S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
1	20	Annexure 2 Pt 2	Eligibility Criteria	The bidder should have had a minimum turnover of Rs. 50 crores (Rupees Fifty Crores) in each of the last three financial years (2019-2020, 2020-2021 and 2021-22).	The requirement of Turnover clause restricts many bidders who can provide viable technologies at viable prices. Would request that the Turnover clause be relaxed to 10 CR for the last 3 years. If changes in turnover requirement is not possible then can consortium bid (SI+OEM) be accepted	Please refer Corrigendum
2	20	Annexure 2 Pt 5	Eligibility Criteria	The bidder proposed product should be implemented/ under implementation in 3 Non-Banking Housing Finance organizations	If we combine with **Annexure 3 Pt 3** then there are few pure play NBFC HFCs who would have implemented LOS as required or similar to one requested by PNB HFC, thus PNB HFCs purpose may be defeated in the long run. However, there are many NBFCs who have Housing Loan and Related Products where the requisite complexity is deployed. Hence to give PNB HFC a better field of view it is requested that such implementations be also included in the scope of work and for technical evaluation on Par with NBFC HFC implementation	Please refer Corrigendum
3	20	Annexure 2		The bidder proposed product should have clearly defined product roadmap for next 5 years	Roadmaps are meant to be confidential documents hence confidentiality agreements would be required irrespective of status of bid	No change
4	8	1.2	Objective of the RFI	To enhance the digital blueprint of PNBHFL's business, enables straight through processing (STP) journey for retail loans, improve quality and efficiency of underwriting, loan decisioning and contract process, manage fulfillment activity, reduce time to go to market and optimize the total cost of running the	The outcome of this RFI is a product shortlisting or a product & SI combination shortlisting	It is the product that would be shortlisted

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				solution, PNBHFL intends to assess the available LOS solution with a strong footprint in India.		
5	9	2.XII	Instruction to bidders	The Bidders are not required to impose their own terms and conditions to the bid and if submitted will not be considered as forming part of their bids.	The T&C are not captured in the RFP. Any techno-commercial submission should have the T&C and hence we request PNBHFL to allow to submit bidder's T&C or else share your T&C which we can review and share our perspective to the the same.	No change
6	9	2.XIII	Instruction to bidders	The Bidder shall not outsource the work assigned by the PNB Housing, to any third party and attend all complaints registered by the PNB Housing through its own service/ support infrastructure only.	In a SaaS solution, many support activities are part of the OEM support team and SI has to coordinate through support desk. Hope, you don't have any resservation on the same through the statement "all complaints registered by the PNB Hoursing through iss own service/ support infrastructure only"	In case the bidder is an SI, it would be understandable to share the product related complaints with the product support team but not with any other SI.
7	11	2.3.2	Submission mode	Bidder shall share the password of the file in a separate email within 30 minutes of last date and time of submission of RFI response. Password shall be shared on the same email ID as the RFI response.	Do you need seprate files for Technical submission with all Annextures and another file for the commercial submission ? Please confirm.	That's correct

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8	12	2.3.3.3	Indicative commercials	Indicative commercials in the commercial template	Will there be a seprate RFP process for with the shortlisted bidders of this RFI and hence you are expecting an indiscative price at this stage?	A separate RFP process might be undertaken on the sole discretion of PNBHFL
9	13	3.3	Techno-commercial evaluation	On the basis of technical and commercial response received, client will do evaluation exercise across the Cloud and On-premises solution to arrive at the top 3 bidder solutions. The next stage will be the RFP stage wherein the RFP will be shared only with the implementation partner of top 3 bidder solutions.	Also, since you are open with On premise, SaaS or IaaS based solution, are we you planning to cover the below aspects in the techno-commercial evaluation ? 1. Any SaaS solution will have a periodic upgrades at no additional cost for the entire 5 year s duraiton which is charged seprately for On premise or IaaS solutions? 2. The SaaS solution includes strongtest securities, OS upgrades, SSO etc. with no extra cost. How those costs will be factored for the On premise or iaaS base solutions?	We will do the assessment in the most scientific method, details will be provided post shortlisting / at the time of RFP.
10	19	5.2	Annexure 2: Eligibility Criteria	usage of the word 'Bidders'	The word Bidders stands for OEM or OEM's SI in either of their combinations irrespective of who is responding to the Bid?	Please refer to Section 1 - Introduction where "Bidder" is defined as LOS OEM or SI appointed by OEM for implementation of their solution.
11	19	5.2	Eligibility Criteria	Bidders eligibility	can a OEM propose through multiple SI as bidders?	The OEM is supposed to bid through one SI only.
12	21	5.3	Annexure 3: Technical Evaluation Criteria	BFSI expereince & NBHF expereince	Is this credentials of the SI or either of OEM or it's SI ?	Please refer to corrigendum

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13	21	5.3	Annexure 3: Technical Evaluation Criteria	product demo	Will there be any demo scenario shared by PNB HFL for the demo?	Yes, demo scripts will be shared on the PNBHFL website soon.
14	24	5.5	Annexure 5: Additional Documents & Information	Sn#11 , "Top five (5) implementation partners"	If a SI of OEM is submitting the RFI, what would be the response to this section ?	The mentioned point is applicable only for the OEMs to list their top 5 implementation partners
15	14	4.1.1	Deployment Model	On-cloud (SaaS Model)	Can you confirm if deployment on Public cloud is permissable such as AWS Azzure or OCI	Yes, deployment on public cloud is permissible.
16	14	4.1.1	Deployment Model	On-cloud (SaaS Model)	Can you specify what minimum security components needs to be considered on cloud	Please refer to sheet titled "Non-Functional Requirements" in Annexure 4 - Functional and Non-Functional Requirements which provides the security components that need to be considered on cloud.
17	14	4.1.1	Deployment Model	On-cloud (SaaS Model)	Can you specify what connectivity will be required from CSP DC to Client pemises	Dedicated tunnel over internet
18	14	4.1.1	Deployment Model	On-cloud (SaaS Model)	Can you confirm if the connectivity between client DC to CSP will be managed by Client or Service provider	Depends upon the model which will be final shortlisted and recommendation of partner.
19	14	4.1.1	Deployment Model	On-cloud (SaaS Model)	What should be the RTO RPO for DC and DR on Cloud	RTO - 2 hrs, RPO - 15 mins

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20	14	4.1.1	Deployment Model	On-cloud (SaaS Model)	Managed services reuired for business hours or 24X7	Managed services would be required 24x7.
21	14	4.1.1	Deployment Model	On-cloud (SaaS Model)	What should be the SLA on DC production on cloud	This will be as per prevalent market practices. Details will be provided post shortlisting Or at the time of RFP.
22	14	4.1.1	Deployment Model	On-cloud (SaaS Model)	Do you need Active Active solution between DC and DR or DR can be passive	PNBHFL needs active active solution at both DC and DR sites
23	14	4.1.1	Deployment Model	On-cloud (SaaS Model)	Do we have to factor Backup soution, If yes can you specify if you need backup to be stored on prem?	Details will be provided post shortlisting / at the time of RFP.
24	23	5.3	Annexure 3 - Technical Evaluation Criteria	BFSI Experience Max. Marks - 200 marks The bidders are required to provide instances of product implementations in BFSI Organizations in India. Basis the number of relevant implementations, marks will be allotted as follows - 3 BFSI organization 50 marks 5 or more BFSI organizations 100 marks 7 or more BFSI organizations 200	Kindly consider: **1 BFSI** organization 50 marks **2 or more BFSI organizations** 100 marks **3 or more BFSI organizations** 200	Please refer to corrigendum

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25	23	5.3	Annexure 3 - Technical Evaluation Criteria	Non-Banking Housing Finance Experience Max. Marks - 200 marks Max. Marks - 200 marks The bidders are required to provide instances of product implementations in BFSI Organizations in India. Basis the number of relevant implementations, marks will be allotted as follows - 3 Non-Banking Housing Finance Experience 50 marks 5 or more Non-Banking Housing Finance organizations 100 marks 7 or more Non-Banking Housing Finance organizations 200	Kindly consider: **1 Non-Banking Housing Finance** organization 50 marks **2 or more Non-Banking Housing Finance organizations** 100 marks **3 or more Non-Banking Housing Finance organizations** 200	Please refer to corrigendum
26	20	5.2	Eligibility Criteria	The bidder should have had a minimum turnover of Rs. 50 crores (Rupees Fifty Crores) in each of the last three financial years (2019-2020, 2020-2021 and 2021-22).	Azentio is a one year old company and is carved out from 3i Infotech which has been in India business for almost 2 decades.We shall be able to submit the carved out statements from 3iInfotech. Pls Confirm	Please refer to Annexure 2. Note b (below the table) Please refer Corrigendum
27	20	5.2	Eligibility Criteria	The bidder should have a positive Net-Worth in each of the last three financial years (2019-2020, 2020-2021 and 2021-22).	Azentio is a one year old company and is carved out from 3i Infotech which has been in India business for almost 2 decades.We shall be able to submit the carved out statements from 3iInfotech. Pls Confirm	Please refer to Annexure 2. Note b (below the table) Please refer Corrigendum

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28		Annexure 4 Pt 4	Security Compliances (for solution deployed on SaaS Model or IaaS Model)	The CSP/Bidder shall meet all the security requirements indicated in the IT Act 2000 the terms and conditions of the Provisional Empanelment of the Cloud Service Providers and shall comply to the audit criteria defined by STQC	1.Do you have any preferred cloud Service Provider ? 2.Please specify the concurrent users 3.Will cloud hosting be provided or bidder has to host the cloud? 4.Who will be responsible for Managed Services of infrastructure? 5.Is HA required? 6..What is the expected RTO RPO? 7. Please specify the total no of users 8.What is the DR expectation?-	1) PNBHFL does not have a preference with respect to cloud service provider. 2) Please refer to "Section 4.1.4 - Business Projections" of RFI document 3) Cloud hosting expected to be provided by Bidder. 4) The bidder will be responsible for the managed services 5) HA of the system is required 6) Real-time 7) Please refer to "Section 4.1.4 - Business Projections" of RFI document 8) In case of system failure, the system should be able to smoothly switch to the DR site without any delay

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29		Annexure 4 Pt 8	Security Compliances (for solution deployed on SaaS Model or IaaS Model)	Bidder shall ensure that the Cloud Service Provider's services offerings are audited and certified by STQC/PNBHFL. Bidder include the following clauses in the Agreement: 1) The Cloud Service Provider's services offerings shall comply with the audit requirements defined under the terms and conditions of the Provisional Empanelment of the Cloud Service Providers (or STQC /PNBHFL guidelines as and when published) 2) The Audit, Access and Reporting Requirements should be as per the terms and conditions of the Provisional Empanelment of the Cloud Service Provider.	Do you require Pre Requisites & Costing for On premise & On cloud deployment option?	Yes, pre requisites and costing is required for both types of deployments
30	20	5.2	Eligibility Criteria	The bidder should have had a minimum turnover of Rs. 50 crores (Rupees Fifty Crores) in each of the last three financial years (2019-2020, 2020-2021 and 2021-22).	Our company got demerged from the parent company in 2020. We may not be able to provide the full data. Can there be relaxation for such activities as demerger and request for the relaxation for 50 Crore turnover.	As mentioned in the RFI, in case of corporate restructuring you can use the parent company's documents

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31		Annexure 4 Pt 1	Applilcations and Appraisal	System should be configurable for addition of new products (e.g. insurance products, mutual fund products, etc.) from the front-end.	More Clarity Required	In case PNBHFL wants to add some new products in future, the proposed system should be configurable for the new products and associated workflows with minimum customization
32		Annexure 4 Pt 57	Processing and Sanctions	System should have provision for graphical representation of account details including history transactions of customer.	More Clarity Required	The system should have the capability to generate and present the required data in the graphical representation (charts and dashboards).
33	20	5.2	Eligibility Criteria	The bidder should have had a minimum turnover of Rs.50 crores (Rupees Fifty Crores) in each of the last three financial years (2019-2020, 2020-2021 and 2021-22).	Bidder request bank to modify the clause as Finacus Query The bidder should have had a Average turnover of Rs.30 crores (Rupees Thirty Crores) in each of the last three financial years (2018-19, 2019-2020, 2020-2021).	Please refer Corrigendum
34	20	5.2	Eligibility Criteria	The bidder proposed product should be implemented/ under implementation in 3 Non-Banking Housing Finance organizations	We, Finacus are presently serving Banks with our LOS Solution. We have deployed our end-to-end LOS solution is BFSI Segment which complis to the functional scope defined in the RFP. Hence, Bidder would like to request bank to relax the clause along with the Technical Evaluation criteria	Please refer Corrigendum

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35	20	5.2	Eligibility Criteria	The bidder should have had a minimum turnover of Rs.50 crores (Rupees Fifty Crores) in each of the last three financial years (2019-2020, 2020-2021 and 2021-22).	We are registered as a MSME company with Ministry of Micro, Small & Medium Enterprises (Govt. of India). As per their guideline, relaxation of norms for Start ups and Micro & Small Enterprises in Public Procurement on Prior Experience - Prior Turnover criteria. Please find enclosed policy circular issued by Ministry of Micro, Small & Medium Enterprises (Govt. of India). Our request is to reduce turnover criteria from 50 Crores to 20 crores	Please refer Corrigendum
36	20	5.2	Eligibility Criteria	The bidder proposed product should be implemented/ under implementation in 3 Non-Banking Housing Finance organizations	We are registered as a MSME company with Ministry of Micro, Small & Medium Enterprises (Govt. of India). As per their guideline, relaxation of norms for Start ups and Micro & Small Enterprises in Public Procurement on Prior Experience - Prior Turnover criteria. Please find enclosed policy circular issued by Ministry of Micro, Small & Medium Enterprises (Govt. of India). Our request is to consider experience of any 3 Banking and Financial Institutions.	Please refer Corrigendum
37	20	5.2.2	Eligibility Criteria	The bidder should have had a minimum turnover of Rs. 50 crores (Rupees Fifty Crores) in each of the last three financial years (2019-2020, 2020-2021 and 2021-22).	We are registered under MSME and have started our operations across India for implemenatation and have been growing and increasing our head counts.We would request to reduce the turnover criteria to cap it 15 Cr.	Please refer Corrigendum
38	20	5.2.3	Eligibility Criteria	The bidder should have a positive Net-Worth in each of the last three financial years (2019-2020, 2020-2021 and 2021-22).	We request to the Bank to provide relaxation in this clause as there have been Panademic in recent past couple of years	No change

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39	20	5.2.4	Eligibility Criteria	The bidder proposed product should be implemented/ under implementation in 5 BFSI organizations	We are MSME company and have presence in PAN India and we have strong capabilities in Financial domain and have done extensive work as well and implemented multiple LOC and CRM cases. At present we are working with cases for BFSI domain and would request for relaxation in this clause	No change
40	20	5.2.6	Eligibility Criteria	The bidder proposed product should have clearly defined product roadmap for next 5 years	Request for more details on the roadmap	The bidder should have the roadmap of the product future milestones(enhancements) for the next 5 years for PNBHFL to be considered during product evaluation
41	20	5.2.8	Eligibility Criteria	Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the PNBHFL)	Request for exception on this clause	No change
42	21	5.2.9	Eligibility Criteria	Bidders should not be under debarment/ blacklist period for breach of contract/ fraud /corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/ departments/ PNB Housing/ Financial Institutions in India on the date of submission of bid for this RFI	Request for exception on this clause	No change

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43		Annexure 4 Pt 1	Applilcations and Appraisal	System should be configurable for addition of new products (e.g. insurance products, mutual fund products, etc.) from the front-end.	How many products to be created? How much deviations will be there for every product?	Information pertaining to number of products to be created and volume of deviations for every product will be shared during requirement gathering phase.
44		Annexure 4 Pt 9	Applilcations and Appraisal	System should maintain a master list of legal vendors, verification vendors, fintech vendors and other external agencies region / city wise	Where will the masters be maintained? How will addition of new vendor happen over Salesforce?	The proposed system should have the capability to maintain the masters. For addition of new vendors, vendor onboarding process will be followed and configured in the system.
45		Annexure 4 Pt 5	Applilcations and Appraisal	System should integrate with business rule engine for loan decisioning.	Do you have any exisitng BRE or expected to integrated any external BRE with Salesforce?	Yes, we do have a BRE that needs to be integrated with the proposed LOS solution. We have a BRE partner. But it is an inbuilt solution in LOS then it can be suggested by the bidder. EMI calculator would be a part of LOS

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46		Annexure 4 Pt 15	Applilcations and Appraisal	System should be able to edit and view prospect/customer details during defined stages of Application processing and to process the application, eligibility and other processing parameters based on new data.	Kindly elaborate	The proposed LOS system should have the provision to amend the defined set of fields of the prospect/ customer details upto a defined stage of the LOS and process the application with the updated values.
47		Annexure 4 Pt 29	Applilcations and Appraisal	Facility of document tracking across the life cycle of the loan application.	Is there any third party document management system to be integrated?	There is a separate DMS available with PNBHFL. However, we can get that integrated as part of the LOS. But there might be an integration challenge since it's an old solution. So need to check if it would be compatible or not
48	8	1.2	Objective of the RFI	To enhance the digital blueprint of PNBHFL's business, enables straight through processing (STP) journey for retail loans, improve quality and efficiency of underwriting, loan decisioning and contract process, manage fulfillment activity, reduce time to go to market and optimize the	How does the overall ecosystem look like in terms of systems in place- LMS, DMS and other systems. Names of vendors would also help as we have done integrations with many industry standard solutions earlier	Core systems are CRM, LOS and LMS. At present all are being implemented by 3i infotech. There is a middleware as well. The list of application interfaces have been mentioned in the RFI. We have also listed the

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				total cost of running the solution, PNBHFL intends to assess the available LOS solution with a strong footprint in India.		fintech integrations where it is required. In CRM we need integration with the frontend aggregators and portals from where the leads are coming. Other details we would share
49	8	1.2	Objective of the RFI	To enhance the digital blueprint of PNBHFL's business, enables straight through processing (STP) journey for retail loans, improve quality and efficiency of underwriting, loan decisioning and contract process, manage fulfillment activity, reduce time to go to market and optimize the total cost of running the solution, PNBHFL intends to assess the available LOS solution with a strong footprint in India.	Any specific limitations you are looking to plug with new system viz a viz old LOS system? Are these features totally new and need of the proposed system?	The proposed system should have all the latest LOS features in-built and the new workflows/ products should be easily configurable with minimum customization
50	9	2.1.xi	General Instructions to Bidder	The Bidders should have proper and adequate support mechanisms in place at Delhi NCR & Chennai to provide all necessary support under this	Is it expected to have on site support or support mechanism can be undertaken remotely. Our understanding is that support mechanism is part of Implementation scope and SI to undertake this activity which can be taken up subsequently when detailed Implementation scope is discussed.	L1 support needs to be on-site but L2 and L3 can be remote but it there is a requirement which can not be solved remotely

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				project as detailed in this RFI.		then you have to come on-site
51	9	2.1.xxii	General Instructions to Bidder	The Commercial and Technical Bids will have to be signed on all pages of the Bid by the authorized signatory. Unsigned Bids would be treated as incomplete and would be rejected.	Since this is an email bid submission please clarify can bids be submitted by signing through digital signature else physical and scanned document will be too heavy to send by email	Yes, the bid may be submitted by signing using digital signatures. But the file should be password protected
52	13	3.2	Technical Evaluation	Product Demo	Is there a timeframe and agenda expected for the product demo?	Demo scripts will be shared on the PNBHFL website soon.
53	14	4.1.1	Deployment Model	Deployment Model	Is the current LOS system hosted on premise or on cloud?	The current LOS system is hosted on-premise.
54	14	4.1.1	Deployment Model	Deployment Model	Would there be migration involved for LOS- e.g. for rejected applications, in progress applications, sanctioned but not disbursed applications?	Yes, all the applications' data would also be migrated to the proposed LOS solution.
55	14	4.1.2	Business Requirements	workflow expected	How would a typical home loan process look like- process flow diagram would be great? and what is the TAT you are looking for to be achieved with a new system?	The aim is not to use the current process flow as we want to utilize the capabilities of the tool to bring in the transformation in the organization as well so this is upto the bidder to suggest some models and processes to us which would

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						reduce the TAT for PNBHFL. We are looking for the product with minimum customization and maximum could be handled through the configuration only
56	15	4.1.3	Interfacing Requiremen ts	Name of the solutions	Please let us know the interfacing requirements of proposed system with 3rd party entities (E.g.- KYC, PAN Validation, Aadhar, Bank Statement analysis, Bureau, CKYC etc.)	Currently interfacing with all the third party entities is through API.
57	15	4.1.4	Business Projections	Volumetrics	Is there a requirement of providing access to DSA, DST and external vendors/verification agents/valuation agencies?	Yes, DSA, DST and external vendors should have the required access to the system.
58	15	4.1.4	Business Projections	Volumetrics	Please let us know volumetrics for different users in scope for the LOS (for e.g.- Sales, Credit, DSA, Ops, Legal, Verification Agencies, Valuation Authorities etc.)	As on 15th June 2022 Number of internal users are: Finance and accounts - 39 IT & Central processing - 180 HR - 42 Internal Audit - 22 Risk Management - 922 Sales & BD - 2813 Compliance - 5 Business Transformation - 7

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59	15	4.1.4	Business Projections	Users from different departments	What are the mobile users vs desktop users when it comes to the whole LOS process? Is offline capability expected from Mobile app	Currently the LOS is only being used by desktop users as there is no mobile application through which the LOS can be accessed.
60	15	4.1.5	Fintech Integrations	Fintech Integrations in scope	Is there an integration middleware to facilitate integrations or point to point integrations?	Yes, an integration middleware is available.
61	16	4.2.4	Solution Delivery and Implementation	The bidder shall perform the role of a system integrator and take full responsibility for end-to-end solution delivery.	Since detailed imlementation and services scope is not given hence not possible for bidder at this stage to confirm on end-to-end solution delivery	A ballpark scope of work has been given in the RFI which can be considered.
62	17	4.2.5	Quality Assurance and Testing	The bidder shall be responsible for testing the solution and preparing test cases.	Can be taken up by bidder upon sharing of detailed services scope.	A ballpark scope of work has been given in the RFI which can be considered.
63	19	5.2.8	Annexure 2. Eligibility Criteria	Brief details of litigations, disputes related to product/ services being procured under this RFI or infringement of any third party Intellectual Property Rights by prospective Bidder/ OEM or disputes among Bidder's board of directors, liquidation, bankruptcy, insolvency cases or cases for debarment/blacklisting for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or	As a bidder we do not submit such details and request for dilution/exception on this eligibility criteria	No change

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				Central Government or their agencies/ departments or any such similar cases, if any are to be given on Company's letter head.		
64	20	5.2.9	Annexure 2. Eligibility Criteria	Bidders should not be under debarment/ blacklist period for breach of contract/ fraud /corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/ departments/ PNB Housing/ Financial Institutions in India on the date of submission of bid for this RFI	As a bidder we do not submit such details and request for dilution/exception on this eligibility criteria	No change
65	20	5.2.10	Annexure 2. Eligibility Criteria	Bidder is not insolvent, in receivership, Bankrupt, or being wound up, not having its affairs administered by a court or judicial officer, not have its business activities suspended and must not be subject to legal proceedings for	As a bidder we do not submit such details and request for dilution/exception on this eligibility criteria	No change

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				any of the foregoing reasons		
66		Annexure 4 Pt 1	Appllication s and Appraisal	System should be configurable for addition of new products (e.g. insurance products, mutual fund products, etc.) from the front-end.	Does the requirement mean that insurance funding and mutual fund funding is a requirement. Or are these required to be bundled with the product	We are also funding the insurer but life insurer as well as the property insurers. It is the part of the loan product itself. There are two types of insurance that we are doing one is where we are just acting as an agent and taking the funds from the customer and sending to the individual's agency. Second is we ourselves are funding the life insurance in association with the insurance partners.
67		Annexure 4 Pt 22	Appllication s and Appraisal	System should be able to support and take care of interest calculation and accrual methods like….Daily, Weekly, Monthly, Quarterly, yearly or any other method defined by user	Generally accrual and interest calculations are requirement of a loan management system. Is this in scope as well for proposed loan origination system	Accrual do happen in LMS but how and on what basis is it happening that particular flagging has to be done here where we are going for daily, monthly or on quarterly basis and which method

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						that input is to be given from LOS
68		Annexure 4 Pt 40	Applilcations and Appraisal	The system should have a complete module for Direct Sales Agent Management and Monitoring	Does this complete module entail onboarding of DSAs, KYC, incentive calculation and monitoring on map as well?	Yes, the complete module would entail the onboarding of DSAs, KYC, incentive calculation and monitoring on map.
69		Annexure 4 Pt 102	Processing and Sanctions	System should have the provision of deduplication at the loan application (entry stage) against the soft copy provided by any agency and uploaded in the system	Does this mean soft copy provided by agency will have to undergo OCR and then dedupe done on it with custoemer and application history?	The conversion from softcopy to actual data can be done outside the system, techsystem should have upload data functionality.
70		Annexure 4 Pt 135	Product Compliance	System should have workflow that can be configured / parameterized for insurance products	Is insurance funding a separate product for PNBHFL or is this just insurance capturing for home loans?	We are also funding the insurer but life insurer as well as the property insurers. It is the part of the loan product itself. There are two types of insurance that we are doing one is where we are just acting as an agent and taking the funds from the customer and sending to the individual's

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						agency. Second is we ourselves are funding the life insurance in association with the insurance partners.
71					Is there a BRE Engine within PNBHFL landscape currently? If yes which one? And what integrations are expected out of the same with LOS?	Yes, we do have a BRE that needs to be integrated with the proposed LOS solution. We have a BRE partner. But it is an inbuilt solution in LOS then it can be suggested by the bidder. EMI calculator would be a part of LOS
72					Is a DIY journey for self application/service also within scope of the RFI?	Yes, a DIY journey for self application/service is also within the scope of this RFI.
73					What is the typical loan size, tenor and volumes of different loan products expected from proposed LOS?	The products and associated details will be shared at the time of requirement gathering.
74					How is the charge/fee collection done/proposed to be done from customer?	The required details will be shared at the time

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
						of requirement gathering
75	20	5.2	Eligibility Criteria	The bidder must be a registered Company / LLP / Partnership firm.	We request PNBHFL to allow bidder to use credentials of OEM, hence please consider bidder/OEM where all it is mentioned bidder.

Reason - We are OEM of LOS and our business model is to install and support our application. When it comes to End to End supply & installation(like on prem model) including h/w and 3rd party s/w, our partners frontend the bid. By allowing OEM/Bidder our partners can participate. | Please refer Page 7 of RFI - In this RFI document, the term "bidder" refers to the LOS OEM or SI appointed by OEM for the implementation of their solution. It is the responsibility of the OEM and bidder together to ensure the compliance to the entire scope of work as mentioned in this RFI document. |
| 76 | 20 | 5.2 | Eligibility Criteria | The bidder should have had a minimum turnover of Rs. 50 crores (Rupees Fifty Crores) in each of the last three financial years (2019-2020, 2020-2021 and 2021-22). | We request PNBHFL to rephrase the clause as below:
"The bidder / OEM have had a minimum turnover of Rs. 100 crs in each of the last three financial years (2019-2020, 2020-2021 and 2021-22)

Reason - This is to ensure that PNBHFL is getting a strong partner for such a critical revenue generating project. | Please refer Corrigendum |
| 77 | 20 | 5.2 | Eligibility Criteria | The bidder should have a positive Net-Worth in each of the last three financial years (2019-2020, 2020-2021 and 2021-22). | We request PNBHFL Bank to consider the clause as below:
"The bidder/OEM should be profitable in each of the last three financial years (2019-2020, 2020-21 & 2021-22)
Reason :   This is to have a strong financial partner in such critical revenue generating project. | No change |

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
78	20	5.2	Eligibility Criteria	The bidder proposed product should be implemented/ under implementation in 5 BFSI organizations	We request PNBHFL to please consider Email from clients for project implemented/under implementation as credential letter Reason : Some clients give emails and have now policy to issue letters post covid	This is fine till the time origin of the mail could be established
79	20	5.2	Eligibility Criteria	The bidder proposed product should be implemented/ under implementation in 3 Non-Banking Housing Finance organizations	We request PNBHFL to consider 3 NBFC/NBHFO Reason : We are leading OEM of LOS in India and major banks & Financial Services are our clients. And have many installations in this space.	Please refer Corrigendum
80	22	5.3	Technical Evaluation Criteria	Non-Banking Housing Finance Experience Max. Marks - 200 marks	We request PNBHFL to consider NBFC/NBHFO and reduce the number of count from 3 to 1, 5 to 2 & 7 to 3. Reason : We are leading OEM of LOS in India and major banks & Financial Services are our clients. And have many installations in this space.	Please refer Corrigendum
81	14	4.1.1	Deployment Model	Bidder can propose the LOS solution on either on-premise or on-cloud model:	As mentioned Bidder can propose the LOS solution on either on-premise or on-cloud model. But as part of Technical Evaluation Criteria "Annexure-3" Cloud Implementation has been asked. Reason: If bidder proposes the LOS solution in on-premise model, how cloud implementation eligibility will be considered as part of Technical Evaluation Criteria.	Cloud implementation is not part of the eligibility. Please refer Corrigendum
82	23	5.3	Annexure 3: Technical Evaluation Criteria	Cloud Implementation: PNBHFL is looking for the successful implementation of the proposed product on Cloud and would assign marks as per follows	As mentioned Bidder can propose the LOS solution on either on-premise or on-cloud model. But as part of Technical Evaluation Criteria "Annexure-3" Cloud Implementation has been asked. Reason: If bidder proposes the LOS solution in on-premise model, how cloud implementation eligibility will be considered as part of Technical Evaluation Criteria.	Cloud implementation is not part of the eligibility. Please refer Corrigendum

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
83		Annexure 4 Pt 4	Applilcations and Appraisal	System should have a built-in financial calculator to compute customer's eligibility, EMI, etc. using income details, obligation details, banking details, etc.	As per first highlighted requirement, it is mentioned system should have a built-in financial calculator but as highlighted in interfacing requirement, it is mentioned that bidder is required to integrate and interface the proposed solutions with PNBHFL's existing financial calculator. Kindly provide the clarity on financial calculator scope.	The proposed solution should have a built-in financial calculator. Mention of "financial calculator" in Section 4.1.3 - Interfacing Requirements is a typographical error and should be ignored.
84		4.1.3	Interfacing Requirements	Bidder is required to integrate and interface the proposed solutions with PNBHFL's existing 3rd party applications, CRM, financial calculator, AML, DMS, LMS etc.	As per first highlighted requirement, it is mentioned system should have a built-in financial calculator but as highlighted in interfacing requirement, it is mentioned that bidder is required to integrate and interface the proposed solutions with PNBHFL's existing financial calculator. Kindly provide the clarity on financial calculator scope.	The proposed solution should have a built-in financial calculator. Mention of "financial calculator" in Section 4.1.3 - Interfacing Requirements is a typographical error and should be ignored.
85		Annexure 4 Pt 7	Applilcations and Appraisal	System should be able to generate an EMI schedule giving breakup of the principle, interest and balance outstanding for the tenor of the loan	As mentioned above, kindly provide the clarity on financial calculator scope i.e. it should be part of proposed solution or integration is required with PNBHFL's existing financial calculator.	Yes, Financial Calculator should be part of the proposed solution.

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
86		Annexure 4 Pt 57	Processing and Sanctions	System should have provision for graphical representation of account details including history transactions of customer.	As per our understanding, the proposed solution should have in-built reporting & dashboard designer capability to provide graphical and tabular tools view of account details including history transactions of customer. System shall provide a facility to configure dashboard for individuals for e.g. dashboard for director, dashboard for secretary, dash board for Additional director etc. with no customization required to create such dashboard and there should not be any limit on the number of reports that can be created. Please confirm whether the above understanding is correct.	Yes, the required dashboards should be configurable within the system and should be visible based on the user roles and privileges. Detailed requirements will be shared at the time of requirement gathering
87		Annexure 4 Pt 130	Reports	Executive Dashboard on Document TAT overdue, Application Tracking, Other Alerts (Contract overdue, Expired date, Surveyor, Appraiser.)	As per our understanding, the proposed solution should have in-built reporting & dashboard designer capability to provide graphical and tabular tools view of account details including history transactions of customer. System shall provide a facility to configure dashboard for individuals for e.g. dashboard for director, dashboard for secretary, dash board for Additional director etc. with no customization required to create such dashboard and there should not be any limit on the number of reports that can be created. Please confirm whether the above understanding is correct.	Yes, the required dashboards should be configurable within the system and should be visible based on the user roles and privileges. Detailed requirements will be shared at the time of requirement gathering

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
88	20	5.2	Eligibility Criteria	The bidder should have had a minimum turnover of Rs. 50 crores (Rupees Fifty Crores) in each of the last three financial years (2019-2020, 2020-2021 and 2021-22).	Can this be waived for new age fintechs who 2-3 years old who will have not turn over and Networth of 50 Crs but have implemented housing finance and other lending platform on pay per loan file basis .. without any risk to PNBHFC on their stability of new age innovative fintechs , this will allow fintech to participate in the bid directly for faster implementation with cost effective bid.	Please refer Corrigendum
89	20	5.2	Eligibility Criteria	The bidder should have a positive Net-Worth in each of the last three financial years (2019-2020, 2020-2021 and 2021-22).	Can this be waived for New Age Innovative Fintech who are deployed required Platforms on pay per file model/licenced model.	No change
90		Annexure 6	Technology Stack	1.One Premises Perpetual 2. Technology Stack on Cloud SaaS 3. Technology Stack on Cloud LaaS	Can we opt for Cloud deployment for quick deployment for Ease of Enhancement , Innovation to build on AWS Cloud , Mongo DB(NOSQL DB Server) Nodes JS Backend and on Web and Mobile on self and assisted mode	Yes, PNBHFL is open for any type of deployment method
91	15	4.1.4	Business Projections	Total number of users accessing Core System (LOS, LMS and LC)	Out of 3860 users, how many users will be having access to proposed LOS system and from which all departments?	As on 15th June 2022 Number of internal users are: Finance and accounts - 39 IT & Central processing - 180 HR - 42 Internal Audit - 22 Risk Management - 922 Sales & BD - 2813 Compliance - 5 Business Transformation - 7
92	14	4.1.1	Deployment Model	Bidder can propose the LOS solution on either on-premise or on-cloud model:	Please explain about preferred implementation approach i.e. On-premise implementation or On-cloud implementation.	The bidder can propose either on-premise or on-could deployment type. PNBHFL does not have any

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
						preference of the deployment type
93			General - Cloud Based Deployment		In case Bank is looking for cloud deployment. Who will take ownership of the Cloud? Is there any preferred cloud provider (AWS/ Azure/GCP) ? We recommend Bank to take ownership of the Cloud and provide access to LOS vendor for deployment.	The bidder would be owning the cloud. PNBHFL would not be taking that ownership
94			General - Cloud Based Deployment		Is there any existing partnership with Cloud Service provider (AWS, Azure, GCP) ?	No, currently PNBHFL does not have partnership with any of the CSP
95			General - Cloud Based Deployment		Is there any Bank's existing system such as CBS, BPM, DMS etc deployed over Cloud? If yes, then please specify System details and name of Cloud vendor?	Bank's existing systems are on-premise systems.
96			General - Cloud Based Deployment		We assume that Landing zone will be provided by Bank for managing data security. Please confirm our understanding.	To be detailed out in the RFP
97			General - Cloud Based Deployment		What will be the minimum latency which Bank expects from Cloud vendor?	10ms
98			General - implementation Timeline		Is the project considered to be a single phase or multiple phase ? Is there any preference w.r.t phase wise / module wise implementation. Please elaborate on the same.	Currently we are in the RFI stage. This will be decided at the later stage
99			General - implementation Timeline		What are the timelines which Bank is looking to go Live with proposed LOS	Currently we are in the RFI stage. This will be decided at the later stage and will be dependent on when the vendor will be onboarded

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
100			Our Recommen dation		We recommend proposed LOS to support single instance deployment for Mobile and Desktop version both catering to all line of business (Retail, SME, Corporate)	Recommendations will be considered based upon best practices.
101			Our Recommen dation		We recommend proposed LOS to be built on single code across On-premise and Cloud offering and support Cloud agnostic solution (i.e. it is supported by all cloud vendors like AWS, Oracle etc..)	Recommendations will be considered based upon best practices.
102	15		Interfacing Requiremen ts		Please define the name of solution which are used currently:-	The details will be provided with the architecture diagram that will be published by PNBHFL
103	15		Interfacing Requiremen ts		Customer Relationship Management	The details will be provided with the architecture diagram that will be published by PNBHFL
104	15		Interfacing Requiremen ts		Loan Management System	The details will be provided with the architecture diagram that will be published by PNBHFL
105	15		Interfacing Requiremen ts		Third Party Applications (Credit Bureau, Fintechs, etc.)	The details will be provided with the architecture diagram that will be published by PNBHFL
106	15		Interfacing Requiremen ts		Business Rule Engine	The details will be provided with the architecture diagram that will be published by PNBHFL

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
107	15		Interfacing Requirements		Dedupe	The details will be provided with the architecture diagram that will be published by PNBHFL
108	15		Interfacing Requirements		Anti-Money Laundering	The details will be provided with the architecture diagram that will be published by PNBHFL
109	15		Interfacing Requirements		Document Management System	The details will be provided with the architecture diagram that will be published by PNBHFL
110	15		Interfacing Requirements		Co-Lending Solution	The details will be provided with the architecture diagram that will be published by PNBHFL
111	15		Interfacing Requirements		We assume that Bank would be providing all necessary APIs of above mentioned systems. Any modification or customization required in API would also be taken care by Bank.	Yes, the APIs would be provided for any integration of the proposed LOS system with any other system.
112	25	5.5	Annexure 5: Additional Documents & Information	Approach and methodology to access and store historical data post sunset of existing system	What are the systems planned to be sun-set during and post LOS implementation ?	The required details will be shared at the time of requirement gathering

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response

113			General Query - Implementation		"We understand and assume that LOS application solution activities and implementation services (Requirement gathering, development, testing support (SIT/UAT), go live) are provided by us and the remaining activities mentioned below are taken up by Customer's IT team or third party vendor's team. Please confirm if Customer's IT team or third party vendor's team can perform the following:
					A. Infrastructure Supply, Support and Maintenance
					B. Security Maintenance
					C. Deployment
					D. Disaster Recovery and Business continuity
					E. Testing:
					    a. Application Security (VAPT)
					    b. Performance Test
					    c. Load/ Stress
					    d. SIT
					    e. UAT
					F. Customer's side integration
					    a. Data Migration activity
					    b. ETL activities
					    c. Integration jobs (Any data, which has to be fetched from legacy system to staging)
					    d. API/ webservices (Any API, which need to be custom developed to integrate with core system)
					G. Training and Roll out activities
					"
						Please refer to RFI annexure 4

114	16	4.1.5	Fintech Integrations	Perfios (or similar provider)	We assume that Bank would be providing all necessary APIs of above mentioned fintech systems. Any modification or customization required in API would also be taken care by Bank.	Yes, the APIs would be provided for any integration of the proposed LOS system with any other system.

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
115	16	4.1.5	Fintech Integrations	CIBIL (or similar provider)	We assume that Bank would be providing all necessary APIs of above mentioned fintech systems. Any modification or customization required in API would also be taken care by Bank.	Yes, the APIs would be provided for any integration of the proposed LOS system with any other system.
116	16	4.1.5	Fintech Integrations	CRIF High Mark (or similar provider)	We assume that Bank would be providing all necessary APIs of above mentioned fintech systems. Any modification or customization required in API would also be taken care by Bank.	Yes, the APIs would be provided for any integration of the proposed LOS system with any other system.
117	16	4.1.5	Fintech Integrations	NSDL (or similar provider)	We assume that Bank would be providing all necessary APIs of above mentioned fintech systems. Any modification or customization required in API would also be taken care by Bank.	Yes, the APIs would be provided for any integration of the proposed LOS system with any other system.
118	16	4.1.5	Fintech Integrations	Experian Hunter (or similar provider)	We assume that Bank would be providing all necessary APIs of above mentioned fintech systems. Any modification or customization required in API would also be taken care by Bank.	Yes, the APIs would be provided for any integration of the proposed LOS system with any other system.
119	16	4.1.5	Fintech Integrations	UIDAI	We assume that Bank would be providing all necessary APIs of above mentioned fintech systems. Any modification or customization required in API would also be taken care by Bank.	Yes, the APIs would be provided for any integration of the proposed LOS system with any other system.
120	16	4.1.5	Fintech Integrations	PropEquity (or similar provider)	We assume that Bank would be providing all necessary APIs of above mentioned fintech systems. Any modification or customization required in API would also be taken care by Bank.	Yes, the APIs would be provided for any integration of the proposed LOS system with any other system.
121	16	4.1.5	Fintech Integrations	Karza (or similar provider)	We assume that Bank would be providing all necessary APIs of above mentioned fintech systems. Any modification or customization required in API would also be taken care by Bank.	Yes, the APIs would be provided for any integration of the proposed LOS system with any other system.

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
122	16	4.1.5	Fintech Integrations	CreditVidya (or similar provider)	We assume that Bank would be providing all necessary APIs of above mentioned fintech systems. Any modification or customization required in API would also be taken care by Bank.	Yes, the APIs would be provided for any integration of the proposed LOS system with any other system.
123	20	5.2	Eligibility Criteria		The Bidder should have implemented the similar End-to-End Digital Lending Journey in MSME/Retail/Agri segments in at least 2 Scheduled Commercial PNB HFLs/BFSIs in India, in the last 3 years, out of which 1 implementation should be for a Scheduled Commercial PNB HFL with 3000+ branches. Implemented solution should have gone live on or before the date of release of this RFP.	No change
124			Payment Terms		Payment terms seem to be stringent and skewed towards PNB HFL. We request PNB HFL to make the payment terms more business friendly and ensure Implementation cost is fully paid within 30 days of go live of each product.	payment terms are not negotiable
125			Payment Terms		We are assuming if any subsidiary/RRB/group entity decides to implement the DLP then the Bidder would be free to charge for Implementation, AMC, Support, Customization, etc. separately for each such entity.	Recommendations will be considered based upon best practices.
126			Escrow Cost		We recommend that PNB should bear the cost of Escrow	This will be as per payments terms in RFP
127			ATS/AMC Cost for the full solution		ATS/AMC Cost should be paid annually upfront	Recommendations will be considered based upon best practices.

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
128			One-time Enterprise Software Perpetual (Unlimited Users) License fee for the proposed solution and its component if any		One Time Enterprise Software License Fee should be paid upfront on acceptance of PO	This will be as per payments terms in RFP
129		Annexure 4 Pt 9	Applications & Appraisal	System should maintain a master list of legal vendors, verification vendors, fintech vendors and other external agencies region / city wise	Our understanding is that proposed LOS solution will act as a slave system and integrate with existing Bank's core/ MDM system to fetch the masters. Kindly confirm our understanding.	Proposed system should maintain a master list of legal vendors, verification vendors, fintech vendors and other external agencies region / city wise
130		Annexure 4 Pt 40	Applications & Appraisal	The system should have a complete module for Direct Sales Agent Management and Monitoring	Please share usecase and scope as part of DSA module.	Our ask is to onboard the DSAs or any external vendors and helping them with the end-to-end lifecycle from initiation till the payments. Also incentive calculation and payments otherwise we have to maintain a separate system but we are looking for what is best in the market.

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
131		Annexure 4 Pt 66	Processing & Sanctions	System should have calculator to automatically compute for borrower's paying capacity, loan value vs. appraised value, monthly amortization/ repayment schedules, loan to collateral ratios, debt service ratio, income multiplier, aggregate exposure of borrower and other ratios/ values as required by the PNBHFL	Our understanding is that computation logics are already defined in Bank's existing system. New LOS needs to integrate with the same to fetch results. Please confirm our understanding.	Proposed system should have independent computation capabilities.
132		Annexure 4 Pt 103	Processing & Sanctions	System should automatically calculate the drawing power based upon defined rules etc. based upon the details of the documents entered	Our understanding is that computation logics are already defined in Bank's existing system. New LOS needs to integrate with the same to fetch results. Please confirm our understanding.	Proposed system should have independent computation capabilities.
133		Annexure 4 Pt 110	Processing & Sanctions	Ability to define various masters e.g. Calendar Master, Business Partners, Deviation reason master, Delegation level master (Value), Product master (including pricing etc.), Customer master (With ID details etc.), Policy criteria master, Profession master, Company master, Customer service master, Collateral detail master, Interest Rate Master, Other Masters as relevant for the software/as required by PNBHFL.	Our understanding is that proposed LOS solution will act as a slave system and integrate with existing Bank's core/ MDM system to fetch the masters. Kindly confirm our understanding.	There would not be any slave system, proposed system should have internal capabilities of various inbuilt Masters.

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
134		Annexure 4 Pt 135	Product Compliance	System should have workflow that can be configured / parameterized for insurance products	We assume that processing of Insurance products will be required in future and not part of current scope Please confirm our understanding.	Yes. But the system should be configurable for adding any new product and associated workflow
135		Annexure 4 Pt 115	Product Compliance	System should comply to following products;	Please provide the details of Loan processing workflows to be automated as a part of LOS implementation. Do you require separate workflows and approval matrix wrt mentioned loan products??	The required details will be shared at the time of requirement gathering
136		Annexure 4 Pt 115	Product Compliance	a. Home Construction Loan	Please provide the details of Loan processing workflows to be automated as a part of LOS implementation. Do you require separate workflows and approval matrix wrt mentioned loan products??	The required details will be shared at the time of requirement gathering
137		Annexure 4 Pt 115	Product Compliance	b. Home Extension Loan	Please provide the details of Loan processing workflows to be automated as a part of LOS implementation. Do you require separate workflows and approval matrix wrt mentioned loan products??	The required details will be shared at the time of requirement gathering
138		Annexure 4 Pt 115	Product Compliance	c. Home Improvement Loan	Please provide the details of Loan processing workflows to be automated as a part of LOS implementation. Do you require separate workflows and approval matrix wrt mentioned loan products??	The required details will be shared at the time of requirement gathering
139		Annexure 4 Pt 115	Product Compliance	d. Loan	Please provide the details of Loan processing workflows to be automated as a part of LOS implementation. Do you require separate workflows and approval matrix wrt mentioned loan products??	The required details will be shared at the time of requirement gathering
140		Annexure 4 Pt 115	Product Compliance	e. Loan Against Property	Please provide the details of Loan processing workflows to be automated as a part of LOS implementation. Do you require separate workflows and approval matrix wrt mentioned loan products??	The required details will be shared at the time of requirement gathering

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
141		Annexure 4 Pt 115	Product Compliance	f. Lease rental discounting	Please provide the details of Loan processing workflows to be automated as a part of LOS implementation. Do you require separate workflows and approval matrix wrt mentioned loan products??	The required details will be shared at the time of requirement gathering
142		Annexure 4 Pt 115	Product Compliance	g. Commercial Property Loan	Please provide the details of Loan processing workflows to be automated as a part of LOS implementation. Do you require separate workflows and approval matrix wrt mentioned loan products??	The required details will be shared at the time of requirement gathering
143		Annexure 4 Pt 115	Product Compliance	h. Loan for Real Estate developers	Please provide the details of Loan processing workflows to be automated as a part of LOS implementation. Do you require separate workflows and approval matrix wrt mentioned loan products??	The required details will be shared at the time of requirement gathering
144		Annexure 4 Pt 115	Product Compliance	i. Top Up Loan	Please provide the details of Loan processing workflows to be automated as a part of LOS implementation. Do you require separate workflows and approval matrix wrt mentioned loan products??	The required details will be shared at the time of requirement gathering
145		Annexure 4 Pt 115	Product Compliance	j. Co-Lending	Please provide the details of Loan processing workflows to be automated as a part of LOS implementation. Do you require separate workflows and approval matrix wrt mentioned loan products??	The required details will be shared at the time of requirement gathering
146		Annexure 4 Pt 115	Product Compliance	k. Commercial Vehicle Loan	Please provide the details of Loan processing workflows to be automated as a part of LOS implementation. Do you require separate workflows and approval matrix wrt mentioned loan products??	The required details will be shared at the time of requirement gathering
147		Annexure 4 Pt 115	Product Compliance	l. Gold Loan	Please provide the details of Loan processing workflows to be automated as a part of LOS implementation. Do you require separate workflows and approval matrix wrt mentioned loan products??	The required details will be shared at the time of requirement gathering

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
148		Annexure 4 Pt 132	Construction Finance	System should cater to construction finance loans and should have configurable / parameterizable workflows. The system should handle the entire construction finance loan journey from receipt of application to sanctioning.	Please share usecase/ process map for the same.	Proposed system should have capability to define separate workflows for different type of loans and products such as construction finance. Details will be provided post shortlisting / at the time of RFP.
149		Annexure 4 Pt 133	Construction Finance	System should grant consortium loans and capture details of all parties to the consortium e.g. lead PNBHFL, amounts financed, etc.	Please share usecase/ process map for the same.	Proposed system should have capability to define separate workflows for different type of loans and products such as construction finance. Details will be provided post shortlisting / at the time of RFP.
150		Annexure 4 Pt 136	Product Compliance	System should allow for the creation of "combo products" combining 2-3 existing products and creating a new product. System should have a configurable / parameterizable workflow for these "combo products"	Need Clarity on usecase. We assume that product creation activity will be part of Core system and proposed LOS will integrate with Core to fetch the product details. Please confirm our understanding.	Proposed system should be able to handle built in multiple products like Insurance being offered as a part of Housing loan.

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
151		Annexure 7 (SaaS model)	Solution Cost	LOS	The bidder states that the upgrades after 5 years will be chargeable and only the existing license version will be supported without additional cost during the tenure of the contract and for an extendable period of 2 years (if applicable).	Terms & Conditions of licence agreement will be detailed out in RFP
152		Annexure 7 (SaaS model)	Solution Cost	LOS	The terms of the license are as follows: Licensor/Bidder would grant to PNBHFL a i. limited right to use of Licensee; ii. enterprise license (unlimited users); iii. territory specific i.e. limited for use in India; iv. revocable; v. non-exclusive; vi. non-assignable; vii. non-sublicensable; viii. non-transferable; ix. term based i.e. for the License Term of 5 years; x. limited for use in object code (executable code) form together with the Documentation.	Terms & Conditions of licence agreement will be detailed out in RFP
153		Annexure 4 Functional Requirements	Applications & Appraisal	System should be configurable for addition of new products (e.g. insurance products, mutual fund products, etc.) from the front-end.	Can PNBHFL explain in the detail the requirement and the level of configuration required for addition of new products from the front end ?	In case PNBHFL wants to add some new products in future, the proposed system should be configurable for the new products and associated workflows
154		Annexure 4 Functional Requirements	Applications & Appraisal	System should maintain a master list of legal vendors, verification vendors, fintech vendors and other external agencies region / city wise	PNBHFL to provide masters for all the mentioned vendors/agencies as well as servicable pincodes etc;	Yes

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
155		Annexure 4 Functional Requirements	Applications & Appraisal	The system should have the ability to print a blank application form(s) and mandate form(s) to be completed based on defined business rules.	The system has a template management module which can be used to templatize all standard documents such as application forms, mandate forms, sanction letters etc; will this suffice the requirement ?	Yes
156		Annexure 4 Functional Requirements	Applications & Appraisal	System should have ability to send communication through emails, SMS, WhatsApp, etc. to the agency/members to initiate the required process immediately.	Kindly confirm if messaging on the whatsapp platform is a mandatory requirement, since the same will incur additional cost. Does the bank already have a partner for whatsapp integration?	No, it's a good to have feature
157		Annexure 4 Functional Requirements	Processing and Sanctions	System should have ability to send alerts via email, SMS, WhatsApp, etc. to the customer on vital information related to processing of loan as well as offering of other facility.	Does PNBHFL have existing vendors/fintech partners for email and SMS ? PNBHFL to provide details of the vendors for integration	The required details have already been shared in the RFI
158		Annexure 4 Functional Requirements	Processing and Sanctions	The system should be able to take care of the provisions relating to the Credit Policies of PNBHFL. A suitable pop up messages be displayed (in case of any deviation from the PNBHFL's policies and guidelines).	Can you please elaborate on the requirement. Do you mean , alerts in case of deviation ?	Yes
159		Annexure 4 Functional Requirements	Processing and Sanctions	System should be capable of integrating with Anti-Money Laundering (AML) solution	Which AML system is being reffered here ? Can you please explain the requirement in detail ?	The system should have the capability to integrate with other systems. However, the required details will be shared at the time of requirement gathering

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
160		Annexure 4 Functional Requirements	Processing and Sanctions	System should be capable to integrate with External Credit Bureau and capture external credit rating data for validation	PNBHFL to provide credentials	The system should have the capability to integrate with other systems. However, the required details will be shared at the time of requirement gathering
161		Annexure 4 Functional Requirements	Processing and Sanctions	Provision for recording personal discussion with the borrower (Telephonic/face to face)	PNBHFL to provide the fintech partner/integration for Video PD/Call recording. The bidder will only integrate with the said partner	The system should have the capability to integrate with other systems.
162		Annexure 4 Functional Requirements	Product Complaince	System should allow for the creation of "combo products" combining 2-3 existing products and creating a new product. System should have a configurable / parameterizable workflow for these "combo products"	Kindly explain the requirement with examples as well as the changes in configuration which might occur	Proposed system should be able to handle built in multiple products like Insurance being offered as a part of Housing loan.
163		Annexure 4 Functional Requirements	Product Complaince	Loan for Real Estate developers	Is this project finance for Real estate developers ? Will the flow of application be same as mentioned in the Scope of work ?	Yes, real estate developers' loans is a product and the workflow will be discussed in detail at the time of requirement gathering
164		Annexure 4 Functional Requirements	Product Complaince	j. Co-Lending	How many Co-lening partners are we expecting to integrate with ? Also, please provide details of the co-lending partners. PNBHFL to ensure the Co-lending partner can expose and consume API's in JSON format for integration	The required details will be shared at the time of requirement gathering

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
165		Annexure 4 Functional Requirements	Product Complaince	System should comply to following products:	For all the products, kindly provide separate requirements, STP workflows/Process flows and integrations required.	The required details will be shared at the time of requirement gathering
166		Annexure 4 Functional Requirements	Product Complaince	m. Any other new products PNBHFL may choose to introduce in the future	Please provide a list of all the products which might be introduced in the future over the 5 year license term so that the same can be accounted for in the commercials. Otherwise, for each additional product over an above the ones mentioned in the functional requirements, there will be an implementation fee charged as well as the charges for additonal infrastructure will be borne by PNBHFL.	If the product is configurable then this should not be a concern.
167		Annexure 4 Non Functional Requirements	Security Compliances (for solution deployed on SaaS Model or IaaS Model)	CSP must be empaneled with Ministry of Electronics and Information Technology (MeitY), GOI	Can PNBHFL remove this requirement as it is not mandatory for a Technology service provider to be empanelled with MeitY. This was not a part of security requirement at our other implementations at PNB or other PSB's	No change This requirement is part of Non-functional compliance
168		Annexure 4 Non Functional Requirements	Security Compliances (for solution deployed on SaaS Model or IaaS Model)	Bidder should arrange to ensure that periodic Vulnerability Assessment and Penetration Testing (VAPT) on periodic basis is performed on assets provisioned for Bank in cloud infrastructure at Quarterly intervals or as required by bank.	Kindly note that the Bidder will assist the bank for a periodic VAPT in the cloud infrastructure but PNBHFL will be required to arrange for the VAPT and bear the cost of the same.	VAPT responsibility and cost will be with prospective vendors only.
169		Annexure 7 (SaaS model)	Commercials		How and where will the change requests/customization cost be factored in ?	The required details will be shared at the time of RFP
170					Kindly provide the payment terms for the Bidders and the phase wise product implementation requirement?	The required details will be

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
						shared at the time of RFP
171	14	4.1.1	Deployment Model	Bidder can propose the LOS solution on either on-premise or on-cloud model	Can PNBHFL suggest its preferred mode of deployment ? As we are okay with either of the 3 modes	PNBHFL does not have any preferred deployment mode
172	14	4.1.1	Deployment Model	On-premise – If the bidder is proposing on-premise LOS solution, then bidder shall provide LOS solution perpetual license, hardware, system software and any other tool that bidder requires to fulfil the PNBHFL requirements. Bidder is expected to right size the hardware and software basis the business projections provided by PNBHFL for next 5 years. Bidder shall implement the solution as per the requirements, install hardware and system software (along with any other requisite tools) in PNBHFL DC and DR and support/ maintain them for 5 years post go-live	can the PNBHFL confirm who will provide the hardware for an on premise deployment ? Usually it's the FI who provides the DB license they have and the bidder provides the number of licenses etc;	bidder shall provide hardware, system software and any other tool required to fulfil PNBHFL needs.

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
173	14	4.1.1	Deployment Model	On-premise – If the bidder is proposing on-premise LOS solution, then bidder shall provide LOS solution perpetual license, hardware, system software and any other tool that bidder requires to fulfil the PNBHFL requirements. Bidder is expected to right size the hardware and software basis the business projections provided by PNBHFL for next 5 years. Bidder shall implement the solution as per the requirements, install hardware and system software (along with any other requisite tools) in PNBHFL DC and DR and support/ maintain them for 5 years post go-live	The bidder suggests the license to be a Term based license for 5 years instead of a perpetual license	The most cost effective effective and best marker practise to be implemented here.
174	15	4.1.2	Business Requirements	Loan Origination System (LOS) collects all customer documents for further credit appraisal where loan approval and decisioning of a case takes place by system driven approval flow through integration with various fintech companies. Once the case gets sanctioned, the case moves to branch stage for	Can PNBHFL confirm which LMS/CRM are they currently using ? Also, PNBHFL have to provide the API's for integration with the internal systems. Can you also confirm, the documents flowing in the LOS will be in which format and the frequency at which the documents will be pushed into the LOS	The details will be provided with the architecture diagram that will be published by PNBHFL

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
				sanction letter/cheque stage. Once the sanction letter is accepted by customer the case flows to disbursement stage. All scanned documents pertaining to the loan are stored in Document Management System (DMS).		
175	15	4.1.2	Business Requirements	Loan Origination System (LOS) collects all customer documents for further credit appraisal where loan approval and decisioning of a case takes place by system driven approval flow through integration with various fintech companies. Once the case gets sanctioned, the case moves to branch stage for sanction letter/cheque stage. Once the sanction letter is accepted by customer the case flows to disbursement stage. All scanned documents pertaining to the loan are stored in Document Management System (DMS).	Does PNBHFL already has a Business Rule engine with the credit policy configured ? Is the understanding correct that the LOS will only check the boundary conditions and show relevant information acquired through LMS and Fintech partners to the Credit Manager for approval and sanction ?	The details will be provided with the architecture diagram that will be published by PNBHFL

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
176	15	4.1.2	Business Requirements	Loan Origination System (LOS) collects all customer documents for further credit appraisal where loan approval and decisioning of a case takes place by system driven approval flow through integration with various fintech companies. Once the case gets sanctioned, the case moves to branch stage for sanction letter/cheque stage. Once the sanction letter is accepted by customer the case flows to disbursement stage. All scanned documents pertaining to the loan are stored in Document Management System (DMS).	Who will provide the DMS ? Does PNBHFL already have a DMS in place? if yes, can you please name the DMS ?	There is a separate DMS however, we can get that integrated as part of the LOS. But there might be an integration challenge since it's an old solution. So need to check if it would be compatible or not
177	15	4.1.2	Business Requirements	Loan Origination System (LOS) collects all customer documents for further credit appraisal where loan approval and decisioning of a case takes place by system driven approval flow through integration with various fintech companies. Once the case gets sanctioned, the case moves to branch stage for sanction letter/cheque	Customer DIY journey is out of scope. Only assisted origination is part of the scope and the backend configuration of the same for the RM, Credit team and operations. Is the understanding correct ? Can PNBHFL explain how the information from Legal, Valuation and other agencies flow into the system ?	DIY journey for self application/service is within the scope of this RFI.

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
				stage. Once the sanction letter is accepted by customer the case flows to disbursement stage. All scanned documents pertaining to the loan are stored in Document Management System (DMS).		
178	15	4.1.3	Interfacing Requirements	Bidder is required to integrate and interface the proposed solutions with PNBHFL's existing 3rd party applications, CRM, financial calculator, AML, DMS, LMS etc	Can PNBHFL provide further clarity on the number and names of the internal systems ?	The details will be provided with the architecture diagram that will be published by PNBHFL
179	15	4.1.3	Interfacing Requirements	Bidder is required to integrate and interface the proposed solutions with PNBHFL's existing 3rd party applications, CRM, financial calculator, AML, DMS, LMS etc	please provide a list of identified fintech/legal/valuation partners and systems with whom integration should be implemented as part of the scope and therefore the bid cost? Can it be confirmed that any additional third party integrations beyond the named initial list can be charged based on mutually agreed terms?	The list has already been provided in the RFI. Please refer
180	15	4.1.5	Fintech Integrations	Following are the fintech companies with which the existing system is integrated. Any other fintech integration, over and above the integrations listed below will be brought by the bidder	Any additional data aggregators and services other than those listed in the table will be out of scope and will be brought by the bidder at an additional cost to PNBHFL on a per transaction basis. Also, please specify the API format for eg JSON etc;	API details will be provided at the time of requirement gathering.

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
181	16	4.2.2	Requirement Analysis	The bidder shall prepare a software requirement specification document post discussion with PNBHFL users.	Bank to provide a complete and comprehensive Business Requirement Document basis which the SRS will be prepared.	The detailed requirements will be shared at the time of requirement gathering
182	20	5.2	Annexure 2: Eligibility Criteria	The bidder should have had a minimum turnover of Rs. 50 crores (Rupees Fifty Crores) in each of the last three financial years (2019-2020, 2020-2021 and 2021-22).	The Bidder requests to reduce the minimum turnover criteria to an average of Rs. 30 Crores for the last 3 financial years including FY 21-22.	Please refer Corrigendum
183	20	5.2	Annexure 2: Eligibility Criteria	The bidder proposed product should be implemented/ under implementation in 5 BFSI organizations	The Bidder proposes the eligibility criteria to be changed to 1 Housing Finannce organization and 3 Scheduled Commercials Banks and 2 BFSI organization (NBFC's/non -scheduled commercial banks)	No change
184	20	5.2	Annexure 2: Eligibility Criteria	The bidder proposed product should be implemented/ under implementation in 3 Non-Banking Housing Finance organizations		Query not clear
185	20	5.2	Annexure 2: Eligibility Criteria	The bidder proposed product should be implemented/ under implementation in 3 Non-Banking Housing Finance organizations	The bidder requests PNBHFL to reduce the Non banking Housing Finance organizations eligibility criteria to 1 instead of 3	Please refer Corrigendum

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
186	22	5.3	Annexure 3: Technical Evaluation Criteria	Non-Banking Housing Finance Experience Max. Marks - 200 marks	The bidder requests PBHFL to reduce the technical evaluation criteria to 1 Housing finance experience and club it with Banks/BFSI implmentation for the maximum scoring. (Also, Kindly note: as per the current evaluation criteria , any bidder with less than 7 (or Maximum marks scoring criteria - what ever the number maybe) will not be eligible to participate in the RFI as they will not score the minimum requisite 75% score). Hence, we suggest to combine the evaluation criteria for BFSI and HF organizations into a total implementations criteria or reduce the housing finance experience requirement to 1)	Please refer Corrigendum
187	23	5.3	Annexure 3: Technical Evaluation Criteria	Cloud Implementation Max Marks - 50 marks	The bidder suggests to reduce the cloud implementations to maximum 2 cloud implementations. Also, note, if anybody has less than the maximum number of cloud implementations as per the evaluation criteria, they will not be eligible to participate in the RFI process.	No change
188	13	3.2	Technical Evaluation	Bidder scoring at least the minimum score in each section mentioned in the table above will qualify for the next stage.	The bidder suggests to keep the minimum scoring to 75% of the maximum marks, combine the BFSI and HF experience as suggest above and keep the maximum marks to 100 instead of 1000 for maximum participation	Please refer Corrigendum
189	15	4.1.4	Business Projections	2 - Total number of users accessing Core System (LOS, LMS and LC) - 3860	a) Can you please give us a breakup of the 3860 users i.e. Relationship manager, Loan Officers, Underwriters, Approvers, Compliance users etc ?	As on 15th June 2022 Number of internal users are: Finance and accounts - 39 IT & Central processing - 180 HR - 42 Internal Audit - 22 Risk Management - 922 Sales & BD - 2813 Compliance - 5 Business Transformation - 7

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
190	20	5.2	Annexure 2: Eligibility Criteria	The bidder proposed product should be implemented/ under implementation in 5 BFSI organizations	Bidders experience around similar implementation is important and hence request you to modify the clause to accommodate " The bidder should have implemented/under implementation" in 5 BFSI organizations	No change
191	20	5.2	Annexure 2: Eligibility Criteria	The bidder proposed product should be implemented/ under implementation in 3 Non-Banking Housing Finance organizations	Bidders experience around similar implementation is important and hence request you to modify the clause to accommodate " The bidder should have implemented/under implementation in 3 Non-Banking Housing Finance organizations"	Please refer Corrigendum
192	1	1	Annexure 7: Loan Orignation System	Perpetual License	Kindly specify the number of user licenses required for LOS system	Please size basis business projections provided in RFI
193	22	5.3	Annexure 3: Technical Evaluation Criteria	3 - The bidders are required to provide instances of product implementations in Non-Banking Housing Finance Organizations in India. Basis the number of relevant implementations, marks will be allotted as follows	a) We request PNB Housing to relax this requirement. And include Global references for this clause ?	Please refer Corrigendum
194	23	5.3	Annexure 3: Technical Evaluation Criteria	4 - PNBHFL is looking for the successful implementation of the proposed product on Cloud and would assign marks as per follows -	Is there a need for an Application Initiation based Web Portal which will be deployed on PNB Housing Website for Users to Initiate a New Loan Application ?	Yes
195	-	-	-	-	Is there a need for a Web Portal to check the status of the Loan Application basis on the Loan Application Reference Number ?	Yes

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
196	15	4.1.5	Fintech Integrations	Following are the fintech companies with which the existing system is integrated a) Perfios (or similar provider) - Bank Statement Verification b) CIBIL (or similar provider) - Credit Scoring c) CRIF High Mark (or similar provider) - Credit Scoring d) NSDL (or similar provider) - PAN Verification e) Experian Hunter (or similar provider) - Fraud Check f) UIDAI - Aadhaar Authentication g) PropEquity (or similar provider) - Real Estate Data and Analytics h) Karza (or similar provider) - Utility Bill Verification i) CreditVidya (or similar provider) - Credit Underwriting	a) Can you please advise the CRM system currently being utilized by PNB Housing Finance ? b) Can you please advise the current LOS system being utilized by PNB Housing Finance ? c) Can you please advise the current Document Management system being utilized by PNB Housing Finance ? d) Can you please advise the current Loan Management system (LMS) being utilized by PNB Housing Finance ?	The details will be provided with the architecture diagram that will be published by PNBHFL

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
197	15	4.1.5	Fintech Integrations	Following are the fintech companies with which the existing system is integrated a) Perfios (or similar provider) - Bank Statement Verification b) CIBIL (or similar provider) - Credit Scoring c) CRIF High Mark (or similar provider) - Credit Scoring d) NSDL (or similar provider) - PAN Verification e) Experian Hunter (or similar provider) - Fraud Check f) UIDAI - Aadhaar Authentication g) PropEquity (or similar provider) - Real Estate Data and Analytics h) Karza (or similar provider) - Utility Bill Verification i) CreditVidya (or similar provider) - Credit Underwriting	a) Is there a Need to integrate with an E-Sign system for document / contract signature ? b) Please share the LDAP / Single Sign on system currently utilized by PNB Housing Finance ?	a) Yes b) Active Directory

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
198	15	4.1.5	Fintech Integrations	Following are the fintech companies with which the existing system is integrated CreditVidya (or similar provider) - Credit Underwriting	Is underwriting of Loan Application part of the Scope or the data will be fed to the 3rd party system **CreditVidya** which will do the underwriting activity & provide a decision to the LOS System ?	There are scenarios where LOS is having an integration with various integrators one of them is credit vidya, which is taking care of some of the underwriting part not the complete so the integration is happening with LOS only. We would be feeding all the information to Credit Vidya so that it can take the underwriting and come out with the decisioning for that loan application for certain loan products.
199	15	4.1.3	Interfacing Requirements	Co-Lending Solution	Can you please give a brief on the usecase of Co-Lending Solution required by PNB Housing along with the LOS Solution ?	It has been mentioned that whatever are the futuristic kind of solutions that you will provide us that would be appreciated. So we expect proposed LOS to support all the future models that would be coming up
200	2		Last Date & Time for RFI	Up to 3:00 pm on 22nd June 2022	Kindly extend the submission date by 2 weeks	Please refer Corrigendum

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
			Response Submission			
201			A - Applications & Appraisal	19 - System should be able to capture details and print standard documents (e.g. quote document, loan document, PDD, etc.) in the prescribed format as desired by PNBHFL.	Can you provide an estimate of the total number of document templates that need to be created for purpose of the generation as part of the Loan Application Lifecycle ?	To be detailed out in the RFP
202			B - Processing & Sanctions	62 - The system should support maintenance of projected cash flows as provided by the borrower and carry out a variance analysis with the actual cash flows as recorded in the customer's account	a) Is there a need for a Financial Spreading module ? B) Can you please share a Sample copy of your current Financial Spreading template for Retail & Business Customers ?	That would be required. We currently do have some integration with the fintech companies where these type of analysis can be carried out. CAM is prepared on the basis of those which help my underwriting team to take a decision.
203			A - Applications & Appraisal	-	Can you please advise as to how the appraisals are currently done by PNB Housing ?	It is done by the PNBHF dedicated underwriting software.
204	14	4.1	Solution Requirements	Based on the contents of this RFI, the bidder shall provide a LOS solution meeting the requirements of PNBHFL	What is the current LOS solution at PNB HFL.Is there any data migration required from old solution. If yes what is the volume.	Yes. Further details will be shared in the RFP stage

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
205	15	4.1.3	Interfacing Requirements	Bidder is required to integrate and interface the proposed solutions with PNBHFL's existing 3rd party applications, CRM, financial calculator, AML, DMS, LMS etc	Please provide details of the exisitng solutions for each of these applications with which LOS is expcted to build interfaces. Please confirm the same will have API based integration capability at their end for integration.	The details will be provided with the architecture diagram that will be published by PNBHFL. Yes, the integrations will be API based integrations
206	17	4.2.8	Support and Maintenance	The bidder shall provide support and maintenance for 5 years as mentioned in RFI document. For initial 6 months, on-site support for solution (L1) should be provided, L2 and L3 support should be provided throughout the duration. All L1, L2 & L3 support will be provided for both software and hardware	Please confirm below understanding for Support : 1. L1 support is required onsite only for first 6 months. 2. L2,L3 support will be for 5 years. 3. L2,L3 support can be remote . 4. What is the service window for L1,L2,L3 is it 24x7 for all	L1 support needs to be on-site but L2 and L3 can be remote but it there is a requirement which can not be solved remotely then you have to come on-site. 24 x 7 support is required.
207	20	5.2	Annexure 2: Eligibility Criteria	Manufacturer Authorization Form	Suggest to not restrict various solution options at RFI stage to evaluate all possible tecno-commercial solution/s. Once the final requirements at RFP stage are released, bidders can submit with single solution and submit MAF for the same.	No change
208	22	5.3	5.3 Annexure 3: Technical Evaluation Criteria	Evaluation methodology	Read alongwith Section 3.2 Technical Evaluation where Minimum Passing percentage defined is @ 75% for each of the criteria, it seems bidders have to submit maximum credentials to qualify. Hence the purpose of giving various slbas is unclear	Please refer Corrigendum
209	22	5.3	5.3 Annexure 3: Technical Evaluation Criteria	Pt.2 and Pt.3 The bidders are required to provide instances of product implementations …..	Are these criteria for **implementations by the bidder** (OEM or SI) or **implementations of bidder's proposed product** ?	Please refer Corrigendum

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
210	16	4.2.3	System Design	The bidder shall design the proposed solution based on the identified requirements, data flows and methodologies	Do we have process documents for LOS OR expectations are that we have to do processes re-engineering as well?	The aim is not to use the current process flow as we want to utilize the capabilities of the tool to bring in the transformation in the organization as well so this is upto the bidder to suggest some models and processes to us which would reduce the TAT for PNBHFL. We are looking for the product with minimum customization and maximum could be handled through the configuration only
211	14	4.1.2	Business Requirements	Loan Origination System (LOS) collects all customer documents for further credit appraisal where loan approval and decisioning of a case takes place by system driven approval flow through integration with various fintech companies.	Who is authorized to raise a loan request in the LOS system – end customer (retail/corporate) / loan agent / Branch officials?	Directly it would be PNBHFL internal users only but as integration with customer and DSA portal is expected it can be raised by them as well

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
212	14	4.1.2	Business Requirements	Loan Origination System (LOS) collects all customer documents for further credit appraisal where loan approval and decisioning of a case takes place by system driven approval flow through integration with various fintech companies	Do your field service agents collect the documents from the customer? If yes how are the tasks assigned in the current system?	We have currently both the options either the field service staff can collect the document or customer can upload the document digitally and these documents flows to LOS and be a part of DMS. There is a separate DMS which is integrated with LMS and LOS
213	14	4.1.2	Business Requirements	Loan Origination System (LOS) collects all customer documents for further credit appraisal where loan approval and decisioning of a case takes place by system driven approval flow through integration with various fintech companies	Are we looking forward to digitalize collection of documents from customer or will continue offline document collection?	Yes, digitization is required. Whenever an activity is generated for the field staff an SMS and email and there are reverse SMS option also wherein they can upload the status.
214	16	4.2.2	Requirement Analysis	The bidder will conduct discovery and ideation sessions with PNBHFL users as apart of requirement gathering and design a solution taking these requirements into account ensuring the solution is adaptive and responsive to requirements which may arise in the future. The	How many different business entities are involved from the request to closure of a request?	To be detailed out in the RFP

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
				bidder shall prepare a software requirement specification document post discussion with PNBHFL users.		
215	16	4.2.3	System Design	The proposed solution shall integrate with all applications identified by PNBHFL ensuring it is highly responsive, easy to navigate and user friendly.	Does PNB have any knowledge base articles for end user consumption?	No, the knowledge base should be available within the LOS system.
216	14	4.1.2	Business Requirements	The LOS solution shall technologically enable all PNBHFL credit and operations functionalities as provided in the Annexure 4: Functional and Non-Functional Requirements	Which tool will become the primary source of truth – the existing LOS or the new platform? Also will it require to migrate data from the old to the new platform?	It is required to migrate data from old to new system
217	15	4.1.3	Interfacing Requirements	Bidder is required to integrate and interface the proposed solutions with PNBHFL's existing 3rd party applications, CRM, financial calculator, AML, DMS, LMS etc	Pleas provide information and architecture of current tools and integration along with the names of current tools	The details will be provided with the architecture diagram that will be published by PNBHFL
218			Integration		Is there any middleware / ESB solution already being used for all the integrations between the systems?	Yes, ESB is currently being used as a middleware

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
219			Non Loan products		System should be configurable for addition of new products (e.g. insurance products, mutual fund products, etc.) from the front-end. Please elaborate. Does this mean capability to add these as collaterals?	In case PNBHFL wants to add some new products in future, the proposed system should be configurable for the new products and associated workflows with minimum customization
220			Existing Systems		Please share the details of existing systems for LOS, CRM, BRE, DMS	The details will be provided with the architecture diagram that will be published by PNBHFL
221			Colending Solution		Please elaborate on the requirement	It has been mentioned that whatever are the new futuristic kind of solutions that you will provide us that would be appreciated. So we expect proposed LOS to support all the future models that would be coming up
222			Integration API's		Are the API's for mentioned Fintech Integrations already in place/ purchased by PNBHFL	Details to be provided in RFP stage
223			Transactions Size		What are the number of current loan applications being processed per day/month?	Details to be provided in RFP stage
224			Channels		What are the Different channels of lead generation? Will access need to be provided to DSA's for Lead upload.	Lead Aggregators, PNBHFL Landing Pages, online campaigns, offline

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
						data and internal references
225	7	1	Introduction	In this RFI document, the term "bidder" refers to the CRM OEM or SI appointed by OEM for the implementation of their solution. It is the responsibility of the OEM and bidder together to ensure the compliance to the entire scope of work as mentioned in this RFI document.	1.Since it is an RFI, does it mean only for product shortlist or the entire solution shortlisting including System Integrator. Please confirm 2. If it is applicable for only product, then please confirm would the eligibility criteria apply only for product OEM or System Integrator	Only product shortlisting will be done at this stage. All eligibility criteria are for the bidder. Experience requirements is for the proposed product. Please refer Corrigendum
226				The bidder proposed product should be implemented/ under implementation in 5 BFSI organizations	Credential letter OR Copy of PO/ Contract OR Authorized signatory/ company secretary confirming the successful implementation And Credential table as per Annexure 8 to be provided	Query not clear
227				The bidder proposed product should be implemented/ under implementation in 3 Non-Banking Housing Finance organizations	Credential letter OR Copy of PO/ Contract OR Authorized signatory/ company secretary confirming the successful implementation And Credential table as per Annexure 8 to be provided	Query not clear
228	27	Annexure 7	Commercial Bill of Material		Can bidder submit any one or Two commercial models? Or Is it mandatory to submit all the three commercial models ?	Bidder can submit any model based on its recommendations for PNBHFL

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
229	27	Annexure 7	Commercial Bill of Material		Can we bid for only Application software and Infra will be procured by PNBHFL?	As mentioned in the RFI, bidder will be responsible for software, hardware etc
230	27	Annexure 8	Commercial Bill of Material		Could you brief us on the models mentioned in commercials?	PNBHFL is open for any of the three deployment models - on-premises, SaaS or IaaS
231	2		Key dates	Last Date & Time for RFI Response Submission	We request you for the RFI Extension of Timelines	Dates are updated. Please refer Corrigendum
232	15	4.1.3	Interfacing requirements	Customer Relationship Management Third Party Applications (Credit Bureau, Fintechs, etc.) Anti-Money Laundering Document Management System Co-Lending Solution	Assuming PNBHFL has the mentioned systems in Inhouse and would like to integrate with the Newly Procured LOS	These are combination of API integrations with third parties, integration with inhouse applications, part of solution expected in new LOS system
233	15	4.1.4	Business projections	Number of Loan Accounts (LA) 3,23,438	This includes the closed loans? Is that data to be populated in the LOS?	These are only OPEN loan accounts
234	25	5.5	Annexure - 5	Additional Documents & Information	Can we share the Annexure - 5 during the RFP submission.	The required documents are to be submitted with the RFI response
235	17	4.2.8	Support & Maintenance	All L1, L2 & L3 support will be provided for both software and hardware.	can we submit the response of RFI for only application? PNBHFL will take care of hardware. Is there any marks awarded for the same.	As mentioned in the RFI, bidder will be responsible for software, hardware etc
236	20	Annexure - 2	Eligibility Criteria (6)	The bidder proposed product should have clearly defined product roadmap for next 5 years	Can we provide 1 year Road map?	No change

S. No	Page No	Section No	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
237	20	Annexure - 2	Eligibility Criteria (11)	The bidder should be able to provide direct support and maintenance for the offered solution in Delhi NCR as per the requirement of PNBHFL.	We are based out of hyderabad and we have few team members in Mumbai. Is this is mandatory ?	L1 support needs to be on-site but L2 and L3 can be remote but it there is a requirement which can not be solved remotely then you have to come on-site