of the agreement to be signed with the successful Bidder. The license granted in perpetuity is subject to payment of full consideration by Bank.</p>	Please be guided by RFP.
195	54	Limitation of Liability - 18.19	<p>e) Any other breach caused due to the non-performance of the obligations of the bidder under the Agreement.</p> <p>f) This limit shall not</p>	<p>Bidder requests the deletion of this sub-clause (e).</p> <p>Bidder requests deletion of this sub-clause (f) since IPR infringement is already</p>	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			apply to third party claims.	captured in sub-clause (d).	
196	55	Liquidated Damages - 18.20	Regulatory Compliance: Successful bidder shall be held liable for any non-compliance or delay in compliance to Regulatory/Statutory guidelines. Any new advisory/guidelines issued by regulatory authorities like RBI, MoF, DFS, GOI etc need to be implemented free of cost. Any penalty imposed by the Regulator on Bank will be the responsibility and liability of the successful bidder and the bank shall be compensated for the same.	The bidder shall not be responsible or liable for any regulatory penalties arising out of any regulatory non-compliance and the Bank shall alone be responsible for the same.	Please be guided by RFP.
197	55	Liquidated Damages - 18.20	Any financial loss to the Bank including reputational and goodwill damage on account of fraud/data breach/loss/damage, third party claims of infringement of patent, trademark or industrial design, etc taking place due to the acts of successful bidder, its employees or due to successful bidder's or its	The bidder requests that the "negligence" herein shall be qualified by gross negligence. Further, the bidder requests the Bank to clarify if the damages mentioned herein falls within the limit of liquidated damages as per the RFP. It is further requested that any decision made by the Bank shall not be made unilaterally by the Bank	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			employee's negligence shall be recoverable from the successful bidder along with the damages. Decision of the Bank in this regard shall be final and binding on the successful bidder.	and the bidder shall be given a reasonable opportunity of being heard.	
198	55	Liquidated Damages - 18.20	Any financial loss to the Bank including reputational and goodwill damage on account of fraud/data breach/loss/damage, third party claims of infringement of patent, trademark or industrial design, etc taking place due to the acts of successful bidder, its employees or due to successful bidder's or its employee's negligence shall be <u>recoverable from the successful bidder along with the damages</u> . Decision of the Bank in this regard shall be final and binding on the successful bidder	Reputational and goodwill related losses are in the nature of indirect damages and hence to be removed. The bidder requests that the "negligence" herein shall be modified by the phrase "gross negligence". Further, the bidder requests the Bank to clarify if the damages mentioned herein falls within the limit of liquidated damages as the phrase "recoverable from the successful bidder along with the damages" is unclear.	Please be guided by RFP.
199	55	Penalty - 18.21	Penalty	The bidder requests appropriate clauses to be added in the RFP such that the Bank allows the successful bidder to be notified of the cause of the penalty and intent to levy and be given the opportunity to show cause for remission or waiver and	Please refer to the Corrigendum – 1.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

				also be allowed to cure the cause.	
200	56	Penalty 18.21	If the Successful Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document. The Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance	The bidder requests the Bank to provide a computational method for determination of penalty. Further, the bidder requests that before invoking the right of cancellation/recovery, the Bank shall give adequate prior notice for allowing remediation and cure period.	Please refer to the Corrigendum – 1.
201	62	18.29 d	The cost that is to be paid to RBI or any government agency for doing the audit/inspection has to be reimbursed to the Bank by the Vendor.	Kindly note that the onus of the cost of the audit cannot be shifted to the vendor, at any given time. This is not a typical and standard industry requirement.	Please refer to corrigendum - 1.
202	71	Annexure IV	Bidder has to submit the credentials from the clients. (credential should contain the details of products (LIVE) implemented)	Due to the confidential nature of the client specific products, clients may be unwilling to provide details. The bidder will supply the relevant client references for the bank to verify with the client.	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

203	76	Annexure V (a) point 9	Minimum uptime to be maintained 99.9% calculated on a monthly basis	The Bank may kindly consider the following exclusions for uptime levels: (a) failure or latencies caused by Licensee's/Bank's infrastructure/Licensee's/Bank's system availability; (b) failure caused by delay in responses/non-responses from data-source servers; (c) downtime caused by API patch upgrades; (d) downtime caused by changes in data source protocols/data structures; (e) downtime caused by patch/version upgrades to the platform (planned maintenance with prior notice).Downtime caused due to use of Software not in accordance with the Documentation. (f) delay in performance of Bank Dependencies.	Please refer to corrigendum - 1.
204	82	Technical and Functional Requirements - Annexure V b : 3.13	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	Kindly confirm that the Bank will not simultaneously run 2 different workflows across a combination of products and channels.	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

205	84	Technical and Functional Requirements - Annexure V b : 5.5	Platform shall have the functionality of instant results and quicker retrieval of key documents by advanced content management capabilities and advanced filtering criteria	We request the Bank to specify what they mean by advanced content management capabilities and advanced filtering criteria.	Please be guided by RFP.
206	103	Commercial Offer - Annexure VIII point 18	License provided by the bidder should be valid for all the PNB and subsidiaries, in India & International territories, RRBs and associates both domestic & international.	Please clarify where will the server be located for international territories?	Please be guided by RFP.
207	103	Commercial Offer - Annexure VIII point 20	The License fee (One-time Enterprise Software Perpetual (Unlimited Users) License fee for the proposed solution and its components if any) shall be equally distributed by the Bidder in 5 years as mentioned in table above. Since this shall be perpetual license after 5 years the license will be free to Bank & no cost for the same shall be charges from the Bank.	The bidder states that the upgrades after 5 years will be chargeable and only the existing license version will be supported without additional cost during the tenure of the contract and for an extendable period of 2 years (if applicable).	Please be guided by RFP.
208	135	Annexure- XXIII	Data Aggregator services	Kindly provide the list of data aggregators and fintech providers of all the mentioned data aggregator services and their API readiness of the same. Also, please specify the API	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

				format eg JSON for each of the services.	
209	135	Annexure-XXIII	Data Aggregator services	Please elaborate on the specific data requirements from each of the fintech partners. Kindly also clarify the expectations in terms of "demographic data".	Please be guided by RFP.
210	22 & 88	Security Features 5 Technical and Functional Requirements - Annexure V b : 10.5	The bidder will have to comply with all the IT and IS Security Policies of the Bank. Platform shall have functionality to configure Bank's Risk and security policies.	What are the banks IS security policies. Can the bank share the same with the bidders ?	Please be guided by RFP.
211	24, 98, 103	8 b; Annexure VIII (Commercial Offer)	Go-live shall be considered as complete when the respective application usage is tested and signed off by the bank.	Bank to clarify the definition of journey for the purpose of the RFP? The bidder will need this clarification so that the chargeability is not questioned. Further, referring to Commercial Offer in Annexure VIII of the RFP, if the ETB or NTB is completed, can it be treated as Go-Live ?	Please be guided by RFP.
212	32, 45	14 Payment Terms, 17 Source Code Escrow	100% Escrow cost will be paid after making live of one journey; vi)Any other release condition as specified in source	Bank to clarify if any other specific conditions are to be covered to avoid open ended conditions, i.e. " <u>any other release condition as</u>	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

		Agreement	code escrow agreement. (pg.no.45);d.Service provider agrees to bear the payment of fees due to the escrow agent.	<u>specified in source code escrow agreement?"</u> .	
213	48, 54,55	18.1o	Liquidated Damages @ 1% per week of delay. Bank may at its option demand and recover from the Successful Bidder(s) an amount equivalent to 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. (pg.54) 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. Both Penalty and Liquidated Damages are independent of each other and are applicable separately and concurrently. The penalty is for delay in performance and not for termination, whereas the liquidated damages are applicable only on event of termination of default.	Any regulatory fine shall be payable by the Bank alone. 1. For the purpose of calculation of any penalty, it should exclude any fintech services/data aggregator costs which are pure operational expenses. 2. Bank is hereby requested to consider that penalty for delay in delivery shall be levied only if such delay is solely attributable to the Successful Bidder. 3. Bank is hereby requested to note that the liquidated damages shall be imposed only in the event of termination and not otherwise as specified in the RFP. Therefore, the Bank should not impose liquidated damages in case of any delay in Bidder's performance as specified in "18.10 Delay in Bidder's Performance".	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

214	77	Annexure V. a	The solution provider should not store or share any data outside the bank's infrastructure	With respect to data aggregators, Jocata submits that appropriate data compliance is obtained from the relevant data aggregator.	Please be guided by RFP.
215	12	Clause 3(E) Eligibility Criteria	The Bidder must have a minimum annual turnover of Rs. 10 crores in any 2 Financial Years from the Digital Lending Business during the financial years (2017-18, 2018-19, 2019-20, 2020-21)	We would request the bank to reconsider the clause and reduce the criteria of Turnover for Startups registered with Govt of India to Rs 1 Crore and above instead of INR 10 Crores.	Please be guided by RFP.
216	71-72	Annexure IV (SI No 1)	Digital Journey Implementation (E2E from Onboarding to Disbursement (STP/Near STP) Experience in Banking/BFSI Sector.	We would request Bank to revise the number of Journeys required to obtain maximum marks in the clause to low number instead of >20.	Please refer to Corrigendum-1.
217	73	Annexure IV (SI No 5)	Customer References	We would request Bank to kindly consider the Co-operative Banks credential letter.	Please be guided by RFP.
218	107	Annexure XII Customer Credential Letter	This is to certify that (name of the vendor/OEM) has provided Digital Lending Platform for various Products and Services in our bank/organization. The performance of the above said Solution is satisfactory and there are no adverse observations as regards to	We would request Bank to kindly add STP/Non STP Journey in the certification to be taken from the client.	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			the performance of the services rendered by the (Name of the vendor/OEM). Their services are prompt and complete.		
219	107	Annexure XII Customer Credential Letter	Customer Credential Letter	We would request the bank to consider the P.O. (Purchase Order) and Agreement instead of Annexure XII, Customer Credential Letter	Please be guided by RFP.
220	138	Evaluation Methodology	The Platform shall integrate with Bank's Data Aggregation and Analysis Service Provider(s)	While bank provide their own APIs from in house vendor, does bank have a process to handle the reconciliation for API transaction with API providers. Can bidder provide their API management tool to handle these APIs under a single platform.	Please be guided by RFP.
221	13	Eligibility Criteria	The Bidder should have implemented the similar End-to-End Digital Lending Journey in MSME/Retail/Agri segments in at least 3 Scheduled Commercial Banks/BFSIs in India, in the last 3 years, out of which at least 1 implementation should be for a Scheduled Commercial Bank with 1000+ branches. Implemented solution should have gone live	Bank has requested here that Bidder should have implemented the similar End-to-End Digital Lending Journey in MSME/Retail/Agri segments in at least 3 Scheduled Commercial Banks/BFSIs in India We request bank to consider bidders who have implemented the similar End-to-End Digital Lending Journey in MSME/Retail/Agri	Please refer to the Corrigendum – 1.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			on or before the date of release of this RFP.	segments in at least 3 Scheduled Commercial Banks/BFSIs Globally , in the last 3 years, out of which at least 1 implementation should be for a Scheduled Commercial Bank with 1000+ branches.	
222	79	1.2	Users of the platform (Customer, staff and partners) shall be able to self-register using various authentication methods like Aadhaar OTP/Biometric, Mobile/email OTP, Bank Account based, Social Media accounts, HRMS etc.	is the expectation around filling of profile using chosen authentication method?	Please be guided by RFP.
223	79	1.2	Users of the platform (Customer, staff and partners) shall be able to self-register using various authentication methods like Aadhaar OTP/Biometric, Mobile/email OTP, Bank Account based, Social Media accounts, HRMS etc. There should also be option of pre-registration based on available details with the Bank.	Guidance on number of pre registration.	Please be guided by RFP. The details will be shared with the successful bidder.
224	79	1.3	Platform shall also provide login and Password management facility and maintain	guidance on logs history to be maintained in system.	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			logs for activity of the user on the platform.		
225	80	2.3	Platform shall have the functionality of Configuration, calculation and integration with internal bank system for pre-approved products.	Request more clarity on this part. Is it for assisted journey or STP or both?	Please be guided by RFP.
226	81	3.4	Platform should have functionality to allocate application to specific approvers/users and allocate cases based on preset logic	Is it to manage workload or to route specific applications to specific underwriting teams? Routing logic to be provided by vendor or bank?	Please be guided by RFP.
227	82	3.13	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	guidance on workflow change history? Is it required to maintain two different workflows for same product in live environment?	Please be guided by RFP.
228	82	4.3	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	guidance on requirement of different credit scoring/limit assessment for same product?	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

229	82	4.4	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.	guidance on unstructured data usage within platform.	Please be guided by RFP.
230	83	4.14	The platform shall have functionality to simulate new credit assessment models	guidance on expectation to simulate new credit assesment model within platform. Is it for re-scoring previously scored applicants. Exception handling in cases where an entirely new parameter has been added to new model which was previously not scored/rated?	Please be guided by RFP.
231	83	5.2	The platform shall have the functionality of deduplication and smart indexing functionality for faster searching and smart document suggestion.	Guidance on De-duplication and document suggestion? Any specific example would be good to have.	Please be guided by RFP. The details will be shared with the successful bidder.
232	83	5.3	Platform shall have the functionality of mapping document type to products, journeys and roles.	Guidance on specific requirement.	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

233	84	5.7	Platform shall support smart archival of documents of multiple and varying formats	Read in conjunction with de-duplication (5.2), can bank provide specific scenario?	Please be guided by RFP.
234	85	6.9	The platform shall provide Dashboard for customers on web as well as mobile application to provide information like application status, loan availed, repayment, outstanding, payment option, statement generation, historical transactions, customized offering, servicing request, post disbursement intimations etc.	Is the requirement till disbursement or post disbursement also?	Please be guided by RFP.
235	85	6.13	Platform shall provide Exception reports/ Deviation Reports to be available to specified users of the Bank.	Guidance on exceptions/deviations reporting.	Please be guided by RFP. The details will be shared with the successful bidder.
236	85	6.14	Platform shall provide MIS Reports as per regulatory / statutory guidelines /requirements	will this be in parallel /override bank's existing reporting architecture? When will requirements for reports etc. will be provided.	Please be guided by RFP.
237	86	7.2	DLP shall support Lending Analytics for data driven insights in areas such as identifying new products for specific customer segments, targeting the right customers,	Guidance on exact requirements. Is a full modeling suite required?	The proposed solution should have the mentioned for implementing E2E digital journeys as mentioned in Annexure XXIV.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			optimizing marketing campaigns, offering risk-based pricing.		
238	86	8.2	Platform shall automatically and manually allocate leads to respective agents and/ or Bank users for processing the leads. The allocation can be based on workload, geography, product, loan amount, branch, customer segment, hierarchy etc.	Guidance on Manual allocation	Please be guided by RFP.
239	86	8.3	The system should also integrate with Bank's internal lead management/CRM solution and with other third-party partners, aggregators, websites and external lead generation system as required by the Bank.	read with 8.1, is it being suggested that bank may have more than one lead generation system?	Bidder to develop & provide solution with End to End Integration for all the Journeys mentioned in Annexure - XXIV (ETB & NTB) and all the services required for the End to End Integration of these journeys have to provided by the successful bidder. All the terms & conditions of this RFP prevails.
240	87	10.1	Functionality to upload and capture documents and read/extract text, images etc. through OCR	Is OCR required within system or system should be able to take OCR ready documents?	Please be guided by RFP.
241	91	10.36	Platform shall provide real-time customer analytics & predictive analytics from lead management system.	Guidance on real time customer analytics in lead management system.	Please be guided by RFP. The details will be shared with the successful bidder.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

242	91	10.40	Solution should have the capability to process the documents in languages other than English and Hindi as well.	Is this required in STP also? Guidance on number of languages	The proposed Solution of the bidder shall have Customer/Branch/Agent/Partner /Auditor facing UI/UX as bilingual (shall be capable for multilingual).
243	92	15	Digital Footprint & Social Media Data- Digital footprint of the users to be captured and analyzed to identify fraud risk and customer sentiment using Email, IP Address, Device etc.	guidance on sentiment analysis. Is it suggested to take email reading permissions on apps etc.?	The proposed solution should have the capability to integrate with such systems.
244	92	17	Solution should be capable of migration from on-prem to cloud and cloud to on-prem.	Guidance on migration. Is it being suggested to have both on-prem and cloud implementation as part of this RFP? If not then how modalities of cloud migration would be handled within the scope of this RFP.	Please be guided by RFP.
245	16	4. Scope of Work, b (e)	The solution should also have the facility of uploading and capturing of documents across the digital lending journeys. System should be capable of scanning and analysing the document using OCR and/or other capabilities. The uploaded/captured document should be indexed and stored within the system or Document Management	Does the bank has an existing OCR functionality which can be utilised by the Digital Lending Platform?	Please be guided by RFP.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			system of the Bank as required by the Bank. The system should support document compression facility.		
246	20	4.11 d. Scope of Work - Recommendation and Sanction	System shall create the Loan Account, create charge and share other relevant information to Bank's CBS system or any other system as per the Banks requirement directly or through LOS/LMS after sanction of the loan in both STP and Assisted Journey.	In which system is the loan account to be created? Please provide further details.	Please be guided by RFP. The details will be shared with the successful bidder.
247	21	4.11 f. Scope of Work - Recommendation and Sanction	System shall also notify and share information regarding the sanction/rejection or any other possible outcome through on-screen messages, SMS, emails, WhatsApp notification etc.	Does the bank has a pre-built service which the DLP can use For Whatsapp notifications?	The integrations is to be provided by the successful bidder and Bank will bear the cost of notifications only on actual basis. All the terms & conditions of this RFP prevails.
248	83	Annexure-V(b), 4.12	The platform should provide exception and deviation management related to credit policies across hierarchy with defined TAT parameters and approval chain.	Please provide more information on "exception and deviation management".	Please be guided by RFP. The details will be shared with the successful bidder.
249	83	Annexure-V(b), 5.1	Platform shall have the functionality to configure and customize document management processes and create a seamless association of	Please provide more information on - create a seamless association of digital content across all loan products in the digital	Please be guided by RFP. The details will be shared with the successful bidder.

Request For Proposal For Selection Of Service Provider For The Development, Implementation, Management & Maintenance Of A Digital Lending Platform For STP (Straight Through Processing) As Well As Assisted Journeys And Processing, Sanction & Disbursement For All Lending Products And Services

			digital content across all loan products in the digital lending ecosystem	lending ecosystem.	
250	86	Annexure-V(b), 8.6	The platform shall provide the functionality to send both normal as well as exception alerts users of the platform which can be required as part of promotional efforts, operational information flow, pendency monitoring or for any other requirement of the Bank	Please provide further clarification on the stated requirement.	Please be guided by RFP. The details will be shared with the successful bidder.
251	92	Annexure-V(b), 14	Fraud Checks like tampered document, irregular salary credit, Face Match, Name Match etc.	Is the functionality required to be built in the system as a part of DLP or only the integration capabilities are required?	The proposed solution should have the capability to integrate with such systems.
252	92	Annexure-V(b), 15	Digital Footprint & Social Media Data- Digital footprint of the users to be captured and analyzed to identify fraud risk and customer sentiment using Email, IP Address, Device etc.	Is the functionality required to be built in the system as a part of DLP or only the integration capabilities are required?	The proposed solution should have the capability to integrate with such systems.