

उत्तर बिहार ग्रामीण बैंक

प्रधान कार्यालय, कलमबाग चौक
मुजफ्फरपुर, बिहार, 842001



UTTAR BIHAR GRAMIN BANK

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MUZAFFARPUR, BIHAR, 842 001

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Letter No. HO/IT/17/2024-25/124

Date: 05-09-2024

Elucidation

A tender was floated on 07th Aug 2024 vide Tender Reference No.: HO/IT/17/2024-25/103 Dated 03/08/2024 for Supply, Installation & Implementation of End to End (E2E) Loan Management System (LMS) for Retail, Agriculture, MSME, Credit Monitoring, EWS and NPA Management Modules (with Loan Origination, Processing, Monitoring and Recovery Management Capabilities) in our Bank.

Pre-bid meeting of the above mentioned RFP was conducted through Video Conferencing on dated 28th Aug 2024 from 3.00 PM to 05.00 PM in which representatives from various vendors and OEM joined the VC.

Details of the Corrigendum/Addendum along with Bank response are mentioned under:

Corrigendum

S.No.	Page No.	Point/ Section	Query from Vendor	Remarks from Vendor	Bank's Response	Corrigendum /Clarification /Addendum
1	197		Point no. 2 is missing or the serial numbers have error.		Point No 2, page no 197 is empty in RFP. Clause 2 page 197 stands deleted.	Corrigendum
2	194	15.24	Ability to support all web browsers like IE 8.0 and onwards, Firebox, Google Chrome etc The system shall support multiple databases such as Oracle, SQL etc.	IE 8 is not supported any more by Microsoft and hence the product will not be supported on IE8.	Ability to support all web browsers like Microsoft Edge, Firebox, Google Chrome etc The system shall support multiple databases such as Oracle, SQL etc.	Corrigendum
3	178	System should be capable of being implemented on a Centralized, localized and/ or a hub and spoke model implementation.	In respect to the mentioned statement, requesting Bank to clarify the requirement of "Localized Solution".		System should be capable of being implemented on a Centralized location	Corrigendum
4	32	Evaluation of Commercial Bid & Combined Technical-Commercial Evaluation	Bank has proposed for QCBS based evaluation method and calculation of		Bank will conduct Reverse Action with successful bidders	Corrigendum

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			the same has been given to declare H-1, in general scenario H-1 (top bidder) is only one, however Bank also asked H-1 top bidder for Reverse auction which is contradictory to evaluation method, we request Bank to remove Reverse auction.			
5	36	<p>Maintenance of Hardware, Software, Operating System.</p> <p>1. Preventive Maintenance, Faulty Part replacement for Hardware</p> <p>f. The bidder's hardware engineer shall report the bank's premises within one hour of reporting breakdown and repair the same at the earliest.</p>	<p>Bank is asking Hardware OEM to report for support within one hour.</p> <p>We inform you that the best mission critical available support is 4 hours.</p> <p>Kindly confirm.</p>		<p>Maintenance of Hardware, Software, Operating System.</p> <p>1. Preventive Maintenance, Faulty Part replacement for Hardware</p> <p>f. The bidder's should meet the uptime as per SLA.</p>	Corrigendum
6	25	11	RFP mentions Bid fee as INR 10000 and Cost of RFP as INR 20000. Please confirm if both are same or there is difference in the understanding		Bid Fee / Cost of RFP is Rs 10000	Corrigendum
7		Last Date & Time for Bid submission.	10-09-2024 up to 16:00 hours		21-Sep-2024 upto 16:00 hours	Corrigendum
8		Date and Time for opening of Functional and Technical Bid	10-09-2024 at 16:30 hours		21-Sep-2024 at 16:30 hours	Corrigendum

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Addendum

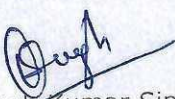
Capacity Planning RRB - UBGB

Capacity Planning RRB - UBGB					
Capacity Planning Parameter	1st year	2nd year	3rd year	4th year	5th year
No Of Branches	1027	1028	1029	1030	1031
Total Number of Users	3200	3360	3528	3704	3890
Concurrent users	1027	1181	1299	1429	1572
Total No. of Borrowers/day for bank	1027	1078	1132	1189	1248
Concurrent Borrowers	1027	1078	1132	1189	1248
Capacity Planning Parameter	1st year	2nd year	3rd year	4th year	5th year
Total Number of Users	3200	3360	3528	3704	3890
No Of applications (Apprx) per Year	203346	205379	207433	209508	211603

Capacity Planning RRB - UBKGB

Capacity Planning RRB - UBKGB					
Capacity Planning Parameters	1st Year,	2nd Year	3rd year	4th Year	5th Year
No. of Branches	143	148	155	158	160
Total no. of Users	350	400	450	500	550
Concurrent Users	350	400	450	500	550
Total No. of Borrowers/day for bank	286	296	310	316	320
Concurrent Borrowers	143	148	155	158	160
Capacity Planning Parameters	1st Year	2nd Year	3rd year	4th Year	5th Year
Total No. of Users (B)	350	400	450	500	550
No. Of application (Approximate)	75504	78144	81840	83424	84480

Details of the queries along with Bank response are mentioned in Annexure 1.


[Vikash Kumar Singh]
Senior Manager-IT

Encl.: **Annexure 1** - End to End (E2E) Loan Management System (LMS) - Pre Bid Queries and Response

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

S.No.	Page No.	Point/ Section	Query from Vendor	Remarks from Vendor	Bank's Response	Corrigendum /Clarification /Addendum
1	198 Clause No 7	Core banking Integration: The bidder should have interfaced loan origination system with CBS (Core Banking Solution) of any Bank/Banks.	Request you to kindly ammend this clause as "Core banking Integration: The bidder/OEM should have interfaced loan origination system with CBS (Core Banking Solution) of any Bank/Banks."	Ammending this clause will enable more participation	No Change. Please be guided by the RFP requirements.	Clarification
2	198 Clause No 8	Interface: The bidder should have interfaced loan processing system with – · Identity Verification Agencies (e.g.- NSDL, UIDAI, GST, MCA etc.) · Credit worthiness Assessment Bodies (e.g.- ITR returns, Credit bureaus, telecom data etc.)	Request you to kindly ammend this clause as "Interface: The bidder/OEM should have interfaced loan processing system with – · Identity Verification Agencies (e.g.- NSDL, UIDAI, GST, MCA etc.) · Credit worthiness Assessment Bodies (e.g.- ITR returns, Credit bureaus, telecom data etc.)"	Ammending this clause will enable more participation	No Change. Please be guided by the RFP requirements.	Clarification
3	199 Clause No 10	Micro and small Enterprises – Procurements through MSEs will be done as per the policy guidelines issued by Ministry of Micro, Small and Medium Enterprises (MSME), GOI from time to time. MSEs registered under the SPRS (Single Point Registration Scheme) of NSIC and complying with all the guidelines there under as well as those issued by GOI from time to time shall be eligible.	Request you to allow MSE to exemption of the eligibility condition for cluuse no 7 and clause no 8 for bidding	Can be allowed for MSE	No Change. MSME exemption where ever applicable is provided in RFP	Clarification
4	14	Bids received from a consortium of bidders will be summarily rejected. Bidding in consortium is not allowed for this procurement.	Request you to allow consortium bidding	Consortium bidding will enable smoother execution of project with bidder with dedicated esxpertise	No Change.	Clarification
5	198	16. Eligibility Criteria Compliance Sheet (Annexure-16) Sr No. 4	Existing Clause : The Bidder should have average annual turnover of atleast Rs 20.00 crore during the last three financial years viz. FY 201-22, 2022-23 & 2023-24. The financials should be of the bidder only. Requested Change : Please allow for		No Change. Please be guided by the RFP requirements.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

			MSME/Startup exemption in the turnover criteria.			
6	15	SCOPE OF WORK	For Credit Monitoring, does bank wants to do it before sanction and disbursement of loan?		The bidder is required to meet the RBI Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
7	39	General Requirements for LMS Module A. Features required for Loan Module 5) Online Retail, Agriculture, MSME, Online OTS, Loan account opening	How bank is going to open Loan accounts		Application needs to provide comprehensive solutions and options to bank for account opening through CBS integration.	Clarification
8	39	General Requirements for LMS Module	For Mobile Based Retail, Agriculture, MSME for customer, Mobile Based Loan review system. Do Bank also need mobile application for Bank employees and Customers?		Application needs to provide comprehensive solutions and options to bank for account opening through CBS integration.	Clarification
9	19	The bidder must propose for the optimal size of the Hardware, Operating System, Database, Middleware etc. keeping in view the current average and peak volume of transactions and extrapolate the same for the project period/contract period.	We did not find the Number of Loans, AUM for various journeys and the avg y-o-y growth expected and also expected concurrent users. Request the Bank to please share the info. This helps us propose optimal Infra.		Details Attached 1. UBGB-CAPACITY_Planning.xlsx 2. UBKGB-CAPACITY_Planning.xlsx	Addendum
10	18	General Terms: It may be noted that the application software to be supplied to the Bank should be Platform independent with respect to OS, database, third party tools etc. As Bank is already having ORACLE EULA license, hence it is preferable to utilize the Bank's available licenses (only provide no. of cores/licenses proposed with proper justification). T	Request the Bank to provide MS SQL as well as part of the process.		No Change. Please be guided by the RFP requirements.	Clarification
11	77	Milestones: Successful completion of UAT Payment: 20% of the cost of license & 40% of implementation cost	Considering there are 12 existing schemes in Retail Segement. The vendor will get the payment as per the terms		No Change. Please be guided by the RFP requirements.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

			after UAT of all 12 schemes or 1 scheme ?			
12	197	1. The Bidder must be a Government Organization/PSU / PSE / LLP or Private /Public company/Partnership firms in India and should be in existence for the last 5 years as on 31/03/2024	Request the bank to consider the existence till RFP date (i.e 03-08-2024). We have deployed our software with 8 PSU Banks including Central Bank of India. Considering our experience of working with PSBs, we request you to extend the the date to RFP date. We are an MSE and also DPIIT reconised startup.		No Change. Please be guided by the RFP requirements.	Clarification
13	197		Point no. 2 is missing or the serial numbers have error.		Point No 2 is empty in RFP. Clause 2 stands deleted.	Corrigendum
14	198	4. Audited Balance Sheet (ABS) & Profit and Loss Account Statement for F.Y. 2021-22, 2022-23 & 2023-24 In case the ABS for FY 2023-24 is not available, then CA Certified Provisional Balance Sheet & Profit and Loss Account Statement shall be submitted.	Generally CAs dont Certified Provisional financial Statements. So, request the bank to consider the Company Directors certified copy		No Change. Please be guided by the RFP requirements.	Clarification
15	198	The Bidder should have average annual turnover of at least Rs.20.00 crore during the last three financial year's viz. FY 2021-22, 2022-23 & 2023-24. The financials should be of the bidder only.	We are a MSE and DPIIT registered startup and have deployed our software with 8 PSU Banks including Central bank of India. We request you to reduce the avg turnover requirement to Rs. 10 Crore. Also request the bank to consider the governments vision of promoting MSEs and Startups.		No Change. Please be guided by the RFP requirements.	Clarification
16	198	The Bidder should have positive net-worth in the latest financial year i.e. 2023-24.	As the Bank has requested for the financials of F.Y. 2021-22, 2022-23 & 2023-24. Request the bank to consider the vendors who have positive neworth for F.Y. 2021-22, 2022-23 & 2023-24 .		No Change. Please be guided by the RFP requirements.	Clarification
17	107	G. Escrow Management Cost	Is this escrow management software or Source Code Escrow?		The bidder is required to meet the RBI Guidelines & Industry Standards on Escrow management. Industry accepted Escrow	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

					agreement will be done.	
18	15	2. LMS Application and License: Bank requires perpetual Corporate License	Is it different from Perpetual Enterprise License? Please clarify		Yes, we require perpetual corporate license	Clarification
19	114	Hardware availability at Bank Vendor needs to provide hardware along with software	We did not under the expectation here. Request the Bank to elaborate		Please refer Bill of Material for hardware. Vendor needs to supply all hardware required to operate the application. Bidder has to provide the End-to-End solution with on-site hardware, software, licenses, support, maintenance etc. for smooth functioning of LOS application.	Clarification
20	112	Table I: API Features** (Valid for Contract Period) Cost per API & Setup Cost (in Rs.)	There is no volume info for the calculation in this case. Request the bank to share the same. These may be binding volumes, we can use it for TCO calculation only.		Details Attached 1. UBGB-CAPACITY_Planning.xlsx 2. UBKGB-CAPACITY_Planning.xlsx	Addendum
21	5	5. SCOPE OF WORK	As per our understanding, Loan Origination, Processing, Monitoring and Recovery Management are not part of the scope of this RFP, but the software should be capable to handle these in the future if the Bank requires. Request the bank to confirm.		All the solution are part of RFP and needs to be implemented.	Clarification
22	107	2. COMMERCIAL BID (ANNEXURE-2)	Change request changes (Per person day) are not covered in the Commercial Bid annexure		Please refer Appendix 1 - Bill of Material	Clarification
23	15	15.i	Integration with External Systems i)Any other system as required by the Bank from time to time without any cost to Bank	Bank to define the scope and not leave this open. This should be restricted to 100 man-days effort or should be taken us as on	Please refer Appendix 1 - Bill of Material	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

				additional commercials		
24	16	15 e	Integration with External Systems e) CERSAI (including registration through portal)	Bank to clarify whether it includes Search, amendments & modifications.	The bidder is required to meet the RBI Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
25	17	16.d	d.Internal Applications like HRMS, Finacle, Two-Factor Authentication including Biometric.	Bank to provide detail of the Biometric SDK / Device if any in use currently. Can bank specify any preferred Device for the same ?	Details will be shared with successful bidder. Application should be compatible with all standard devices available in market.	Clarification
26	17	17.c	Establishment of UAT Environment with Manual & Automated regressive testing tools c.Automated tool which could be parameterized to do a regression testing on the list of testing scenarios has to be made available to Bank's testing team so that any changes made to module will be tested with all scenarios created earlier.	Bank to provide details of test automation tool if any already in use in the bank. Does the bank expect the Vendor to bring in a test automation tool ?	Bank does not have test automation tool. Successful bidder to provide the tool for testing.	Clarification
27	17	19	Training: The training includes Technical Administration, Functional and UAT training to Bank's designated personnel. Functional Administrator will take over the responsibility to train other Branch users. All the training has to be imparted at Training Centers of the Bank located at Muzaffarpur and elsewhere	Bank to clarify whether physical presence is required for all the training schedules or the same can be handled through online.	Physical presence is required at Training Centre.	Clarification
28	18		Integration with other Channels/ Devices: Further the application should be accessible through other devices like Mobile, internet etc. for Loan processing/ Approval by Bank's Officials on the move.	Bank to confirm if a mobile responsive web application would suffice for the accessibility from the mobile , tab etc.?	No Change. Please be guided by the RFP requirements. The bidder is required to meet the RBI Guidelines & Industry Standards on the solution's capability to	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

					offer standard solution.	
29	18		Integration with other Channels/ Devices: Further the application should be accessible through other devices like Mobile, internet etc. for Loan processing/ Approval by Bank's Officials on the move.	Bank to confirm the scope of mobile app can be considered only for RAM modules and not the Credit Monitoring, EWS and NPA, If separate mobile application is needed.	No Change. Please be guided by the RFP requirements.	Clarification
30	18		Infrastructure and Software Requirements: d) Document Management System and AMC (after Warranty) separately.	Bank to clarify whether we going to bid along with any 3rd party vendor for DMS or is DMS out of scope for us.	No Change. Please be guided by the RFP requirements. Vendor has to provide DMS for LOS in order to meet the RBI Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
31	18		General Terms The application software shall support multilingual capabilities especially Hindi with no additional cost to the Bank.	Bank to confirm that the multilingual capability needed is for the documents / output generated and not the screens of the product . Data that is dynamic i.e., read from DB will be English only and not translated to Hindi .	The bidder is required to meet the RBI Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
32		5		Banks to provide the number of STPs required as part of the RFP module wise (Ime,, number of STPs each for the Retail ,	Details are available in RFP	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

				Agri and MSME modules and any STP in addition to OTS for the NPA activities)		
33		5		Bank to provide confirmation that the Product will be developed as per one specification (i.e., only one requirement study an implementation) and will be deployed as 2 independent different instances.	The End to End Solution has to be developed for 2 banks sponsored by CBoI i.e. UBGB and UBKGB as per RFP.	Clarification
34	74	9 (A)1 i	Ownership & Grant of License	It is suggested that the Bank may kindly change the license type to revocable in case of the agreement being terminated and the maintenance agreement not in place.	No Change. Please be guided by the RFP requirements.	Clarification
35	75	9 (A)1 C		License can be applicable to the banks being acquired, provided the same instances is being used by the acquired Bank as well	No Change. Please be guided by the RFP requirements.	Clarification
36	76	9 (A) 3	If Service Provider generate any material (software or any work subject of intellectual property right) specifically for the Bank due to valuable resources capitalized in this respect, shall always be property of the Bank.	The IPR of any kind generated by using the existing base code of the Bidder shall be owned by the bidder. Bank is requested to kindly make the modifications accordingly please.	No Change. Please be guided by the RFP requirements.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

37		41	Termination: The Purchaser may, terminate this Contract by giving the Bidder a prior and written 30 (thirty) days' notice indicating its intention to terminate the Contract under the following circumstances:	It is requested that all termination notice period be increased to minimum 90 days since the AMC is being billed quarterly only.	No Change. Please be guided by the RFP requirements.	Clarification
38	103	52	Limitation of Liability: The Bidders aggregate liability in connection with obligations undertaken as a part of the Project regardless of the form or nature of the action giving rise to such liability (in contract), shall be at actuals and limited to the contract value	Limit of Liability is requested to be capped at an amount equivalent to the fees paid in the last 12 months only. After the implementation is over the Limitation can not be for the entire project value. Bank is requested to make the modifications accordingly please.	No Change. Please be guided by the RFP requirements.	Clarification
39	136	6	The Vendor is required to provide all the existing products of various Business Verticals like Retail, Agriculture, MSME, Credit Monitoring and Recovery.	Bank to specify what do they mean by all the existing products	Details are available in RFP	Clarification
40	139	1.1.1	Capacity to support tie ups with vendors, institutions, organizations etc.	Bank to provide indicative number of vendors, institutions, organizations and details of integration to be considered in scope .	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
41	139	1.1.1	Capacity to support tie ups with vendors, institutions, organizations etc.	Bank to clarify the method of ties up and other required parameter which need to be maintained 1.Please quote no of vendors module wise 2.Please quote	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines &	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

				no of Institutions module wise 3.Please quote No of organizations module wise	Industry Standards on the solution's capability to offer standard solution.	
42	139	1.1.3	System should have the ability to send SMS alerts to the customer on vital information related to processing of Loan as well as offering of other facilities. (Also, customer should be able to track his/her application status online).	Bank to clarify whether the status of application to integrated with Official website of Bank ,Internet banking and Mobile banking. Please clarify in the SMS for status of loan application whether bank is configuring promotional information while sending the status of application with website link or dynamic by referring LOS products.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
43	139	1.1.3.1	System should have the ability to send SMS alerts to Bank staff for upcoming/pending action.	Bank to clarify whether all users LOS will have mobile stored in User management. However suggested with Email notification to branch common Email I'D	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
44	139	1.1.3.3	System should be able to display the product features/brochure, document checklist should be available to a)Customers b)Staff members	Bank to clarify mode of communication to customers for product brochure as LOS is not Customer facing platform which is hosted in Bank intranet.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

					offer standard solution.	
45	139	1.1.3.4	System should have status dashboard for the different users for all modules	Bank to clarify the detail attribute for dashboard and should be intergrate the dash with BI tools which are available at the bank level.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
46	139	1.1.3.5	System should be able to perform internal rating as per parameters set by the Bank	Bank to clarify whether any interface is required rating module.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
47	139	1.1.3.6	System should be able to extract/link the applications applied on the Bank's website.	Bank to clarify whether intergration to be done with Bank website vendor.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
48	140	1.1.10	System should have mobile solutions for field functionality, client visits, including data & document, pictures uploads	Bank to provide whether intergration required with bank working mobile platform or APK version of Los is required for subjected ask	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

					Standards on the solution's capability to offer standard solution.	
49	140	1.1.11	System should have the ability to input varied loan application scenarios (e.g. varied loan amount, repayment terms, pricing etc.) for customer and view the implications/outcome of the scenarios to front office team/agents/officer.	Bank to clarify what is role of agent and how the LOS application will be made accessible to know the required ask as LOS is hosted in bank intranet.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
50	141	1.1.13	System must generate a unique customer number & searching based on the defined parameters with full/partial matching. Full/partial matching option to be configurable.	Bank to clarify if it is expecting internal LOS dedupe with parameters.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
51	141	1.1.16	It should capture the details of the lead in a separate form and push it into a Lead follow-up process flow	Bank to clarify if it is expecting any interface for lead follow-ups.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
52	141	1.1.17	Automatic creation of leads using the enquires received through customer portal	Bank to clarify whether any lead form is hosted in Bank Internet, Mobile Banking and Official website, whether LOS	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

				should Integrated with the hosted form.	Guidelines & Industry Standards on the solution's capability to offer standard solution.	
53	141	1.1.19	It should enable customers to initiate Loan origination process through web portal	Bank to clarify whether online journey is required for customers.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
54	141	1.1.23	System should have capability to integrate with fintech APIs for validation of documents as per Bank's requirement	Bank to clarify if it has any available API vendors for integration.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
55	141	1.1.28	Grant users and groups access permission on particular Folder, File, Documents	Bank to clarify what folder permission required.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
56	142	1.2.4	System should be able to display and print advocate /survey report which has been stored in the system.	Bank to clarify, Does it mean view and print for uploaded document.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

					(N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	
57	142	1.2.6	System should have validation based on Due diligence/compliance checks through interface.	Bank to provide detailed number of interfaces for due diligence.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
58	142	1.2.8	System should have the ability to find if a customer is an existing one and check for internal / external referral lists.	Bank to provide detail from which application referral list integrated, Or else bank ask is classification the type of customer is existing to bank or new to bank.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
59	143	1.2.12	System should provide facility to support various EMI calculators like Normal, Flip, Balloon, Step-up, Step-down etc	Bank to clarify whether EMI schedule calculation integrated with CBS or LOS.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
60	143	1.2.15	System should have ability to duplicate customers based on individual and combination parameters	Unable to understand the ask	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

					developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	
61	144	1.3.3	System should have the capability whereby the user can view all previous notes exchanged and remarks made by other users with respect to the application under consideration.	Any versioning of process note is expected and storing of multiple version may increase the size of application. However process note captures all comments and recommendations at all level dynamically and system will keep updating the process note latest information	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
62	144	1.3.6	System should provide for search facilities across the screens in various modules during various stages of processing	Unable to understand the ask	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
63	144	1.3.8	System should have controlled interface with external/internal web links/ data sources/ reference sources for data verification/data & information feeding/checking information. System should able to convert land in Acre/Bigha /Cent into Hectare in decimal points irrespective of state. System should consolidate holdings of Borrower and	Bank is expecting integration for validation of land records and same to be validated	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

			co-borrower while arriving the limit and value of security as well as incremental income.		offer standard solution.	
64	144	1.3.10	System should have the ability to allocate relevant cases to these external agencies and give controlled access to work or give them facility to upload their reports.	Bank to clarify the number of agencies, classification of services like legal, valuation , other vendors for verification, Should be provide online platform to them.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
65	146	1.3.18	System should capture any Number of years for which the financial projections/ Cash flow /Loan/Covenants data can be recorded & processed.	Bank to provide the number of years.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
66	147	1.3.27	In the event that a customer already has an existing loan, the system must have automated capability to settle the existing loan and generate a new loan application, with a consolidated balance of the new and old loan. The system must have the capability for pricing to be based on the tenor of the loan. (However, pricing of loan depends on other factors too like – Internal/External rating, Risk mitigation, Collateral security, Restructuring of loan under CDR etc.)	Bank to provide information, whether bank is excepting settlement flow in LOS. (LOS is processing application and any loan account maintenance to be done in CBS)	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
67	148	1.4.11	System should be capable of -Generating offer letter & Loan Documents for customer. -Allow acceptance by the customer via a compliance call.	Bank to clarify compliance call, any interface is expected	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

			-Allow printing of approval/rejection letter in desired format. Ability to view the status of applications under process - Stage- wise, branch-wise and user-wise.		(N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	
68	150	1.6.2	The system should provide output format to be generated in MS Word, MS Excel, Adobe Acrobat PDF, HTML, XML etc. and any format needed in future.	Bank to clarify this statement because generating word document editable type will lead to audit concern in future.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
69	153	2.9	System should be able to throw alerts to borrowers/guarantors/co-borrowers/co-obligates/co-applicants, with critical amount and pay-by-date in all accounts i.e. Standard, SMA-1 and SMA-2 including branches and controlling offices.	Bank to provide details regarding the which kind of alerts will be thrown to borrowers on the SMA status. Email or SMS ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
70	154	3.1	System should have the ability to send Reminder Emails and SMS to designated higher Officials of the Bank which can be scheduled in the system as online mode/batch mode	Bank to clarify whether bank is expecting alerts on SMS accounts ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
71	154	3.2	System should have provision to generate alerts from each stage – normal alerts and exceptional alerts.	Bank to provide detail regarding, what is normal alerts and	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

				exceptional alerts?	developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	
72	154	3.4	System should have an analysis capability based on transaction (e.g. excess withdrawal of cash from loan accounts, transfer of loan funds to sister concerns, transfer of loans to saving accounts).	Bank to clarify, CBS Data will be provided through DB link/ view/ direct data dump. If it is a dump of data ,T-1 data can be provided from CBS Team ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
73	154	3.5	The system should have the capability to generate report for Periodic monitoring (with manual intervention) of covenants. The system should be able to generate loan accounts due for renewal.	Whether the bank will provide the logic for finding the accounts due for renewal ? Or manual intervention ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
74	154	3.5		For Periodic Monitoring - Latest CBS data will be provided by CBS Team ? Frequency of data? And workflow for the same ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
75	154	3.6	For the sake of follow up of overdue amount, System should generate reports for CKCC monitoring i.e.	Bank to provide whether the overdue	Bidder to mention only "Readily Available	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response - Annexure 1

			overdue 110%,115%, 125% and above 125% etc.	percentage logic will be provided for coco reports ?	(R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	
76	155	3.7	1.Customer Information: System should have ability to display the customer's fund, non-fund-based and investment exposures details.	Bank to provide details on investment exposures details.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
77	155	3.7.5	5.External Rating: Periodic updating of the External Rating of the customer to be provided	Bank to provide whether periodic updating of rating to be is to be based on external rating alone ? Or based on EWS Alerts and exposure as well ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
78	155	3.7.6	6.Department Observations: Provision for entering observations of various departments and authorities on the loan to be made available	How many departments including Credit monitoring department available in bank ? Monitoring System - 6.Department Observations.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

79	156	3.7.10	<p>10. Restructuring of the Loans: Provision should be available for restructuring of the existing accounts and sanctioning of the restructuring of the loans to be supported. Particulars of restructuring (Date of restructuring, approval, restructuring details, fresh exposure etc.).</p>	<p>Whether bank will provide data for Restructuring of the loan accounts ?</p>	<p>Bidder to mention only "Readily Available (R)/ Customizable (C)/ To be developed (D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.</p>	<p>Clarification</p>
80	156	3.7.12	<p>12. Following details by TPA (Third-party agencies) should also be captured – c) LSR d) Valuation/TEV upload e) Credit Audit</p>	<p>Whether the third party agencies need to be login to the credit monitoring system ? Or on behalf of third party agencies branch users will do the activities and generate the report ?</p>	<p>Bidder to mention only "Readily Available (R)/ Customizable (C)/ To be developed (D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.</p>	<p>Clarification</p>
81	156	3.7.12.c	<p>12. Following details by TPA (Third-party agencies) should also be captured – c) LSR</p>	<p>Bank to provide product wise formats and How many kinds of LSR reports needs to be generated ?</p>	<p>Bidder to mention only "Readily Available (R)/ Customizable (C)/ To be developed (D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.</p>	<p>Clarification</p>
82	156	3.7.12.h	<p>h) Stock Audit</p>	<p>Bank to provide whether LRM's and auditors will be able to login to the monitoring system ?</p>	<p>Bidder to mention only "Readily Available (R)/ Customizable (C)/ To be developed (D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to</p>	<p>Clarification</p>

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

					offer standard solution.	
83	156	3.7	Loan Monitoring System: Post-Sanction Follow-up/ Credit Monitoring System	Data frequency on each monitoring alert can be provided by the bank ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
84	156	3.7		Bank to clarify whether Monthly Monitoring Report (MMR) CBS data will be provided on monthly basis ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
85	156	3.7		Bank to clarify whether Work flow logic for controlling will be provided ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
86	156	3.7	Monthly Monitoring Report (MMR): System should have ability to generate	MMR -control returns and all data will be manual entry or data fetching from CBS ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

					Standards on the solution's capability to offer standard solution.	
87	156	3.7	Loan Monitoring System: Post-Sanction Follow-up/ Credit Monitoring System	Bank to clarify whether Non-Financials Alerts to be directly send to branch head ? Branch maker have no options to review ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
88	156	3.7.9	Claims Management	Bank to provide details regarding, Claims Management - Admin setup is needed for maintaining subsidy masters or bank able to suggest any API for getting latest data on govt subsidies ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
89	158	3.11	System should generate review/renewal notice in advance and intimate to borrowers to submit the required details before due date.	whether bank is expecting email notification/SMS to customers on review or renewal of account ? Data/logic will be provided by the bank for identifying accounts ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
90	158	3.11		Bank to clarify whether Email template will be provided by the bank ? And on Native language or in English ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

					Guidelines & Industry Standards on the solution's capability to offer standard solution.	
91	158	4.1	EWS – Core Banking Related The system should be able to incorporate the following EWS- Core Banking related signals (as also mentioned in Annexure- 21)	Bank to clarify whether bank provide CBS data for all CBS alerts on daily basis ? T-1 data .	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
92	158	4.1		Bank to provide detail on frequently of the accounts will be inserted into EWS system ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
93	158	4.1	EWS – Core Banking Related The system should be able to incorporate the following EWS- Core Banking related signals (as also mentioned in Annexure- 21)	Whether the MIS report is to be available for CO users or all users ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
94	158	4.1		Whether the graphical representation of reports needed ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

					(N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	
95	158	4.1		Bank to provide detail of format for downloading alert wise accounts and account wise alerts in EWS ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
96	158	4.1		Whether the logic on each and every CBS alert will be provided ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
97	158	4.1	EWS – Core Banking Related The system should be able to incorporate the following EWS- Core Banking related signals (as also mentioned in Annexure- 21)	Bank to clarify whether RGB logic for each and alert will be provided by the bank ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
98	158	4.1		Bank to clarify whether workflow logic based on the severity of the	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

				alert will be provided ?	developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	
99	158	4.1		Bank to clarify whether MCB and CFB branches workflow can be provided specifically ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
100	158	4.1		Out of the 20 CBS alerts listed what is the frequency of each and every alert ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
101	159	4.1.8	Credit summations not matching reported sales in proportion to banks share (RBI) – Deviation(decrease in %) in credit summation from reported sales (Sales as a % WC Exposure sanctioned.)	Bank to clarify whether Irregularity count will be taken from credit monitoring system or from CBS?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
102	159	4.2	EWS – Financials/ LMS based The system should be able to incorporate the	Bank to clarify whether LMS alerts will be	Bidder to mention only "Readily Available	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response - Annexure 1

			following EWS-Financials/LMS related signals (as also mentioned in Annexure-22	automated or Manual ?	(R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	
103	159	4.2		Bank to clarify, automated means we need the logic on all LMS alerts ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
104	159	4.2		If it manual means who can raise it ? Branch people or higher authorities ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
105	159	4.2		Bank to clarify whether the frequency on each and every LMS Alert will be provided by the bank ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

106	161	4.3	<p>EWS – External Source Related The system should be able to incorporate the following EWS- Financials/LMS related signals (as also mentioned in Annexure-23)</p>	Bank to clarify whether bank have any suggestions on API'S related to external alerts ?or we can go with the data from corpository ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
107	161	4.3		If it is corpository data means what is the frequency on each alert ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
108	161	4.3		Bank to provide RGB value on each alert raised for the accounts.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
109	161	4.3		On news based alerts appropriate keywords will be provided by the bank for triggering alerts ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

					offer standard solution.	
110	162	4.4	EWS – External Source Related The system should be able to incorporate the following	Bank to provide detail on all red flagging alerts to be fetched from CBS or red flagged accounts in credit monitoring system.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
111	162	4.4	EWS- Financials/LMS related signals (as also mentioned in Annexure-23)	if it is CBS alerts means will be the data be provided by CBS Team ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
112	164	5.1	System should be able to submit request by bank's existing borrowers for Revival & Rehabilitation of MSME Loans. Borrowers should be able to access and submit their loan request with necessary details.	Bank to clarify whether it is limited to MSME loans.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
113	164	5.2	System should be able to generate a reference ID for borrower. Based on branch Id entered by borrower customer, a reference Id should be generated along with an email to branch concerned and Regional Office, to enable creating details in Inward Register and Online	Unable to understand the ask Bank is expecting renewal /Review process or Restructuring of MSME loans	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

			tracking provision should be enabled.		Standards on the solution's capability to offer standard solution.	
114	164	6	NPA Management (Legal actions/OTS settlement)	Bank to clarify the CBS data on NPA accounts, facilities, securities will be provided by the CBS team through Views or DB Link.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
115	165	6	Compromise Proposal System should capture all details of customer Account from CBS since NPA, Present status of the account including its asset classification under NPA. System should evaluate and give the amount of sacrifice the bank has to bear within RBI defined guidelines/Board approval and generate counter offer to the NPA customer. System should be able to generate bank- defined format and the work flow along with the recommendations of various authorities and final approval by competent authority of the bank and facilitate proper accounting at CBS for closure of the account through interface without manual intervention. Approval of deviations (if any) by competent authority under its delegated powers (sanctioning authority for deviation approval authority; so two different approvals need to take place).	CBS data on NPA accounts , facilities , securities will be provided by the CBS team or the DB link or views will be provided ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
116	165	6	On the basis of market conditions/requirement of bank/Govt. policies, OTS schemes are introduced. Bank may also come out with area-specific/state-specific OTS schemes. The	If it is view or DB link - Whether the bank can be able to provide the logic FOR NPA accounts?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
117	165	6		All printable document formats to be provided in native language or English ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

			system to accept parameters at one level and to calculate sacrifice and delegated authority on the basis of sacrifice against contractual dues O/s till the date of sanction of OTS proposal.		Guidelines & Industry Standards on the solution's capability to offer standard solution.	
118	165	6		Whether OTS scheme is required to be made as configurable system ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
119	165	6		Whether the bank will provide logic for area-specific/state-specific OTS schemes ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
120	165	6		Whether Admin set up is required in NPA module for configurable items ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
121	165	6.1		Whether the list of accounts eligible for OTS will be provided by the CBS team	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

				on defined frequency?	(N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	
122	165	6.1		Bank to provide detail on CBS API Specification for closure of accounts from NPA to CBS will be provided from CBS team ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
123	165	6.1		Bank to clarify whether OTS workflow and approval authority will be provided by the bank?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
124	165	6.1		deviation logic and approving authority details will be provided ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
125	165	6.1	Compromise Proposal	Vendor expects the Bank/CBS to provide the list of accounts	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

				eligible for OTS at defined frequency	developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	
126	166	6.2	SARFAESI Proposal	Bank to provide detail on SARFAESI Proposal - auction notice format will be provided by the bank ?	Bidder to mention only "Readily Available (R)/Customiza ble (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarificat ion
127	166	6.2	Compromise Proposal	Vendor expects that CBS provides appropriate API Specification/d ata sharing for closure of accounts from NPA	Bidder to mention only "Readily Available (R)/Customiza ble (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarificat ion
128	166	6.3	Filing of Suit	Suit Filing - manual entry or data to be flow from CBS ?	Bidder to mention only "Readily Available (R)/Customiza ble (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarificat ion
129	166	6.3	Filing of Suit	Bank will provide API's on Court API'S ?	Bidder to mention only "Readily Available	Clarificat ion

End to End (E2E) Loan Management System (LMS) - Queries and Response - Annexure 1

					(R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	
130	166	6.3	Filing of Suit	Bank to clarify whether Advocate master is needed nationwide ? Data will be provided by the bank ? Or any API is needed ? court wise /advocate wise MIS report is needed ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
131	171	6.16	In all the above fields, the system should be able to generate Alarms/alerts for upcoming events such as expiry dates, hearing dates auction dates etc. The event dates must be parsed from the appropriate fields from the NPA management module.	Bank to provide detail on alerts / email notification to users on pending actions is required in NPA?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
132	171	6.17	In line with EASE guidelines, our Bank has put in place a system where borrower is able to apply online on our website. Automated customer intimation is generated and customer is able to track status of OTS application. This system should include all these features, integrate online application with OTS processing and should be able to give following features which are required as per EASE	Bank to clarify whether API specifications on integration online OTS applications with NPA module will be provided?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

133	171	6.17	<p>guidelines –</p> <p>1) Track account by stages of approval</p> <p>2) Automated Escalations of OTS proposal after specified number of days, say T</p> <p>3) Identify Approval authority within the Bank for OTS (as per present terms of RFP, the system is evaluating and will give amount of sacrifice on the basis of sacrifice delegated authority for sanction to be identified).</p> <p>4) Track list of accounts identified for OTS by Bank. Tracking recovery schedule and amounts.</p>	Bank to clarify whether escalations of OTS proposal logic will be provided ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
134	171	6.17		Bank to clarify whether sacrifice amount calculation logic will vary from state to state or is common?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
135	171	6.18		Bank to provide its expectation on recovery process recording ?	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
136	171	6.18	<p>All attempts made for Recovery phone calls/emails/personal visits by Bank officer/Meetings at ROs/ZOs and discussion details/outcomes that are agreed upon during the interaction with time and date stamp to be recorded to understand the past discussions/developments etc.</p>	Bank to clarify whether bank is expecting interface and store the voice record of the communication which are made by Phone banking.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

					offer standard solution.	
137	176	10.28		Bank to state quote the Multiple instances of a single verification type.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
			Multiple instances of a single verification type			
138				Online module points are asked but not defined in the SOW.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
139	77			Payment will be made in phases after obtaining a "Letter of satisfaction" and clearance for Payment from the concerned dealing group/user group of the Bank.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
140	194	15.24		Ability to support all web browsers like IE 8.0 and onwards, Firebox, Google Chrome etc The system shall support multiple databases such as Oracle, SQL etc.	Ability to support all web browsers like Microsoft Edge, Firebox, Google Chrome etc The system shall support multiple databases such as	Corrigendum
				IE 8 is not supported any more my Microsoft and hence the product will not be supported on IE8.		

End to End (E2E) Loan Management System (LMS) - Queries and Response - Annexure 1

					Oracle, SQL etc.	
141	207	ANNEXURE-20	Uttar Bihar Gramin Bank and Uttar Banga Kshetriya Gramin Bank - Capacity Planning	Average no of application processed in a day or month is not shared to arrive the data storage. Please share the average applications processed module wise like Retail, Agriculture and MSME applications.	Details Attached 1. UBGB-CAPACITY_Planning.xlsx 2. UBKGB-CAPACITY_Planning.xlsx	Addendum
142	207	ANNEXURE-20	Uttar Bihar Gramin Bank and Uttar Banga Kshetriya Gramin Bank - Capacity Planning	The total number of accounts to be monitored daily or monthly hasn't been specified for determining data storage needs. Please provide the total number of accounts that need to be monitored for the Credit Monitoring, EWS, and NPA Management Modules.	Details Attached 1. UBGB-CAPACITY_Planning.xlsx 2. UBKGB-CAPACITY_Planning.xlsx	Addendum
143	207	ANNEXURE-20	Uttar Bihar Gramin Bank and Uttar Banga Kshetriya Gramin Bank - Capacity Planning	The capacity planning parameters included in the RFP represent the combined figures for Uttar Bihar Gramin Bank (UBGB) and Uttar Banga Kshetriya Gramin Bank (UBKGB). Could you clarify whether both banks will be accessing the LMS from a single environment or from two separate environments?	Details Attached 1. UBGB-CAPACITY_Planning.xlsx 2. UBKGB-CAPACITY_Planning.xlsx	Addendum

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

				If separate environments are required, the Bank will need to share the capacity parameters individually for each Bank		
144	15	Bidders are required to quote their price for Corporate License only having no limitation based on No of the Users, No. of Branches, Nature and Type of Branches etc.	In respect to the mentioned statement, requesting bank to confirm the following, 1. Approximate number of user concurrency. 2. Total number of users. Clarification on the above queries will help us to frame exact HW Sizing and BOQ.		Details Attached 1. UBGB-CAPACITY_Planning.xlsx 2. UBKGB-CAPACITY_Planning.xlsx	Addendum
145	11	Earnest Money Deposit - Rs.20,00,000/- (Rupees Twenty Lacs only)	As per Industry Standard, the approximate project budget is coming around 20 Crore. Please confirm if that understanding is correct.		No Change. Please be guided by the RFP requirements.	Clarification
146	16	The Application software should have facility to integrated with Customer Sourcing channels such as Internet, Mobile (Android+iOS), Tablets, IVR (Interactive Voice Response) systems and other devices.	In respect to the mentioned statement, it is understood that all requests from probable customers for loan initiation, loan processing, customer service will come from Bank's Portal, Table, Mobile App and also through physical documents (That will be scanned at branch level and send to loan workflow for processing) which will be submitted by branch walk-in customers. Please confirm if that understanding is correct.		No Change. Please be guided by the RFP requirements.	Clarification
147	16	The Application software should have facility to integrated with Customer Sourcing channels such as Internet, Mobile (Android+iOS), Tablets, IVR (Interactive Voice Response) systems and other devices.	In assumption with the above understanding is correct, requesting Bank to confirm the following, 1. Number of total scanning workstations / scanners.		Details Attached 1. UBGB-CAPACITY_Planning.xlsx 2. UBKGB-CAPACITY_Planning.xlsx	Addendum
148	16	Implementation & Customizations – a. Installation & configuration of Hardware and various components, functionalities of LMS in Production, DR and UAT environment	In reference to the mentioned statement, requesting Bank to confirm on the following environments and clustering, 1. Production (Active-Active) 2. DR (Active-Active and with 100% Replica of Production) 3. UAT (Stand Alone) 4. Development (Stand		Yes.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

			Alone) Please confirm whether the above understanding is correct.			
149	177	Channels – Mobile/Tab/Web Portal Handheld applications should be compatible with both Mobile and Tablets	In respect to the mentioned statement, it is understood the Bank wants a LMS application which can be accessible through Mobile or Tan Browser. Bank doesn't require a Separate Mobile App for the LOS Solution. Please confirm whether the understanding is correct.		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
150	20	Facility Management/Services – Facility Management should be comprehensive for both hardware and software support. The onsite support should be available at our DC location and shall parallel support DR location also. In case of any resolution requirements at DR site, the FM shall visit DR site with no additional cost to the bank.	As understood from the mentioned statement alike Hardware, for entire LMS Application also, Bank wants minimum 2 Onsite Support Resource (for 8:00 AM - 8:00 PM duration) at DC / Production Location (Navi Mumbai) and if there is any problem at DR location (Hyderabad), those resources will travel from DC location to DR location without any additional cost. Please confirm if that understanding is correct.		No Change. Please be guided by the RFP requirements.	Clarification
151	20	Facility Management/Services – Facility Management should be comprehensive for both hardware and software support. The onsite support should be available at our DC location and shall parallel support DR location also. In case of any resolution requirements at DR site, the FM shall visit DR site with no additional cost to the bank.	In assumption to the above understanding is correct, requesting Bank to confirm whether the 2 Onsite Support Resource need to be deployed during Warranty Period as well as during ATS-AMC Period.		No Change. Please be guided by the RFP requirements.	Clarification
152	178	Solution should be offered in such a manner that includes installation either as a single instance or multi instance depending on Bank's requirements.	In respect to the mentioned statement, requesting Bank to confirm whether they want Single Instance Deployment or Multi Instance Deployment. It needs to be confirmed whether LMS Application will be installed in a centralized location and will be used by both the RRBs' users in a single		LMS Application will be installed in a centralized location and will be used by both the RRBs' users in a separate instance.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

			instance. The confirmation on the above will help us to confirm the number of license instance for LMS.			
153	178	System should be capable of being implemented on a Centralized, localized and/ or a hub and spoke model implementation.	In respect to the mentioned statement, requesting Bank to clarify the requirement of "Localized Solution".		System should be capable of being implemented on a Centralized location	Corrigendum
154	18	Infrastructure and Software Requirements: The vendor is required to Quote for a) Application Software, b) Hardware (along with Configuration), c) Third party Software, Middleware (Version, Licensing etc.)	In reference to the mentioned statement, it is understood that the Bidder needs to provide Hardware, Operating System, Database, Middleware, Synchronizing Tool, Replication Tool and other Supporting & 3rd Party Applications along with respective Installation, Configuration, Maintenance of the same. Please confirm if that understanding is correct.		Bank will only provide Oracle EULA License. Rest all are under the scope of bidder.	Clarification
155	77	License Cost- 1. Signing of all Agreements, Project Kick-off, and Installation of Base software in Bank's System for Requirement gathering and submission of all documents - 10% of the cost of the license 2. Completion of Requirement Gathering and finalization/sign-off of Final Requirement Gathering Document- 10% of the cost of the license - 3. Delivery of Customized Software based on Requirements gathered, installation, and creation of major interfaces, building of interfaces between LMS and CBS/MIS and external agencies where Bank will provide APIs such as CIBIL/Risk Rating/Fintech companies/Data Aggregators - 20% of the cost of the license - 4. Successful completion of UAT - 20% of the cost of the license 5. Successful completion of Go-Live and completion of Training - 30% of the cost of the license 6. Resolution of issues encountered and after completion of the warranty	License Fee : Request to make payment t of license 100% immediately on delivery of all licenses to bank . Bank is the owner of licenses post-delivery along with license certificate issued by the OEM . As an OEM it is important and much required to have 100% license money on delivery for cash flow and resource deployment. Request to consider our request.		No Change. Please be guided by the RFP requirements.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

		period- 10% of the cost of the license				
156	78	Implementation Cost 1. Successful completion of UAT- 40% of the implementation cost 2.Successful completion of Go Live and completion of Training-30% of the implementation cost 3.Resolution of issues encountered and after completion of the warranty period- 30% of the implementation cost	Implementation Fee - request to consider below Implementation payment terms:- 1. Resource mobilisation - 10% 2. SRS Sign off- 20% 3. UAT Sign off- 40% 4. Go Live Sign off - 20%. 5) 1 month post Go-Live - 10%		No Change. Please be guided by the RFP requirements.	Clarification
157	12	Successful bidders will have to give Security Deposit of 10% of the contract value (TCO) in the form of Performance Bank Guarantee (PBG) issued by a scheduled commercial bank (other than Uttar Bihar Gramin Bank and Uttar Banga Kshetriya Gramin Bank) with validity of 84 months (72 months contract period + one year claim period) from the date of issue of PBG and directly forwarded to the Bank within 21 days from the date of receipt of Purchase Order (PO)/acceptance by the successful bidder. The PBG will have to be renewed / resubmitted with fresh validity, in case of extension of the contract. Previous PBG will be returned only when the renewed PBG is received by the Bank.	Request to consider for rolling PBG on Y-O Yo basis till contract period.		No Change. Please be guided by the RFP requirements.	Clarification
158	36	The bidder shall provide and install all upgrades of all the software in the project like database, middleware, upgradation whenever required. The bank can seek any bug fix, customization of software during the entire period of contract at no additional cost. Any system enhancement / upgradation requirement due to RBI/Government guidelines or for meeting any statutory/legal requirement may also be provided /done during the entire	Any Upgrade to be purchased separately. However,we will provide updates, fixes and patches. Kindly remove the parts where the bank has asked to provide upgrades without any additional charge.		No Change. Please be guided by the RFP requirements.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

		period of contract at no additional cost				
159	11	Bid Fee	We request Bank to consider Udyam Certificate for MSE exemption of Bid Fee.		No Change. MSME exemption where ever applicable is already provided in RFP	Clarification
160	11	Earnest Money Deposit	We request Bank to consider Udyam Certificate for MSE exemption of EMD Fee.		No Change. MSME exemption where ever applicable is already provided in RFP	Clarification
161	136	<p>The Solution - E2E (End to End) Loan Management System (LMS) includes</p> <ul style="list-style-type: none"> · Loan Origination (Lead Management, Due Diligence related Verifications/Validations, Processing, Sanctioning, Security Management – Primary/Collateral, Documentation, Loan A/c opening in CBS, Disbursement, Compliance tracking) · Collection/ Repayments Management · Credit Monitoring /Delinquency Management · EWS (Early Warning Signals) · Rehabilitation & Restructuring · NPA Management · Interfaces with CBS · Interfaces with Fintech Companies · DMS (Document Management System) · Audit Trail · Channels – Mobile/Tab/Web Portal · Technical Specifications · MIS Support & Analytics based services · Specific Features (Product & Workflow-specific features) 	it's very exhaustive scope, have multiple applications incorporated in one RFP, whereas other Banks floated separate RFP for every application. for example, Bank have floated seaprte RFP for LoS, separate RFP for collection/repayment management, seperate RFP for EWS and Separate RFP for NPA Management. we request UBGB to float seaprte RFP for above applications.		No Change. Please be guided by the RFP requirements.	Clarification
162	12	Secuirty Deposit - Clause as follows Successful bidders will have to give Security Deposit of 10% of the contract value (TCO) in the form of Performance Bank Guarantee (PBG) issued by a scheduled commercial bank (other than Uttar	holding Security deposit for PBG for 7 years is very big cost to vendor and that too at 10% of contract value.we request Bank to consider PBG at 3% of (application + services + AMC of 4 years) as vendor don't control cost of OS licenses and Hardware.		No Change. Please be guided by the RFP requirements.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

		Bihar Gramin Bank and Uttar Banga Kshetriya Gramin Bank) with validity of 84 months (72 months contract period + one year claim period) from the date of issue of PBG and directly forwarded to the Bank within 21 days from the date of receipt of Purchase Order (PO)/acceptance by the successful bidder. The PBG will have to be renewed / resubmitted with fresh validity, in case of extension of the contract. Previous PBG will be returned only when the renewed PBG is received by the Bank.				
163	16	The Application software should have facility to integrated with Customer Sourcing channels such as Internet, Mobile (Android+iOS), Tablets, IVR (Interactive Voice Response) systems and other devices. Further the application should be accessible through other devices like Mobile, Tablets etc. for Loan processing/Approval by Bank's Officials on the move	Based on our understanding, system should have facility to integrate however Bank will provide the respective API with Working document for customer resourcing channels for Internet, Mobile Tablets, IVR system . Please confirm.		No Change. Please be guided by the RFP requirements.	Clarification
164	142	System should be able to capture and validate various data for KYC norms as per RBI norms from time to time like Customer Type, Customer Profile, Customer Address, KYC documents etc.	Based on our understanding bidder shall integrate bank's E-KYC solution. The API shall be provided by the bank to bidder for integration or Bidder shall provide Please confirm		API will be provided by E-KYC vendor of bank.	Clarification
165	14	BIDDING IN CONSORTIUM / CONDITIONAL BIDS : Bids received from a consortium of bidders will be summarily rejected. Bidding in consortium is not allowed for this procurement.	we request Bank to allow partnership with other software company, however one bidder will take responsibility of providing all solutions and will be front ending for bid and one communication wth Bank , please confirm.		No Change. Please be guided by the RFP requirements.	Clarification
166	16	Recommendations for Hardware for LMS, 3rd Party Software, Data Management Systems.	As Bank is already having ORACLE EULA license, hence it is preferable to utilize the Bank's available licenses .The bidder needs to submit self-declaration that the proposed LMS solution will be deployed with Oracle as database, to the satisfaction of the Bank. also We request bank to borne the		No Change. Please be guided by the RFP requirements.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

			responsibility of Hardware and IT infra licenses (VM license, DB license, OS license and other Licenses). please confirm			
167	16	Integration with External Systems	Based on our understanding bank will provide the Fintech API with Working document for integration to the proposed solution. Bidder just needs to Integrate these API and cost of API consumption of these fintech service will be borne by Bank, please confirm.		Bidder has to take care API integration with the FINTECH with no cost to the Bank.	Clarification
168	17	a. Finacle Core Banking System and further upgrades (integration with upgraded system should be offered without any additional cost to the Bank.	when Finacle Core Banking System goes for upgrade , it's overall UI and data structure also gets change and Vendor have to redevelop it's integrated connectors and vendor can't anticipate/assume changes that are going to happen in third party software in future. hence we request bank to consider CR when CBS goes for version upgrade in future,		No Change. Please be guided by the RFP requirements.	Clarification
169	18	Integration with Bank's Core Banking Solution: As per General Requirement, proposed Software is to be integrated with Core Banking Solution i.e. Finacle for fetching Customer and other Data required for processing, complete online account Opening and other referral work. The proposed software should have capability to be integrated with all the versions of Finacle. No additional charge will be payable by the Bank for migrating or upgraded versions of Finacle.	at present vendor can't anticipate/assume changes that are going to happen in third party software. since it brings changes in CBS and similarly vendor have to put development efforts to comply with it.hence we request bank to consider CR when CBS goes for version upgrade in future		No Change. Please be guided by the RFP requirements.	Clarification
170	18	Infrastructure and Software Requirements: The vendor is required to Quote for a) Application Software, b) Hardware (along with Configuration), c) Third party Software, Middleware (Version, Licensing etc.) d) Document Management System and AMC (after Warranty) separately	As Bank is already having ORACLE EULA license, hence it is preferable to utilize the Bank's available licenses .The bidder needs to submit self-declaration that the proposed LMS solution will be deployed with Oracle as database, to the satisfaction of the Bank. since this RFP is for Banking software, most of the vendors will be pure software developers whereas Hardware and IT		Bank will only provide Oracle EULA License. Rest all are under the scope of bidder.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

			infra services generally managed by System integrators. hence we request bank to borne the responsibility of IT infra or provide hosting environment with Oracle available licenses from Bank.			
171	19	The Bidder has to upgrade servers / storage at no extra cost to the Bank, in case the offered Hardware configuration does not meet the requirements, during the contract period.	to provision for storage, we request Bank to provide volume of applications that will be processed in next five years to derive storage space. Or to avoid this confusion , we request bank to provide IT infrastructure for hosting the applications.		Details Attached 1. UBGB-CAPACITY_Planning.xlsx 2. UBKGB-CAPACITY_Planning.xlsx	Addendum
172	19	The vendor undertakes and guarantees a system Up-Time of 99.8% during the period of warranty and AMC	We request bank to consider the updated clause: The vendor undertakes and guarantees a system Up-Time of 99.5% during the period of warranty and AMC		No Change. Please be guided by the RFP requirements.	Clarification
173	77	Milestones License Cost Implementation Cost 1. Signing of all Agreements, Project Kick off and Installation of Base software in Bank’s System for Requirement gathering and submission of all documents : 10 % of the cost of license 2. Completion of Requirement Gathering and finalization/ sign-off of Final Requirement Gathering Document :10% of the cost of license 3. Delivery of Customized Software based on Requirements gathered, installation and creation of major interfaces, building of interfaces between LMS and CBS/MIS and external agencies where Bank will provide APIs such as CIBIL/Risk Rating/Fintech companies/Data Aggregators. : 20% of the cost of license 4. Successful completion of UAT : 20% of the cost of license 5. Successful completion of Go Live and completion of Training : 30% of the cost of license	we request bank to consider below suggested payment Milestones for License Cost 1.Signing of all Agreements, Project Kick off and submission of all documents : 10 % of the cost of license 2. Completion of Requirement Gathering and finalization/ sign-off of Final Requirement Gathering Document :10% of the cost of license 3. Delivery of Customized Software based on Requirements gathered, installation and creation of major interfaces, building of interfaces between LMS and CBS/MIS and external agencies where Bank will provide APIs such as CIBIL/Risk Rating/Fintech companies/Data Aggregators: 30% of the cost of license 4. Successful completion of UAT : 30% of the cost of license 5. Successful completion of Go Live and completion of Training : 20% of the cost of license		No Change. Please be guided by the RFP requirements.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

		6. Resolution of issues encountered and after completion of the warranty period : 10% of the cost of license				
174	78	For Hardware Items – 1.50% on Delivery & Installation of Hardware and sign off at DC & DRC 2.30% on Go-Live and sign off of 1st Module 3.10% on Go-Live and sign off of 4th Module 4.10% after successful implementation of All Modules and sign off. For Operating System, Database, Middleware etc. (other than LMS/Application Software) – 1.60% on after Delivery and Installation and sign off. 2.30% after Go-Live of 1st module and sign off. 3.10% after Go-Live of all modules and sign off.	we request Bank to consider 100% payment release after delivery of the hardware and OS and OB lincenes in the name of Bank. as vendor don't have control over these costs. Also hardware and OS, DB OEM ask for upfront payment,hence we request Bank to consider 100% payment release		No Change. Please be guided by the RFP requirements.	Clarification
175	78	ATS for Hardware - AMC/ATS for hardware/network equipment/peripherals at DC/DR for 4th year Half-yearly intervals in arrears i.e. after completion of half-year AMC/ATS for hardware/network equipment/peripherals at DC/DR for 5th year Half-yearly intervals in arrears i.e. after completion of half-year	we request Bank to release AMC/ATS of hardware and OS, DB licenses in advance at the start of AMC year , as these cost vendor have to pay to these OEM in advance		No Change. Please be guided by the RFP requirements.	Clarification
176	20	For any delay in delivery, installation and commissioning beyond the specified period, a penalty @ of 1% of the purchase order value per week or part thereof will be levied, subject to maximum of 10% of invoice/contract value	We request the Bank to consider that For any delay in delivery, installation and commissioning beyond the specified period, a penalty @ of 0.5% of the purchase order value per week or part thereof will be levied, subject to maximum of 5% of application value. since overall purchase order will also have Harware, OS licenses where we pay full amount to third party OEMs.		No Change. Please be guided by the RFP requirements.	Clarification
177	20	The FM services shall be available on all working days during the business hours i.e. 8 am to 8 pm. However, the FM onsite support shall be made available even on	We request FM onsite support will be available 9 Am to 6 Pm.		No Change. Please be guided by the RFP requirements.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

		Sundays/holidays in case of business exigencies/DR drills or on Bank’s demand as per the requirement of the Bank.				
178	21	The Successful bidder undertakes and guarantees that all the “Critical Errors” will be resolved in the production environment within two hours of the Bank intimating the same through writing, telephone, mail or fax. In case the Critical Errors are not resolved within the stipulated time as above, there shall be a penalty of Rs. 5,000/- (Rupees Five thousand only) per hour exceeding above said 2 hours resolution time apart from replacement of the respective hardware/software at successful bidder’s own cost for solving the errors. In case the error is not resolved within 4 hours from the time of reporting of the error by the Bank, the successful bidder shall be liable to pay a penalty of 0.25% of the total value of the above said purchase order	Based on our understanding, the resolving hours provided is unrealistic and the penalty is very high. there are multiple factors which can affect application including network, internet and third party applications where vendor won't be having any control. hence We request the Bank to Consider the realistic resolving time and penalty to be discussed with successful bidder and mutually agreed while signing the SLA.		No Change. Please be guided by the RFP requirements.	Clarification
179	21	The Successful bidder undertakes and guarantees that all the “Medium Level Errors” will be resolved in the production environment within one day of the Bank intimating the same through writing, telephone, mail or fax. In case the Medium Level Errors are not resolved within the stipulated time as above, there will be a penalty of Rs. 25,000/- (Rupees Twenty-Five thousand only) per day exceeding the above said one day resolution time apart from replacement of the respective hardware/software at the successful bidder’s own cost for solving such errors. In case the error is not resolved within 4 days from the time of reporting of the error by the Bank, the successful bidder shall	Based on our understanding, the resolving hours provided is unrealistic and the penalty is very high. there are multiple factors which can affect application including network, internet and third party applications where vendor won't be having any control. hence We request the Bank to Consider the realistic resolving time and penalty to be discussed with successful bidder and mutually agreed while signing the SLA.		No Change. Please be guided by the RFP requirements.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

		be liable to pay a penalty of 0.25% of the total value of the above said purchase order.				
180	22	The successful bidder undertakes and guarantees a system Up-Time of 99.8% during the period of warranty and AMC with the Bank is in force.	We request Bank to consider system Up-time as 99.5% during the period of warranty and AMC with the Bank.		No Change. Please be guided by the RFP requirements.	Clarification
181	22	The successful bidder is liable for a penalty of Rs. 5,000/- (Rupees Five thousand only) per day when system availability falls below the expected availability of 99.8%, subject to a maximum of 1% of the above said purchase order value per month, apart from replacement of the respective hardware/software at successful bidder's own cost for ensuring system availability subject to maximum of 10% of the contract value.	Based on our understanding, the resolving hours provided is unrealistic and the penalty is very high. there are multiple factors which can affect application including network, internet and third party applications where vendor won't be having any control. hence We request the Bank to Consider the realistic resolving time and penalty to be discussed with successful bidder and mutually agreed while signing the SLA.		No Change. Please be guided by the RFP requirements.	Clarification
182	22	Accordingly, all necessary licenses for the OS, and environmental software including RDBMS has to be provided by the successful bidder for both Primary & DR Site	As Bank is already having ORACLE EULA license, hence it is preferable to utilize the Bank's available licenses .The bidder needs to submit self-declaration that the proposed LMS solution will be deployed with Oracle as database, to the satisfaction of the Bank.		Bidder understanding is ok.	Clarification
183	36	The bidder shall provide and install all upgrades of all the software in the project like database, middleware, upgradation whenever required. The bank can seek any bug fix, customization of software during the entire period of contract at no additional cost. Any system enhancement / upgradation requirement due to RBI/Government guidelines or for meeting any statutory/legal requirement may also be provided /done during the entire period of contract at no additional cost.	when it comes to vendor's own software, vendor can upgrade it's application with no additional cost within contract period and can meet RBI/regulatory guidelines during contract period. however upgration of OS and DB licenses are not in vendor's control and depend upon third party OEM. hence we request bank to consider upgrades of these OS, DB with additional cost.		No Change. Please be guided by the RFP requirements.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

184	59	<p>Delay in hardware and related system software Penalty will be charged 1% of hardware cost per week or part thereof for delay in delivery and installation of hardware beyond the timeline mentioned as part of Project Timelines subject to a maximum cap of 10% of the project cost.</p> <p>· Delay in Delivery / installation / implementation of Software Penalty will be charged 1% of hardware cost per week or part thereof for delay in delivery , installation and implementation of software beyond the timeline mentioned as part of Project Timelines subject to a maximum cap of 10% of the project cost.</p>	<p>We request that the Bank consider the following Delay in hardware and related system software Penalty will be charged 0.1% of hardware cost per week or part thereof for delay in delivery and installation of hardware beyond the timeline mentioned as part of Project Timelines subject to a maximum cap of 5% of application value. since overall purchase order will also have Harware, OS licenses where we pay full amount to third party OEMs.</p> <p>· Delay in Delivery / installation / implementation of Software Penalty will be charged 0.1% of hardware cost per week or part thereof for delay in delivery , installation and implementation of software beyond the timeline mentioned as part of Project Timelines subject to a maximum cap ot 5% of application value. since overall purchase order will also have Harware, OS licenses where we pay full amount to third party OEMs.</p>		<p>No Change. Please be guided by the RFP requirements.</p>	<p>Clarification</p>
185	84	<p>If the Successful Bidder fails to meet the requirements under Service Level Agreement like delays / or defaults / deficiency of services in delivery / installation / replacement / repair of any or all of the Systems and equipment mentioned in the Purchase order (PO), Purchaser shall, without prejudice to its other rights and remedies under and in accordance with the Contract, deduct from the Contract price, as liquidated damages, not construed as penalty, a sum equivalent to 1% per week or part thereof of the value of P.O. subject to maximum</p>	<p>We request bank to consider the updated clause: If the Successful Bidder fails to meet the requirements under Service Level Agreement like delays / or defaults / deficiency of services in delivery / installation / replacement / repair of any or all of the Systems and equipment mentioned in the Purchase order (PO), Purchaser shall, without prejudice to its other rights and remedies under and in accordance with the Contract, deduct from the Contract price, as liquidated damages, not construed as penalty, a sum equivalent to 0.1% per week or part thereof of the value of P.O.</p>		<p>No Change. Please be guided by the RFP requirements.</p>	<p>Clarification</p>

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

		deduction of 10% (ten percent) of the P.O. value.	subject to maximum deduction of 5% (five percent) application value. since overall purchase order will also have Hardware cost, OS licenses where we pay full amount to third party OEMs.			
186	32	Evaluation of Commercial Bid & Combined Technical-Commercial Evaluation	Bank has proposed for QCBS based evaluation method and calculation of the same has been given to declare H-1, in general scenario H-1 (top bidder) is only one, however Bank also asked H-1 top bidder for Reverse auction which is contradictory to evaluation method, we request Bank to remove Reverse auction.		Bank will conduct Reverse Action with successful bidders	Corrigendum
187	63	If a Bidder quoting higher prices, higher by more than 20% as compared to the average quoted prices (of all technically qualified bidders) for all items in aggregate, the same Bidder may not be called for reverse auction process. If due to such price variation factor, a Bidder is not found eligible to be called for reverse auction and only one bidder is left commercially eligible, in such situation, Bank reserves the right to award contract to the L1 Bidder.	we understand Bank is going with QSBS method as mentioned in page number 32. We understand only one H-1 bidder will be declared as top bidder and in this scenario RA won't be applicable.		Bank will conduct Reverse Action with successful bidders	Clarification
188	63	Please note that in the event of the Bank conducting a normalization exercise, the bids submitted after normalization would be evaluated as per the evaluation methodology in Commercial Evaluation. Bidder categorized as L1 after the Normalization process would be deemed as the Successful Bidder.	we request Bank to please elaborate, as page number 32 talks about QSBS method for evaluation		Bank will conduct Reverse Action with successful bidders	Clarification
189	115	OPTIONAL COST - Tab Specifications for Mobility -	we understand that, this cost will not be considered for TCO calculation		Bidder understanding is correct.	Clarification
190	107	commercial Bid	we understand that commercial table should only include price of licenses for UBGB and bank will multiply same price by 2 and new licenses will be issued in the name of UBKGB. Please confirm.		Details are already provided in clarification. Also, please refer to 9. OWNERSHIP AND GRANT OF LICENSES, INTELLECTUAL	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

					PROPERTY RIGHTS & PATENT RIGHTS of RFP for License Terms	
191	12	12 / Security Deposit	Is it mandatory for MSME vendors as well? Does this mean that this is a 7-year contract period or 6-year contract with one-year claim period?		No Change. MSME exemption where ever applicable is already provided in RFP	Clarification
192	12	14 / Liquidated Damages	Under what circumstances is this applicable?		No Change. Please be guided by the RFP requirements.	Clarification
193	14	3 / Bidding in Consortium	The bank has given a comprehensive set of requirements that need to be fulfilled in order to make this project a success and it may not be possible for a single party to be able to provide the solution in its entirety. Can the bank provide relaxation on this point?		No Change. Please be guided by the RFP requirements.	Clarification
194	15	2 / Perpetual Corporate License	Does this include LOS & LMS? Is collections also a part of this?		Yes. Please refer to 9. OWNERSHIP AND GRANT OF LICENSES, INTELLECTUAL PROPERTY RIGHTS & PATENT RIGHTS of RFP for License Terms	Clarification
195	16	12	Does the bank require a separate mobile application? Is the bank willing to consider the solution if it is responsive to any device instead of a separate mobile application?		No Change. Please be guided by the RFP requirements.	Clarification
196	16	15 / J	In case of 3 rd party APIs, will the bank be willing to procure them?		Vendor has to provide.	Clarification
197	17	16 / A	Will the bank ensure facilitation and support from 3 rd party system providers (Finacle, HRMS provider, any other 3 rd parties) with which the LMS has to be integrated?		Bank will enable support from existing Vendor i.e. CBS and HRMS only.	Clarification
198	17	19 / Training	Will the bank consider a 'Train the trainer' approach for training the end users of the LMS?		No Change. Please be guided by the RFP requirements.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

199	19	6 / Service Level Expectations & Penalty / Insurance	The expected availability of 99.8% is extremely high. Will the bank give any relaxations / provisions for the same?		No Change. Please be guided by the RFP requirements.	Clarification
200	37	8	Please elaborate on the bank's ISMS Policy		Details will be shared with successful Bidder	Clarification
201	198	4	Will there be any relaxation for MSEs that don't have a turnover of INR 20 Crores in 1 out of the last 3 financial years?		No Change. MSME exemption where ever applicable is already provided in RFP.	Clarification
202	198	6	Will the bank consider relaxation on the requirement wherein the vendor is required to have implemented the LOS/LMS in any financial institution with at least 1000 branches? Can the bank consider alternatives wherein they may consider the AUM managed by the vendor? Or relax the existing number of branches managed to 150-180?		No Change. Please be guided by the RFP requirements.	Clarification
203	200	6	Is having a correspondent at Muzaffarpur a mandatory requirement?		No Change. Please be guided by the RFP requirements.	Clarification
204	234	Terms & Conditions of Reverse Auction / 1	Please elaborate on this point.		No Change. Please be guided by the RFP requirements.	Clarification
205	General	General	Please give the following information for calculating commercials: Current AUM, Number of Loan Accounts, Expected YoY growth		Details Attached 1. UBGB-CAPACITY_Planning.xlsx 2. UBKGB-CAPACITY_Planning.xlsx	Addendum
206	19	Execution of Contract, SLA & NDA	The vendor undertakes and guarantees a system Up-Time of 99.8% during the period of warranty and AMC.	System availability of 99.8% is very high. It should be relaxed to 98%.	No Change. Please be guided by the RFP requirements.	Clarification
207	19	Execution of Contract, SLA & NDA	the bidder shall have to provide additional hardware, software without any additional cost to the Bank	To achieve the requisite performance as per the sizing parameters will require additional resources and will be	No Change. Please be guided by the RFP requirements.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

				chargeable to the bank.		
208	171	Borrower Portal	Should the LMS include a borrower-facing portal? If so, what functionalities should be available to borrowers (e.g., loan application, status tracking, document upload)?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
209	171	Borrower Portal	Should borrowers be able to update their personal information, upload documents, or request changes to their loan terms directly through the LMS?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
210	147, 149, 152	Moratorium Conditions	What specific conditions or events would trigger a loan moratorium? How should the system handle the calculation and application of moratoriums, including interest adjustments?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
211	156	Loan Restructuring	Are there predefined rules for loan restructuring, or would this be managed on a case-by-case basis? What documentation and approval workflows are required for restructuring?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

					Standards on the solution's capability to offer standard solution.	
212	139-141	Loan Origination	Will leads come exclusively from bank employees, or should the system also allow borrowers or account holders to generate leads directly?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
213	139-141	Loan Origination	Will borrowers have direct access to the LMS to apply for loans, or will all applications be routed through bank employees? If direct access is allowed, what level of access and functionality should borrowers have?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
214	190	Workflow-specific features	Could you provide detailed requirements for the maker-checker process? How should the loan amount, interest rate, and other parameters be approved and by whom? Is there a hierarchy of approvals based on loan size or risk level?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
215	147-149	Sanctioning	To what extent do you want the loan approval process to be automated? Should there be checkpoints where manual approval is required, and if so, what criteria determine these checkpoints?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

					Guidelines & Industry Standards on the solution's capability to offer standard solution.	
216	140	Credit Scoring Models	Can you provide details on the credit scoring models that need to be implemented? Are there any specific rules or parameters that need to be configurable within the system?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
217	147	Processing/Financial Analysis/Rule Builder	In cases where the credit engine rejects an application, is there a need for a manual override process? If so, who would have the authority to override, and what documentation is required?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
218	144-147	Processing/Financial Analysis/Rule Builder	How often do you anticipate needing to adjust or update the credit underwriting rules? Should the system allow for easy customization of these rules by authorized personnel?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
219	165	NPA Management	Could you provide detailed guidelines on how NPAs should be classified within the system? Are there specific thresholds or criteria that trigger an account's NPA status?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

					(N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	
220	165-169	NPA Management	What are the specific workflows for managing NPAs, including legal actions and recovery processes? How should these be tracked and managed within the system?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
221	142	Due Diligence related Verifications/Validations	Could you provide detailed requirements for the eKYC process, including the specific fields and validation rules? Are there any particular integrations required with Aadhaar or other government databases?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
222	174	Interfaces with Fintech Companies	Is CKYC integration mandatory for all customer onboarding? If so, can you specify the exact data fields that need to be captured and validated against the CKYC database?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
223	142	Due Diligence related Verifications/Validations	In cases where eKYC fails, would a manual KYC review process be required? How should this be managed within the system?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

					developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	
224	150	Security Management – Primary/Collateral	Are there any scenarios where the bank requires loans to be backed by collateral? If so, could you specify the types of collateral (e.g., property, inventory, receivables) that should be supported by the system?		Bidder to mention only "Readily Available (R)/Customiza ble (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarificat ion
225	150	Security Management – Primary/Collateral	Should the system support the association of multiple collaterals with a single loan? How should the system handle situations where collateral is shared across multiple loans?		Bidder to mention only "Readily Available (R)/Customiza ble (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarificat ion
226	145	Processing/Financial Analysis/Rule Builder	Does the bank offer joint loan accounts where multiple borrowers are involved? If so, what are the specific requirements for managing these accounts within the system?		Bidder to mention only "Readily Available (R)/Customiza ble (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarificat ion
227		Borrower Roles and Responsibilities	How should the system differentiate between primary and secondary borrowers in a joint loan		Bidder to mention only "Readily Available	Clarificat ion

End to End (E2E) Loan Management System (LMS) - Queries and Response - Annexure 1

			account? Are there specific rights and responsibilities assigned to each borrower that the system needs to manage?		(R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	
228	144	Processing/Financial Analysis/Rule Builder	Should the credit scoring and underwriting process consider the creditworthiness of all borrowers in a joint account? How should the system handle discrepancies in credit scores or financial status among joint account holders?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
229	150	Security Management – Primary/Collateral	What are the conditions under which collateral can be released? Does the system need to support partial releases if the loan is partially paid off?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
230	150	Security Management – Primary/Collateral	How should the system handle loan defaults in cases where collateral is involved? Are there specific legal or procedural steps that the system needs to support?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

231	145	Processing/Financial Analysis/Rule Builder	In the case of joint accounts, how should the system handle disputes between borrowers? Is there a requirement for logging and managing these disputes?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
232	180-182	Security / Data Integrity	What regulatory requirements must the encryption and data storage mechanisms comply with? For instance, should the solution adhere to GDPR, PCI-DSS, or RBI guidelines?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
233	180-182	Security / Data Integrity	Is there a requirement for data masking for certain fields or data types when displayed in the LMS or during data export?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
234	172-174	Audit Trails and Compliance	How does the bank want to handle the audit trail for encryption and data access? Should the system log all encryption-related activities, including key access and data decryption, and how should these logs be protected and monitored?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

					offer standard solution.	
235	180-182	Security / Data Integrity	Does the bank require tokenization for certain types of sensitive data such as PII, PCI		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
236	180-182	Security / Data Integrity	What are the bank's expectations regarding encryption key management? Should the system support hardware security modules (HSMs) for secure key storage, and how should keys be rotated and managed securely?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
237	180-182	Security / Data Integrity	Which specific types of data does the bank require to be encrypted? (e.g., personal identifiable information, financial data, login credentials). Does the bank require end-to-end encryption for all communications between the LMS and external systems?		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
238	16	Integration with External Systems	Will the bank provide detailed API specifications for integration, or is the expectation that the bidder will develop these in collaboration with the bank?		Bidder has to take care API integration with the FINTECH with no cost to the Bank.	Clarification
239	38	Storage Administrator work	Does the bank require migration of historical data into the LMS, and if so, how many years of data need to be migrated?		At present, Bank does not have LMS	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

240	15	Section 5 (1) Current system assessment	Could you please clarify what are the current systems being used in the bank? Since Bank has manual retail and agricultural loan process. It is mentioned to do assessment of current system. Need clarification on system which needs to be evaluated.		Manual and CBS process needs to be evaluated	Clarification
241	16	Section 5 (12) The Vendor has to provide APIs for integrations without any limitation and ensure required integration with various External Systems.	Request the Bank to clarify if such external vendors will be required to be given access to the Banks applications and any further details regarding these that need to be shared		The bidder is required to meet the RBI Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
242	17	Section 5 (20) Generation of Regulatory and other various MIS reports through in built or integrated Reporting Tool	Could you please confirm if the bank has any existing reporting tool?		Presently, there is no tool	Clarification
243	18	Section 5 (General Terms) The application software shall support multilingual capabilities especially Hindi with no additional cost to the Bank.	Could you please elaborate on all the languages required in the system.		No Change. The bidder is required to meet the RBI Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
244	198	Section 16 - (7) Core banking Integration: The bidder should have interfaced loan origination system with CBS (Core Banking Solution) of any Bank/Banks.	Taking precedence from point 6, request to revise Section 16 - (7) clause as Core banking Integration: The bidder / OEM should have interfaced loan origination system with CBS (Core Banking Solution) of any Bank/Banks.		No Change. Please be guided by the RFP requirements.	Clarification
245	198	Section 16 - (8) Interface: The bidder should have interfaced loan processing system with – - Identity Verification Agencies (e.g.- NSDL, UIDAI, GST, MCA etc.) - Credit worthiness Assessment Bodies (e.g.- ITR returns, Credit bureaus, telecom data etc.)	Taking precedence from point 6, request to revise Section 16 - (8) clause as Interface: The bidder / OEM should have interfaced loan processing system with – - Identity Verification Agencies (e.g.- NSDL, UIDAI, GST, MCA etc.) - Credit worthiness Assessment Bodies (e.g.- ITR returns, Credit bureaus, telecom data etc.)		No Change. Please be guided by the RFP requirements.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

246	32	Section 15 (Stage 2) Top Bidder and further top bidders will be called for reverse auction.	Could you please clarify the process of bid evaluation whether it is QCBS or Reverse Auction.		Bank will conduct Reverse Action with successful bidders	Clarification
247	136	End to End (E2E) Loan Management System (LMS)	Could you please confirm if development/enhancement of customer facing journeys on mobile app/webportal or tab application is part of the current scope?		No Change. The bidder is required to meet the RBI Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
248	NA	General Query	We acknowledge that the scope of the RFP is complex and exhaustive. In order to deliver a comprehensive solution we request you to allow consortia bidding.		No Change. Please be guided by the RFP requirements.	Clarification
249	NA	General Query	Request you to please provide standard volumetrics such as no. of accounts (across products), users (internal/external), API Calls etc.		Details Attached 1. UBGB-CAPACITY_Planning.xlsx 2. UBKGB-CAPACITY_Planning.xlsx	Addendum
250	NA	General Query	Could you please confirm if the bank has any existing CRM solution?		There is no existing CRM solution apart from CBS	Clarification
251	22	DELIVERY: PERIOD AND LOCATION: The Delivery shall be done at the specified locations (Belapur, Navi Mumbai & DRC Hyderabad) within 5 Weeks from the placement of order.	We request you to kindly extend the delivery period of hardware to 12 weeks.		No Change. Please be guided by the RFP requirements.	Clarification
252	79	12.3 Hardware and Operating system 12.3.5 Test environments should be exactly similar to production environment.	We suggest TEST environment should be 25% capacity to Production environment as per industry standard. Please confirm.		No Change. Please be guided by the RFP requirements.	Clarification
253	110	Table-F: Cost of HARDWARE COMPONENTS for Primary Site (DC), DR site and UAT/Training: 4.Backup Solution (Tape Library, Data Cartridge & Cleaning Cartridge) – Give details of Tape procurement for project period.	Can we use Bank existing Infra for Tape Backup? Kindly confirm.		No Change. Please be guided by the RFP requirements.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

254	36	<p>Maintenance of Hardware, Software, Operating System.</p> <p>1. Preventive Maintenance, Faulty Part replacement for Hardware</p> <p>f.The bidder’s hardware engineer shall report the bank’s premises within one hour of reporting breakdown and repair the same at the earliest.</p>	<p>Bank is asking Hardware OEM to report for support within one hour.</p> <p>We inform you that the best mission critical available support is 4 hours.</p> <p>Kindly confirm.</p>		<p>Maintenance of Hardware, Software, Operating System.</p> <p>1. Preventive Maintenance, Faulty Part replacement for Hardware</p> <p>f.The bidder’s should meet the uptime as per SLA.</p>	Corrigendum
255	37	<p>7. Monitoring of Hardware, Software, Application (Related to SLA Parameters) on daily basis and submitting report to Bank on EOD.</p> <p>b) The system architecture should have High Availability, Scalability</p>	<p>Is High Availability Mode required for Servers (DC and DR)? Kindly confirm.</p>		<p>The bidder is required to meet the RBI Guidelines & Industry Standards on the solution’s capability to offer standard solution.</p>	Clarification
256	General	General	<p>High Availability Mode require for: SAN Switches/ Firewall/ L3 Switches/ L2 switches/ Routers...</p> <p>Can we use Bank’s existing Infra for SAN Switches/ Firewall/ L3 Switches/ L2 switches/ Routers”?</p> <p>Kindly confirm.</p>		<p>For successful running of application required h/w , network devices and other peripheral items are to be provide by the bidder.</p>	Clarification
257	General	General	<p>Please confirm whether LAN Cabling between Servers / Firewall / Network Switches will be provided by Bank.</p> <p>Please also confirm whether Server Rack and Networking Rack will be provided by Bank.</p>		<p>for successful running of application required h/w, network devices and other peripheral items are to be provide by the bidder.</p>	Clarification
258	197	<p>Annexure - 16 point# 7 Core banking Integration: The bidder should have interfaced loan origination system with CBS (Core Banking Solution) of any Bank/Banks.</p>	<p>Request to change the clause as - Core banking Integration: The bidder/OEM should have interfaced loan origination system with CBS (Core Banking Solution) of any Bank/Banks.</p>		<p>No Change. Please be guided by the RFP requirements.</p>	Clarification
259	197	<p>Annexure - 16 point# 8 Interface: The bidder should have interfaced loan processing system with – · Identity Verification</p>	<p>Request to change the clause as - Interface: The bidder/OEM should have interfaced loan processing system with –</p>		<p>No Change. Please be guided by the RFP requirements.</p>	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

		Agencies (e.g.- NSDL, UIDAI, GST, MCA etc.) · Credit worthiness Assessment Bodies (e.g.- ITR returns, Credit bureaus, telecom data etc.)	· Identity Verification Agencies (e.g.- NSDL, UIDAI, GST, MCA etc.) · Credit worthiness Assessment Bodies (e.g.- ITR returns, Credit bureaus, telecom data etc.)			
260	197	Annexure - 16 point# 4 The Bidder should have average annual turnover of at least Rs.20.00 crore during the last three financial year's viz. FY 2021-22, 2022-23 & 2023-24. The financials should be of the bidder only.	Request to change the clause as - The Bidder should have average annual turnover of at least Rs. 100 crore during the last three financial year's viz. FY 2021-22, 2022-23 & 2023-24. The financials should be of the bidder only.		No Change. Please be guided by the RFP requirements.	Clarification
261	30	B) NUMBER OF IMPLEMENTATIONS : The scoring will be done on the basis of number of implementations already executed by the Bidder.	Request to change the clause as - B) NUMBER OF IMPLEMENTATIONS : The scoring will be done on the basis of number of implementations already executed by the Bidder/OEM.		No Change. Please be guided by the RFP requirements.	Clarification
262	59	Penalty Clause : Delay in hardware and related system software Penalty will be charged 1% of hardware cost per week or part thereof for delay in delivery and installation of hardware beyond the timeline mentioned as part of Project Timelines subject to a maximum cap of 10% of the project cost. · Delay in Delivery / installation / implementation of Software Penalty will be charged 1% of hardware cost per week or part thereof for delay in delivery , installation and implementation of software beyond the timeline mentioned as part of Project Timelines subject to a maximum cap of 10% of the project cost.	Delay in hardware and related system software Penalty will be charged 0.2% of undelivered hardware cost per week or part thereof for delay in delivery and installation of hardware beyond the timeline mentioned as part of Project Timelines subject to a maximum cap of 5% of the undelivered item/component cost. · Delay in Delivery / installation / implementation of Software Penalty will be charged 0.2% of undelivered hardware cost per week or part thereof for delay in delivery , installation and implementation of software beyond the timeline mentioned as part of Project Timelines subject to a maximum cap of 5% of the undelivered item/component cost.		No Change. Please be guided by the RFP requirements.	Clarification
263	46	PERFORMANCE BANK GAURANTEE (PBG) : The value of the Performance Bank Guarantee will be 10% of the total contract value.	PERFORMANCE BANK GAURANTEE (PBG) : The value of the Performance Bank Guarantee will be 5% of the total contract value.		No Change. Please be guided by the RFP requirements.	Clarification
264		Aditonal Clause	Notwithstanding anywhere mentioned in the RFP, the aggregate penalty (including Liquidated		No Change. Please be guided by the	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

			Damages) shall be capped at 5% of the contract value.		RFP requirements.	
265	77	Payment Terms : For Hardware Items – v 50% on Delivery & Installation of Hardware and sign off at DC & DRC v 30% on Go-Live and sign off of 1st Module v 10% on Go-Live and sign off of 4th Module v 10% after successful implementation of All Modules and sign off.	For Hardware Items – v 70% on Delivery v 20% on Installation of Hardware and sign off at DC & DRC v 10% after successful implementation of All Modules and sign off.		No Change. Please be guided by the RFP requirements.	Clarification
266	77	Payment Terms : For Operating System, Database, Middleware etc. (other than LMS/Application Software) – v 60% on after Delivery and Installation and sign off. v 30% after Go-Live of 1st module and sign off. v 10% after Go-Live of all modules and sign off.	For Operating System, Database, Middleware etc. (other than LMS/Application Software) – v 80% on after Delivery of Licenses v 10% after Installation and signoff v 10% after Go-Live of all modules and sign off.		No Change. Please be guided by the RFP requirements.	Clarification
267		Payment Terms : AMC of Hardware & ATS for Software AMC/ATS for hardware/network equipment/peripherals at DC/DR for Year 2 to Year 5 - Half-yearly intervals in arrears i.e after completion of half- year AMC/ATS for software/solutions at DC/DR for Year 2 to Year 5 - Half-yearly intervals in arrears i.e after completion of half- year	Payment Terms : AMC of Hardware & ATS for Software AMC/ATS for hardware/network equipment/peripherals at DC/DR for Year 2 to Year 5 - Yearly in advance AMC/ATS for software/solutions at DC/DR for Year 2 to Year 5 - Yearly in advance		No Change. Please be guided by the RFP requirements.	Clarification
268	77	Payment Terms : For LMS Software Items Signing of all Agreements, Project Kick off and Installation of Base software in Bank’s System for Requirement gathering and submission of all documents - 10% of cost of License	Payment Terms : For LMS Software Items Signing of all Agreements, Project Kick off and Installation of Base software in Bank’s System for Requirement gathering and submission of all documents - 50% of cost of License		No Change. Please be guided by the RFP requirements.	Clarification
269	77	Completion of Requirement Gathering and finalization/ sign-off of Final Requirement Gathering Document - 10% of the cost of license	Completion of Requirement Gathering and finalization/ sign-off of Final Requirement Gathering Document - 20% of the cost of license		No Change. Please be guided by the RFP requirements.	Clarification
270	77	Delivery of Customized Software based on Requirements gathered, installation and creation of major interfaces, building of interfaces between LMS	Delivery of Customized Software based on Requirements gathered, installation and creation of major interfaces, building of interfaces between LMS		No Change. Please be guided by the RFP requirements.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

		and CBS/MIS and external agencies where Bank will provide APIs such as CIBIL/Risk Rating/Fintech companies/Data Aggregators.- 20% of the cost of license	and CBS/MIS and external agencies where Bank will provide APIs such as CIBIL/Risk Rating/Fintech companies/Data Aggregators.- 10% of the cost of license			
271	77	Successful completion of UAT - 20% of the cost of license	Successful completion of UAT - 10% of the cost of license		No Change. Please be guided by the RFP requirements.	Clarification
272	77	Successful completion of Go Live and completion of Training. - 30% of the cost of license	Successful completion of Go Live and completion of Training. - 5% of the cost of license		No Change. Please be guided by the RFP requirements.	Clarification
273	78	Resolution of issues encountered and after completion of the warranty period. - 10% of the cost of license	Resolution of issues encountered and after completion of the warranty period. - 5% of the cost of license		No Change. Please be guided by the RFP requirements.	Clarification
274	104	Limitation of Liability- Indirect Losses	Revised Clause: Notwithstanding any provisions in this Agreement, none of the Parties will under any circumstances be liable for any consequential or incidental or indirect or special loss or damage, arising out of or in connection with this Agreement.		No Change. Please be guided by the RFP requirements.	Clarification
275	125	NON-DISCLOSURE AGREEMENT (ANNEXURE – 9) : (To be submitted by the Successful Bidder On Rs.1000/- stamp paper)	NON-DISCLOSURE AGREEMENT (ANNEXURE – 9) : (To be submitted by the Successful Bidder On Rs.100/- stamp paper)		No Change. Please be guided by the RFP requirements.	Clarification
276	129	DEED OF INDEMNITY (ANNEXURE – 10) : (To be submitted by the Successful Bidder on Rs.1000/- stamp paper)	DEED OF INDEMNITY (ANNEXURE – 10) : (To be submitted by the Successful Bidder on Rs.100/- stamp paper)		No Change. Please be guided by the RFP requirements.	Clarification
277	202	INTEGRITY PACT (ANNEXURE-19) : (To be submitted by all the bidders on stamp paper of Rs. 1000/-)	INTEGRITY PACT (ANNEXURE-19) : (To be submitted by all the bidders on stamp paper of Rs. 100/-)		No Change. Please be guided by the RFP requirements.	Clarification
278	232	Make in India purchase preference (ANNEXURE-28) : Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal.>	Make in India purchase preference (ANNEXURE-28) : Certificate from the statutory auditor or cost auditor/CA of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal.>		No Change. Please be guided by the RFP requirements.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

279	57	Payment and Taxes	Payments will be made within 30 days from the date of invoice		No Change. Please be guided by the RFP requirements.	Clarification
280		Bid submission Process	Bid submission process and portal details not given in the RFP. Kindly share the same		Apply Online at https://eauction.auctiontiger.net/EPROC/ and submit a hardcopy at Bank by Post	Clarification
281	23	WARRANTY & AMC/ATS- Hardware will be under Warranty for three years from the date of installation and post Warranty the successful Bidder has to provide AMC for two years without additional cost	Request to change clause as: Hardware will be under Warranty for three years from the date of installation and post Warranty the successful Bidder has to provide AMC for two years without with additional cost		No Change. Please be guided by the RFP requirements.	Clarification
282	57-58 84	Liquidated Damages- 1. 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 total purchase order value(TCO). 2. If the Service Provider fails to deliver any or all of the Goods or perform the Services within the time period(s) specified in the RFP/Contract or contract duration, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.50% of the total purchase order value until actual delivery or performance, per week or part thereof (5 days will be treated as a week); and the maximum deduction is 10% of the total purchase order value. Once the maximum is reached, the Bank may consider termination of the contract, invoke of bank guarantee or any other rights as deem fit.	Request to change clause as: Liquidated Damages- 1. Bank may at its option demand and recover from the Successful Bidder(s) an amount equivalent to 1(one) 0.20 percent of the undelivered portion of contract value for every week of delay or part thereof, subject to a maximum of 10% 5% of the total purchase order value (TCO). 2. If the Service Provider fails to deliver any or all of the Goods or perform the Services within the time period(s) specified in the RFP/Contract or contract duration, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.50% 0.20% of the total purchase order value until actual delivery or performance, per week or part thereof (5 days will be treated as a week); and the maximum deduction is 10% 5%of the total purchase order value. Once the maximum is reached, the Bank may consider termination of the contract, invoke of bank		No Change. Please be guided by the RFP requirements.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

			guarantee or any other rights as deem fit.			
283		Additional clause- Termination	Additional clause to be included: Contractor may terminate for cause with 15 days notice in case of non payment by Purchaser.		No Change. Please be guided by the RFP requirements.	Clarification
284	103-104	Limitation of liability (Unlimited liability events) - The Vendors liability in case of claims against the Bank resulting from, misconduct or gross negligence of the Vendor, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	Request to change clause as: Limitation of liability (Unlimited liability events) - The Vendors liability in case of claims against the Bank resulting from, misconduct or gross negligence of the Vendor, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality (Suggest deletion) obligations shall be unlimited.		No Change. Please be guided by the RFP requirements.	Clarification
285	73	Indemnity- The Bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorney’s fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of: § Bank’s authorized / bona fide use of the Deliverables and/or the Services provided by Bidder/Service Provider under this RFP; and/or § An act or omission of the Bidder, employees, agents, sub- contractors in the performance of the obligations of the Bidder under this RFP; and/or § Claims made by employees or subcontractors or subcontractors’ employees, who are deployed by the Bidder, against the Bank; and/or § Breach of any of the term of this RFP/Purchase	Request to change clause as (Suggest deletion of the following): Indemnity- The Bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorney’s fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of: § Bank’s authorized / bona fide use of the Deliverables and/or the Services provided by Bidder/Service Provider under this RFP; and/or § An act or omission of the Bidder, employees, agents, sub- contractors in the performance of the obligations of the Bidder under this RFP; and/or § Claims made by employees or subcontractors or subcontractors’ employees, who are deployed by the Bidder,		No Change. Please be guided by the RFP requirements.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

		<p>Order (PO) or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Vendor under this Agreement/PO; and/or</p> <p>§ Any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or</p> <p>§ Breach of confidentiality obligations of the Vendor contained in this Agreement; and/or</p> <p>§ Negligence or gross misconduct attributable to the Bidder or its employees or sub-contractors.</p> <p>§ Statutory infringements in respect of all hardware, hardware components, software for the system (including operating system/s, system software, application software, security, firewall, antivirus etc.) etc. supplied by the Bidder.</p> <p>§ The Bidder shall indemnify the Bank for any data loss/damage because of processing of Bank's data in the software supplied</p>	<p>against the Bank; and/or</p> <p>§ Breach of any of the term of this RFP/Purchase Order (PO) or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Vendor under this Agreement/PO; and/or</p> <p>§ Any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or</p> <p>§ Breach of confidentiality obligations of the Vendor contained in this Agreement; and/or</p> <p>§ Negligence or gross misconduct attributable to the Bidder or its employees or sub-contractors.</p> <p>§ Statutory infringements in respect of all hardware, hardware components, software for the system (including operating system/s, system software, application software, security, firewall, antivirus etc.) etc. supplied by the Bidder.</p> <p>§ The Bidder shall indemnify the Bank for any data loss/damage because of processing of Bank's data in the software supplied.</p>			
286	8	<p>The 6 (Six) Modules for proposed LMS (Loan Management System) include –</p> <ol style="list-style-type: none"> 1)Retail 2)Agriculture 3)MSME 4)Credit Monitoring 5)EWS (Early Warning Signals) 6)NPA 	<p>Is Retail, Agriculture and MSME in scope for LOS as well</p>		<p>Yes. No Change. Please be guided by the RFP requirements.</p>	<p>Clarification</p>
287	14	<p>Bank has sponsorship in two Regional Rural Banks (RRBs) details of which are as follows:</p> <ol style="list-style-type: none"> 1. Uttar Banga Kshetriya Gramin Bank, West Bengal 2. Uttar Bihar Gramin Bank, Bihar 	<p>Please confirm if bank will be requiring two separate LOS's for both the banks</p>		<p>LMS Application will be installed in a centralized location and will be used by both the RRBs' users in a separate instance.</p>	<p>Clarification</p>

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

288	16	Integration with External Systems:	Vendor assumes all API's to external systems will be provided by the bank - please confirm if our understanding is correct		Vendor has to provide the API integration	Clarification
289	17	Internal Integration	Vendor assumes all API's to external systems will be provided by the bank - please confirm if our understanding is correct		Vendor has to provide the API integration	Clarification
290	18	Integration with other Channels/ Devices :The Application software should have capability of being integrated with other Customer Sourcing channels like Internet, Mobile (Android+iOS), Tablets and other devices.	Please confirm bank has its own customer sourcing channels like internet , mobile, tablets and other devices and the same is not in scope of this RFP. Proposed platform will only integrate with current channels of bank - kindly clarify		No Change. Please be guided by the RFP requirements.	Clarification
291	24	Customization of software as per SRS at successful Bidder's place/ bank's site for Credit Monitoring Module, EWS Module, NPA Management Module	Credit monitoring, EWS and NPA is required for all the three business lines (Retail,Agri & MSME)- please confirm		Yes	Clarification
292	39	Offline facility in Branch to create applications in Bulk to make the work of Branch staff easy. It should even work when the network connectivity fails so that the branch can perform bulk creation of Loan Applications.	Is this requirement of web-based Loan origination solution or the overall LMS solution including LOS, Collections , EWA etc.		No Change. Please be guided by the RFP requirements.	Clarification
293	40	Mobile Based Retail, Agriculture, MSME for customer, Mobile Based Loan review system.	Proposed platform supports PWA configuration where complete loan review system can be rendered on the mobile phone - hope this suffices the requirement, please clarify		No Change. Please be guided by the RFP requirements.	Clarification
294	137	RETAIL AGRICULTURE Housing Loan Public / Staff Education Loan Public / Staff Vehicle loan public / Staff Personal Demand loan Staff / Public Gold Loan- CC/OD/TL/DL Gold Loan- Demand Loan Personal Loan Retired Staff Mortgage Loan Against Immovable Property – TL PMAY Gramin and Urban DL against term deposit – Public / Staff OD against Term Deposit Clean OD - Staff Computer Loan	Please confirm if this list can be considered for Phase 1, it will help us to mke project plan and efforts better for submission		No Change. Please be guided by the RFP requirements.	Clarification
295	140	1.1.3.7 - System should be capable of linking with Jan Samarth portal.	Vendor assumes all API for Jansamarth Portal will be provided by the bank -		Vendor has to do integration with Jan	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response - Annexure 1

			please confirm if our understanding is correct		Samarth Portal	
296	141	1.1.20 - Built in OCR capability to extract data, signature & photograph from the uploaded documents and prefill the form with the extracted data	What are the documents OCR is to be performed on		No Change. Application needs to provide comprehensive solutions and options to bank	Clarification
297	143	1.2.13 -System should display dates of Pre and Post inspection along with Name and Designation of inspecting official with Geo- tagging.	Which module and on what channel is geo-tagging required		No Change. Application needs to provide comprehensive solutions and options to bank	Clarification
298	145	1.3.13 - System should have the provision to Support Consortium and Multiple bank facilities as per bank policy. Details of key persons (like CFO, ED-Finance etc.) is to be obtained/captured and verified from various quarters.	Please elaborate on this requirement. Is the expectation from proposed platform is to capture the information or any other use-case		No Change. Please be guided by the RFP requirements.	Clarification
299	NA	NA	We request the bank to allow OEMs to bid with System Integrators		No Change. Please be guided by the RFP requirements.	Clarification
300	16	13	Point 13 states that recommendations to be provided for Hardware whereas RFP mentions the bidder to include hardware in BOQ. Please confirm the same		Bidder has to provide complete hardware to support the application	Clarification
301	18		We understand bank is looking for following components Application software DMS Third party software Middle ware Please confirm if the understanding is correct		No Change. Please be guided by the RFP requirements. The bidder is required to meet the RBI Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
302	25	11	RFP mentions Bid fee as INR 10000 and Cost of RFP as INR 20000. Please confirm if both are same or there is difference in the understanding		Bid Fee / Cost of RFP is Rs 10000	Corrigendum
303	25	11	Since it is mentioned that cost of RFP to be submitted on e-proc		Apply Online at https://eauction.auctiontigit	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

			website. Kindly share the website details		r.net/EPROC/ and submit a hardcopy at Bank by Post	
304	25	11	We understand that only RFP cost to be submitted through portal rest of the bid submission is hard copy submission. Please confirm if understanding is correct		Bid fee has to be submitted through NEFT / RTGS. Apply for RFP through portal and submit hard copy on banks address	Clarification
305	29	Evaluation of Technical Bid	" NUMBER OF IMPLEMENTATIONS we request you to revise the clause as follows - Upto 1 implementation in any bank/NBFC/MFI/ any financial Institution Above 1 to 3 implementations in any bank/NBFC/MFI/ any financial Institution Above 3 implementations in any bank/NBFC/MFI/ any financial Institution		No Change. Please be guided by the RFP requirements.	Clarification
306	43	BID PRICE & PERIOD OF VALIDITY	Please confirm the bid validity is 120 days or 180 days as Section 13 on pg 80 states the following - All responses by the Bidder to this RFP shall be binding on such Bidder for a period of 180 days after the opening of the technical offer		Last date of bid submission is 10-Sept-2024. No communication from any bidder will be entertained after 10-09-2024. Bid validity is 180 days	Clarification
307	111	Table I: API Features**	Cost per API & Setup Cost (in Rs.) - please clarify on this		Bidder has to provide cost of API separately	Clarification
308	126	(ANNEXURE – 9)	9. NON-DISCLOSURE AGREEMENT we understand this has to be submitted by successful bidder only. Please confirm		Yes	Clarification
309	77	PAYMENT TERMS -Option 1	Signing of all Agreements, Project Kick off and Installation of Base software in Bank's System for Requirement gathering and submission of all documents 20 % of the cost of license Completion of Requirement Gathering and finalization/ sign-off of Final Requirement Gathering Document 20 % of the cost of license Delivery of Customized Software based on Requirements gathered, installation and creation of		No Change. Please be guided by the RFP requirements.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

			<p>major interfaces, building of interfaces between LMS and CBS/MIS and external agencies where Bank will provide APIs such as CIBIL/Risk Rating/Fintech companies/Data Aggregators. 20% of the cost of license</p> <p>Successful completion of UAT 10% of the cost of license</p> <p>Successful completion of Go Live and completion of Training. 30% of the cost of license</p> <p>For Hardware Items – 50% on advance 30% on Go-Live and sign off of 1st Module 10% on Go-Live and sign off of 4th Module 10% after successful implementation of All Modules and sign off.</p> <p>For Operating System, Database, Middleware etc. (other than LMS/Application Software) – 60% on Advance. 30% after Go-Live of 1st module and sign off. 10% after Go-Live of all modules and sign off.</p>			
310	77	PAYMENT TERMS -Option 1	<p>Signing of all Agreements, Project Kick off and Installation of Base software in Bank's System for Requirement gathering and submission of all documents 40 % of the cost of license</p> <p>Completion of Requirement Gathering and finalization/ sign-off of Final Requirement Gathering Document 20 % of the cost of license</p> <p>Delivery of Customized Software based on Requirements gathered, installation and creation of major interfaces, building of interfaces between LMS and CBS/MIS and external agencies where Bank will provide APIs such as CIBIL/Risk Rating/Fintech companies/Data Aggregators. 20% of the cost of license</p> <p>Successful completion of UAT 10% of the cost of license</p>		No Change. Please be guided by the RFP requirements.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

			<p>Successful completion of Go Live and completion of Training. 10% of the cost of license</p> <p>For Hardware Items</p> <ul style="list-style-type: none"> · 50% on Delivery & Installation of Hardware and sign off at DC & DRC · 30% on Go-Live and sign off of 1st Module · 10% on Go-Live and sign off of 4th Module · 10% after successful implementation of All Modules and sign off. <p>For Operating System, Database, Middleware etc. (other than LMS/Application Software)</p> <p>–</p> <ul style="list-style-type: none"> · 60% on after Delivery and Installation and sign off. · 30% after Go-Live of 1st module and sign off. · 10% after Go-Live of all modules and sign off 			
311	30	LMS PARAMETERS	Interfaces with CBS and Bank's Data Warehouse	This process can be done easily through our system API but we don't have a reference of doing with any other bank	No Change. Please be guided by the RFP requirements.	Clarification
312	11	SCHEDULE OF EVENTS	Last Date & Time for Bid submission-10-09-2024 up to 16:00 hours		No Change. Please be guided by the RFP requirements.	Clarification
313	139	Functional and technical specifications	System should have status dashboard for the different users for all modules.	What type of Status required and for which all module	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
314	139	Functional and technical specifications	we would like to extend this timeline by 2 weeks	What all parameter to be set and what are the ratings and whom all the	No Change. Bidder to mention only "Readily Available (R)/Customizable (C)/ To be	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

				rating will be set	developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	
315	142	Functional and technical specifications	The system should have the capability/should provide for definition of the minimum requirements for one to qualify for a credit facility generally and within each stage.	Clarity Required what is the minimum requirement and which all stage it should be used	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
316	144	Functional and technical specifications	System should be able to convert financial document into excel or table format, thus facilitating the rapid movement of applications across the processes/ Units without the need of paper flow.	No.Please clarify this requirement.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
317	144	Functional and technical specifications	System should have controlled interface with external/internal web links/ data sources/ reference sources for data verification/data & information feeding/checking information. System should be able to convert land in Acre/Bigha /Cent into Hectare in decimal points irrespective of state. System should consolidate holdings of Borrower and co-borrower while arriving the limit and value of security as well as incremental income.	Please clarify on what is limit and value of security as well as incremental income.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

318	145	Functional and technical specifications	System should have the provision to Support Consortium and Multiple bank facilities as per bank policy. Details of key persons (like CFO, ED-Finance etc.) is to be obtained/captured and verified from various quarters.	At which stages Bank want to capture these details.What is Multiple bank facilities	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
319	146	Functional and technical specifications	System should capture any Number of years for which the financial projections/ Cash flow /Loan/Covenants data can be recorded & processed.	Please clarify on how many years data Bank want to capture.Omnfin presently capture upto 4 years	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
320	149	Functional and technical specifications	System should have ability to exclusively sanction / renew the loan amount based on valid Scale of Finance for the respective crop year.	What is Crop Year and which all period bank want to renew.Renewal base on loan amount or anything else	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
321	151	Functional and technical specifications	- System should have push/pull abilities for customer limit positions to/from CBS.		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

					offer standard solution.	
322	151	Functional and technical specifications	- Inter-changeability from funded to non-funded & vice-versa. Multiple levels of sub-limits.		Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
323	152	Functional and technical specifications	System should have provision of seasonal discipline (as per crop season) in disbursement as per RBI guidelines.	Will Bank will share the seasonal discipline (as per crop season) in disbursement as per RBI guidelines.	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
324	153	Functional and technical specifications	System should have functionality to prohibit overdue account holders from standing guarantors for any other facility or for any other borrower.	Plee clarify the requirement	Bidder to mention only "Readily Available (R)/Customizable (C)/ To be developed(D)/ Not Available (N)" basis regulatory Guidelines & Industry Standards on the solution's capability to offer standard solution.	Clarification
325	12	SCHEDULE OF EVENTS	Successful bidders will have to give Security Deposit of 10% of the contract value (TCO) in the form of Performance Bank Guarantee (PBG) issued by a scheduled commercial bank (other than Uttar Bihar Gramin Bank and Uttar Banga Kshetriya Gramin Bank) with validity of 84 months (72 months	We request you to kindly reduce the PBG amount to 3% for MSE vendors.	No Change. Please provide Govt Notification. If details received from vendor before 28-08-2024 8 PM then relax	Clarification

End to End (E2E) Loan Management System (LMS) - Queries and Response – Annexure 1

			contract period + one year claim period) from the date of issue of PBG and directly forwarded to the Bank within 21 days from the date of receipt of Purchase Order (PO)/acceptance by the successful bidder. The PBG will have to be renewed / resubmitted with fresh validity, in case of extension of the contract. Previous PBG will be returned only when the renewed PBG is received by the Bank.			
326	198	16. ELIGIBILITY CRITERIA COMPLIANCE SHEET (ANNEXURE-16)	The Bidder should have average annual turnover of at least Rs.20.00 crore during the last three financial year's viz. FY 2021-22, 2022-23 & 2023-24. The financials should be of the bidder only.	Please exempt MSMNE units from clause of Turnover. This is in line with the guidelines issued by the Startup ministry, GOI, MSME Department and CVC. It is also in line with your point no. 10 of the eligibility clause.	No Change. MSME Relaxation as applicable is mentioned in RFP.	Clarification
327	198	16. ELIGIBILITY CRITERIA COMPLIANCE SHEET (ANNEXURE-16)	The Bidder/OEM should have successfully implemented at least 1 (one) LOS/LMS solution in any Scheduled Commercial Bank/Banks (with at least 1000 branches)/FIs/NBFCs/RRBs , covering MSME and Agriculture modules.	Sir you will appreciate that there are limited banks with over 1000 branches. Kindly reduce the number to 250 branches. Also MSME are exempted from Performance clause which is in line with your point no. 10 of the eligibility clause.	No Change. Please be guided by the RFP requirements.	Clarification