

S.No.	Page No	Section No.	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
1	14	4.1.1	Deployment Model	On-cloud (SaaS Model)	Can you confirm if deployment on public cloud is permissible such as AWS Azure or OCI	Yes, deployment on public cloud is permissible.
2	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.
3	14	4.1.1	Deployment Model	On-cloud (SaaS Model)	Can you specify what connectivity will be required from CSP DC to Client premises	Dedicated tunnel over internet
4	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.
5	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
6	14	4.1.1	Deployment Model	On-cloud (SaaS Model)	Managed services required for business hours or 24X7	Managed services would be required 24x7.
7	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.
8	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
9	14	4.1.1	Deployment Model	On-cloud (SaaS Model)	Do we have to factor Backup solution, If yes can you specify if you need backup to be stored on prem?	All requirements of RFP to be fulfilled by bidder. For Cloud, backup services form part of bidder's requirement. For on-premise, PNBHFL has backup solution in its DC DR
10	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

S.No.	Page No	Section No.	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
11	23	5.3	Annexure 3 - Technical Evaluation Criteria	<p>Non-Banking Housing Finance Experience Max. Marks - 200 marks Max. Marks - 200 marks</p> <p>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 -</p> <p>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</p>	<p>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</p>	Please refer to corrigendum
12	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)
13	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).

S.No.	Page No	Section No.	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
14		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	<ol style="list-style-type: none"> 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? - 	<ol style="list-style-type: none"> 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) RTO - 2 hrs, RPO - 15 mins 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
15		Annexure 4 Pt 8	Security Compliances (for solution deployed on SaaS Model or IaaS Model)	<p>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:</p> <ol style="list-style-type: none"> 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

S.No.	Page No	Section No.	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
16	General	General	General	General	<p>Following clause is missing. Please include: Intellectual Property Rights a.the Licensor hereby confirms that: i.to the best of Licensor's knowledge, the Software Solution does not infringe upon any intellectual property of any third party. ii.All Intellectual Proprietary Rights in Software Solution, Updates, Confidential Information and Trademarks belong to Licensor and have been duly procured by Licensor from authorised sources. b.the Licensee hereby states that; i.The Licensee hereby expressly disclaims any and all Intellectual Proprietary Rights in the Software Solution. ii.The Licensee shall promptly notify the Licensor of any unauthorized third-party duplication, distribution or use of Software Solution which comes to attention of Licensee and shall provide the Licensor with whatever reasonable assistance as necessary to (i) stop such activities and (ii) recover and / or destroy such unauthorized copies. iii. The Licensee shall not attempt to register any of Trademarks, company names or trade names or any logo used or associated with Software Solution nor shall the Licensee attempt to develop or in any way develop any products, which is similar to any portion of Software Solution. iv.All Intellectual Property Rights in respect of Software Solution delivered to Licensee under this Contract and subsequent support and services including but not limited to product fixes, modifications or enhancements that are either release generally (such as commercial</p>	<p>This is an RFI. These clauses will be a RFP process which will be published at a later stage</p>

S.No.	Page No	Section No.	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
					<p>product service packs) or that are provided to Licensee when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) shall belong exclusively to Licensor.</p>	

S.No.	Page No	Section No.	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
17	General	General	General	General	<p>Limitation of Liability Licensor's liability under this contract is limited to the amount of fees considerations received by it reduced by the associated costs, till such time as the Software Solution is under warranty from Licensor. After expiry of warranty and provided the Client has entered into an Annual Maintenance Contract (AMC) for maintenance and support of the Software Solution, such liability will be limited to the amount of AMC fees paid to Licensor during the calendar year of such claim. Under no circumstances shall the liability of Licensor regardless of the nature of claim whether in contract, tort, strict liability or any other theory of liability, exceed the amount mentioned above.</p> <p>The aforesaid limitation does not apply to any liability of the Licensor towards violation of third party Copyrights / Intellectual Property Rights as well as any acts of gross negligence, misconduct or fraud on the part of the Licensor or its representatives causing direct loss to the Bank causing malfunctioning or non-functioning of the Software and where such claims are subjected to and decided by the court of law.</p> <p>The Licensor shall not be liable for any special, indirect, incidental or consequential damages of any kind including but not limited to loss of use, data, profit, income, business, anticipated savings, reputation, and more generally, any loss of an economic or financial nature, which may be deemed as consequential incident of the claim.</p> <p>The foregoing states and constitutes the entire</p>	<p>This is an RFI. These clauses will be a RFP process which will be published at a later stage</p>

S.No.	Page No	Section No.	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
					obligations and liabilities of Licensor to Licensee.	

S.No.	Page No	Section No.	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
18	General	General	General	General	<p>Following clause is missing. Please include:</p> <p>a. Indemnification The Licensor hereby indemnifies Licensee from costs and expenses arising from infringement of unaffiliated third party rights by the Software Solution provided that: (1) Licensor is given prompt notice of the claim; (2) Licensor is given immediate and complete control over defence and/or settlement of claim, and Licensee fully cooperates with Licensor in such defence and/or settlement; (3) Licensee does not prejudice in any manner Licensor's conduct of such claim; and (4) the alleged infringement is not based upon use of Software Solution in a manner prohibited under this Contract, in a manner for which Software Solution was not designed, or in a manner not in accordance with Specifications.</p> <p>b. Altered Version The Licensor shall have no liability for any claim of infringement based on (a) use of a superseded or altered version of Software Solution if infringement would have been avoided by use of a current or unaltered version of Software Solution which Licensor made available to Licensee or (b) combination, operation or use of Software Solution with software, hardware or other materials not furnished by Licensor.</p> <p>c. Liability The foregoing states Licensor's entire obligation and liability with respect to infringement of any intellectual property right.</p>	<p>This is an RFI. These clauses will be a RFP process which will be published at a later stage</p>

S.No.	Page No	Section No.	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
19	19	5.2	Annexure 2: Eligibility Criteria	The bidder proposed product should be implemented/ under implementation in 3 Non-Banking Housing Finance Organizations	PNBHFL have already asked for implementation of the proposed product in 5 BFSI organizations in point no. 4 of the same Eligibility Criteria Annexure. Request you to consider the same for eligibility alone or else revise the clause to 1 Non-banking Housing Finance Organization in India or abroad.	Please refer Corrigendum
20	21	5.3	Annexure 3: Technical Evaluation Criteria SN 1	Compliance to Functional Requirements Max. Marks - 200 marks	While the marks allocated for this section is 200 the actual breakup of the marks in the given table is 10 only. Status Marks Out of the Box (S) 10 Customized (C) 5 3rd party product (P) 3 Non-Compliant (N) 0	Functional Requirements would be calculated based on the answers that you provide for FRS point by point
21	21	5.3	Annexure 3: Technical Evaluation Criteria SN 3	Non-Banking Housing Finance Experience Max. Marks - 200 marks	We are more than 25-year-old organization with implementation of various banking products including LMS in Indian as well as foreign banks/ NBFCs/MFIs/HFCs. Request you to amend this clause as: Category No. of Credentials Marks Product implementations in 3 Non-Banking Finance Corporations 50 5 Non-Banking Finance Corporations 100 7 or more Non-Banking Finance Corporation 200	Please refer Corrigendum
22	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	Clause 3.3. on Page 13 talks about Techno-Commercial Evaluation as well as sharing RFP with the top 3 bidder solutions. Since this is an RFI, ideally it should not ask for any commercial information as commercials are quoted based on complete requirement and not just solution. What could be commercial impact, what are the penalties involved, everything needs to be accounted before sharing commercial quote, Hence request PNBHFL to remove commercial quotation from this RFI.	Please be guided by RFP

S.No.	Page No	Section No.	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
23	2	Key Dates	Key Dates	Last Date & Time for RFI Response Submission	We request to extend the bid submission deadlines and propose that submission date should be at least 15 days after the date of response of the prebid queries sent to the bidders.	Please refer Corrigendum
24	19	Annexure 2:	Eligibility Criteria	The bidder proposed product should be implemented/ under implementation in 3 Non-Banking Housing Finance organizations	kindly revise clause as product should be implemented/ under implementation in 3 Non-Banking Housing Finance organizations/NBFC /MFI	Please refer Corrigendum
25	NA	NA	NA	NA	By when, PNBHFL want to implement the LMS Solution.	Implementation timelines shall be provided during RFP.
26					What is the Product Portfolio of PNBHFL. We have reviewed the RFI and understand that these are some of the loan types PNBHFL is in general looking for to be supported in the system: a. Home Construction Loan b. Home Extension Loan c. Home Improvement Loan d. Plot Loan e. Loan Against Property f. Lease rental discounting g. Commercial Property Loan h. Loan for Real Estate developers i. Top Up Loan j. Co-Lending k. Commercial Vehicle Loan l. Gold Loan	Yes, these are the current products. PNBHFL will implement additional products for which the proposed system should be configurable.
27	14	4.1.2	Business Requirements		Section states that functional requirements are not limited to 1. Loan Disbursement 2. Loan Account Management 3. Loan Management for Construction Finance 4. Loan Collection and Remedial Management 5. Reporting and Analytics However, Section 4.1.3 Interfacing Requirements states interfacing is requirement with loan collection. Please clarify	Loan Collection would be a part of LMS proposed by bidder

S.No.	Page No	Section No.	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
28	13	4	Scope of Work		Request to share total number of transaction (Leads, Loan Application etc.) per day	YoY growth data for Leads, Loan Applications already provided in RFI, please refer the same.
29	13	4	Scope of Work		Please share details for Present IT System : Name of Software: Name of Software Vendor: Age of the Application: DC/ DR Details (if any):	The details will be provided with the architecture diagram that will be published by PNBHFL
30	26	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 whichever you find suitable to suggest
31	26	Annexure 7	Commercial Bill of Material		Can we bid for only Application software and Infra will be procured by PNBHFL?	Both software and hardware will be taken care by the bidder
32	26	Annexure 7	Commercial Bill of Material		Could you brief us on the models mentioned in commercials? And explain them What is difference between On-Premise & IaaS as per PNBHFL	Cloud is a SaaS model where client is not taking any licences. RFI is open for all the models. On-premise is where client is taking the licences and the infra as well
33	27	Annexure - 8	Credential Table		We can share you the client names at this stage. Once it goes to further evaluation we can arrange a call with our clients, with timeslots.	PNBHFL just needs the client name and scope of work to validate. Confidential information could be masked
34	2		Key dates	Last Date & Time for RFI Response Submission	We request you for the RFI Extension of Timelines by 2 weeks	Please refer Corrigendum
35	15	4.1.3	Interfacing requirements	Loan Origination System Loan Collection General Ledger/Accounting Anti-Money Laundering Customer Relationship Management Solution Payment Gateway Co-Lending Solution	Which Loan collections system currently using By PNBHFL is it one application or multiple applications? With Which Co-lending system would we have to integrate? What is GL application? What is AML system? What is CRM system to integrate?	The details will be provided with the architecture diagram that will be published by PNBHFL
36	15	4.1.4	Business projections	Number of Loan Accounts (LA) 3,23,438	Does this figure include the closed loans? If not, please provide the closed loans data and YoY increase. Is that data to be populated in the LOS? If not what is the closed loan volumes? Is PNBHFL planning to do data migration cut-over to new LMS application	These are Open Accounts as on 31st March 2022. YoY increase data already mentioned in RFI. Closed Loan Volume data shall be share during RFP stage. PNBHFL will migrate all Active and Closed Loans Data in new LMS application.

S.No.	Page No	Section No.	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
37	15	4.1.4	Business Projections	Number of user & loan accounts	Please share us the break up of the loan volumes & Users for LOS, LMS & Collections.	As on 31st March 2022. LOS, LMS & LC Users - 3860 Breakup shall be shared during RFP stage Loans Volume - 56,889 Crore Loan Collections Volume - 7.61% (GNPA) Refer: https://www.pnbhousing.com/wp-content/uploads/2020/06/PNB-HousingFinance-Factsheet.pdf
38	16	4.2.2	Requirements analysis	PNBHFL may add additional functionalities during the requirement gathering stage which has to be customized, parameterized and implemented by the bidder at no additional cost.	Please provide clarity on this as too many customization or parametrization requirements may necessitate efforts and hence additional costs	Bidder must ensure complete requirement is understood and delivered as per PNBHFL requirement during Go-Live period. No Change efforts will be considered during implementation and before sign off. PNBHFL may consider customization efforts after the Sign off based on agreed Man Day rate in the MSA. Bidder must ensure that any change requirement due to Regulatory Changes and Product roadmap will be provided to PNBHFL at no extra cost during Contract / Renewal / Extension tenure.
39	24	5.5	Annexure -5	Additional Documents & Information	Can we share the Annexure -5 during the RFP submission.	Please be guided by RFP
40	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.	PNBHFL is seeking entire solution. Please respond accordingly.
41	19	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 as it would difficult to predict a 5 year roadmap / market or business requirement?	No change
42	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 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
43	17	4.2.6	Go-Live		What products are envisaged to be launched (Eg LAP, HL etc)?	Products list has been provided in the RFI (FRS)
44	17	4.2.6	Go-live		Is PNBHFL looking for Big bang golive model or phase wise Golive model?	It could be discussed at the time of RFP

S.No.	Page No	Section No.	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
45		Row number 93	Section -C	Loan Collections and Remedial Management	The floated RFI states it as RFI for LMS module. The aside mentioned Section-C from the RFI have requirements pertaining to "Loan Collections & Delinquencies" Query: Do the complete Collections module covering Pre-emptive, Late and Legal collections are also part of the RFI of LMS	PNB Housing is seeking for complete Loans Collection covering all aspects of Loans Collections consisting of Pre-emptive, Late and Legal Collections as a part of LMS.
46	9	2.1.xiii	Instructions 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.	Please elaborate on this requirement	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.
47	14	4.1	Solution Requirements	Based on the contents of this RFI, the bidder shall provide a LMS solution meeting the requirements of PNBHFL	What is the current LMS solution at PNB HFL. Is there are data migration required from old solution. If yes what is the volume.	Current LMS is Kaslte. Complete LMS data needs to be migrated from old solution to new solution. Active Accounts - 3,23,438 Closed Accounts - Data shall be shared at RFP stage.
48	14	4.1.2	Business Requirements	Loan Management System (LMS) is the solution where loans accounts are created and monitored. All details pertaining to EMI, rate of interest (ROI), etc. are managed in the LMS.	Is there any integration with any financial application/system (GL) for this required or is this to be built in? If not, how often are these to be updated	Currently LMS is integrated with ORION GL system. Proposed LMS should be flexible enough to integrate with any enterprise class GL system in future if required. Currently updation happens at Day end. Bidders shall propose an inbuilt GL application also as a part of LMS.
49	15	4.1.2	Business Requirements	Cases falling under 0-30 DPD are assigned to the tele-calling collections team for "soft collection".	Is there any voice response/bpm integration at the moment?	PNBHFL does not have a BPM as of now. If the bidder has a BPM enabled system that will help. Tele-calling is connected to the dialer which PNBHFL already have.
50	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, LOS etc	Please provide details of the existing solutions for each of these applications with which LMS is expected 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

S.No.	Page No	Section No.	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
51	16	4.2.1	LMS License	The bidder will provide perpetual LMS license to PNBHFL to meet the requisite business projections and requirements of the organization for an on-premise solution	The understanding is that the LMS License is only being considered for an On premise solution? Will there be any requirement for a SAAS/Cloud solution?	PNBHFL is open for any deployment type. Bidder will suggest the most suitable solution for PNBHFL. This clause is for the bidders who would be suggesting the on-premise solution
52	17	4.2.7	User Training	The bidder shall provide proper functional and technical training of proposed solution to internal PNBHFL resources under proper training environment in train the trainer mode.	Is the Bidder expected to provide the Training environment for User training or will PNBHFL provide the training environment?	PNBHFL will provide training environment like Training rooms, Audio Video equipments, logistics arrangement for PNBHFL / Subsidiary Company staff. Bidders responsibility is to provide a trainer and all the expenses to be borne by Bidder of Trainer. Training mode shall be online and classroom at offsite / PNBHFL training rooms across 3 major zones of PNB Housing (North - Delhi NCR, West - Mumbai, South - Bangalore / Chennai). Offsite locations shall be changed on PNBHFL discretion.
53	17	4.2.8	Support and Maintenance	All L1, L2 & L3 support will be provided for both software and hardware.	What model will be followed for L1, L2 and L3 support and what will be the SLA's?	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.
54	19	5.2	Annexure 2: Eligibility Criteria	Manufacturer Authorization Form	Suggest to not restrict various solution options at RFI stage to evaluate all possible techno-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
55	21	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 and meet the threshold of 75% marks. Hence the purpose of giving various slabs is unclear	Please refer Corrigendum
56	22	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 ?	Implementation of bidder's proposed product . Please refer Corrigendum

S.No.	Page No	Section No.	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
57	14	4.1.1	Deployment Model	On-cloud (SaaS Model) – If the bidder is proposing on-cloud LMS solution (on SaaS model), then bidder shall provide LMS solution implemented on bidder provided cloud as per the PNBHFL's requirements and right sized as per business projections provided in this RFI. Bidder shall be responsible for providing solution, support and maintenance for next 5 years.	Confirmation required if bidders can only participate in the single model.	Bidder can submit any model whichever you find suitable to suggest
58	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.	Can deviation be given to comply to each section.	Please refer Corrigendum
59	2		Key Dates		Requesting extension from 1st July Submission to 8th July	Please refer Corrigendum
60	8	1.2	Objective of the RFI	To automate loan management business processes, collateral management, interest & charges application, account settlement, NPA management, loan collections and remedial management. PNBHFL intends to assess the available LMS with a strong footprint in India	As per our understanding Bidder has to provide following modules as part of the RFI. Please confirm 1. Loan Management System 2. Collateral Management System 3. Account Settlement Module 4. NPA Management system 5. Loan Collections and remedial Management system	Please be guided by RFP
61	15	4.1.4	Business Projections	Total number of users accessing Core System (LOS, LMS and LC) - 3,860 Growth - 20% Concurrent users accessing Core System (LOS, LMS and LC) - 1,800 Growth - 20%	Provide the user bifurcation - 1. LMS Solution users 2. Collections solution users	As on 31st March 2022. LOS, LMS & LC Users - 3860 Breakup shall be shared during RFP stage Loans Volume - 56,889 Crore Loan Collections Volume - 7.61% (GNPA) Refer: https://www.pnbhousing.com/wp-content/uploads/2020/06/PNB-HousingFinance-Factsheet.pdf
62				User Bifurcation	Please provide bifurcation between total Web and Mobile based users	All users will work on web and mobile interface
63	8	1.2	Objective of the RFI	Account Settlement Module	Please provide scope of Account Settlement Module	Process flow will be shared in the RFP stage

S.No.	Page No	Section No.	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
64	15	4.1.3	Interfacing Requirements	Bidder is required to integrate and interface the proposed solutions with PNBHFL's existing LOS, Loan Collection, General Ledger/Accounting, AML, CRM Solution etc.	Please provide clarity if Loan Collections solution and GL/ Accounting module are to be provided by proposed bidder or PNB HFL has these modules and bidder has to integrate with these modules	Loan Collection would be a part of LMS proposed by bidder. GL module is already with PNBHFL
65	15	4.1.3	4.1.3 Interfacing Requirements	Co-Lending Solution	Please provide details of Co-Lending solution which PNB HFL is using	There is no co-lending solution with PNBHFL
66	17	4.2.6	Go-Live	Migration and go-live	Please provide details on the volume of data to be migrated and from which legacy applications it has to be migrated. And how many years of the data to be migrated.	Current LMS is Kaslte. Complete LMS data needs to be migrated from old solution to new solution. Active Accounts - 3,23,438 Closed Accounts - Data shall be shared at RFP stage.
67	19	5.2	Annexure 2: Eligibility Criteria	The bidder proposed product should be implemented/ under implementation in 5 BFSI organizations	Request PNB HFL to modify the clause as " The proposed Product platform should be implemented/ under implementation in 5 BFSI organizations" Reason - As a leading OEM for Digital Lending we are proposing a Low code platform based product. The platform has been implemented by major Scheduled commercial Banks and NBFCs in India	No change
68	19	5.2	Annexure 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 only instead of letters post covid	This is fine
69	19	5.2	Annexure 2: Eligibility Criteria	The bidder proposed product should be implemented/ under implementation in 3 Non-Banking Housing Finance organizations	Request PNB HFL to modify the clause as " The proposed Product platform should be implemented/ under implementation in 3 Non-Banking Housing Finance organizations / Non-Banking Finance organizations" Reason - As a leading OEM for Digital Lending we are proposing a Low code platform based product. The platform has been implemented by major Scheduled commercial Banks and NBFCs in India	No change

S.No.	Page No	Section No.	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
70	21	5.3	Annexure 3: Technical Evaluation Criteria	BFSI Experience	Request PNB HFL to modify the clause as " The bidders are required to provide instances of product platform implementations in BFSI Organizations in India. Basis the number of relevant implementations, marks will be allotted"	No change
71	21	5.3	Annexure 3: Technical Evaluation Criteria	Non-Banking Housing Finance Experience	Request PNB HFL to modify the clause as " The bidders are required to provide instances of product platform implementations in Non-Banking Finance Organizations in India. Basis the number of relevant implementations, marks"	No change
72	22	5.3	Annexure 3: Technical Evaluation Criteria	Cloud Implementation	Request PNB HFL to modify the clause as " PNBHFL is looking for the successful implementation of the proposed product platform on Cloud and would assign marks"	No change
73	22	5.3	Annexure 3: Technical Evaluation Criteria	Cloud Implementation	Please confirm if bidder proposes the LMS solution in on-premise model, then why cloud implementation eligibility will be considered as part of Technical Evaluation Criteria.	No change
74			Annexure 6: Technology Stack LMS Tech_Stack_On_Cloud_SaaS	Quantity of subscriptions Subscription metrics highlighting the details about what is 1 quantity of subscription means (1 quantity = ??) Instances count	Request PNB HFL to clarify what is expected out of Quantity of subscriptions.	Bidder is requested to define how many subscriptions are provided in 1 quantity. For example, if 1 quantity contains 10 subscriptions and quantity mentioned by bidder is 10, we can deduce the bidder will provide 100 subscriptions.
75			Annexure-4- Functional-and-Non- Functional- Requirements	System should support both decentralized and centralized operations.	Please elaborate this requirement.	No such requirement has been given in the annexure
76			Annexure-4- Functional-and-Non- Functional- Requirements	Credit committee/Loan approving authority should be able to take decisions on proposals while sitting in different locations and contents of this meeting should be captured in the system like in case committee members are working from different locations and having committee meeting through video conferencing the	Is vendor supposed to integrate with some third party vendor to conduct video conferencing and record it.	Solution must provide integration with any third party Video Conferencing solution. Solution must be flexible enough to handle the change of third party video conferencing solution if required in the application.

S.No.	Page No	Section No.	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
				system should have provision to record the proceedings of meeting.		
77			Annexure-4-Functional-and-Non-Functional-Requirements	System should link to the credit monitoring module for review warnings, asset classification etc.	Please specify the actions required in credit monitoring module.	Details will be provided post shortlisting / at the time of RFP.
78	20	2 and 3	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.	In case of organization restructuring/ demerger the bidder can provide the parent company's documents
79		1	Annexure 4 - Point No. 8	System should have facility for different repayment systems like EMI, Interest+ Equal rate of Principal etc.	More Clarity Required	The proposed system should be able to support different kind of repayments with minimum or no customization
80		1	Annexure 4 - Point No. 18	Custom defined ad hoc repayment schemes. For example recovery of 20% or X amount of the loan in 3 months, recovery of another 35% or Y amount in 8 months and the balance to be recovered in 13 months	More Clarity Required	The proposed system should be able to support different kind of repayment schemes with minimum or no customization
81		1	Annexure 4 - Point No. 55	System should have the provision for switch over from equal to EMI and vice versa with retrospective effect	More Clarity Required	Requirement is a typographical error and should be ignored.
82		1	Annexure 4 - Point No. 57	System should be able to calculate the provision for sacrifice in case of restructured accounts	More Clarity Required	The proposed system should have the ability to calculate the amount of interest sacrifice in case of account restructuring

S.No.	Page No	Section No.	Section Name	RFI Clause Description (Excerpt)	Bidder's Query	Response
83		1	Annexure 4 - Point No. 80	System should have provision to support loan syndication process	More Clarity Required	The proposed system should be able to support loan syndication process, i.e. involvement of multiple loan institutions, of payment with minimum or no customization
84		1	Annexure 4 - Point No. 82	System should have ability to provide real-time monitoring of construction finance loans (e.g. project progress, etc.)	More Clarity Required	The proposed system should have the ability of real-time monitoring of the project in case of construction linked loans payment
85		1	Annexure 4 - Point No. 94	Facility to automate to allow for efficient tracking and reporting of remedial cases, generating alerts and notifications for relevant stakeholders (RMs, management etc.) and customers	More Clarity Required	The proposed system should have the reporting and alert generation capabilities based on the user access roles