

Pre-bid queries and responses for Expression of Interest (EOI) - Ref No. BOM/Fintech_Empanelment/EOI/008/2023-24

Sl. No.	Page #	Point / Section #	Main Section name EOI/008/2022-23	Clarification point as stated in tender document	Comment / Suggestions / Query	Bank's Response	Bidder Name
1	8	3.10.8; 2 -	Broad Scope of Work	End-to-End Collection and Recovery Platform	Is the successful bidder expected to integrate with the LOS/LMS/CRM deployed by the bank? If yes, can we get details of the system(s) in question?	This EOI is only for empanelment of eligible Fintechs / Startup. Detailed requirement will be shared with empanelled Fintechs during the time of close tender/RFQ process.	DECENTRO
2	8	3.10.8; 2 -	Broad Scope of Work	End-to-End Collection and Recovery Platform	Does the bank have empaneled vendors for tele-calling, comms via whatsapp, email and SMS that the successful bidder will have to integrate with? Or is the Bank open to leveraging the ready-made integrations that the successful bidder may have in place?	Refer reply to Sl. No. 1	DECENTRO
3	8	3.10.8; 5 -	Broad Scope of Work	Payment Gateway services	Is the scope of the PG product for internal products or will it include onboarding 3rd party merchants as well?	Refer reply to Sl. No. 1	DECENTRO
4	8	3.10.8; 5 -	Broad Scope of Work	Payment Gateway services	Is the PG product expected to push the transaction data to any specific ERP or transaction reconciliation systems?	Refer reply to Sl. No. 1	DECENTRO
5	8	3.10.8; 5 -	Broad Scope of Work	Payment Gateway services	Is the PG product expected to integrate with the core banking system or loan servicing systems?	Refer reply to Sl. No. 1	DECENTRO
6	8	3.10.8; 5 -	Broad Scope of Work	Payment Gateway services	Is the PG product expected to be an acquirer for TPAPs like PhonePe, etc as well or will it just be a merchant acquirer platform?	Refer reply to Sl. No. 1	DECENTRO

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7	8	3.10.8; 5 -	Broad Scope of Work	Payment Gateway services	Does the scope of the PG product include recurring collections use cases like UPI 2.0 or is it just an existing collection stack?	Refer reply to Sl. No. 1	DECENTRO
8	8	3.10.8; 5 -	Broad Scope of Work	Payment Gateway services	Does the scope of the PG product possibly include any UPI on PPI (wallets) where the bank is looking to roll out the wallet-based products as well?	Refer reply to Sl. No. 1	DECENTRO
9	8	3.10.8; 5 -	Broad Scope of Work	Payment Gateway services	Does the scope of the PG product include possible cross-border products like UPI-PayNow linkage and similar products with other geographies?	Refer reply to Sl. No. 1	DECENTRO
10	8	3.10.8; 5 -	Broad Scope of Work	Payment Gateway services	Is the scope of the PG product include a white-labelled switch as well which other payment aggregators can build upon?	Refer reply to Sl. No. 1	DECENTRO
11	-	-	-	General Query	If experience of the Subsidiary Fintech can be considered along with the parent company's experience to apply for EOI	The experience of the subsidiary Fintech will not be counted for Eligibility	DECENTRO
12	24	Annexure 6, Sec-2.B, Point 4	Scrutiny of Fintech / Startup	Scalability of the solution *	Please provide additional details on requirements around Scalability of the solution	Eligible Bidder / Fintech should be capable to scale up(no of users, no of licenses, no of modules etc.) the solution / product / services proposed in the EOI	Credavenue
13	25	Annexure 6, Sec-2.B, Point 6	Scrutiny of Fintech / Startup	Whether the policies & processes are in place?*	Please share the policies & processes outlined in the RFE or additional details	Eligible Bidder / Fintech has to confirm if the policies and processes are in place pertaining to the various IT Security guidelines of RBI and other regulatory authority in India.	Credavenue

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14	41	Annexure 15.A	Empanelment under Specific Area	Under the category - AI based predictive analysis	Under the category - AI based predictive analysis, what are the evidences or documents related to experience which are acceptable as proof to the bank	Products / Services provided to BFSI Sector in India with documentary proof like PO/Agreements/LOIs etc.	Credavenue
15	41	Annexure 15.C	Employee Information	Experience, certified technology	We request clarity on the count of employees for which the vendor is expected to provide the information related to experience	Bidder has to provide the number of employees with their experiences, certified technologies for the solution / product / service proposed.	Credavenue
16	General	General	General	General	Can the parent company bid combinedly with the Fintech / Startup or it has to be separate bid?	Both, the Fintech / Startup and its parent company can bid separately.	Credavenue
17	21	7	Annexure 5	Names of all the current promoters (attach resumes in the below prescribed format)	Please share the prescribed format for the resumes	Format of CV / Resume is attached as Annexure I in the corrigendum uploaded on Bank's website.	MOBICULE
18	21	11	Annexure 5	Differentiation and monetary value of the product / service for banking industry	Please elaborate on the term 'monetary value'.	The Bidder has to mention the differentiators and the financial benefits of the product / service / solution for the Banking industry.	MOBICULE
19	24	2A	PROCESS	<Brief details about the proposed process> <Flow Chart, Process flow etc.>	Is the expectation to submit the proposed product/solution capability and details of the Preferable Segment chosen?	Yes, Bidder's assumption is correct	MOBICULE
20	27	5	Regulatory Compliances	CMMI Certification for Quality Assurance	is this mandatory ?	The data is only for Bank's and is not mandatory.	MOBICULE
21	1	Page 9	Section 3.10	Forex Prepaid Cards	Does forex cards are issued to retails customers or to corporates?	Refer reply to Sl. No. 1	M2P
22	2	Page 9	Section 3.10	Forex Prepaid Cards	What are all the supported currencies?	Refer reply to Sl. No. 1	M2P
23	3	Page 9	Section 3.10	Forex Prepaid Cards	Does forex cards are issued to ETB customers only?	Refer reply to Sl. No. 1	M2P
24	4	Page 9	Section 3.10	Forex Prepaid Cards	What is the annual projection for issuance and transaction volume?	Refer reply to Sl. No. 1	M2P

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25	5	Page 9	Section 3.10	Forex Prepaid Cards	What is the expected channels for Transfer to other countries? Eg card to card or card to bank accounts etc	Refer reply to Sl. No. 1	M2P
26	6	Page 9	Section 3.10	Forex Prepaid Cards & Digital Campus Solution	What is the accepted network Rupay, Visa, MasterCard etc?	Refer reply to Sl. No. 1	M2P
27	7	Page 9	Section 3.10	Digital Campus Solution	Need detailed requirement	Refer reply to Sl. No. 1	M2P
28	8	Page 36	Point number 4	If audit for the year 2022-23 is not completed, then provisional balance sheet for the year 2022-2023 should be submitted duly signed and certified by Chartered Accountant & CEO / CFO of the bidder Company	we can provide 3 years Fy19-20, 20-21 and 21-22 audited financials	If audit for the year 2022-23 is not completed, then provisional balance sheet for the year 2022-2023 should be submitted duly signed and certified by Chartered Accountant OR CEO / CFO of the bidder Company	M2P
29	9	Page 8	3.10.8 Point 1	AI based Predictive analysis	What is meant by data anonymization? Is it encryption or masking?	Refer reply to Sl. No. 1 Data Anonymization refers to data security	M2P
30	10	Page 8	3.10.8 Point 2	End-to-End Collection and Recovery Platform	Regarding Legal Management Platform, What is the scope of the Same? Will this module be used for sending different type of notices?	Refer reply to Sl. No. 1	M2P
31	11	Page 8	3.10.8 Point 2	End-to-End Collection and Recovery Platform	What is the use case for rewards in a collection/ recovery management platform?	Refer reply to Sl. No. 1	M2P
32	12	Page 8	3.10.8 Point 2	End-to-End Collection and Recovery Platform	What kind of Risk gradation is expected from the platform? Will this be used for portfolio segmentation or scoring purpose?	Refer reply to Sl. No. 1	M2P
33	13	Page 26	4 Point 2	Data Security - DC DR Details	Regarding cloud-based solution what kind of DC/DR details are expected?	Bidder / Fintech has to clarify if the solution / product / service supports DC/DR architecture. Also, in case of cloud based solution / product / service, confirmation if DC/DR is in India.	M2P

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34	36	Sr. No.4/ Point# 2	Annexure13: Eligibility Evaluation Criteria	2. For Fintech(s) other than Startups: The Company should have a paid up capital of minimum 1 Crore and the company should have achieved minimum annual turnover of Rs.5.00 Crore from the Fintech Business for its Indian operations during preceding financial years.	We are in the process of increasing Paid up Capital to 1 Crore in the current financial year.	No change in the clause.	PRM-Soft
35	7	3.10.6	3.1	The work shall be allotted to the empaneled Fintech on the basis of various parameters like cost, revenue generation, time to rollout, specific requirement, if any, etc.	Please share with us the baseline cost, revenue generation, time to rollout, specific requirement.	Refer reply to Sl. No. 1	Canpe
36	22	Annexure-5,pt no 26	Annexure-5	Are you registered with an Incubator recognized by the Government of India (refer http://startupindia.gov.in for details)	We already have a startup certificate.Do we still have to be registered with Incubator?	EOI clause is self explanatory	Canpe
37	24	Annexure-6,pt no 17	Annexure-6	Income Tax Return of last three Years	We have income tax returns for the previous two years, last year's taxes are yet to file (2023-2024),Please let us know if it is okay?	Bidder can submit provisional income tax return for the assesment Year (2023-24) and the original / audited report can be submitted before final empanelment.	Canpe
38	24	Annexure-6,table 2B,pt 1	Annexure-6	Architecture Diagram of the proposed Solution, if any	What kind of Architecture diagram needs to be provided?	EOI is self explanatory	Canpe
39	25	Annexure-6,table 3,pt 2	Annexure-6	Whether the solution will be hosted on premise or on cloud?	We are capable of providing the both, kindly let us know which one would bank prefer?	Capability of the solution / product / service to support on-premise or on-cloud is required. If supports both, mention accordingly.	Canpe

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40	26	Annexure-6, table 4, pt 3	Annexure-6	On-prim Solution / Cloud Based Solution. If Cloud based Solution, provide details of the DC / DR.	It will be dependent on answer to previous question.	Refer reply to Sl. No. 33	Canpe
41	26	Annexure-6, table 5, pt 1	Annexure-6	Applicable RBI Guidelines in the proposed Solution and compliance details	Kindly let us know where we can get those RBI guidelines?	Please refer RBI website for guidelines : https://rbi.org.in	Canpe
42	11	3.16.1	Erasures or Alterations	There should be no hand-written material, corrections or alterations in the offer.	Could you please provide the editable copy of the forms.	No.	Cyborgintell
43	5	3.4	EOI Schedule	Date and Time of Technical Bid Opening	Please confirm if we should be submitting only the technical bid or both technical and commercial. And bid opening will be Online? The technical and commercial format will be decided by the vendor?	The bid is to be submitted online https://eauction.auctiontiger.net/EP ROC compulsorily. Physical submission of the bids is optional. The bid opening will be online. Please refer corrigendum uploaded on Bank's website.	Cyborgintell
44	28	Annexure 7	Past Experience Details	Bidder is required to provide supporting documents such as credential letters, PO and proof of completion of work, copy of agreement etc.	We have signed NDAs in place with our customers entities and sharing the Agreement, POs or any other details will be a challenge. Alternatively, we can arrange reference calls at mutual convenience.	EOI is self explanatory. Masked Purchase Orders / Masked agreements are acceptable.	Cyborgintell
45	35	Annexure 13, Point no. 4	Eligibility Criteria	If the bidder is a Startup, then the company should have a minimum Capital of Rs.10 Lakhs and turnover less than Rs.100.00 Crores.	Please confirm if this is Authorized Capital.	EOI is self explanatory	Cyborgintell
46	36	Annexure 13, Point no. 6	Eligibility Criteria	In case direct support offices of the bidder is not present in Pune then an undertaking to be provided by the bidder stating that direct support would be provided by the Bidder at Pune.	Please confirm if there is any specific format for the undertaking.	Refer reply to Sl. No. 1	Cyborgintell

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47	41	Annexure 13, Point no. C	Employee Information	Employee Information	Please confirm if details of all the employees' are required.	Refer reply to Sl. No. 15	Cyborgintell
48	17	Annexure 3	NDA	Damages	Can we suggest limiting the indemnification to the direct damages only.	No change in EOI clause.	Cyborgintell
49	36	Point 5	Annexure 13: Eligibility Evaluation Criteria	Bidder should have earned operating profit / positive net worth during the preceding Financial Year	Please clarify if the criteria means either of positive networth OR net operating profit for preceding financial is required for bidder to participate	EOI is self explanatory	Enstage
50	7	3.10.8 Point 8 - Digital Campus Solution	3.10 Broad Scope of Work - Digital Campus Solution	Description: Implementation, Maintenance & Customization of Digital Campus Management Solution for Schools, Colleges, Hospitals and Universities. Probable Use Cases: End-to-end digitalization of campuses of schools, colleges, hospitals by providing Mobile App with instant card issuance solution, Virtual card support, End-to-end Card Tokenisation, multi factor authentication, Digital recharge / top-up, Digitally managed card control system like registration, activation, issuance, channel configuration etc.	Requesting clarification on the below points: > For student end users, can the KYC of parents be considered instead? > Assumption: the onboarding and data maintenance is not required to be managed by bidder. > Should bidder connect to its card system or will the bank provide its own card issuance system?	Refer reply to Sl. No. 1	Enstage
51	7	3.10.5	Broad Scope of Work	Limited tender process / closed RFQ option will be used for selecting Fintech /Startup from empaneled Fintech(s).	What is closed RFQ Please Specify	Detailed requirement of the Bank will be shared only with the empaneled Fintechs / Startups through RFQ / closed tendering process on GEM portal.	Mswipe

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52	26	Annexure 6	Regulatory Compliance	Applicable NPCI / any regulatory body Guidelines in the proposed Solution and compliance details *	Please specify.	Please refer rbi Site for guidelines regarding the solution / product / service: https://rbi.org.in & https://npci.org.in	Mswipe
53	33	Annexure 11	Annexure 11	Undertaking for not being NPA	What is NPA ?	NPA - Non Performing Asset category of loans availed by the bidder. EOI is self explanatory	Mswipe
54	General	General	General	General	Request for extension of Bid submission	Please refer to the corrigendum uploaded on Bank's corporate website.	Mswipe
55	General	General	General	General	Request you to include other payment solutions like POS and SoundBox in scope of Work.	Refer reply to SI. No. 1	Mswipe
56	General	General	General	General	Is it for Digital Platform or also for offline Platform. Request you to kindly include offline Mode of Recovery	Refer reply to SI. No. 1	Mswipe

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57	8	End-to-End Collection and Recovery Platform	Broad Scope of Work	<p>Description: Implementation, Maintenance & Customization of Digital Collection Management System including EMI Payment solutions, Automated Payment Reminders, Legal management Platform, Data Anonymization etc.</p> <p>Probable Use Cases: End-to-end digital collection and recovery, Digital collection module, Payments and rewards, Interface / mobile app, dashboard to Bank and collection officers, Automated Payment Processing, Data Analytics and MIS, Regulatory Compliance, Notification to customers through E-mail, WhatsApp, SMS, etc., Tele-calling, Risk gradation of past due accounts, Third Party Agency management, etc.</p>	Is it possible to include digital payment in Dairy Ecosystem	Refer reply to Sl. No. 1	Mswipe
58	10	End-to-End Dairy Ecosystem	Broad Scope of Work	<p>Description: Implementation, Maintenance & Customization of Dairy ecosystem for Milk Societies, Agri Produce, companies, etc.</p> <p>Probable Use Cases: Payment ecosystem for farmers, milk societies, agri produce companies, facility of asset and product insurance, establishment of agri marketplace, agriculture lending, etc.</p>	Is it possible to include digital payment in Digital Campus Solution	Refer reply to Sl. No. 1	Mswipe

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59	10	Digital Campus Solution	Broad Scope of Work	Description: Implementation, Maintenance & Customization of Digital Campus Management Solution for Schools, Colleges, Hospitals and Universities. Probable Use Cases: End-to-end digitalization of campuses of schools, colleges, hospitals by providing Mobile App with instant card issuance solution, Virtual card support, End-to-end Card Tokenisation, multi factor authentication, Digital recharge / top-up, Digitally managed card control system like registration, activation, issuance, channel configuration etc.		Refer reply to Sl. No. 1	Mswipe
60	5	3.4 EOI Schedule	About EOI	Submission of bid documents	Is the submission in softcopy or hardcopy? Please share guiding details for the relevant option.	Refer to Reply Sl. No 43	KnightFintech
61	5	3.4 EOI Schedule	About EOI	Pre-bid meeting with Bidders	We assume that there will be a provision to attend the pre-bid meeting virtually and details will be provided in advance. Please confirm.	Yes, Both virtual & physical presence for the prebid meeting are available	KnightFintech
62	21	Annexure 5	Details of Bidder	Pt. 7 – Prescribed CV format	Unable to locate the CV format / template. Can we use our own template? Please confirm.	Refer to Reply Sl. No 15	KnightFintech
63	41	Annexure 15	Technical Specifications	C. Employee information	Is the Employee information and CV required of all employees or only for the key resources / employees.	Refer reply to Sl. No. 15	KnightFintech

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64	41	Annexure 15	Technical Specifications	A. Empanelment under Specific Area	<p>Our organization is the market leader in India for the Co-lending solution and also provides a robust and end-to-end solutions for:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Treasury, Market risk, ALM <input type="checkbox"/> Digital Lending (LOS, LMS, BRE etc.) <input type="checkbox"/> Trade Finance <input type="checkbox"/> Supply Chain Finance <p>We request the Bank to introduce suitable categories for the aforementioned solutions or guide us if these can be included in existing categories.</p>	Refer reply to Sl. No. 1	KnightFintech
65	34	Annexure 13	Eligibility Evaluation Criteria	Sr. No. 4	<p>"If audit for the year 2022-23 is not completed, then provisional balance sheet for the year 2022-2023 should be submitted duly signed and certified by Chartered Accountant & CEO / CFO of the bidder Company"</p> <p>As a general practice CAs will not sign on provisional financial statements, hence we would request the Bank to consider attestation of the provisional balance sheet by an Authorized signatory / CEO / CFO.</p>	The provisional balance sheet signed by CFO is acceptable.	KnightFintech

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66	38	Annexure 14	Technical Evaluation Criteria	Table 2 (For Start-ups) Point 1.2	Guided by the DPIIT criteria, a start-up cannot have an age of more than 10 years (From date of incorporation). Hence, we suggest the following modification to the clause: <= 3 years – 1 3 > 5 years – 3 5 > 7 years – 4 7 > 10 years – 5	The clause is modified and uploaded as Corrigendum on Bank's corporate website.	KnightFintech
67	38	Annexure 14	Technical Evaluation Criteria	-	Requesting the Bank to consider vendors existing empanelments done with other scheduled commercial Banks as a proof for the sought segment and / or use cases.	EOI is self explanatory	KnightFintech
68	General	General	General	General	Will bank be floating Eol for more areas in future	If more requirements are identified, Bank will decide on the same.	KnightFintech
69	4	1	Introduction	The products and services offered by Bank include demand deposits, time deposits, working capital finance, term lending, trade finance, retail loans, government business, banc assurance business, mutual funds and other services like Demat, ASBA, credit card, lockers merchant banking, APY, PPF, NPS, Social Security Schemes etc. as permitted in the regulatory guidelines in the country etc.	Apart from the following products (working capital finance, term lending, trade finance, retail loans) what are the other product lines of BOM?	Refer reply to Sl. No. 1	Kiya.ai

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70	8	2	End-to-End Collection and Recovery Platform	Maintenance & Customization of Digital Collection Management System including EMI Payment solutions	Ideally EMI payment collection is the part of Loan Servicing solution (mostly CBS), what is the expectation from this requirement in the collection system? Is the payment collection expected from the Core Loan Collection system (used at branch level) and the mobile app (used by bank & agency employees)?	Refer reply to Sl. No. 1	Kiya.ai
71	8	2	End-to-End Collection and Recovery Platform	Payments and rewards	What is the expectation from this requirement? Please elaborate with few examples	Refer reply to Sl. No. 1	Kiya.ai
72	8	2	End-to-End Collection and Recovery Platform	Interface / mobile app	Is the expectation to integrate with the existing mobile app of BOM or a separate mobile app is needed along with the Core Loan Collection system?	Refer reply to Sl. No. 1	Kiya.ai
73	8	2	End-to-End Collection and Recovery Platform	Dashboard to Bank and collection officers	Is the expectation to also provide a visualization tool such as Tableau & Power BI, or the an existing visualization tool of BOM to be utilize for dashboard creation in the Loan Collection system?	Refer reply to Sl. No. 1	Kiya.ai
74	8	2	End-to-End Collection and Recovery Platform	Tele-calling	Is the expectation to integrate with the existing CTI services provider (Cisco/Avaya/Any other)?	Refer reply to Sl. No. 1	Kiya.ai
75	8	2	End-to-End Collection and Recovery Platform	Third Party Agency management	Is the expectation to provide a dedicated portal for agents for the purpose of registration/onboarding and monitor their performance and incentive or to be accessed by bank employees only?	Refer reply to Sl. No. 1	Kiya.ai

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76	General	General	General	General	<p>Following clause is missing. Please include:</p> <p>Limitation of Liability Licensor's liability under this contract is limited to the amount of fees considerations received by it reduced by the associated costs, till such time as the Software Solution is under warranty from Licensor. After expiry of warranty and provided the Client has entered into an Annual Maintenance Contract (AMC) for maintenance and support of the Software Solution, such liability will be limited to the amount of AMC fees paid to Licensor during the calendar year of such claim. Under no circumstances shall the liability of Licensor regardless of the nature of claim whether in contract, tort, strict liability or any other theory of liability, exceed the amount mentioned above.</p> <p>The aforesaid limitation does not apply to any liability of the Licensor towards violation of third-party Copyrights / Intellectual Property Rights or for any loss or damages</p>	No change in EOI Clause	Kiya.ai

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77	General	General	General	General	<p>Following clause is missing. Please include:</p> <p>a. Indemnification The Licensor hereby indemnifies Licensee from costs and expenses arising from infringement of unaffiliated third party rights by the Software Solution provided that: (1) Licensor is given prompt notice of the claim; (2) Licensor is given immediate and complete control over defence and/or settlement of claim, and Licensee fully cooperates with Licensor in such defence and/or settlement; (3) Licensee does not prejudice in any manner Licensor's conduct of such claim; and (4) the alleged infringement is not based upon use of Software Solution in a manner prohibited under this Contract, in a manner for which Software Solution was not designed, or in a manner not in accordance with Specifications.</p> <p>b. Altered Version The Licensor shall have no liability for any claim of infringement based on (a) use of a superseded or altered version of Software Solution</p>	No change in EOI Clause	Kiya.ai
78	General	General	General	General	Is the Bank already having any data over cloud based solution?	Refer reply to Sl. No. 1	Kiya.ai
79	General	General	General	General	Does the Bank have any perpetual license with third party proprietary?	Refer reply to Sl. No. 1	Kiya.ai
80	General	General	General	General	Is there any existing system that needs to be migrated?	Refer reply to Sl. No. 1	Kiya.ai

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81	General	General	General	General	Is there any data archival policy in place, whether data has to be archived in a separate storage or to be purged.	Refer reply to Sl. No. 1	Kiya.ai
82	General	General	General	General	Does the consultant have any preference for visualization tool?	Refer reply to Sl. No. 1	Kiya.ai
83	General	General	General	General	Can the portal be developed on Free Open Source Technologies or vendor needs to propose enterprise licenses.	The use of open source technologies will be decided on case to case basis as per IT Security guidelines of Bank	Kiya.ai
84	8	Scope 3	AI based virtual voice assis tant	Scope 3	How do you understand currently as to which product to market to a customer ? What is your marketing procedure for ex: emails or anything else ?	Refer reply to Sl. No. 1	Kiya.ai
85	8	Scope 3	AI based virtual voice assis tant	Scope 3	In survey are the questions fixed and are the answer only required to be collected ?	Refer reply to Sl. No. 1	Kiya.ai
86	8	Scope 3	AI based virtual voice assis tant	Scope 3	For grievance handling what is the requirement to record a complaint and create a ticket or anything else ?	Refer reply to Sl. No. 1	Kiya.ai
87	7	Point-1, AI based predictive analysis	Description and probable used cases	Description and probable used cases	What kind of models do you require, is it logistic regression? Will you provide a PMML file?	Refer reply to Sl. No. 1	Celusion
88	8	Point-2,	End to end collection & Recovery platform	EMI payment Solution	Do we need to integrate with payment gateways and LMS?	Refer reply to Sl. No. 1	Celusion
89	8	Point-2	End to end collection & Recovery platform	Legal Management System	Does this mean Automatic generation of legal notice?	Refer reply to Sl. No. 1	Celusion

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90	8	Point-2	End to end collection & Recovery platform	MIS and Data Analytics	Do you expect our system to maintain MIS and data analytics?	Refer reply to Sl. No. 1	Celusion
91	9	Point 8	Digital Campus Solution	Instant Card issuance solution	Is this a credit card? Do you need a rule engine for credit card and score based credit card offering systems? Also Top up based on eligibility?	Refer reply to Sl. No. 1	Celusion
92	10	Point 3.12.2	De-empanelment	If the service provided by the Fintech / Startup is found to be unsatisfactory	Kindly elaborate what is meant by unsatisfactory? If the timeline gets stretched due to delay in providing information from Bank's side then there will be deviation in set timeline	EOI is self explanatory	Celusion
93	11	Point: 3.20.2-	Modification/Cancellation of EOI	The Bank reserves the right to cancel EOI process at any time, without thereby incurring any liabilities to the affected Fintechs / Startups. Reasons for cancellation, as determined by the Bank in sole discretion include but are not limited to, the following: a) Services contemplated are no longer required b)Change in the scope of work or due to unforeseen circumstances and/or factors and or/or new developments c)The project is not in the best interest of the Bank. d)Any other reason.	In case the fintech has completed a significant amount of work then Fintech can seek the payment. Please clarify this	EOI is self explanatory	Celusion

Sl. No.	Page #	Point / Section #	Main Section name EOI/008/2022-23	Clarification point as stated in tender document	Comment / Suggestions / Query	Bank's Response	Bidder Name
94	22	Annexure: 5: point-25	Details of Bidder	Do you qualify as a start-up as defined in G.S.R. 180(E) dated 17th February, 2016 of MINISTRY OF COMMERCE AND INDUSTRY (Department of Industrial Policy and Pro motion), Government of India or any amendment thereto?	Kindly mention the type of proof is needed	Certification obtained from DPIIT for being a Start-up.	Celusion
95	22	Annexure: 5: point-26	Details of Bidder	Are you registered with an Incubator recognized by the Government of India	Kindly mention the type of proof is needed	Bidder has to submit the documentary proof like adoption letter from the Incubator organisation	Celusion
96	36	Annexure 13: Point-6	Eligibility Evaluation Criteria	The bidder should have support Office/Branch in Pune. In case direct support offices of the bidder is not present in Pune then an undertaking to be provided by the bidder stating that direct support would be provided by the Bidder at Pune	Is rent agreement acceptable?	Yes	Celusion
97	-	-	-	General Query	Can the details be shared regarding the area / segments mentioned in the EOI?	Refer reply to Sl. No. 1	Celusion
98	5	Section 3.4 - EOI Schedule	About EOI	Submission of Bid document	Owing to need for sufficient time for a due diligent response, Bank is requested to allow for 2 weeks time from the date of prebid clarifications published on Bank's website	Corrigendum for extension of End date of submission is uploaded on Bank's website.	Vymo

Sl. No.	Page #	Point / Section #	Main Section name EOI/008/2022-23	Clarification point as stated in tender document	Comment / Suggestions / Query	Bank's Response	Bidder Name
99	8	Point 3.10.8 - Table Sr. No 2 - End-to-End Collection and Recovery Platform	Broad Scope of Work	Description Implementation, Maintenance & Customization of Digital Collection Management System including EMI Payment solutions, Automated Payment Re-minders, Legal management Platform, Data Anonymization etc.	Please elaborate on the requirement scope of Data Anonymization that is expected from the bidder's solution.	Refer reply to Sl. No. 1	Vymo
100	8	Point 3.10.8 - Table Sr. No 2 - End-to-End Collection and Recovery Platform	Broad Scope of Work	Probable Use Cases: End-to-end digital collection and recovery, Digital collection module, Payments and rewards, Interface / mobile app, dashboard to Bank and collection officers, Automated Payment Processing, Data Analytics and MIS, Regulatory Compliance, Notification to customers through E-mail, WhatsApp, SMS, etc., Tele-calling, Risk gradation of past due accounts, Third Party Agency management, etc.	Please clarify and elaborate on the requirement scope of Payments & rewards that is expected from the bidder's solution.	Refer reply to Sl. No. 1	Vymo
101	26	Section 5 - Table Sr. No. 5	Regulatory Compliances	CMMI Certification for Quality Assurance	Request relaxation of the CMMI certification requirement. We would like to point out we are ISO 27001, SOC 2, and GDPR compliant that demonstrates our commitment to commitment to quality, security, and data protection.	This is not mandatory but a preferred requirement of the Bank, as per the EOI.	Vymo

Sl. No.	Page #	Point / Section #	Main Section name EOI/008/2022-23	Clarification point as stated in tender document	Comment / Suggestions / Query	Bank's Response	Bidder Name
102	36	Section 4- List of Annexures	Annx13- Eligibility Evaluation Criteria - #4	Bidder should have earned operating profit / positive net worth during the preceding Financial Year	While financials will be shared as per CA certificate for Bank's review, Bank is requested to relax this clause. Vymo is a fast growing SaaS company well recognised by reputed BFSI clients as will be exhibited in our documentation to be submitted with Eol	EOI is self explanatory	Vymo
103	36	Section 4- List of Annexures	Annx13- Eligibility Evaluation Criteria - #5	#Audited Balance Sheets for last 3 years, i.e. 2020-21, 2021-22 & 2022-23*) *If audit for the year 2022-23 is not completed, then provisional balance sheet for the year 2022-2023 should be submitted duly signed and certified by Chartered Accountant & CEO / CFO of the bidder Company	Audited documents can only be provided post June'23. Hence, Bank to relax this clause suitably	Refer reply to Sl. No. 37	Vymo
104	37	Section 4- List of Annexures	Annx13- Eligibility Evaluation Criteria B. Other Common Criteria	The Company on-boarded/part of RBI's Regulatory Sandbox would be preferred	Bank is requested to relax this clause. Vymo is a fast growing SaaS company well recognised by reputed BFSI clients as will be exhibited in our documentation to be submitted with Eol	EOI is self explanatory	Vymo
105	38	Annexure 14 - Point 4 (vi)	Presentation/ Demo	Technology Channels	Please elaborate/clarify on this point	"Technology Channels" refer to latest Technologies being used for making platform Scalable, parameterized like JAVA, Angular, I-form, latest APIs, etc.	Vymo

Sl. No.	Page #	Point / Section #	Main Section name EOI/008/2022-23	Clarification point as stated in tender document	Comment / Suggestions / Query	Bank's Response	Bidder Name
106	38	Annexure 14 - Point 4 (viii)	Presentation /Demo	Payment security mechanism	We would be submitting EOI bid for End-to-End Collection and Recovery Platform. This point is not applicable to our solution. Hence, we believe there would be no separate evaluation marks applicable to us for this point. Please confirm.	EOI is self explanatory	Vymo
107	21	Annexure 5 - Point 16	Details of Bidder	Has the valuation of the start-up been during the past 12 months by an external entity? If Yes, give name of the valuing entity, date of valuation and the valuation amount.	Request the Bank to relax this requirement or accept an indicative range for Valuation of the Company. Valuation of the company is Confidential and is likely to be rejected by Board of Directors to be disclosed for the purpose of RFP.	EOI is self explanatory Indicative range is ok for Bank.	Vymo
108	35	Annexure 13 - Point 5	Eligibility Criteria	Bidder should have earned operating profit / positive net worth during the preceding Financial Year	As a startup, we continuously invest in growth and innovation that leads to operating loss in the financials. Request bank to relax this term with only Positive Net Worth as a criteria.	Either Bidder should have earned operating profit or should have positive network. Having both is not mandatory.	Vymo
109	23	Annexure 7	Details of Past Experience	Total Amount of Order	Existing customers prevent us from sharing the commercials and other contracted information under Confidentiality and NDA. Request bank to relax and not ask for the Amount of Order for similar Implementations done by the Bidder	Refer reply Sl. No. 28	Vymo

Sl. No.	Page #	Point / Section #	Main Section name EOI/008/2022-23	Clarification point as stated in tender document	Comment / Suggestions / Query	Bank's Response	Bidder Name
114	8	3.10.8. Sr. No. 2 in the table	Broad Scope of Work :	(End-to-End Collection and Recovery Platform)	Do you require integration with other Core Banking and LOS LMS platforms. (Loan Origination System, Loan Management System). Or Bank is expecting the Fintech to do bottoms up integration. Which CBS, LMS, LOS does the Bank need integration if applicable.	Refer reply to Sl. No. 1	RedHat
115	7, 8 & 9	3.10.8	Broad Scope of Work		Does the Bank plan to have a standard Platform with runtimes to run these applications. Or does the Bank expect every Fintech to have its own ESB (enterprise service Bank, Container Platform, Linux etc)	Refer reply to Sl. No. 1	RedHat
116	24	Annexure 6	Point 2 B, Point 3	Proposed process to be followed by Fintech / Startup	Does the bank plan to give directions and guidelines for the Fintechs or Startups to make use of standard application and / or infrastructure platforms.	EOI is self explanatory	RedHat
117	24	Annexure 6	Point 2 B, Point 4	Proposed process to be followed by Fintech / Startup	Does the bank want to develop overall digital platform which is scalable or only individual startup / fintech solution to be scalable. Is there any standard scalability practice required here ?	EOI is self explanatory	RedHat
118	General	General	General	General	Can the details regarding the requirements be shared?	Refer reply to Sl. No. 1	RedHat
119	6	3.5	Opening of Offers by Bank	EOI offers received within the prescribed closing date and time will be opened only on scheduled date & time. Any offers received after the prescribed date and time, will not be considered for evaluation.	Is the bidder required to physically submit the bid by couriering the documents to your registered HO in Pune?	Refer reply to Sl. No. 43	Vernost

Sl. No.	Page #	Point / Section #	Main Section name EOI/008/2022-23	Clarification point as stated in tender document	Comment / Suggestions / Query	Bank's Response	Bidder Name
120	5	3.4	EOI Schedule	Pre-Bid meeting with Bidders	We request the bank to invite bidders from other cities by sharing a VC link	Ok	Vernost
121	5	3.4	EOI Schedule	Last date and time for submission Of Bid Document	We request the bank to extend the bid by atleast 10 working days as it might be possible that a bidder may consider itself suitable to apply in multiple categories and the current time lines given in the EOI may not be apt for a well crafted response to the tender.	Corrigendum for extension of End date of submission is uploaded on Bank's website.	Vernost
122	37	B	Other Common Criteria	The Company on-boarded/part of RBI's Regulatory Sandbox would be preferred. Guidelines of RBI on Outsourcing of IT Services and Digital Payment Security Controls are to be complied by the eligible Fintechs / Startups.	Kindly amend this clause as not all fintech/startup would be required to be a part of RBI's Regulatory Sandbox policy. This clause was deleted by one of the leading PSB's as a part of the fintech RFE onboarding tender.	The clause defines that RBI Regulatory Sanbox would be preferred and not mandatory.	Vernost
123	38	Annexure 14	Technical Evaluation Criteria	Location of office (details to be provided as per Annexure 15 - B):- At Mumbai & Pune – 10 At Bangalore, Chennai & Hyderabad – 5 Delhi – 3 Other Places in India -1	We have an office only in Mumbai but shall endeavour to have one as per the EOI & bank requirements in Pune as well. How will the bank evaluate and award marks for bidder(s) in such a scenario?	Please read / interpret it as Mumbai or Pune. And also similar for other places	Vernost
124	38	Annexure 14	Technical Evaluation Criteria	Employees on Roll (Domain Professionals) (details to be provided as per Annexure 15 - C):- 10 to 25 – 5 marks 26 to 50 – 10 marks More than 50 -15 marks	Can we furnish sample CV's of about 10-15 resources to give you an idea about our company and the team members we have as it will be difficult to submit CV's of more than 50 people to get max marks for this criterion. Kindly clarify?	A format of CV is uploaded as corrigendum on Bank's website. Bidder should provide details accordingly. Also, details of the employees working in the area / segment in which the Bidder is submitting the bids, is required.	Vernost

Sl. No.	Page #	Point / Section #	Main Section name EOI/008/2022-23	Clarification point as stated in tender document	Comment / Suggestions / Query	Bank's Response	Bidder Name
125	38	Annexure 14	Technical Evaluation Criteria	A firm scoring 70%, or more will be empaneled by the Bank. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.	We request the bank to kindly relax the overall weightage for this clause for startups/ fintechs to qualify. The threshold cut off could hinder the progress of startups/fintechs in bringing state of the art technologies onto the table for the bank. Suggest if the bank follows the same methodology of evaluation which has been undertaken by other PSBs for such empanellment bids.	No change in EOI Clause	Vernost
126	38	Annexure 14	Technical Evaluation Criteria	Experience of implementation in similar domain in BFSI sector (details to be provided as per Annexure 15 - A):- >5 completed projects - 20 >3 completed projects - 15 1 completed project – 5 (Additional 1 mark for each additional completed project, subject to max of 20 marks)	We request the bank to relax this criterion a bit as it may not be possible for all fintech companies to qualify and get the full marks.	No change in EOI Clause	Vernost
127	17	Annexure 3	NDA	NDA	We assume that successful bidder needs to furnish this document, can we simply put our company seal and sign on our letter head or Is this supposed to be executed on a Non-Judicial Stamp paper by paying up an appropriate state specific stamp duty fee of Rs 500/- at this stage of the EOI?	EOI is self explanatory	Vernost

Sl. No.	Page #	Point / Section #	Main Section name EOI/008/2022-23	Clarification point as stated in tender document	Comment / Suggestions / Query	Bank's Response	Bidder Name
128	35	Annexure 13	Eligibility Criteria	For Fintech(s) other than Startups: The Company should have a paid up capital of minimum 1 Crore and the company should have achieved minimum annual turnover of Rs.5.00 Crore from the Fintech Business for its Indian operations during preceding financial years.	We typically report our turnover on an aggregated level and not specific to any LOBs. We have a positive networth and will furnish our financial statements towards the same. Requesting the bank to please relax this criterion as well. This clause has been amended by a leading PSB as a part of the empanellment bid.	No change in EOI Clause	Vernost
129	1	35	Pt 2	Annexure 13: Eligibility Evaluation Criteria The bidder must have been in operation for a period of at least one year and providing similar services as on date of EOI with a proven track rec-ord of at least one successful collaboration in BFSI sector in India for a minimum period of six months.	We request Bank to relax this clause as, The bidder must have been in operation for a period of at least one year and providing similar services as on date of EOI with a proven track rec-ord of at least one successful collaboration/ implementation in BFSI sector in India for a minimum period of six months.	No change in EOI Clause	ManipalTech
130	2	35	Pt 2	Annexure 13: Eligibility Evaluation Criteria: At least one successful collaboration in BFSI sector in India for a minimum period of six months.	What is meant by collabarotion here,request Bank to explain with an example	Engagement of Fintech / Startup for any product / service by the BFSI. Documentary Evidence like PO/Agreement are to be submitted.	ManipalTech

Sl. No.	Page #	Point / Section #	Main Section name EOI/008/2022-23	Clarification point as stated in tender document	Comment / Suggestions / Query	Bank's Response	Bidder Name
131	3	36	Pt- 4, 2	Annexure 13: Eligibility Evaluation Criteria *If audit for the year 2022-23 is not completed, then provisional balance sheet for the year 2022-2023 should be submitted duly signed and certified by Chartered Accountant & CEO / CFO of the bidder Company	We request Bank to modify this clause as, *If audit for the year 2022-23 is not completed, then provisional balance sheet for the year 2022-2023 should be submitted duly signed and certified by Chartered Accountant & CEO / CFO or Self attested by the authorised signatory of the bidder Company	No change in EOI Clause	ManipalTech
132	4	36	Pt 5	Annexure 13: Eligibility Evaluation Criteria: Bidder should have earned operating profit / positive net worth during the preceding Financial Year	We request Bank to consider in case of wholly owned subsidiary the operating profit/ positive networth and turnover of the Parent/Holding company will be taken into consideration	No change in EOI Clause.	ManipalTech
133	5	38	Pt 1- Past Experience, 1.1	Annexure 14: Technical Evaluation Criteria 1. For Fintechs other than Startups Experience of implementation in similar domain in BFSI sector (details to be provided as per Annexure 15 - A) - 20 marks >5 completed projects - 20 >3 completed projects - 15 1 completed project – 5 (Additional 1 mark for each additional completed project, subject to max of 20 marks)	We request Bank to consider subsidiary project experiences as well	No change in EOI Clause	ManipalTech

Sl. No.	Page #	Point / Section #	Main Section name EOI/008/2022-23	Clarification point as stated in tender document	Comment / Suggestions / Query	Bank's Response	Bidder Name
134	6	-	-	Eligibility	Eligibility We request Bank to consider ongoing projects for implementation experience We request Bank to modify this clause as, >5 completed/Ongoing projects - 20 >3 completed/ Ongoing projects - 15 1 completed/Ongoing project – 5 (Additional 1 mark for each additional completed/Ongoing project, subject to max of 20 marks)	Corrigendum with the change in the clause is uploaded on Bank's corporate website.	ManipalTech
135	8	5	Pt- 4	3.4. EOI Schedule Last date and time for submission Of Bid Document 12.05.2023; 4.00 pm	We request bank to extend the bid submission for atleast 2 weeks, from the date of receiving the pre bid response from BOM.	Corrigendum for extension of End date of submission is uploaded on Bank's website.	ManipalTech
136	9	General	General	General	Request Bank to allow joint venture or partner to participate in the bid	No Change in EOI Clause	ManipalTech
137	7	3.10.8	Broad Scope of Work	AI based predictive analysis	Credgenics is a collection based platform.Under this segment we do cater to "Repayment prediction and Debt Optimization". However we do not cater to rest of the use cases. Can we still apply for this segment ?	Refer reply to Sl. No. 1	Credgenics
138	8	3.10.8	Broad Scope of Work	End-to-End Collection and Recovery Platform	Would the platform be required to be hosted on SAAS or on-prem ?	Refer reply to Sl. No. 1	Credgenics

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139	8	3.10.8	Broad Scope of Work	AI based virtual voice assis tant	Credgenics is a collection based platform.Under this segment we do cater to "Recovery and Collections", "Payment Reminders". However we do not cater to rest of the use cases. Can we still apply for this segment ?	Refer reply to Sl. No. 1	Credgenics
140	10	3.11	Empanelment Period	The empanelment will be valid for a period of 3 (three) years from the date of acceptance of empanelment letter / order. Irrespective of the period, the empanelment will deem to be operative until closure of assigned projects, and hence agencies deploying resources should ensure the resources availability until completion of the work in hand or till the extended period as per the project terms and conditions. In such cases, the empanelment will be auto-renewed	Does this 3 year period also includes post-deployment warranty period. Also, in case of SAAS platforms would this period also include the duration of use of the platform	EOI is self explanatory	Credgenics
141	General	General	General	General	Do we need to submit the hard-copies of all the annexures ? If yes, do these need to be signed and stamped?	Refer reply to Sl. No. 43	Credgenics
142	36	41	Eligibility Evaluation Criteria	In case direct support offices of the bidder is not present in Pune then an undertaking to be provided by the bidder stating that direct support would be provided by theBidder at Pune	Kindly share the format of the undertaking	On the letter head of the bidder	Credgenics

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143	40		Technical Evaluation	Platform Readiness - Pre-alpha , alpha, beta	Kindly suggest on the definition for all the 6 legends i.e. what is meant / definition of Alpha, Pre-alpha, Beta, MVP, Market Ready and Production	<p>Prealpha - Activities performed for the project before formal testing</p> <p>Alpha - Made available for testing, typically by employess of the company before general release</p> <p>Beta- Second phase of testing with sampling of intended audience</p> <p>MVP - Minimum Viable Product is a bare-bones version of the application that only contains the essential features.</p> <p>Market Ready- Ready for introduction into production or into commerce</p> <p>Production - Already implemented and running</p>	Credgenics
144	22	General	General	Type of financial assistance sought from BoM	What should be entered if no financial assistance as mentioned is applicable. As per our understanding, if empanelled we would be elligible to get any RFP / RFQ / RFI / RFX / Tender floated for the applicable segment. Kindly confirm.	This is not mandatory requirement as per the EOI.	Credgenics
145	24	Point 4	2BProposed process to be followed by Fintech / Startup:	Scalability of the solution	System is both horizontal and vertically scalable. Kindly suggest what is expected from the response and any metrics that needs to be entered	Bidder's assumption is correct and the proposed solution should be scalable both horizontaly and vertically	Credgenics

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146	25	Point 9	2B Proposed process to be followed by Fintech / Startup:	Readiness of integration	System has open APIs. The exact integration scope will depend on use-case and the 3rd party systems to which the integration is required. Kindly suggest any specific systems to which integration is required or would a response as per the above lines would suffice	Bidder's assumption is correct	Credgenics
147	5	Point 3.4	EOI Schedule	EOI Schedule	Kindly suggest any tentative timelines to the closure of the EOI qualification process.	EOI is self explanatory	Credgenics
148	General	General	General	General	Would the empanelment also be applicable for Services based requirements from the bank or is it only valid for On-prem / SAAS deployment of the platform for bank's internal users	EOI is self explanatory	Credgenics
149	General	General	General	General	No tentative commercials need to be submitted. Kindly confirm	Please refer Annexure-1 Checklist of documents to be submitted.	Credgenics
150	General	General	General	General	Kindly share the mode of submission of the EOI i.e. would the documents / annexures have to be mailed to the email ids mentioned or would these also have to be physically couriered.	Refer reply to Sl. No. 43	Credgenics
151	General	General	General	General	As per our understanding details of the number of users, scope of work would be released as a part of the RFP / RFQ / RFI / RFX / Tender floated by the bank and would be shared with the empanelled vendors based on which the commercials and scope would be shared.	Refer reply to Sl. No. 1	Credgenics

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152	39	Annexure 14	Technical Evaluation Criteria	Presentation / Demo	Kindly suggest the mode of presentation / demo. Would this be done online or physically in the banks premises. Also, any tentative date for the presentation / demo would be useful for us to plan	Please refer Annexure-14, Both in-person/ web based presentation can be made	Credgenics
153	General	General	General	General	Kindly share a meeting link for attending the online prebid meeting	Noted	Credgenics
154	General	General	General	General	Can we pitch in for more than one area / segment, mentioned in the EOI document.	Yes, Fintech / Startup can apply for more than one area basis, the capability and experience.	Credgenics
155	7 , 8 & 9	3.10.8	Broad Scope of Work	Opensource Software / tools	For item 1,4, 5, 6 will require underlying software like Operating Systems, Kubernetes Platforms. These softwares are largely in Opensource domain. Will the Bank provide such software.	The use of open source technologies will be decided on case to case basis as per IT Security guidelines of Bank	Prodevans
156	7 , 8 & 9	3.10.8	Broad Scope of Work	Support related	If the Bank is wishing the Fintech to provide such software then will it come with Enterprise support or Community support will be acceptable.	Refer reply to Sl. No. 1	Prodevans
157	9	3.10.8. Sr. No. 6 in the table	Broad Scope of Work :	(Software Utility Development)	Is it acceptable that the Fintech provide certain software like components like UPI, NEFT (Fast Tag) and do custom development as per Banks requirements? The software license from Fintech will not include the source code. Is this acceptable; Does the UPI payment system at Bank is with modern architecture like based on microservices and implemented on Kubernetes platform ? Does the CBDC platform require any integrations ?	Refer reply to Sl. No. 1	Prodevans

Sl. No.	Page #	Point / Section #	Main Section name EOI/008/2022-23	Clarification point as stated in tender document	Comment / Suggestions / Query	Bank's Response	Bidder Name
158	8	3.10.8. Sr. No. 2 in the table	Broad Scope of Work :	(End-to-End Collection and Recovery Platform)	Do you require integration with other Core Banking and LOS LMS platforms. (Loan Origination System, Loan Management System). Or Bank is expecting the Fintech to do bottoms up integration. Which CBS, LMS, LOS does the Bank need integration if applicable.	Refer reply to Sl. No. 1	Prodevans
159	7, 8 & 9	3.10.8	Broad Scope of Work	Platform related	Does the Bank plan to have a standard Platform with runtimes to run these applications. Or does the Bank expect every Fintech to have its own ESB (enterprise service Bank, Container Platform, Linux etc)	Refer reply to Sl. No. 1	Prodevans
160	24	Annexure 6 Point 2 B, Point 3	Proposed process to be followed by Fintech / Startup	Proposed process to be followed by Fintech / Startup	Does the bank plan to give directions and guidelines for the Fintechs or Startups to make use of standard application and / or infrastructure platforms.	Refer reply to Sl. No. 1	Prodevans
161	22	21	Annexure 5:	Details of Bidder	Type of financial assistance sought from BoM Please provide details for every point	Bank may invest in Fintechs if the solution proposed or to be developed is fulfilling the Bank's requirement & criterias	Prodevans
162	24	Annexure 6 Point 2 B, Point 4	Proposed process to be followed by Fintech / Startup	Proposed process to be followed by Fintech / Startup	Does the bank want to develop overall digital platform which is scalable or only individual startup / fintech solution to be scalable. Is there any standard scalability practice required here ?	Refer reply to Sl. No. 1	Prodevans
163	5	3.4 EOI Schedule	3. About EOI	About EOI	Need to know the Mode of Submitting the Response to the said EOI	Refer reply to Sl. No. 43	Vinsys-IT

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164	24	2 Process	Annexure 6: Scrutiny of Fintech / Startup	Scrutiny of Fintech / Startup	Do we have to share the Process for all the Segments mentioned in the scope of work - AI based predictive analysis, End-to-End Collection and Recovery Platform, AI based virtual voice assistant, Block chain technology based solution, Payment Gateway services, Software Utility Development, End-to-End Dairy Ecosystem, Digital Campus Solution and Forex Prepaid Card or can we choose any of these and provide Process only for those	Refer reply to Sl. No. 1	Vinsys-IT
165	25	3 Technical Capabilitie s	Annexure 6: Scrutiny of Fintech / Startup	Scrutiny of Fintech / Startup	Do we have to share the Technical Capabilities for all the Segments mentioned in the scope of work - AI based predictive analysis, End-to-End Collection and Recovery Platform, AI based virtual voice assistant, Block chain technology based solution, Payment Gateway services, Software Utility Development, End-to-End Dairy Ecosystem, Digital Campus Solution and Forex Prepaid Card or can we choose any of these and provide Process only for those	Refer reply to Sl. No. 1	Vinsys-IT

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166	26	4. Data Security	Annexure 6: Scrutiny of Fintech / Startup	Scrutiny of Fintech / Startup	Do we have to share the Data Security for all the Segments mentioned in the scope of work - AI based predictive analysis, End-to-End Collection and Recovery Platform, AI based virtual voice assistant, Block chain technology based solution, Payment Gateway services, Software Utility Development, End-to-End Dairy Ecosystem, Digital Campus Solution and Forex Prepaid Card or can we choose any of these and provide Process only for those	Refer reply to Sl. No. 1	Vinsys-IT
167	26	5. Regulatory Compliance	Annexure 6: Scrutiny of Fintech / Startup	Scrutiny of Fintech / Startup	Do we have to share the Regulatory Compliance for all the Segments mentioned in the scope of work - AI based predictive analysis, End-to-End Collection and Recovery Platform, AI based virtual voice assistant, Block chain technology based solution, Payment Gateway services, Software Utility Development, End-to-End Dairy Ecosystem, Digital Campus Solution and Forex Prepaid Card or can we choose any of these and provide Process only for those	Refer reply to Sl. No. 1	Vinsys-IT

Sl. No.	Page #	Point / Section #	Main Section name EOI/008/2022-23	Clarification point as stated in tender document	Comment / Suggestions / Query	Bank's Response	Bidder Name
168	38	1.1 Experience of implementation in similar domain in BFSI sector	Annexure 14: Technical Evaluation Criteria	Technical Evaluation Criteria	Here WO have to be provided for more than 5 projects for scoring max marks. In this case can we share 5 WO of same client or do we require different clients	In case of same BFSI, the WO / PO / Agreement shall be for different areas of technology requirement stated by BFSI	Vinsys-IT
169	38	4.Presentation/Demo	Annexure 14:	Technical Evaluation Criteria	Do we have to submit the PPT in the Documents which we share or we can showcase the presentation / demo when BOM calls us for the same	Bidder should submit the presentation before hand or should submit with the Bid document	Vinsys-IT
170	7 ,8 & 9	3.10.8	Broad Scope of Work	Opensource Software / tools	For item 1, 4, 5, 6 will require underlying software like Operating Systems, Kubernetes Platforms. These softwares are largely in Opensource domain. Will the Bank provide such software.	The use of open source technologies will be decided on case to case basis as per IT Security guidelines of Bank	Vinsys-IT
171	7 ,8 & 9	3.10.8	Broad Scope of Work	Broad Scope of Work	If the Bank is wishing the Fintech to provide such software then will it come with Enterprise support or Community support will be acceptable.	Refer reply to Sl. No. 1	Vinsys-IT

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172	9	3.10.8. Sr. No. 6 in the table	Broad Scope of Work:	(Software Utility Development)	Is it acceptable that the Fintech provide certain software like components like UPI, NEFT (Fast Tag) and do custom development as per Banks requirements? The software license from Fintech will not include the source code. Is this acceptable; Does the UPI payment system at Bank is with modern architecture like based on microservices and implemented on Kubernetes platform? Does the CBDC platform require any integrations?	Refer reply to Sl. No. 1	Vinsys-IT
173	8	3.10.8. Sr. No. 2 in the table	Broad Scope of Work:	(End-to-End Collection and Recovery Platform)	Do you require integration with other Core Banking and LOS LMS platforms? (Loan Origination System, Loan Management System). Or Bank is expecting the Fintech to do bottoms up integration. Which CBS, LMS, LOS does the Bank need integration if applicable.	Refer reply to Sl. No. 1	Vinsys-IT
174	7, 8 & 9	3.10.8	Broad Scope of Work	Broad Scope of Work	Does the Bank plan to have a standard Platform with runtimes to run these applications. Or does the Bank expect every Fintech to have its own ESB (enterprise service Bank, Container Platform, Linux etc)	Refer reply to Sl. No. 1	Vinsys-IT
175	24	Annexure 6 Point 2 B, Point 3	Proposed process to be followed by Fintech / Startup	Proposed process to be followed by Fintech / Startup	Does the bank plan to give directions and guidelines for the Fintechs or Startups to make use of standard application and / or infrastructure platforms.	Refer reply to Sl. No. 1	Vinsys-IT

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176	24	Annexure 6 Point 2 B, Point 4	Proposed process to be followed by Fintech / Startup	Proposed process to be followed by Fintech / Startup	Does the bank want to develop overall digital platform which is scalable or only individual startup / fintech solution to be scalable. Is there any standard scalability practice required here?	Refer reply to Sl. No. 1	Vinsys-IT
177	Pg 17 to Pg 19	Annexure 3	Non- Disclosure Agreement	Please confirm if TVSD can execute the NDA	Please confirm if TVSD can execute the NDA	EOI is self explanatory	TVS Digital
178	Pg 8	3.10.8. Preferable Segment	Description and Use Cases Sr. No.2	Description and Use Cases Sr. No.2	Is there any existing collections system that will be replaced with TVSD solution OR will it be a completely new system implementation?	Refer reply to Sl. No. 1	TVS Digital
179	Pg 8	3.10.8 Preferable Segment	Description and Use Cases Sr. No.2	Description and Use Cases Sr. No.2	What is the scope for Automated Payment Processing? Please provide details.	Refer reply to Sl. No. 1	TVS Digital
180	Pg 8	3.10.8 Preferable Segment	Description and Use Cases Sr. No.2	Description and Use Cases Sr. No.2	1) Is there an existing tele-calling system or service provider for BoM? 2) How many tele-callers (in-house or 3rd party) staff exist for BoM?	Refer reply to Sl. No. 1	TVS Digital
181	Pg 25	3. Technical Capabilities: Sr.No 8	Generic modules or customized modules	Generic modules or customized modules	What is the scope for generic and/or customization expected of the solution? Please share an example.	Refer reply to Sl. No. 1	TVS Digital
182	Pg 25	3. Technical Capabilities: Sr.No 9	Bank system integration	Bank system integration	Please highlight integration points for e2e collection and recovery systems	Refer reply to Sl. No. 1	TVS Digital

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183	Pg 25	3. Technical Capabilities: Sr.No 10	Parameterization	Parameterization	Our architecture supports standard parameterized API services for data and service consumption with bank's systems. Please clarify what additional parameterization requirements exist for e2e collection and recovery systems	EOI is self explanatory	TVS Digital
184	Pg 25	3. Technical Capabilities: Sr.No 11	User Friendly Workflows	User Friendly Workflows	What details should we provide for user-friendly workflows?	EOI is self explanatory	TVS Digital
185	Pg 25	3. Technical Capabilities: Sr.No 12	Validations	Validations	Please advise what details are expected for validations	EOI is self explanatory	TVS Digital
186	Pg 24	2.Process; 2.A	Proposed Process for the requirement	Proposed Process for the requirement	Is there a documented collection process? Can it be shared before 12th May?	EOI is self explanatory	TVS Digital
187	Pg 24	2.Process; 2.B, Sr.No: 1	Proposed process to be followed by Fintech / Startup	Proposed process to be followed by Fintech / Startup	Is "Architecture Diagram" referring to infrastructure architecture?	EOI is self explanatory	TVS Digital
188	Pg 24	2.Process; 2.B, Sr.No: 4	Proposed process to be followed by Fintech / Startup	Proposed process to be followed by Fintech / Startup	Is "Scalability" referring to infrastructure scalability?	EOI is self explanatory	TVS Digital
189	Pg 25	2.Process, 2.B, Sr.No: 6	Proposed process to be followed by Fintech / Startup	Proposed process to be followed by Fintech / Startup	Is "policies and processes" related to that of the product or our internal development?	EOI is self explanatory	TVS Digital

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190	Pg 25	3.Technical Capabilities, Sr.No 7	Mobile Application Technology	Mobile Application Technology	How many users are on android vs ios?	EOI is self explanatory	TVS Digital
191	Pg 21	Annexure 5; # 7	Details of Bidder	Details of Bidder	What is the prescribed format for resume of the promoters?	Format of CV / Resume is attached as Annexure I in the corrigendum uploaded on Bank's website.	TVS Digital
192	Pg 25	3.Technical Capabilities Requirement; Sr.No 9	Integration Readiness	Integration Readiness	Please share the infrastructure and software capabilities within BOM	EOI is self explanatory	TVS Digital
193	Pg 37	Annexure 13	Eligibility Evaluation Criteria - A) General Criteria (A. iii)	Eligibility Evaluation Criteria - A) General Criteria (A. iii)	What are the DIPP notifications applicable for Fintechs currently?	Please refer DIPP website	TVS Digital
194	Pg 38	Annexure 14, section 1, Sr.No 4 presentation/demo	Technical Evaluation Criteria	Technical Evaluation Criteria	Please explain "vi. technology channels"	"Technology Channels" refer to latest Technologies being used for making platform Scalable, parameterized like JAVA, Angular, I-form, latest APIs, etc.	TVS Digital
195	Pg 11	Pre-bid meeting section 3.14	Pre – Bid queries	Pre – Bid queries	How many representatives of the bidder can attend the pre-bid meeting online on May 6th? Please share the link to virtual/online meeting	OK	TVS Digital

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196	Pg 26	4.Data Security Sr.No 2 & 6	Data security	Data security	Please advise on what is expected for Data backup and data recovery. Since the solution is on Prem, data will be hosted in BoM data center.	Bidder is expected to provide the Data Security / Data Backup / Data Recovery standards On-prem / On-Cloud	TVS Digital
197	Pg 26	4. Data Security Sr.No 7	Data security	Data security	Could you please elaborate further on data ownership details?	Bidder is expected the data ownership in the proposed engagement for the solution	TVS Digital
198	23	20	Annexure 5 - Details of Bidder	Net profit of previous 3 years attach audited financial balance sheet	Requesting Bank to clarify as on page 37 point no 5 it is asking to provide positive Net worth . However we request the bank to consider the positive Net worth clause as maintaining Net profit during the last 2 yrs due to covid were challenging for any Fintech .	No change in EOI clause	Perfios
199	39	2	Location of office	Location of office (details to be provided as per Annexure 15 - B) At Mumbai & Pune – 10 At Bangalore, Chennai & Hyderabad – 5 Delhi – 3 Other Places in India -1	Need clarification on point distribution if we have offices in Mumbai , Bangalore and Delhi	Mark will be allotted as per the EOI upto maximum mark	Perfios
200	39	1 - 1.1	Technical evaluation	Experience of implementation in similar domain in BFSI sector (details to be provided as per Annexure 15 - A) >5 completed projects - 20 >3 completed projects - 15 1 completed project – 5 (Additional 1 mark for each additional completed project, subject to max of 20 marks)	Requesting Bank to also consider where we have PO in hand and work is in implementation phase .	No change in EOI Clause	Perfios

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201	29	Annexure 7		Details of Past Experience of Handling Similar Projects	We request bank to also consider projects that are still in implementation phase . We can provide PO . Also giving the amt of order will be challenging as we have NDA with the banks we can give masked PO .	No change in EOI clause	Perfios
202	18	Annexure 3	NDA	NDA	Is this required during bid submission or only when getting empanelled	No change in EOI Clause	Perfios
203	General	General	General	General	In Technical evaluation- projects completed for BFSI will only be considered or if work is in progress with BFSi with Pos will be considered	Ongoing will also be considered, provided the copy of PO is submitted.	Perfios
204	5	3.4	EOI Schedule	Last date and time for submission Of Bid Document	Last date and time for submission Of Bid Document is mentioned as 12.05.2023; 4.00 pm and no clear information which mode of submission I.E 1. Email, 2. Physical & 3. Online	Refer reply to Sl. No. 43	Sunsmart Global
205	11	3.14	Pre-bid Meeting	A pre-bid meeting of the intending bidders will be held as per the mentioned schedule to clarify the queries raised by the Bidders in respect of this EOI	Is the pre-bid meeting will be conducted online like Zoom Call on a specific date. If so please let us know the date, time & link to join the meeting.	Accepted	Sunsmart Global
206	17 & 19	Annexure 3	Non-Disclosure Agreement	Annexure 3: Non-Disclosure Agreement (On stamp paper of Rs. 500) Note: This NDA is a draft version and may undergo change as per the nature of work and type of Fintech / Startup.	During the tender submission stage can we submit the NDA in letter head., after technical evaluation stage is completed I.E during empanelment stage can we submit it stamp paper	No Change in EOI Clause	Sunsmart Global

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207	23	Annexure 6:	Scrutiny of Fintech / Startup	KYC of Directors (AADHAR, PAN, Passport etc.)	Do we need to submit the softcopies of the KYC or the identification number alone can be provided during the tender submission stage.	Yes, Bidder has to provide the details as per EOI	Sunsmart Global
208	General	General	General	General	Will only the Physical copies of documents be considered	Refer reply to Sl. No. 43	Sunsmart Global
209	General	General	General	General	1. Do we need to submit details in hardcopy?	Refer reply to Sl. No. 43	Softmate
210	General	General	General	General	2. Do we need to present experience in multiple vertical differently or combine project details we can add. We are planning to apply for software utility development ,End-to-End Dairy Ecosyste,Digital Campus Solution.	Presentation date/time will be allotted by the Bank as per the no of solutions proposed by the bidder	Softmate
211	General	General	General	General	3. Do we have any technical presentation or Demo at BOM office on technical bid day?	Presentation date/time will be allotted by the Bank as per the no of solutions proposed by the bidder	Softmate
212	General	General	General	General	The company should have achieved minimum annual turnover of Rs.5.00 Crore from the Fintech Business for its Indian operations during preceding financial years.	No change in the clause.	Softmate
213	General	General	General	General	We do not have office in Pune but in other cities. Is it mandatory to have office in Pune? How will the Bank evaluate?	Office in Pune is not madatory and information is required to asses the support capabilities of the Fintech / Startup for a particular solution / product / service.	Speridian
214	General	General	General	General	Will only the Physical copies of documents be considered	Physical copies along with PenDrive should be submitted	Mindgate

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215	General	General	General	General	Can the Timeline for bid submission be extended?	Corrigendum for extension of End date of submission is uploaded on Bank's website.	ISG
216	General	General	General	General	Technical evaluation- BFSI experience is mandatory,if Fintech has acted as an OSD will the experience be considered	If end user is a BFSI the same may be considered.	Profmyca