

**Responses to Pre Bid Queries**

**RFP-38/2023-24 (GEM/2023/B/4286395) for Supply, Implementation, Maintenance and Customization of Digital Insurance Solution  
(Pre Bid Meeting 13.12.2023 at 15:00 hrs)**



**बैंक ऑफ महाराष्ट्र**  
**Bank of Maharashtra**  
भारत सरकार का अंगण  
*एक परिवार एक बैंक*

SN	Page #	Point/Section	Main Section name	Clarification point as stated in RFP	Comments/Suggestions	Bank's Response
1	90	7.29. ANNEXURE C: SCOPE OF WORK	Real-time data analysis	Real-time data analysis: Digital insurance solutions uses data analytics to collect and analyze information from various sources, including social media, IoT devices, and other data sources. This will help the Bank to understand risk better and offer customized products and services.	Other than the data source which will be created for this solution, what are the number of existing Data Sources to be considered for the real time analysis of Digital Insurance Solution?	The details will be shared with the successful Bidder.
2	90	7.29. ANNEXURE C: SCOPE OF WORK	Real-time data analysis	Real-time data analysis: Digital insurance solutions uses data analytics to collect and analyze information from various sources, including social media, IoT devices, and other data sources. This will help the Bank to understand risk better and offer customized products and services.	What are the use cases that has been envisaged for IoT devices?	The details will be shared with the successful Bidder.
3	90	7.29. ANNEXURE C: SCOPE OF WORK	Real-time data analysis	Real-time data analysis: Digital insurance solutions uses data analytics to collect and analyze information from various sources, including social media, IoT devices, and other data sources. This will help the Bank to understand risk better and offer customized products and services.	Is there any existing tool for web analytics which is being leveraged across all the application under enterprise?	Currently Bank does not have web analytics tool.
4	90	7.29. ANNEXURE C: SCOPE OF WORK	Real-time data analysis	Real-time data analysis: Digital insurance solutions uses data analytics to collect and analyze information from various sources, including social media, IoT devices, and other data sources. This will help the Bank to understand risk better and offer customized products and services.	Which all social media platform are in consideration to integrate with this solution, we assume the API will be available for us to integrate with the proposed solution.	Integration with all popular social media platforms will be required.
5	90	7.29. ANNEXURE C: SCOPE OF WORK	Personalized Recommendation	With the help of machine learning algorithms, digital insurance solutions can provide personalized recommendations based on the customer's specific needs and requirements	We assume that the ask is system should be capable of consuming machine learning model (Developed by bank or any third party). We assume that machine learning model building is outside the purview of current engagement. Please confirm	The RFP clause is self explanatory
6	97	7.29. ANNEXURE C: SCOPE OF WORK	2.6 POST SALES SERVICE HANDLING	Integration of the Solution with Bank's chat-bot for handling queries.	Mode of Integration for Bank's Chat Bot ? Is it a API Based Integration ?	Bidder's understanding is correct
7	98	7.29. ANNEXURE C: SCOPE OF WORK	2.8 HIGH LEVEL DELIVERABLES	iv. The solution should be able to integrate with Bank's Security Operation Centre for monitoring purpose	Is there any Script that will be used for integration. If not what is the mode of integration for Monitoring Purpose	The details will be shared with the successful Bidder.
8	98	7.29. ANNEXURE C: SCOPE OF WORK	2.8 HIGH LEVEL DELIVERABLES	v. The service provider must have the capability of IP whitelisting to restrict access to the solution from a limited number of known locations / IP addresses both for accessing the service as well as for accessing Platform administrative consoles.	Is there any existing tool being used for this purpose if yes please specify ? If not then can a Cloud Service Provider be leveraged here for implementation of Firewall Features	The deployment of the solution should be on-premise and Cloud service Provider cannot be leveraged for implementation of Firewall features

**Responses to Pre Bid Queries**

**RFP-38/2023-24 (GEM/2023/B/4286395) for Supply, Implementation, Maintenance and Customization of Digital Insurance Solution  
(Pre Bid Meeting 13.12.2023 at 15:00 hrs)**



**बैंक ऑफ महाराष्ट्र**  
**Bank of Maharashtra**  
भारत सरकार का अंगण  
*एक परिवार एक बैंक*

SN	Page #	Point/Section	Main Section name	Clarification point as stated in RFP	Comments/Suggestions	Bank's Response
9	98	7.29. ANNEXURE C: SCOPE OF WORK	2.8 HIGH LEVEL DELIVERABLES	xxiii. To provide the hardware sizing for implementation of the Solution, both in DC, NDR and DR setup. Bank will provide the required infrastructure and decide the actual implementation during the contract period. Selected vendor must install, customize and configure all the required software for testing on the given hardware.	<p>1. Is 200 TPS for APIs is good Rate Limit for the APIs</p> <p>2. No of Enviornments required for Platform (Dev, QA, UAT, Pre Prod, Prod)</p> <p>We assume the below NFR requirements. Kindly confirm or provide your comments</p> <p>1. Avg. No of sessions / hour to be supported : 1,500</p> <p>2. Desktop Browser Support (latest versions of Chrome, Edge, Safari and Firefox)</p> <p>3. Mobile Browers Support (iOS and Android devices: Chrome, Safari)</p> <p>4. Desktop Resolution (1536x864, 1366x768 and 1920x1080)</p> <p>5. Tabet Resolution (768x1024, 810x1080, 820x1180)</p> <p>6. Mobile Resolution (360x800, 393x873, 360x760, 360x780)</p> <p>7. FCP &lt; 2 secs, LCP &lt; 3 secs</p> <p>8. Accessibility Score &gt; 80</p>	The details will be discussed with the successful Bidder and accordingly successful Bidder has to provide hardware sizing.
10	88	7.28. ANNEXURE B	TECHNICAL EVALUATION CRITERIA	Integrations done	<p>Can bidder provide experince of individual integrations done with various banks systems not necessarily as part of a digital insurance solution?</p> <p>For example: Bidder might not be able to show CBS integration being done as part of Digital insurance solution but if bidder is able to show CBS integrations being done for any other business use case, will that be considered as a capability demonstration?</p>	The Bidder should showcase the integrations done with respect to Digital Insurance Solution
11	88	7.28. ANNEXURE B: TECHNICAL EVALUATION CRITERIA	Annexure	Maximum No. of transactions handled by the Solution in any banks/FI during FY22-23	We assume we will provide numebrs based on solutions we have implemented on any digital insurance sales for any bank/FIs. Also, we propose to allow us to include FY23-24 numbers	The RFP clause is self explanatory
12	88	7.28. ANNEXURE B: TECHNICAL EVALUATION CRITERIA	Annexure	Experience of Running Digital Insurance Solution in a Bank/FI (As of 31.03.2023)	We assume we will provide numebrs based on solutions we have implemented on any digital insurance sales for any bank/FIs. Also, we propose to allow us to include FY23-24 numbers	The RFP clause is self explanatory
13	88	7.28. ANNEXURE B: TECHNICAL EVALUATION CRITERIA	Annexure	No of Banks/NBFCs/Fis where the solution is implemented (Go-live) by the Bidder	We assume we will provide numebrs based on solutions we have implemented on any digital insurance sales for any bank/FIs. Also, we propose to allow us to include FY23-24 numbers	The RFP clause is self explanatory
14	104	7.31. ANNEXURE E: PAYMENT TERMS	Annexure	The Bidder must accept the payment terms proposed by the Bank. The commercial bid submitted by the Bidders must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the bidder, in case of delays or defaults on the part of the bidder.	<p>Can bidder propose alternate payment milestone for license fee?</p> <p>We propose monthly payment for AMC instead of annual payment as mentioned in RFP</p>	No change in RFP clause

**Responses to Pre Bid Queries**

**RFP-38/2023-24 (GEM/2023/B/4286395) for Supply, Implementation, Maintenance and Customization of Digital Insurance Solution  
(Pre Bid Meeting 13.12.2023 at 15:00 hrs)**



**बैंक ऑफ महाराष्ट्र**  
**Bank of Maharashtra**  
भारत सरकार का अग्रिम  
*एक परिवार एक बैंक*

SN	Page #	Point/Section	Main Section name	Clarification point as stated in RFP	Comments/Suggestions	Bank's Response
15	104	7.31. ANNEXURE E: PAYMENT TERMS	Annexure		Can bidder propose alternate payment milestone for implementation fee?	No change in RFP clause
16	104	7.31. ANNEXURE E: PAYMENT TERMS	Annexure		Can bidder propose alternate payment milestone for AMC/ Onsite support? We propose monthly payment for AMC instead of annual payment as mentioned in RFP	No change in RFP clause
17	104	7.31. ANNEXURE E: PAYMENT TERMS	Annexure		No payment milestone has been mentioned for Training charges. Kindly let us know	The milestone would be achieved once the training is delivered.
18	108	7.34. ANNEXURE H: TECHNICAL AND FUNCTIONAL SPECIFICATIONS	Annexure	The platform should integrate with all existing channels of the bank like, internet banking, mobile banking and core banking solution.	What is the existing & preferred technology stack for the integrations mentioned?	The details will be shared with the successful Bidder.
19	110	7.34. ANNEXURE H	TECHNICAL AND FUNCTIONAL SPECIFICATIONS	The solution should be able to integrate with Bank's Security Operation Centre for monitoring purpose.	What is the current sec op centre used for monitoring purpose?	The details will be shared with the successful Bidder.
20	99	2.8 High level deliverables	HIGH LEVEL DELIVERABLES	Bank will provide the required infrastructure and decide the actual implementation during the contract period.	Does bidder have to do infra set up as a part of contract ? If yes, which environments are considered	The infra setup would be provided by the Bank with available supporting applications/OS/DB.
21	43	6.53. Audit and Inspection of Record	Audit and Inspection of Record	Bank, its representative, RBI and Government Agencies shall have all the rights to carry out the VAPT (Vulnerability and penetration testing) or other system Audit for the service offered under this RFP. Vendor should fully cooperate in complying with the observations pointed out in any Audit.	We assume that VAPT will be performed by Bank and support to close the VAPT observations will be provided by bidder, kindly confirm	Bidder's understanding is correct
22	90	7.29. ANNEXURE C: SCOPE OF WORK	SCOPE OF WORK	Enhanced customer experience: Digital insurance solutions will provide a seamless and hassle-free customer experience by offering round-the-clock support, self-service options, and personalized communication.	Does the options in self service requires fetching data from Insurer ? If yes, is there a standardization required across insurers? for e.g, fetching Policy statements , premium paid statements , policy servicing. Kindly share the list of servicing functionalities envisioned as part of this engagement.	Bidder's understanding is correct
23	90	7.29. ANNEXURE C: SCOPE OF WORK	SCOPE OF WORK	Policy Management – Bank intends its customer to manage a bought policy be it the endorsements, claims and renewals.	Is the portal required to have option to do policy servicing action by customer or it has to be routed to insurer site to do policy changes (day 2 actions). If new portal needs to have all servicing and renewal options, can we get a list of all functionalities	The details will be shared with the successful Bidder.
24	91	7.29. ANNEXURE C: SCOPE OF WORK	SCOPE OF WORK	Also, the MIS on new as well as renewal premium, commission, persistency, claims, complaints, etc. Should be accessible at Head office, Zonal Office and Branch level on a specific period.	Is the system supposed to calculate persistency or expected to retrieve data from insurer ?	The feature should be a part of the platform/solution.

**Responses to Pre Bid Queries**

**RFP-38/2023-24 (GEM/2023/B/4286395) for Supply, Implementation, Maintenance and Customization of Digital Insurance Solution  
(Pre Bid Meeting 13.12.2023 at 15:00 hrs)**



SN	Page #	Point/Section	Main Section name	Clarification point as stated in RFP	Comments/Suggestions	Bank's Response
25	98	7.29. Annexure C	HIGH LEVEL DELIVERABLES	Implement Solution on Bank's existing Mobile App, Website/Net-Banking and Branches for paperless sales of insurance products including Life Insurance, General Insurance and Health Insurance.	As mentioned in high level deliverables, can we consider vehicle/motor insurance out of scope?	It is not out of scope.
26	98	7.29. Annexure C	HIGH LEVEL DELIVERABLES		Which LOBs and how many products and against which insurers considered in current phase of engagement go live according to priority?	The details will be shared with the successful Bidder.
27	98	7.29. Annexure C	HIGH LEVEL DELIVERABLES		What are the kind of life insurance products considered for the solution - Savings, Term, ULIP etc.?	The details will be shared with the successful Bidder.
28	98	7.29. Annexure C	HIGH LEVEL DELIVERABLES		What are the different lines of business for general insurance is considered within scope? i.e. Property Insurance, Travel insurance etc.	The details will be shared with the successful Bidder.
29	98	7.29. Annexure C	HIGH LEVEL DELIVERABLES		As the requirement is develop on Bank's existing app & website, we are assuming branding guidelines will be shared with us and UI will be aligned with Bank's existing design	Bidder's understanding is correct
30	90	7.29. Annexure C	Scope of work	At present, Bank offers insurance products like property insurance, vehicle insurance, health insurance, accidental insurance and travel insurance through its mobile banking application.	If motor insurance is being considered out of scope, what is bank's plan of onboarding Motor Insurance with revamped platform?	It is not out of scope.
31	90	7.29. Annexure C	Scope of work		Are Travel Insurance, accidental insurance being envisioned within scope of revamped platform?	Bidder's understanding is correct
32	90	7.29. Annexure C	Scope of work		Will bundling of insurance product with any other banking products to be considered part of scope? i.e. property insurance with a house loan product or accidental insurance with a health insurance product etc.	Bidder's understanding is correct
33	90	7.29. Annexure C	Scope of work	Digital insurance solutions uses data analytics to collect and analyze information from various sources, including social media, IoT devices, and other data sources. This will help the Bank to understand risk better and offer customized products and services.	Can we assume services/APIs to collect data from various sources are already available and can be reused or the same required to be built from scratch?	APIs for few platforms are available with the Bank.
34	90	7.29. Annexure C	Scope of work		Could you please highlight other than social media, what are the other data sources BoMH is envisioning to collect customer data firm?	Approximately 3-4 data sources will be required to be integrated.
35	90	7.29. Annexure C	Scope of work		What all IoT Devices are considered for the Digital Solution. What is use cases to be considered for IoT Devices.	The details will be discussed with the successful Bidder.
36	90	7.29. Annexure C	Scope of work	Personalized recommendation using Machine learning algorithms	Does the bank has any existing DwH, data lake in place if yes then whether the scope includes sending the data from this proposed solution to enterprise DwH/Data Lake?	The platform should have the capability of personalized recommendation using ML algorithms.
37	90	7.29. Annexure C	Scope of work	Mobile-friendly: Digital insurance solutions will be mobile-friendly, allowing customers to access their policies and make payments using their smartphones or tablets.	We understand the solution would be mobile first. Please confirm whether the platform development ask would be both mobile app (iOS & Android) & progressive web application for both internal(bank employees) & external(customers, IRDAI users etc.) users.	Bidder's understanding is correct

**Responses to Pre Bid Queries**

**RFP-38/2023-24 (GEM/2023/B/4286395) for Supply, Implementation, Maintenance and Customization of Digital Insurance Solution  
(Pre Bid Meeting 13.12.2023 at 15:00 hrs)**



**बैंक ऑफ महाराष्ट्र**  
**Bank of Maharashtra**  
भारत सरकार का अंगण  
*एक परिवार एक बैंक*

SN	Page #	Point/Section	Main Section name	Clarification point as stated in RFP	Comments/Suggestions	Bank's Response
38	91	7.29. Annexure C	Scope of work	Integration with multiple insurers - Bank should be able to integrate with multiple insurance companies and their extensive list of products on the bancassurance platform  The bidder should implement the Digital Insurance Solution for customers to buy various life insurance products, non-life insurance products, health insurance and vehicle insurance etc. Products while partnering with Insurance agencies like Aviva Life Insurance, United India Life Insurance, Future Generali, LIC, Manipal Signa etc.	Existing insurers with banca relation: Aviva Life Insurance, United India Life Insurance, Future Generali, LIC, Manipal Signa etc. Existing LOBs: Life, Health and Motors. We assume APIs/services to be integrated with existing insurers and existing LOBs are already available and can be reused. Kindly confirm	Bidder's understanding is correct
39	91	7.29. Annexure C	Scope of work		Kindly share list of insurers to be onboarded on the platform?	The details will be shared with the successful Bidder.
40	91	7.29. Annexure C	Scope of work		If new insurer services are ready to be consumed through APIs/services, assumption is we will build the services. Kindly confirm	The details will be shared with the successful Bidder.
41	91	7.29. Annexure C	Scope of work		If insurer systems or any line of business are not ready to be integrated directly with the platform, what should be the operating model? i.e. redirection to partner portal, lead sharing etc.	The details will be discussed with the successful Bidder and implemented accordingly.
42	92	7.29. Annexure C	Scope of work	The bidder to develop a platform for providing Digital Insurance Solution, to existing and new customers of the bank.	1. For new customers, we are assuming, onboarding of new customers will happen using bank's existing channels only. Once the same is done, customers would be able to purchase insurance from our portal	Bidder's understanding is correct
43	92	7.29. Annexure C	Scope of work	The bidder will be responsible for designing and building a straight through process journey (STP) and non-straight through process (referral journey) a customer to buy/ renew insurance	1, We assume, In NSTP journey, referral is lead sharing with partner. Kindly confirm the extent of journey to be done at Bank's end - Basic customer details, product selection, payments etc and part of journey at partners' end i.e. proposal form filling etc.	The details will be discussed with the successful Bidder.
44	92	7.29. Annexure C	Scope of work	The bidder should integrate with existing tie-up and should have the capability to integrate with new tie-ups i.e. insurance companies as and when required by the Bank.	1. We assume, onboarding, vendor management, revenue sharing contract & ensuring readiness in terms of direct integration with new partners or new LOBs will be taken care by bank and our scope would be limited to integration only	Bidder's understanding is correct
45	92	7.29. Annexure C	Scope of work	Platform should have multiple list of products bifurcated into categories with <b>details of all available in short</b> alongside of the template.	We believe that content is a key pillar to enhance the brand's reach and increase usability of digital assets. Creation of a robust content strategy should ideally be a key component of experience design. 1. What is the strategy & expectation around content redesign? 2. The experience design exercise may lead to suggestions of net new content types that are currently absent. What is the strategy to address these type of content?	The details will be discussed with successful Bidder and accordingly the strategy and content redesign would be planned / executed.
46	92	7.29. Annexure C	Scope of work	Platform should have the functionality to deduct the premium, display the updated premium amount, claim management system and know your claim status functionality.	Assuming claims servicing is not part of scope, only claim intimation & claim status fetch are part of scope. Kindly confirm	The RFP clause is self explanatory
47	92	7.29. Annexure C	Scope of work	The platform should also be equipped with policy data submission, updation and benefit illustration copy of the insurance policy.	1. Assuming benefit illustration is applicable for Life insurance products only 2. Policy data updation - Assuming policy endorsement journey is part of scope. Applicability, excusions and all validations will be shared by bank during requirement discovery workshops	Bidder's understanding is correct

**Responses to Pre Bid Queries**

**RFP-38/2023-24 (GEM/2023/B/4286395) for Supply, Implementation, Maintenance and Customization of Digital Insurance Solution  
(Pre Bid Meeting 13.12.2023 at 15:00 hrs)**



**बैंक ऑफ महाराष्ट्र**  
**Bank of Maharashtra**  
भारत सरकार का अंगण  
*एक परिवार एक बैंक*

SN	Page #	Point/Section	Main Section name	Clarification point as stated in RFP	Comments/Suggestions	Bank's Response
48	92	7.29. Annexure C	Scope of work	The platform should have the ability to auto fill customer's data from core banking solution.	1. Assuming API/services to be integrated with Core banking system is available and can be reused	Bidder's understanding is correct
49	92	7.29. Annexure C	Scope of work	Legacy data: The Insurance Aggregator should enable the platform in such a manner that all legacy data of the existing insurers to be uploaded and renewal notice, mailers, SMS/WhatsApp messaging can be done in a single click.	Please confirm whether data migration from legacy system to envisioned platform is considered within scope? If yes then what is the volumn of data that needs to be migrated?	The Bidder's understanding is correct and the details will be discussed with the successful Bidder.
50	92	7.29. Annexure C	Scope of work		We are assuming, legacy system for banca will be sunset eventually. In that case what is the business continuity plan during transitioning?	The Bidder's understading is correct and the details will be discussed with the successful Bidder.
51	92	7.29. Annexure C	Scope of work	The insurance platform should be enabled in such a way to capture details of all new policies sourced, issued by insurer(s) inspite of the fact that APIs for all the products/plans may not be available with them for integration.	1. We are assuming Policy document and policy related details will be persisted in backend and API call will be required only to check policy status. Do you expect to have on demand or bulk upload functionality for ops/customer servicing users?	Bidder's understanding is correct
52	92	7.29. Annexure C	Scope of work	Specified person – The insurance Aggregator should enable training module, enrolment of application/registration and Specified person mapping to the branches post passing the exam and downloading the certificate, etc. The facility to update/modify the same as and when new specified person added or deleted.	1. For training module, whether any integration is envisaged with bank's learning management system? If not, whether a content manager functionality is expected?	The details will be discussed with the successful Bidder.
53	92	7.29. Annexure C	Scope of work	Lead Generation & effective uses of Analytics: The platform should be enabled to use effectively the MIS/lead received based on analytics and propensity model.	1. What is the existing CRM & lead management solution used by bank and we are assuming that the expectation is leveraging the same?	The details will be shared with the successful Bidder.
54	92	7.29. Annexure C	Scope of work	The platform should be enabled to calculate surrender value of a life insurance policy and extend facility to lien on policy in case it is given as collateral.	1. In this case assuming the bank will become the lender(assignee), we are assuming repayment schedule etc will be from digital insurance platform only and integration with Bank's LMS not required. Kindly confirm	Integration with LMS / CBS system will be required for repayment schedule and the surrender value has to be obtained from respective Insurer company.
55	92	7.29. Annexure C	Scope of work	The plaform should have capability to run company wise campaign and provide the MIS on outcome of the said campaign. There should be provision for Target management company wise as per the requirement of the Bank.	For campaign management and marketing automation, what is bank's choice of tool and tech stack? What is being used present day?	The details will be shared with the successful Bidder.
56	92	7.29. Annexure C	Scope of work	There should be provision for Audit Logging in case representative(s) from IRDAI or other regulatory authority visits/conducts Audit and wants to cross verify the commission /premium/customer wise policy/branch wise / zone wise, etc.	Assuming the scope is restricted to user creation for audit purposes, proving view access for IRDAI reports & business dashboards.	The Bidder's understa ding is correct
57	92	7.29. Annexure C	Technical specifications	The platform should be capable of integration with Bank's APIs, but not limited to, CBS, CRM, Email, SMS, Whatsapp Gateway, Payment Gateway, Mobile Banking, Internet Banking, Customer Feedback/ Grievance Handling System, and Data Models, submission API's, Data Sharing APIs. The platform should also support upgrade as and when required by the Bank.	1. Assuming bank will provide the specification & sample structure and APIs are ready, can be reused. 2. Kindly confirm whether bank has any existing ESB or API gateway implemented?	All relevant APIs for integration will be given to the successful Bidder. Bank is in the process of implementing API gateway.

**Responses to Pre Bid Queries**

**RFP-38/2023-24 (GEM/2023/B/4286395) for Supply, Implementation, Maintenance and Customization of Digital Insurance Solution  
(Pre Bid Meeting 13.12.2023 at 15:00 hrs)**



**बैंक ऑफ महाराष्ट्र**  
**Bank of Maharashtra**  
भारत सरकार का अंगण  
*एक परिवार एक बैंक*

SN	Page #	Point/Section	Main Section name	Clarification point as stated in RFP	Comments/Suggestions	Bank's Response
58	92	7.29. Annexure C	Technical specifications	The platform should be capable of keeping an audit trail for logged in user. The platform should provide a Comprehensive Document Management system to Track, Scan, Upload and store Documents.	Is there any existing Document Management system implemented by bank? If yes, the same can be integrated? If not, what is bank's choice around selection of tools?	Bank is having Document Management System. Same needs to be integrated.
59	92	7.29. Annexure C	Functional specifications	The bidder will be responsible for hosting the platform in Bank's premises, implementing, running and maintaining it.	What is bank's preferred mode of deployment - On prem/cloud/hybrid?	On-premises
60	92	7.29. Annexure C	Functional specifications		If Cloud, whether bank already have enterprise wide preferred Cloud Service Provider like - AWS/ Azure / GCP /OCI?	On-premises
61	92	7.29. Annexure C	Functional specifications		Is there any preference to use the cloud native services for deployment or open source is preferred?	The implementation will be on-premises , however the cloud native feature is desirable.
62	92	7.29. Annexure C	Functional specifications	The platform should be capable for underwriting a policy. And if so, branch will remit the premium to the respective insurance company and wait for the insurance company decision on policy issuance. Upon, policy issuance by the respective insurer, the reverse feed shall come to the Bank, through API and the Bank system should be updated with the policy details. (Product Type, Product Name, Premium, Commission rate, Commission income, PPT, Renewal frequency etc.).	1. On platform's capability of underwriting a policy - We are assuming for products which are not pre-underwritten or do not classify under quick issuance, or for any Non STP journeys, the underwriting decision will depend on Insurer's response which will be fetched through API or services. Kindly confirm whether this understanding is correct. We are assuming that the platform is not expected with a ready underwriting solution and the functionality is expected from insurer	The details will be discussed with the successful Bidder.
63	92	7.29. Annexure C	Functional specifications	Assigning each drop case on the DIY journey with unique lead ID and pushing the lead to the Bank's CRM for follow-up and closure.	1. Could you please provide the existing tech stack of the bank which will be extensively used for development of Digital Insurance platform? (For example name and functionality of systems for lead management, CRM, Core banking system, fraud risk management, AML etc. and integration mechanism for the same)	The details will be shared with the successful Bidder.
64	92		Anti-Money Laundering and Fraud Risk Management	The solution shall have the functionality to integrate with Bank's Fraud Risk Management tool	1. Could you please provide the existing tech stack of the bank which will be extensively used for development of Digital Insurance platform? (For example name and functionality of systems for lead management, CRM, Core banking system, fraud risk management, AML etc. and integration mechanism for the same)	The details will be shared with the successful Bidder.
65	28-29	Clause 6.23 & 6.24 (6)	Risk purchase	Cancellation of Contract and Compensation Exit Option & Contract Re-negotiation	Request client to limit our liability under this clause to 10% of the value of corresponding goods/services not delivered by us. Please also confirm will you use government procurement norms (including price discovery) for procurement of such services from third parties.	No change in RFP clause
66	50	Clause (iv) of Annexure 4	ANNEXURE 4: NON DISCLOSURE AGREEMENT	Treat Confidential Information as confidential for a period of 7 years from the date of receipt. In the event of earlier termination of this Contract, Confidentiality shall survive termination/ expiry of the agreement	We request client to reduce the survival period of confidentiality obligations to one year post expiry or termination.	No change in RFP clause
67					Does the bank has any API gateway in place which is used across enterprise application? If yes please specify the name, if no then is there any preference for API gateway or the solution provider can suggest the best suitable API gateway for this solution.	API Gateway implemetation is in progress.
68					Is there any preference for Relational databases like Oracle / MS SQL / My SQL etc	Bank will prefer Oracle

**Responses to Pre Bid Queries**

**RFP-38/2023-24 (GEM/2023/B/4286395) for Supply, Implementation, Maintenance and Customization of Digital Insurance Solution  
(Pre Bid Meeting 13.12.2023 at 15:00 hrs)**



**बैंक ऑफ महाराष्ट्र**  
**Bank of Maharashtra**  
भारत सरकार का अंगण  
*एक परिवार एक बैंक*

SN	Page #	Point/Section	Main Section name	Clarification point as stated in RFP	Comments/Suggestions	Bank's Response
69					Does the scope include creation of native mobile application separately or responsive web application for mobile/web/tablet only the part of the scope?	Responsive web application for mobile/web/tablet
70	24	6.3. Price Bids	6.3. Price Bids	The date for reverse auction will be communicated separately to the successful Bidder post the completion of the eligibility and technical evaluation	As per GeM Bid Document the bid is RA enabled. As per our previous experience we have noticed that in order to win the bid due to Reverse Auction mechanism, many times bidders quote prices which are unfeasible as per project requirement and which results in failing of the delivery of project. Hence, we request that the Reverse Auction mode of procurement may kindly be removed, so that bidders can quote competitive prices during bid submission and each bidder has fair chance to win the bid.	Commercial evaluation will be done through Commercial Bid and not through RA.
71	0.91	3. Functional Specifications	3. Functional Specifications	The platform should be capable to integrate with Payment Gateway interface and provide various payment options like Credit Card, Debit Card, UPI, Net-Banking, CBS Debit through Mobile Banking/Internet Banking etc. for customers to buy and renew insurance policies.	Could you provide if a list of existing systems that the cloud solution should integrate with, such as CBS, CRM, and other banking channels?	The RFP clause is self explanatory
72	91	7.29. ANNEXURE C: SCOPE OF WORK Features expected in the platform / solution:	7.29. ANNEXURE C: SCOPE OF WORK Features expected in the platform / solution:	The bidder should integrate with existing tie-up and should have the capability to integrate with new tie-ups i.e. insurance companies as and when required by the Bank.	Can you provide more details about the if existing tie-ups with insurance companies?	Name of the existing tie-ups is already a part of this RFP.
73	91	7.29. ANNEXURE C: SCOPE OF WORK Features expected in the platform / solution:	7.29. ANNEXURE C: SCOPE OF WORK Features expected in the platform / solution:	xvi. Data Handling: The insurance Aggregator should handle the data in a secure way and enable the dashboard in time bound manner so as to access the MIS on Status of policy issuance, cancellation, refund, claims, complaints, etc. On real time.	What specific security measures should be implemented to ensure the secure handling of customer data?	The Bidder has to adhere to the industry best practices to ensure the data security such as PII data handling, Data Protection Bill, Bank's policies, etc.
74	92	7.29. ANNEXURE C: SCOPE OF WORK Features expected in the platform / solution:	7.29. ANNEXURE C: SCOPE OF WORK Features expected in the platform / solution:	The insurance platform should be enabled in such a way to capture details of all new policies sourced, issued by insurer(s) inspite of the fact that APIs for all the products/plans may not be available with them for integration.	Can you provide more details about the policy management functionalities required, such as endorsements, claims processing, and renewals?	Bank expects to have on demand or bulk upload functionality for ops/customer servicing users
75	94	2.1 RENEWAL OF INSURANCE POLICIES	2.1 RENEWAL OF INSURANCE POLICIES	Capability to send bulk SMS's, WhatsApp messages, e-mails to policyholders on renewals in a single click.	As per the defined clause, If email box are to be provided, kindly confirm the total number of mail box along with the mail box size of each mail box	The details will be shared with the successful Bidder.
					Kindly confirm the total number of the Email ID required ?	The details will be shared with the successful Bidder.
					Kindly confirm the expected Mail box Size like 1/2/5 GB of mail box GB ?	The details will be shared with the successful Bidder.
					As per the requirement of phone, kindly confirm is SMS Gateway Required or not	The solution to be integrated with the existing SMS gateway



**Responses to Pre Bid Queries**

**RFP-38/2023-24 (GEM/2023/B/4286395) for Supply, Implementation, Maintenance and Customization of Digital Insurance Solution  
(Pre Bid Meeting 13.12.2023 at 15:00 hrs)**



SN	Page #	Point/Section	Main Section name	Clarification point as stated in RFP	Comments/Suggestions	Bank's Response
76	92	2. Technical Specifications:	2. Technical Specifications:	i. The platform should have the scalability to add new product journeys, with end-to-end integration as and when introduced by the bank with all banking channels like internet banking, mobile banking and core banking solution.	Are there specific scalability requirements for the solution? For instance, do you anticipate significant changes in user loads or data volumes over time?	The details will be shared with the successful Bidder.
77	102	ANNEXURE D: ELI	ANNEXURE D: ELIGIB	The bidder should have experience of implementing Digital Insurance Solution to at least one BFSI organizations in India in last 5 years from the date of RFP. The Solution should remain live as on date of RFP.	Kindly amend the clause as : The bidder should demonstrate experience in implementing Digital Insurance Solutions for BFSI organizations.	No Change in RFP clause.
78	91	7.29	ANNEXURE C: SCOPE OF WORK	d. Integration with multiple insurers – Bank should be able to integrate with multiple insurance companies and their extensive list of products on the bancassurance platform	As the total number of products and insurers are not defined currently, how to assess the milestone completion and payment terms for UAT and Go-Live.  Deliverables against each milestones need to be defined clearly.	Presently, the bidder is expected to integrate with 5 Insurance companies. However, the bidder may be required to integrate with additional companies in case Bank ties up with them.
79	101	7.3	ANNEXURE D: ELIGIBILITY EVALUATION COMPLIANCE	The bidder/ OEM should have a valid ISO 9001 & ISO 27001 certificate for the solution proposed.	We cater to IT Act 2000 and follow all the necessary guidelines of Government. Fintech Blue Solutions does not fall under RBI guidelines. We request BOM to ease and omit conformation for ISO 9001 & ISO 27001 as a mandatory submission.  Fintech Blue Solution is SOC2 Type 1 compliant and in process of Type 2	<b>Clause Ammended, Please Refer Corrigendum</b>
80	104	7.3.1	ANNEXURE E: PAYMENT TERMS	Original delivery Challans & UAT sign off duly stamped and signed by the Bank Official. • 40% of the license cost after go-live sign off from Bank. Go Live Sign Off in the form of Acceptance Test should be signed by both Bank's identified Project Manager & vendor representative	Request for defining the acceptance terms as the scope of the implementation is extensive and big-bang go-live is not feasible. Provision to bill at module / insurance category go-live to be considered	No Change in RFP clause.
81	105	7.32	ANNEXURE F: PROJECT TIMELINES	Bidder is expected to complete the project in all respected including installation, configuration, and Integration, UAT & production movement of solution within 16 Weeks after acceptance of the purchase order issued by the Bank.	The scope expects for the on-premise deployment of the end-to-end solution with no boundaries for total categories / products. The feasibility of project completion within 16 weeks appears difficult to manage.  Request for provision to breakdown the scope within phases and manage timelines.	No Change in RFP clause.
82	113	19	Required functionalities	Multiple channels of communication with the customers – SMS, E-mail, WhatsApp etc. Option to send bulk SMS's, Email and WhatsApp in single click based on various campaign or automatic	Regulations require to send the customer communications via Bank's domain gateways.  The solution can create a message and trigger at functional events in the journey. Although bank to expose their API for every communication channel, respectively	The solution proposed by the bidder should have multiple channels of communications which will use Bank's SMS/Email Gateway

**Responses to Pre Bid Queries**

**RFP-38/2023-24 (GEM/2023/B/4286395) for Supply, Implementation, Maintenance and Customization of Digital Insurance Solution  
(Pre Bid Meeting 13.12.2023 at 15:00 hrs)**



**बैंक ऑफ महाराष्ट्र**  
**Bank of Maharashtra**  
भारत सरकार का अंगण  
**एक परिवार एक बैंक**

SN	Page #	Point/Section	Main Section name	Clarification point as stated in RFP	Comments/Suggestions	Bank's Response
83	88	ANNEXURE B:	TECHNICAL EVALUATION	In case of joint bid will the credentials of OEM be considered?		No.
84	8	1.1 PROJECT OVERVIEW	INTRODUCTION	Does Bank of Maharashtra already have any tie ups with the digital insurance solution providers?		No
85	90	ANNEXURE C:	SCOPE OF WORK	Is BoM planning to act as an Insurance Marketplace as per the scope of work		Yes.
86	105	7.32.	ANNEXURE F: PROJECT TIMELINES	Bidder is expected to complete the project in all respected including installation, configuration, and Integration, UAT & production movement of solution within 16 Weeks after acceptance of the purchase order issued by the Bank.	Kindly provide the detailed delivery milestone for the 16 weeks?  Also request you to consider a stabilization period of 2-3 weeks post go-live	No change in RFP clause
87	108	7.34	ANNEXURE H: TECHNICAL AND FUNCTIONAL SPECIFICATIONS	24. In case, if any open source product is used to develop the solution then the technology solution provider have to arrange for suitable support mechanism for troubleshooting, latest patches, updates and upgrades.	understanding is - Open-Source product used should be an OEM supported version. Kindly confirm.  Suggestion: This will help to quickly resolve issues have a OEM team involvement, conform to security updates and constant feature additions	Bidder has to provide regular support for various activities like patch updation, upgrades, troubleshooting etc by having suitable arrangement with OEM.
88	91	Features expected in the platform / solution:	7.29. ANNEXURE C: SCOPE OF WORK	i. The bidder to develop a platform for providing Digital Insurance Solution, to existing and new customers of the bank.	As per our understanding, there will be three accessibility channels: 1.) Web Portal for viewing/ buying products 2.) Mobile App for viewing/ buying products 3.) Customer Portal for self-service journeys. Please confirm if our understanding is correct.	Bidder understanding is correct.
89	91	Features expected in the platform / solution:	7.29. ANNEXURE C: SCOPE OF WORK	iii. The bidder will be responsible for designing and building a straight through process journey (STP) and non-straight through process (referral journey) a customer to buy/renew insurance	As per our experience with similar use cases, we would suggest an Enterprise grade Content Management System (CMS) to bring in a modern user & information experience so that new contents or modifications can be done by just drag and drop basis with following benefits: 1.) This will greatly help the marketing team to create banners and flyers without any technical dependency. 2.) For newly created products, the TAT for adding call to action buttons, promotional contents, marketing assets etc will be done quickly owing to a CMS platform's capability Hence, we request to consider our suggestions	No change in RFP clause
90	92	Features expected in the platform / solution:	7.29. ANNEXURE C: SCOPE OF WORK	xxvi. The platform should have capability to run company wise campaign and provide the MIS on outcome of the said campaign.	We would suggest that Personalization, User Segmentation or Audience targeting should be bundled in the same platform so that when marketing team creates banners or contents, they can at the same time configure the reach or target audiences. This will help target products to the desired consumer group	The Bidder's understanding is correct
91	93	3. Functional Specifications	7.29. ANNEXURE C: SCOPE OF WORK	i. The bidder will be responsible for hosting the platform in Bank's premises, implementing, running and maintaining it	As per leading technical advancements, we would suggest the proposed platform should be infrastructure agnostic so that the solution is robust for futuristic needs of moving to cloud based hosting as per the department's discretion	The feature is desirable
92	93	3. Functional Specifications	7.29. ANNEXURE C: SCOPE OF WORK	i. The bidder will be responsible for hosting the platform in Bank's premises, implementing, running and maintaining it	Please suggest concurrent users <b>per second</b> at peak usage.	To be shared with successful Bidder
93	93	3. Functional Specifications	7.29. ANNEXURE C: SCOPE OF WORK	i. The bidder will be responsible for hosting the platform in Bank's premises, implementing, running and maintaining it	Please suggest the total number of non-Production environments required to be provisioned	To be shared with successful Bidder

**Responses to Pre Bid Queries**

**RFP-38/2023-24 (GEM/2023/B/4286395) for Supply, Implementation, Maintenance and Customization of Digital Insurance Solution  
(Pre Bid Meeting 13.12.2023 at 15:00 hrs)**



**बैंक ऑफ महाराष्ट्र**  
**Bank of Maharashtra**  
भारत सरकार का अंगण  
*एक परिवार एक बैंक*

SN	Page #	Point/Section	Main Section name	Clarification point as stated in RFP	Comments/Suggestions	Bank's Response
94	93	3. Functional Specifications	7.29. ANNEXURE C: SCOPE OF WORK	i. The bidder will be responsible for hosting the platform in Bank's premises, implementing, running and maintaining it	Please suggest the DR compute wrt Production. Example 50% or 100% of DC	100% of DC
95	108	Technical Specifications	7.34. ANNEXURE H: TECHNICAL AND FUNCTIONAL SPECIFICATIONS	The platform should provide a Comprehensive Document Management system to Track, Scan, Upload and store Documents.	We would suggest the proposed platform for Portal to have built in Document Management/ Digital Asset Management capabilities to have folder categorization in repository, version management, metadata tagging, workflows, cyutom metadata creation, etc.	Bank is having Document Management System. Same needs to be integrated.
96	108	Technical Specifications	7.34. ANNEXURE H: TECHNICAL AND FUNCTIONAL SPECIFICATIONS	The platform should provide a Comprehensive Document Management system to Track, Scan, Upload and store Documents.	We would suggest the Document Management System to be Headless in nature. As there will be multiple systems and processes that will generate documents, it is important to have a headless DMS so that all documents are ingested into a single centralized document repository	Bank is having Document Management System. Same needs to be integrated.
97	101	7.30. ANNEXURE D- Point#4	ELIGIBILITY EVALUATION COMPLIANCE	The bidder/ OEM should have a valid ISO 9001 & ISO 27001 certificate for the solution proposed.	Our company is working with various banks and insurance companies since last 20 years. We have solution which can cater to Bank of Maharashtra RFP requirements. This solution is already implemented for certain of our customers. But we do not have ISO 9001 & ISO 27001 certifications for proposed solution. Are we eligible for participation in this scenario?	<b>Clause Ammended, Please Refer Corrigendum</b>
98	22	4.1 a#Project Objective	SCOPE OF WORK	Online Policy Management	We shall consider Web based platform for online policy management. Do we need to consider any scope of delivery for mobile application also?	Responsive web application for mobile/web/tablet
99	22	4.1 b#Project Objective	SCOPE OF WORK	b) Real-time data analysis	What kind of use cases are planned for social media, IoT devices data collection?	The details will be shared with successful Bidder
100	22	4.1 b#Project Objective	SCOPE OF WORK	e) Quick claims processing	We assume claims processing will be managed by insurance companies but we need to assist customers for claim intimation, registration and provide regular updates on status & documents required. Please confirm.	Bidder understanding is correct.
101	22	4.1 b#Project Objective	SCOPE OF WORK	f) Mobile-friendly	While solution proposed will be accessible through multiple platform including phones & tablets, there is no need to provide native installable for Android/iOS devices. Please confirm.	Responsive web application for mobile/web/tablet
102	86	7.27#Annexure A	COMMERCIAL BID FORMAT	Breakup of Facility Management Cost	Required licenses and infrastructure for L1 will be provided by bank or need to be arranged by Vendor?	Bank shall only provide infrastructure for FM resources to be deployed in Bank's premises.
103	17	Point No. 3	Instructions to bidders	The Bidder shall submit signed integrity pact as per Annexure 11	As per RFP document, the Integrity Pact is Annexure 10. It seems to be a typing mistake.	The referred Annexure should be read as Annexure-10.
104	77	Annexure 19	Manufacturer's authorization form (MAF)	In this declaration the turnover is written as exceeding 40 Crs of last three financial years.	Seems to be a typing error because as per Page 101, ANNEXURE D: ELIGIBILITY EVALUATION COMPLIANCE Point No.2 Bidder should have minimum average annual turnover of Rs.15 Crores each during the last three financial years that is 2020-21, 2021-22 and 2022-23.	<b>Clause Ammended, Please Refer Corrigendum.</b>

**Responses to Pre Bid Queries**

**RFP-38/2023-24 (GEM/2023/B/4286395) for Supply, Implementation, Maintenance and Customization of Digital Insurance Solution  
(Pre Bid Meeting 13.12.2023 at 15:00 hrs)**



**बैंक ऑफ महाराष्ट्र**  
**Bank of Maharashtra**  
भारत सरकार का अंगण  
*एक परिवार एक बैंक*

SN	Page #	Point/Section	Main Section name	Clarification point as stated in RFP	Comments/Suggestions	Bank's Response
105	31	Clause 6.27	Intellectual Property Rights	All Intellectual Property Rights in the Deliverables (excluding Pre-existing Material or third party software, which shall be dealt with in accordance with the terms of any license agreement relating to that software) shall be owned by Bank. In the event that any of the Deliverables or work product do not qualify as works made for hire, Bidder hereby assigns to Bank, all rights, title and interest in and to the Deliverables or work product and all Intellectual Property Rights therein.	The Product we will be delivering will not qualify as works made for hire, therefore, we will only license our product to the Bank for use of its intended purpose, but cannot outright assign IP rights to the Bank.	No change in RFP clause
106					Please also confirm that the Deliverables does not cover the Software/Source Code owned by the Bidder, since only license is being provided to the Bank.	Bidder understanding is correct. However, there will be escrow element for the Source code.
107	33	Clause 6.33	Indemnity	Bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from	This Clause to reworded as Mutual with respect to Breach of IPR, Confidentiality obligations by the Bank and breach of Applicable laws by the Bank.	No Change in RFP clause.
108	35	Clause 6.36	Non-Disclosure Agreement	The Bidder shall hold all information about this tender and / or information gathered about the Bank through this process in strict confidence with the same degree of care with which the Bidder protects its own confidential and proprietary information. The Bidder shall restrict disclosure of the Information solely to its employees, agents and contractors on a need to know basis and advise those persons of their obligations hereunder with respect to such Information.	The Clause to be made mutual and applicable to both the Parties.	No Change in RFP clause.
109	36	Clause 6.38	Limitation of Liability	Bidder's liability in case of claims against the Bank resulting from Misconduct or Negligence of bidder, 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.	In the second Paragraph, the liability to be limited to the Total Order Value.	No Change in RFP clause.
110	36	Clause 6.38	Limitation of Liability	Under no circumstances Bank shall be liable to the selected bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if Bank has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.	The Clause should be mutual and Direct loses to be excluded from the exception.	No Change in RFP clause.
111	39	Clause 6.39	Confidentiality	d. The confidentiality obligations shall survive forever between the bidder and the Bank.	The same shall be limited to 3 years post termination/expiration of the Agreement.	No Change in RFP clause.

**Responses to Pre Bid Queries**

**RFP-38/2023-24 (GEM/2023/B/4286395) for Supply, Implementation, Maintenance and Customization of Digital Insurance Solution  
(Pre Bid Meeting 13.12.2023 at 15:00 hrs)**



**बैंक ऑफ महाराष्ट्र**  
**Bank of Maharashtra**  
भारत सरकार का अंगण  
*एक परिवार एक बैंक*

SN	Page #	Point/Section	Main Section name	Clarification point as stated in RFP	Comments/Suggestions	Bank's Response
112	43	Clause 6.51	Escrow Arrangement	The escrow will be released and become the property of the Bank in the event that the agreement is terminated for either default or insolvency or should the successful bidder cease, or give notice of intention to cease providing maintenance or technical support service for the software as required by the agreement.	The ground for release of Source code shall be only restricted to "Insolvency of the Bidder during the Term of the Contract".	No Change in RFP clause.
113	50	Annexure 4	Non- Disclosure Agreement		The NDA should be mutual.	No Change in RFP clause.
114	97	2.7 TRAINING		i . Training to the Users (Vertical/Department/IT staff) in the areas of implementation, Integration, migration, operations, management, error handling, system administration, etc. will be provided from time to time post deployment of any new product or module in the system. ii. Training to the selected staff of Zonal Offices, Regional Offices, Staff Training Centers and Insurers Business Development Managers (BDMs) in the areas of platform usage, report generation, debugging, management etc.	a) How many users are to be trained ? B) Will it involve customers ? C) Will retraining be involved ? D) Will training be an ongoing process ?	Please refer to clause 7.32 Annexure F for training guidelines.
115	104	7.31. ANNEXURE E: PAYMENT TERMS	1. Software Licenses	<input type="checkbox"/> 5% of the software cost on completion of Disaster Reco	How many DR drills would be required ?	Atleast 4 in a year.
116	108	7.34. ANNEXURE H: TECHNICAL AND FUNCTIONAL SPECIFICATIONS		The bidder will integrate APIs of all insurer partners of the Bank. Product wise APIs include Premium Quote Generation, Proposal form APIs, Renewal APIs, Endorsement APIs, Policy / Claim Status APIs, Payment Gateway APIs, Policy Document APIs, Claim	Hope the department will share all the APIs required for integration.	Bidder understanding is correct.
117	109	7.34. ANNEXURE H: TECHNICAL AND FUNCTIONAL SPECIFICATIONS		19 The data should be stored in encrypted form with Bank's encryption key.	a) Is there a requirement for a data vault ? B) Is there an existing solution which needs to be enhanced ?	Bank is having Aadhaar Data Vault.
118	110	7.34. ANNEXURE H: TECHNICAL AND FUNCTIONAL SPECIFICATIONS		31 The Solution shall facilitate Bank in having 360 Degree view of the customer with linking of the insurance business with Cust_Id of the customer. Real time updation of the CRM on policy issuance including renewal premium.	What are the requirement for a 360 Degree view ?	The details will be shared with the successful Bidder.

**Responses to Pre Bid Queries**

**RFP-38/2023-24 (GEM/2023/B/4286395) for Supply, Implementation, Maintenance and Customization of Digital Insurance Solution  
(Pre Bid Meeting 13.12.2023 at 15:00 hrs)**



**बैंक ऑफ महाराष्ट्र**  
**Bank of Maharashtra**  
भारत सरकार का अंगण  
*एक परिवार एक बैंक*

SN	Page #	Point/Section	Main Section name	Clarification point as stated in RFP	Comments/Suggestions	Bank's Response
119	112	7.34. ANNEXURE H: TECHNICAL AND FUNCTIONAL SPECIFICATIONS		The platform should have the following functions although the below list is only indicative and not exhaustive subjected to the availability of API currently or in Future during the course of the engagement. a. Buy New Policy b. Renew Policy c. Recurring premium debits d. Cancel Policy e. Online Claim Submission (Death and Maturity claims) f. Policy Surrender g. Switching from one scheme/fund to other in case of ULIP policies. h. Assignment / Re-assignment - Assignment of Policy from Assignor to the Assignee and Reassignment of policy to transfer rights & title of policy back to the original Assignor. i. Lien – Invoke and Revoke of lien. Lien placement in case policy is given as collateral. j. Registration and Updation of Beneficiary Bank details.	Are these requirements limited ?	The RFP clause is self explanatory

SN	General query related to RFP	Queries/ Comments/Suggestions	Response
1	General query	We are assuming, As an SI, we will bid proposed solution with one or more OEM partner with responsibility being owned by main bidder and contracting will be done with main bidder only. Kindly confirm	Bidder will provide solution with one OEM with all responsibility with main bidder only.
2	Supporting documents	What all will be considered as supporting documents for the technical & functional specifications mentioned as part of Annexure ?	Presentation, demonstration of the technical and functional capabilities
3	Scope related	Are you looking for multi-lingual capabilities? Please confirm whether BoMH is envisioning multi-lingual content management workflows?	Bidder's understanding is correct
4	License cost	In Table 1 of commercial construct page no 85, it is not applicable for license cost from Y1-Y5 where in Table 2 we can see placeholder. Please confirm whether we can charge annual license fee or it has to be perpetual license for 5 years and to be charged in Year 1 itself?	The License Cost has to be perpetual cost of 5 years and be charged one time itself.
5	Infrastructure - Cost & Provisioning	We are assuming, infrastructure will be provided by BoMH (be it cloud or on prem) and our responsibility would be limited to hardware sizing & infra provisioning. Please confirm	Bidder's understanding is correct
6	7.27. TCO	We have not seen any discounting mentioned for calculating the overall TCO for BOM. Should we assume it is a simple addition according to 7.27 Annexure A.	Bidder's understanding is correct

**Responses to Pre Bid Queries**

**RFP-38/2023-24 (GEM/2023/B/4286395) for Supply, Implementation, Maintenance and Customization of Digital Insurance Solution  
(Pre Bid Meeting 13.12.2023 at 15:00 hrs)**



**बैंक ऑफ महाराष्ट्र**  
**Bank of Maharashtra**  
भारत सरकार का अंगण  
*एक परिवार एक बैंक*

SN	Page #	Point/Section	Main Section name	Clarification point as stated in RFP	Comments/Suggestions	Bank's Response
7		7.31. ANNEXURE E: PAYMENT TERMS		According to Section 7.31, please mentioned the activities to be performed as part of "Go live sign-off from Bank and "Go-live closure signoff	The details will be shared with the successful Bidder	
8		Cancellation of Contract and Compensation		We request client to cap the liquidated damages/penalties cumulatively to 5% of the total contract value.	No change in the RFP clause	
9		Cancellation of Contract and Compensation		We understand that as per Contract Act, where LDs are stipulated, generally any other damages cannot be claimed. Therefore we request you to kindly make imposition of liquidated damages as sole and exclusive remedy for corresponding breaches.	No change in the RFP clause	
10		UNDERTAKING BY BIDDER FOR NON BLACKLISTING-Annexure-16		We would like to humbly submit that the eligibility criteria/declaration regarding prior blacklisting is open-ended in terms of the time period. We request you to kindly limit the eligibility criteria regarding blacklisting to bidders not blacklisted as on the date of submission of the bid or have not been blacklisted for a definitive period, such as 2 years. We also request you to kindly allow Bidders to declare that they are not blacklisted as on date.	No change in the RFP clause	
11		Bid submission timeline extension		Considering global shutdown at PwC from 23rd Dec - 1st Jan, we are proposing extension of bid submission by 2 weeks, latest by 11 Jan 2024. Kindly consider the same	No change in the RFP clause	
12		Modality of development		Please confirm whether development would be on-site or offsite development will be allowed? We propose offsite development with key personnel being present at BoMH office. Kindly advice	The implementation has to be on-site.	
13		Supporting documents		We are assuming, citations of both SI and involved OEMs will be considered to evaluate functional specifications. Please confirm	Functional / technical evaluation will be of the platform	
14		Bid submission		Can we submit hardcopy of the proposal & related documents during presentation? Kindly confirm.	The submission of the bid/proposal online through GeM portal. However, hardcopy of EMD and NDA has to be submitted to Bank within Bid submission date.	
15		Bid submission		We are assuming, solution approach & commercial proposal can be submitted in PPT and/or PDF format . please confirm	The submission should be in PDF format, as prescribed in the RFP.	
16		Customization involving 20 days efforts Over and above Scope of RFP for every year		Can the bidder propose new commercials, payment terms & timeline for new product addition, new LOB addition, new insurer onboarding or any other change requests (over and above RFP) to be taken up during the course of engagement and/or post go live	No change in the RFP clause	

**Responses to Pre Bid Queries**

**RFP-38/2023-24 (GEM/2023/B/4286395) for Supply, Implementation, Maintenance and Customization of Digital Insurance Solution  
(Pre Bid Meeting 13.12.2023 at 15:00 hrs)**



**बैंक ऑफ महाराष्ट्र**  
**Bank of Maharashtra**  
भारत सरकार का अंगण  
*एक परिवार एक बैंक*

SN	Page #	Point/Section	Main Section name	Clarification point as stated in RFP	Comments/Suggestions	Bank's Response
17		Support scope		1. Would BoMH allow remote & secured connectivity to servers for issue resolutions? 2. Would BoMH provide required infrastructure for support - Ticketing System Bug Tracking System During UAT Load Testing S/W Source Code Repository Application Monitoring tools (such as APPDynamics) Infrastructure monitoring tool	The details will be shared with the successful Bidder	
18		Support scope		Would performance testing, usability testing, automation testing to be considered part of scope?	Bidder's understanding is correct	
19				Does the Bank currently use any specific cloud services or platforms for other business operations? Are there integration requirements with existing cloud-based solutions?	The solution is desirable to be cloud native.	
20				Kindly confirm the detailed hardware specifications required for the servers, including CPU, memory, RAM, network ports, and storage capacity.	The hardware sizing should be provided by the successful Bidder to the Bank.	
21				Can you please confirm the number of DR drills required per year,(for example, two drills Annually)?	Atleast 4 in a year.	
22				Kindly confirm peak hours and daily log/Flat files size that need the replicated (For Eg. 2 GB Daily)	The details will be shared with the successful Bidder	
23				Can you please provide details on the security components needed at both the DC and DR sites, such as firewall, WAF, antivirus, SIEM, DDOS protection, etc.?	The details will be shared with the successful Bidder	
24		Last Date and Time for receipts of tender offers: 28/12/2023 up to 17:00 hours		Requesting bank to extend submission of tender by 14 working days due to long public holidays owing to Christmas and New Years	No change in the RFP clause	
25		The selected Bidder shall indicate the authorized signatories who can discuss and correspond with Bank, with regard to the obligations under the contract. The selected Bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the Bidder to discuss, sign agreements/contracts with Bank, raise invoice and accept payments and also to correspond.  The Bidder shall provide proof of signature		Requesting the bank to allow digital signatures on the authorised signatory on valid documenation and annexures	Bidder's understanding is correct	



**Responses to Pre Bid Queries**

**RFP-38/2023-24 (GEM/2023/B/4286395) for Supply, Implementation, Maintenance and Customization of Digital Insurance Solution  
(Pre Bid Meeting 13.12.2023 at 15:00 hrs)**



**बैंक ऑफ महाराष्ट्र**  
**Bank of Maharashtra**  
भारत सरकार का अंगण  
*एक परिवार एक बैंक*

SN	Page #	Point/Section	Main Section name	Clarification point as stated in RFP	Comments/Suggestions	Bank's Response
26				What are volumes expected for this platform and what will be Year on Year (YoY) transaction growth?	The details will be shared with the successful Bidder	
27				Can we propose agile approach for implementation and deliver solution in multiple sprints/phases?	The agile approach for implementation is desirable.	
28				Does this solution shall cater to assisted sales also by bank staff or this solution is only for end customers?	Applicable to both Bank staff and end customers	
29				Underwriting process (for NSTP scenarios) would be out of scope i.e. in-case of NSTP application, the underwriting related activities shall be managed by the respective insurer and not bank. Please confirm?	The details will be shared with the successful Bidder	
30				Payment processes (incoming as well as outgoing payments) e.g. premium remittance to insurer, refund payout to customer, etc. shall be managed through an external payment system and would not be in scope of this system?	Integration with Bank's existing payment Gateways is required for payment processing.	
31				All accounting activities related to financial processes e.g. premium posting, refunds, commission etc. shall be managed by bank's core accounting system and shall not be in scope of this system?	The platform / solution will be integrated with CBS for financial postings.	
32				Definition of premium logic shall be within the scope of this system or will it be calculated by calling the API of partner insurer?	Partner Insurer.	
33				Rules for STP/NSTP will be defined in the new solution or would it be made available as APIs from partner insurance companies?	The details will be shared with the successful Bidder	
34				Incentive/commission calculation for bank's employee (in-case of assisted sale) shall be in scope of the system? Please confirm?	The Bidder's understanding is correct.	
35				Will the new system require to integrate with the CRM system for initiation/status update of service request initiated through branch user?	The Bidder's understanding is correct.	
36				Will the customer deduping be done by bank's core system and the output would be given back to this new system?	The Bidder's understanding is correct.	
37				Is there a requirement to send renewal notices as well for policies due for renewal or will it be managed by partner insurer?	The platform/solution should send the renewal notices through various communication channels as mentioned in the RFP using SMS/Whatsapp/Email, etc.	

**Responses to Pre Bid Queries**

**RFP-38/2023-24 (GEM/2023/B/4286395) for Supply, Implementation, Maintenance and Customization of Digital Insurance Solution  
(Pre Bid Meeting 13.12.2023 at 15:00 hrs)**



**बैंक ऑफ महाराष्ट्र**  
**Bank of Maharashtra**  
भारत सरकार का अंगण  
*एक परिवार एक बैंक*

SN	Page #	Point/Section	Main Section name	Clarification point as stated in RFP	Comments/Suggestions	Bank's Response
38				In-case of any requirement/discrepancy raised by the partner insurer (in NSTP scenario), will it be communicated to the customer directly by the insurer or will it be communicated and fulfilled through this new system?	Through the new system.	
39				Will the APIs (from insurer) be made available for transferring customer submitted documents as well in-addition to data?	The Bidder's understanding is correct.	
40				In-case any counter offer is given by the insurer to end customer (in NSTP scenario), will it be communicated and managed directly by the insurer?		
41				Integration with repositories like IIB, CAMS, etc. is to be considered in scope or out of scope. Please confirm?	Integration with relevant data sources is required in the platform / solution.	
42				Is there a requirement to integrate with IGMS (IRDA) for grievance intimation/update or will it be done by bank's grievance management system?	The Bidder's understanding is correct.	
43				Please share estimated users accessing the application and estimated transactions per day with no. of documents with each transaction type	The details will be shared with the successful Bidder	
44				Please share the product wise volumes and expected volume growth	The details will be shared with the successful Bidder	
45				We are assuming that the new solution would also be required to have communication management & document management capabilities. Is this a right understanding?	Bidder's understanding is correct. However, Bank has its own Document Management system with which integration is required.	
46				Is there any data migration in scope?	Yes. The details will be shared with the successful Bidder.	
47				How many partners insurance companies are envisaged to be in scope of the initial implementation?	Presently, the bidder is expected to integrate with 5 Insurance companies. However, the bidder may be required to integrate with additional companies in case Bank ties up with them.	
48				Please confirm that the solution envisaged is for bank's 1. existing customers (for unassisted journeys) 2. new prospects (for unassisted journeys) 3. bank employees (for assisted customer journeys)	The Bidder's understanding is correct.	
49				Will it be required to re-direct to the portal/mobile app of this solution from the primary customer portal/banking app in-case the customer initiates any insurance journey?	The details will be shared with the successful Bidder	
50				The scope of claims & policy servicing would be limited to request capture (details along with documents) and pass on the details to partner insurance companies for further processing and updating the status back to Bank's system. Is this a correct understanding?	The Bidder's understanding is correct.	

**Responses to Pre Bid Queries**

**RFP-38/2023-24 (GEM/2023/B/4286395) for Supply, Implementation, Maintenance and Customization of Digital Insurance Solution  
(Pre Bid Meeting 13.12.2023 at 15:00 hrs)**



**बैंक ऑफ महाराष्ट्र**  
**Bank of Maharashtra**  
भारत सरकार का अंगण  
*एक परिवार एक बैंक*

SN	Page #	Point/Section	Main Section name	Clarification point as stated in RFP	Comments/Suggestions	Bank's Response
51				What are the different third party softwares for which integration is envisaged apart from the ones mentioned? Kindly confirm	The details will be shared with the successful Bidder	
52				What are the existing software platforms which are being used? Do you want to replace any of them?	The details will be shared with the successful Bidder	
53				Do you want a Report designing tool as well for creation of reports by the user? If Yes, kindly share the nos of custom report, expected to be implemented	MIS / reports is part of the requirement as mentioned in RFP scope. The details of the reports required will be shared with the successful Bidder.	
54				Do you require migration of data and documents from any existing system? Kindly mention the volume and format of these documents.	The details will be shared with the successful Bidder	
55				Kindly share user count as per below requirement •Of the total users, number of users requiring Full time access? •Of the total users, number of users requiring Partial access (less than 20 hours in a month)? •Of the total users, number of users requiring Infrequent access (less than 5 hours in a month)? •Unique count of user for New Business / UW and Claims verticals		
56				What is the implementation sequence, adopted by Bank for the modules to be implemented i.e Claims OR New Business & Underwriting.	The details will be shared with the successful Bidder	
57				<b>Integration Touch Points :</b> Would require the interface concurrency (at any given point of time) hits details, against each integration touch points, with the new proposed solution.	The details will be shared with the successful Bidder	
58				<b>Integration Touch Points :</b> Would require details, against each interface touch mentioned mentioned in the SOW, as to which will require 'Push and Pull' with reference to the new proposed solution.	The details will be shared with the successful Bidder	
59				During the implementation period, how many environments are envisaged to be implemented ? i.e SIT, UAT, Pre-Prod, Production	The details will be shared with the successful Bidder	
60				Newgen supports 'OnPremise' and 'OnCloud' deployments, would like to understand, Bank's preferred deployment methodology.	Bank prefers the on-premise deployment of the platform / solution.	
61				Kindly confirm, if there is any scope to expose the document storage/ Retrieval to external 03rd party solution? If yes, kindly mention concurrency hits, envisaged.	Bank has Document Management Solution.	
62				Is Newgen Scanning solution required?		

**Responses to Pre Bid Queries**

**RFP-38/2023-24 (GEM/2023/B/4286395) for Supply, Implementation, Maintenance and Customization of Digital Insurance Solution  
(Pre Bid Meeting 13.12.2023 at 15:00 hrs)**



**बैंक ऑफ महाराष्ट्र**  
**Bank of Maharashtra**  
भारत सरकार का अंगण  
*एक परिवार एक बैंक*

SN	Page #	Point/Section	Main Section name	Clarification point as stated in RFP	Comments/Suggestions	Bank's Response
63				Is scanning of physical documents envisaged as part of the solution? If Yes, kindly mention total scanning stations, to be considered in scope	No. Scanning of physical documents is not required.	
64				Is email initiation envisaged as part of the solution?	The initiation will be from various digital channels like Mobile Banking, Internet Banking, etc.	
65				Is initiation from external applications envisaged as part of the solution i.e CRM, Portal, Mobile interface etc.?	The initiation will be from various digital channels like Mobile Banking, Internet Banking, etc.	
66				Kindly specify the external application as well	The initiation will be from various digital channels like Mobile Banking, Internet Banking, etc.	
67				is Bank of Maharashtra looking for a Machine Learning platform that can be used not only to build set of models to fulfil Personalized recommendation but also for ongoing updation of these models based on new data getting into the system.	The Bidder's understanding is correct.	