

Response To Pre-EOI Queries

Sr. No	Section Ref.	Page No.	EOI Text	Clarification Sought by Bidder	PSBA RESPONSE
1	B. SCOPE OF WORK - 3	5	The application along with all necessary databases, operating systems, hardware, and infrastructure will be housed on a public cloud infrastructure with a service provider approved by MeitY	Our understanding is that the cloud provider (e.g AWS) needs to be empanelled and certified with MeitY. Is our understanding correct ?	Yes, The infrastructure needs to be hosted on a Public cloud with multi tenancy. The bidder needs to ensure that the instance allocated to PSB Alliance will be dedicated to PSB Alliance with no sharing. The cloud service provider should be Meity certified and the bidder also needs to ensure a equivalent DR cloud setup for the all the applications and environments hosted at the primary site (DC).
2	B. SCOPE OF WORK - 4	6	The cloud service provider should be Meity certified and the bidder also needs to ensure a equivalent DR cloud setup for the all the applications and environments hosted at the primary site (DC)	Can the DR setup be on premise ?	No, DR setup should be multi-cloud only.
3	B. SCOPE OF WORK - 4	6	The Bidder should ensure that the MeitY empanelment and certifications if any are valid throughout the period of the contract. At no point in time the cloud service provider empanelment or certifications should have expired	What kind of empanelment and certifications are required here? Can you please share the list?	Please refer to MeitY website
4	B. SCOPE OF WORK - 5	6	The bidder will be responsible for an end-to-end unit, integration, migration, regression, UAT, and security testing	What is the scope for migration ? Please elaborate with details.	Please disregard the migration word. No migration will be required
5	B. SCOPE OF WORK> A.Customer Onboarding Module	8	Integration of the Onboarding Module with Sourcing Partners	Please elaborate more on this requirement. Is the proposed Platform expected to expose Onboarding APIs to Fintechs / NBFCs ?	Yes, The platform is expected to expose onboarding APIs to Fintechs/NBFCs
6	B. SCOPE OF WORK> B.Underwriting Module	9	The Platform should be integrated with all necessary third-party APIs including but not limited to Bank Statement analyzer, MCA, GSTN, ITR, Bureau, OCR, e-signing, e-stamping, eNACH, and other Reg-tech and tax-tech APIs to make the underwriting process seamless	Need more details on this requiremnt .This is again third patry tool and no clear scope given. Please elaborate on who will expose the APIs? Is it the proposed platform or is the proposed platform expected to consume the APIs from MCA, ITR, OCR etc ?	Proposed platform is supposed to connect to the 3rd party API providers and consume their APIs

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7	B. SCOPE OF WORK - 6	6	The bidder will be responsible for rolling out the end-to-end solution within 4 months of the project award.	Please let us know whether rolling out means UAT deployment or commercial go-live. Will it be done for a pilot bank or the rollout will happen with all 12 PSUs onboarded ?	This means commercial go-live with at least two banks
8	C. ELIGIBILITY CRITERIA:	17	The Bidder should have had Positive PAT in the last two financial years (i.e., FY 2020-2021 & FY 2021-2022)	As per annual report the company has posted a loss for the year 2020-21. The Company has divested the investment in its subsidiary in USA which is measured at fair value less cost to sale and effect of fair valuation loss which has been included and shown in the exceptional items. If we exclude the exceptional item, the PAT is positive. Please confirm whether this would cover the eligibility clause. Will Bank accept the bid if additional information is submitted against this clause separately?	No change in the clause
9	A: Objective	4	pay-as-you-go/ revenue sharing model	Kindly elaborate on the structure of how pay-as-you-go pricing model will work	Platform fees would be a percentage of the disbursement pro rated to disbursement tenor
10	N: Other Important Considerations	16	The source code at the time of go-live and all incrementally compiled source codes will have to be kept in escrow (chosen and paid by the Company).	The Source Code can be maintained by a third party that the vendor will recommend, however the charges are to be borne by the bank. This is standard industry practice	The bidder will need to suggest an Escrow agency and the charges for the same have to be factored in the pricing
11	I- INSTRUCTION TO THE BIDDERS	26	The responses will be opened in the presence of the bidders, who may be present, at 3:30 PM on 23rd DECEMBER 2022 at PSB Alliance Private Limited, 4th Floor, Metro House, Mahatma Gandhi Road, Dhobi Talao, New Marine Lines Junction, Mumbai.	Request to also arrange virtual opening of bids in case of unavailability due to unforeseen circumstances	The bid opening will happen in person. The company can send any representative for the opening. If for any reason the bidder is unable to send someone then a mail ,to that effect can be sent by the bidder and the Company will go ahead and open the bids.
12	NA	NA	NA	What kind of fees and charges can be charged by the platform?	Fees will be charged by the Bidder as a percentage of disbursements pro rated for tenor of disbursement. The charges will need to be agreed by the bidder and the Banks

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13				Who will negotiate the pricing/fee for accessing the platform with the sourcing partners?	The Bidder is expected to manage the platform and supposed to facilitate the negotiation between various participants. Would like the Bidder to explain how they would achieve this.
14				Will all PSB banks mandatorily use this platform?	The platform usage will not be mandatory. However, it is assumed that the service provided by the platform is valuable to the PSBs and they will join the platform to avail this service
15				Considering that this is a revenue sharing model and all the investment is being done upfront by the Bidder and will take years to recover, what will be lock-in period that PSB Alliance will offer the bidder	The company understands that this platform may take time to become popular and will therefore provide a seven year lock-in period subject to meeting performance and uptime SLAs. These SLAs will be agreed subsequently
16	9 D	14	Use of Digital marketing integration that uses digital media and platforms to promote products and services	Who will pay for the Digital marketing services? PSB Alliance?	Company will not pay for any services. The Bidder is supposed to factor in all types of costs that it foresees to run the platform successfully in their pricing
17	Section B -Scope of Work	5	Master web portal and mobile app for Digital Platform. There will be a single unified Digital Platform for all end users	Kindly let us know the users accessing web portal and mobile app. Whether the users are end customers or it would be business users from 12 PSBs?	The Sourcing channels will have access to only the Onboarding module. All modules will be accessible to Bank users.

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18	Section B- Scope of work	13	8.5 The Platform should be integrated with all necessary third-party APIs including but not limited to Bank Statement analyzer, MCA, NSDL, GSTN, ITR, Bureau, OCR, e signing, e-stamping, eNACH, PSBloansin59minutes.com, and other Reg-tech and tax tech APIs to make the underwriting process seamless.	We understand that APIs for the mentioned applications would be provided by PSB Alliance and the bidder would consume the APIs for integration. Kindly confirm this understanding.	Bidder is supposed to enter into agreements with third party data providers and consume their APIs. Company will not provide the APIs
19	Section B- Scope of work	13	D. Integration with Loan Management System (LMS) and Core Banking Systems	Request you to provide the details of LMS and CBS of the individual banks.	Assume a variety of standard LMS and CBS across the various banks.
20	Section B- Scope of work	5	Master web portal and mobile app for Digital Platform. There will be a single unified Digital Platform for all end users	Request you to provide daily/monthly volume of application requests from portal interface.	Assume 100k applications in the first year with 20% increase every year
21	Section B- Scope of work	5	Master web portal and mobile app for Digital Platform. There will be a single unified Digital Platform for all end users	Kindly let us know the number of users accessing the mobile application.	20k users in the first year with 20% increase every year
22	Section B- Scope of work	13	D. Integration with Loan Management System (LMS) and Core Banking Systems	Kindly confirm whether the integration with LMS/CBS would be Point-to-point or through Enterprise Service Bus layer	It will be a mix of point to point and ESB. During the tenure of the project, there could be CBS upgrades at banks and that too should be factored into the Bidders planning
23	Section B- Scope of work	5	3. Supply, install, customize, and maintain Software and Infrastructure for Application build/ development, test, Production, and DR	We understand that infra-related to project like hardware, load-balancers, supporting software like Operating System, Database, Application servers, Back-up/replication tools, needs to be provided by the bidder. Please confirm the understanding.	Yes

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24	Section B- Scope of work	14	F. Regular Audits and testing including IS Audits, VAPT	We understand VAPT would be done by the PSB Alliance and only the observations related to VAPT to be complied by the bidder. Need confirmation.	Yes, The Company either themselves or through their appointed consultants / agencies would conduct security testing and the bidder will be responsible to close the issues in a timely manner. However, the bidder / vendor too at regular intervals is expected to do their own testing and ensure the reported issues are discussed with the company and resolved in a timely manner
25	Section B- Scope of work	5	3. Supply, install, customize, and maintain Software and Infrastructure for Application build/ development, test, Production, and DR	The activities like replication, DR drill, Backup from Production server, patch management related to O/S is to be done by the bidder. Is the understanding correct?	Yes
26	Section B- Scope of work	5	3. Supply, install, customize, and maintain Software and Infrastructure for Application build/ development, test, Production, and DR	Our understanding is the environment instances would be Production, DR, Development and Test	Yes
27	Section B- Scope of work	9	C. Loan and Transaction Management Module	We understand Loan Management needs to be part of proposed solution as well integration with individual Bank's LMS is also required. Kindly confirm this understanding.	Yes
28	General Query			Kindly provide the total number of users/ user profiles who would be accessing the platform/solution	20k users in the first year with 20% increase every year
29	General Query			Overall user concurrency at a given point of time expected?	10% of total users
30	9. Digital Platform Requirements--> A. Customer Onboarding Module	8	1. Other platforms including B2B marketplaces for SCF Lending	Please specify platforms and marketplaces for sourcing & onboarding	Bidder is expected to provide this information and be abreast with the latest sourcing channels and bring them to the platform.
31	Section B- Scope of work	16	All software, hardware, support, and any other costs will have to be absorbed by the bidder within its pay-as-you-go pricing model	Can we agree for the Hardware cost to be included in the implementation fee to be paid upfront? Please advice.	No fee will be paid upfront

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32	Section E - Evaluation and Scoring methodology	21	Based on the scope document shared with the Technically Qualified bidders the bidders will need to provide the revenue share for the Company.	As requested above, can we quote a License and Implementation fee upfront? The Revenue share can be computed from the ongoing Transaction fees subsequently. Please advice	No fee will be paid upfront. The fees in this project will only be a % of the disbursement pro rated for disbursement tenor. Eg - If the disbursement tenor is 90 days, the % fee will be charged for only 90 days
33	9. Digital Platform Requirements--> A. Customer Onboarding Module --> 4. Automated KYC Plugin	8	This plugin module may be developed or outsourced to a third-party service provider (OEM) who will provide tools for the KYC validation automated process.	APIs will be provided by PSB or to be arranged by the Vendor?	Has to be arranged by the Bidder
34	9. Digital Platform Requirements--> B. Customer Onboarding Module	9	2. Underwriting Module should be able to consume each PSBs' underwriting policy/logic and create an individual scoring engine accordingly for various SCF products	We understand that the scoring engine will be individual to various SCF products. However, the individual scoring engine will be customized to each Bank or will be general for all 12 Banks?	The platform will have one general platform level scoring engine and another set of scoring engine specific to each bank on the platform
35	9. Digital Platform Requirements--> B. Customer Onboarding Module	9	3. De-dupe must be performed with other PSBs internal systems.	The internal systems of 12 Banks will be interlinked for dedupe check and data will be consumed from all these internal systems when dedupe is checked for any customer? Kindly confirm the understanding?	Dedupe will be separate for each bank. Data of any bank will not be shared with any other bank
36	9. Digital Platform Requirements--> B. Customer Onboarding Module	9	6. Program parameters should be auto-generated as per the updated parameters of the newly added anchor and non-compliance will trigger the deviation and rejection based on go-no-go parameters in built-on program parameters.	Program Parameters will be product specific and/or Bank specific?	Program parameters will be Product specific at the Bank level
37	Generic		Generic	Are there any documents needs to be generated? Pls specify the document no	Standard documents that are generated in SCF cases
38	Generic		Generic	We understand that documents are to generated in English language only, please confirm.	Yes, English
39	Product comparison and lead			Is there any product comparison based on parameters to be done. How to determine the Bank with which lead is to be shared?	We expect the bidder to suggest options for doing this. Company will then take the final call

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40	Revenue model			How will revenue sharing work? Is it on the basis of no of leads generated/ sanctioned/ disbursed or utilised?	Fees will be charged by the Bidder as a percentage of disbursements pro rated for tenor of disbursement
41	Generic		As we understand the Bank requires the proposed solution to provide end to end Supply chain Finance customer onboarding & processing capabilities, i.e., a.Customer Onboarding & KYC Validation capabilities b.Underwriting Capabilities c.SCF & Working capital Transaction initiation & Validation capabilities (From Web Portal & Branch Walk-in) d.Integrations with 3rd party fintech vendors, ERP System, Core accounting System, Central Liability System, Loan Management System, other KYC validation systems etc.	What all systems and platforms bank is looking to integrate with the proposed solution. List out their names and purpose of integration?	Every bank that joins the platform may have a separate set of platforms that need to be integrated with this solution to function seamlessly. Platforms that require integration have been mentioned. However, there could be cases where further systems within the bank may need to be integrated.
42	Generic			Kindly, share the break-up of onboarding, SCF, WCL, transactions volume details product wise initiated through various channels the present and expected scalability volume in next 3 years	This is a new platform and therefore current volumes are Nil. Assumption on scale have been answered
43	Generic			The initiation channels/Modes can be from the branch walk-in or from the web portal. Please confirm if any other channel being envisaged	Web portal is the only source of lead entry from sourcing channels into the system
44	Generic			How many No. of corporate Users would be accessing the said web portal if to be provided	Assumption - 40 Corporates in the first year with addition of 50 Corporates every year for the next four years
45	Generic			Approximate numbers of Bank users that would be accessing this SCF Processing systems. i.e., Total no. of Bank users requiring access and total no. of Concurrent users (Simultaneous Users).	20k users in the first year with 20% increase every year
46	Generic			We understand the SCF Limits would be maintained in the Central liability system of the Bank, and we need to integrate with the same to fetch the available limits and send the call for utilization of limit against disbursement and release of limits against liquidation of Financed bill/invoice. Please confirm if our understanding is correct?	Yes

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47	Generic		As we understand the Bank requires the proposed solution to provide end to end Supply chain Finance customer onboarding & processing capabilities, i.e., a.Customer Onboarding & KYC Validation capabilities b.Underwriting Capabilities c.SCF & Working capital Transaction initiation & Validation capabilities (From Web Portal & Branch Walk-in) d.Integrations with 3rd party fintech vendors, ERP System, Core accounting System, Central Liability System, Loan Management System, other KYC validation systems etc.	we understand Once the disbursement request is validated from the proposed SCF system and upon authorization the Loan creation request is to be pushed to Bank's existing Core Accounting System or Loan Management System where the interest accrual and amortization will be done. Please confirm if our understanding is correct?	The proposed solution should have the capability of calculating interest accruals, posting and amortization
48	Generic			Pls confirm the core banking system of the bank of the bank where integration is envisaged	Assume a variety of standard LMS and CBS across the various banks.
49	Generic			What is the current process for charges collection	Product wise charge master configuration should happen as part of the SCF LMS
50	Generic			How will underwriting happen?	The solution is supposed to provide an underwriting solution capable of managing SCF loans
51	Generic			Will limits be hosted in vendor's LMS or in individual Bank's Core Banking System?	Limits will be set in the CBS and replicated in the SCF LMS solution of the bidder
52	Generic			We understand that bank is looking for LMS as well as has it's own LMS. Please suggest if LMS module is required from bidder. If Yes, what will be the procedure of limit handover?	The requirement is for an LMS that can specifically manage SCF transactions and not for a standard LMS
53	Generic			Dealer master, dealer limit management - What is the source of truth?	Respective CBS of the banks will be the single source of truth
54	Generic			What are the product wise volumes?	This is a new platform and therefore current volumes are Nil. Assumption on scale have been answered

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55	Generic			We understand that fintech's (approved by PSBs) will onboard the customers for SCF? Is this understanding correct?	Yes
56	Generic			Can end customer also apply for the loan on this platform directly?	No
57	Generic			What are the different sources of channel for onboarding a customer?	Sourcing partners will be fintechs
58	Generic			How the deviation/ approval matrix be handled?	Proposed solution should be capable of approval and deviation matrix configuration at an individual bank level
59	Generic			Please elaborate the proposed workflow for platform and 12 PSBs, w.r.t. various products which are part of the EOI	It is expected that the Bidder will present their recommended flow and the Company will provide an approval on it
60	C. Loan and Transaction Management Module	13	Miscellaneous - Digital channel for client to pull/push txns and view limit	Please elaborate the requirement, if interface is required for Fintech partners or end customers to manage their limits and transactions	Yes
61		13	Interfaces - Interface to front-end portals, host to host, and charging system.	Please elaborate the requirement, if interface is required for Fintech partners or end customers to manage their limits and transactions	Yes
62		13	Capability to handle factoring txns (With Recourse/ Without Re course)	Please elaborate the requirement.	System should be able to run Factoring programs with and without recourse on the supplier
63	7. Loan Management and Report Generation	12	System to support matching of the underlying document to that commercial invoices/ taxed invoices	What will be the criteria of matching the documents, or OCR capability is also required	APIs for e-Invoicing verification and e-waybill validation will be required
64	Generic			We understand respective facilities would also require documents to be signed by the end customers? How will the documentation happen? Is it offline or part of platform	Signing of documents should also be a part of the platform wherever allowed as per existing regulations
65	Generic			Inbuilt system capability to allow financing in currency other than the original currency of the underlying document? Which all currency are to be supported?	USD

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66	Generic			Support option to repay interest only or principal only or combination (Loan rollover)- We understand that actual disbursement/ repayment will happen in respective banks CBS/LMS	Yes, actual disbursement/repayment will happen in respective bank systems
67	6. Repayment and Closure	12	System to support loan repayment through account transfer, client/GL account.	Is GL account maintenance also required, what will be the source of truth for all accounting transactions	GL account configurations and maintenance to be done as part of this solution. Source of truth will be the respective CBS of the bank
68	B. SCOPE OF WORK:	4	The company is looking to engage the services of a reputed technology service provider who shall be responsible for developing and managing this cloud-based Platform on a high availability technology architecture.	Request to confirm the Uptime availability	99.1% uptime availability is required
69	General	General	General	PSB Expects Bidder to Make a Bespoke solution or Wants to leverage ISV Products in partnership with OEM	The Bidder can leverage ISV products too but only the Bidder will be responsible for the project
70	B. SCOPE OF WORK:	4	The Platform developed will need to have a robust Mobile App, Web Portal, for all parties and include integrations with various third-party API providers (examples include - required for customer authentication, automated KYC, underwriting data APIs, e-signing of customer agreements), payment gateways, and Account aggregators. 1. Master web portal and mobile app for Digital Platform. System should have seamless integration with the core banking systems of each PSB for disbursements and reporting.	Bidder Assumes the API's will be provided by PSB for Integrations with the Fintech & Core Banking	PSBs will provide APIs for Core banking integration
71	General	General	General	Bidder assumes PSB already have SDK in place for the Platform. Kindly Confirm	The platform has to be provided by the Bidder
72	General	General	General	Is Service Desk expected to be part of SOW?	Yes, service and support is also a part of the requirement

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73	D. TECHNICAL EVALUATON & SCORING CRITERIA:	19	Experience with Indian Banks / NBFC's The Bidder should be in the business of providing Supply Chain Finance technology services to Financial Institutions. The proposed SCF platform should have implemented / undergoing implementation in a Scheduled Commercial Bank, OR NBFC in India.	Request PSB to consider Scoring based on Business Mix with Banks for the references shared by Bidders.	The Company will maintain the same evaluation criteria as has been published in the EOI
74	General			Is a consortium allowed?	Yes, consortium other than the platform is allowed eg. Cloud service provider, API service provider, KYC etc.. Only for the core SCF platform no consortium is allowed. However, at all times only the prime bidder will be responsible.