MINUTES OF THE PRE-BID CONFERENCE HELD ON 26/06/2026

RFP Notice No. KCCB/IT/2026/LOS/A

Supply, Installation, Customization, Implementation and Maintenance of a Loan Origination System (LOS) at the DC and DR site on the Bank's Cloud Infrastructure for a period of 05 years, including procurement of all required software licenses.

In response to the above-stated RFP published by the Bank and in line with revised schedule notified by the Bank, **a Pre-Bid Conference** was convened on **26th June 2026 at 3:30 PM** in the **Conference Hall of KCCB, Dharamshala (H.P.),** to discuss and clarify the queries raised by the prospective bidders and OEMs. Further, based on requests received from some of the prospective bidders and OEMs, the Bank also facilitated participation through virtual mode to enable broader participation, while ensuring convenience and effective interaction.

As per the schedule stipulated in the RFP, **17th June 2026** was the last date for submission of pre-bid queries by prospective bidders and OEMs. However, with a view to encouraging wider participation and promoting healthy competition, the Bank extended the deadline for submission of queries till **22nd June 2026 (5:00 PM)**.

Accordingly, queries were received from the following firms via e-mail up to the last date and time:

1. M/s Lcode Technologies
2. M/s Nehish Software Solutions
3. M/s Cyfuture
4. M/s Staqo Software Pvt. Ltd.
5. M/s Infrasoft Technologies Ltd. (KiyaAI)
6. M/s Newgen Software Technologies Ltd.
7. M/s AadiSwan Info Consultants Pvt. Ltd.
8. M/s AurionPro Solutions Ltd.
9. M/s Atyati Technologies Pvt. Ltd.
10. M/s Digitech Systems & Infocom Pvt. Ltd.
11. M/s eSthenos Technologies Pvt. Ltd.
12. M/s Trust Fintech Ltd.
13. M/s Jocata Financial Advisory & Technology Services Pvt. Ltd.
14. M/s Knight Fintech Pvt. Ltd.
15. M/s SysArc Infomatix Pvt. Ltd.
16. M/s Cyberica Net Technologies Pvt. Ltd.
17. M/s Nelito Systems Pvt. Ltd.
18. M/s S.S.B. Digital Pvt. Ltd.
19. M/s Sarvatra Technologies
20. M/s Acidaes Solutions Private Limited.
21. M/s eReleGo Technologies Pvt. Ltd.
22. M/s Transbnk
23. M/s Qualtech Consultants Pvt. Ltd.
24. M/s Pennant Technologies

All the queries, clarifications and concerns raised by the firms and their representatives were taken up individually and were duly addressed by the Consultants and the Bank during the Pre-Bid Meeting. After detailed deliberations and careful consideration, the point-wise responses, clarifications and decisions on all such queries and requests have been compiled and are furnished as under:

Summary of the Key Deliberations and Decisions

Based on the detailed discussions and deliberations held with the prospective Bidders and OEMs during the Pre-Bid Meeting, and with a view to encouraging wider participation while ensuring fair competition, transparency and equal opportunity, the **General, Technical and Financial Eligibility Criteria** have been reviewed and revised to make them more generic and non-restrictive without compromising the functional, technical, performance and operational requirements of the proposed Loan Origination System (LOS).

It is further clarified that all eligibility criteria, qualifications, certifications, registrations, statutory compliances, financial parameters, technical capabilities, and experience requirements prescribed in this RFP shall be reckoned and evaluated as on the **last date of bid submission**, unless specifically stated otherwise elsewhere in the document.

Accordingly, the eligibility criteria prescribed under the RFP stand revised as under:

4.1 GENERAL ELIGIBILITY CRITERIA

S No	Criteria	Documents to be submitted
1	The **Bidder** should be a registered company in India under **Companies Act, 1956 or 2013** and should have been in operation for at least **05** years.	Copy of the Certificate of Incorporation should be enclosed as **Annexure EG - 1**.
2	The **Bidder** and its **OEM** should not have been blacklisted, debarred, or declared ineligible by the Government of India, any State Government, or any of their departments, agencies, or undertakings during the last 03 years. If any such blacklisting or debarment is noticed at any stage, the bid shall be summarily rejected. No correspondence or representation in this regard shall be entertained by the Bank.	An undertaking by the Bidder as well as OEM in this regard may be enclosed as **Annexure EG - 2**.
3	The **Bidder** must have valid GST and PAN numbers allotted by the respective authorities.	Copies of all the documents may be enclosed as **Annexure EG - 3**.
4	The **Bidder** and the **OEM** must have a fully functional Helpdesk and Technical Support Centre capable of providing 24x7x365 support services to the Bank throughout the contract period, including incident logging, ticket management, issue tracking, escalation management, remote / onsite support, root cause analysis, and timely resolution of all issues in accordance with the SLAs. Further, it shall be mandatory for both the Bidder and the OEM to have a well-established Support Centre/Office in the Northern Region of India viz. Himachal Pradesh, Chandigarh, Punjab, Haryana, Delhi / NCR and Uttarakhand.	Detail of Help Desk Centres and Escalation Matrix should be enclosed in support of the Bidder and OEM as **Annexure EG - 4**.
5	The **Bidder** must either be an OEM or their authorized business partners of repute as evidenced by copies of relevant certificates (**MAF**).	Bid specific Authorization Certificate (MAF) from the OEMs may be enclosed as **Annexure EG - 5**.
6.	At the time of submission of the bid, neither the **Bidder** nor the **OEM** shall have any pending litigation, legal dispute, court case, arbitration, or regulatory proceedings with the Bank in respect of the supply of goods and/or services during the preceding 05 years.	An undertaking by the Bidder and OEM in this regard may be enclosed as **Annexure EG - 6**.

4.2 TECHNICAL ELIGIBILITY CRITERIA

S No	Criteria	Documents to be submitted
1.	The **OEM** of the proposed LOS must have a minimum of **07** years of prior experience and proven track record in providing, implementing and successfully delivering Loan Origination System (LOS) in the Banking Financial Services and Insurance (BFSI) sector. **Note:** i. Considering the mission-critical nature of the proposed Loan Origination System (LOS) and the need to ensure participation of only competent and experienced bidders, no relaxation, exemption or concession shall be granted to the Bidder or the OEM in respect of the turnover, technical experience, or past performance eligibility criteria prescribed under this RFP.	The Bidder needs to submit documentary evidence in support of the given criterion. Copies of the relevant Purchase Orders (POs)/Work Orders/Contracts, along with Work Completion Certificates, Go-Live Certificates, or Client References/ Certificates may be enclosed as **Annexure ET-1**, clearly establishing that at least one implementation has been live and operating successfully for a continuous period of not less than 07 years.
2.	The **Bidder** should have a minimum of **05** years of experience, in the supply, implementation, integration, operation, and maintenance of LOS or other digital lending solutions in the Banking, Financial Services and Insurance (BFSI) or FinTech sector within India. The Bidder shall have successfully executed at least one (01) project supporting the complete digital lending lifecycle, including loan application, appraisal, workflow, sanction, documentation and disbursement. **In case the Bidder does not possess the above-mentioned experience in the BFSI or FinTech sector, the Bidder shall still be eligible provided:** i. It has a minimum of 05 years of experience in the development, execution and implementation of enterprise-level software solutions for Government Organizations, Public Sector Undertakings (PSUs), Scheduled Commercial Banks, Financial Institutions, Insurance Companies, Large Corporates, or other regulated entities in India; ii. It has successfully completed and delivered at least one (01) enterprise-level software project of value not less than **₹ 5 Crores** during the said period; and iii. It holds a valid CMMi Maturity Level 3 or higher certification.	Copies of POs, contracts, references and work completion certificates, etc. and CMMi Maturity Level 3 where applicable should be enclosed as **Annexure ET - 2**.
3.	The **Bidder** and the **OEM** must possess a valid Capability Maturity Model Integration (CMMi) certification at Maturity Level 3 **(CMMi 3)** or above for their respective Software Development / Delivery Unit(s). The said certification must be issued by the CMMI Institute or its authorized partner/ assessment body and must be valid as on the last date of bid submission.	Documentary proof in respect of the Bidder and the OEM may be enclosed as **Annexure ET - 3**.
4.	The **Bidder** or the **OEM** must possess the following valid and current certifications as on the date of bid submission: • **ISO 9001** - Quality Management System • **ISO/IEC 27001:2022** - Information Security Management System	Documentary evidence / relevant certificates may be enclosed as **Annexure ET - 4**.
5.	The **OEM** of the LOS must have at least **150 full-time technical professionals** on its direct payroll in India engaged in software product development and implementation roles such as Technical Architecture, Software Design, Development & Engineering, Quality Assurance and Testing (Web and Mobile Applications), UI/UX Design, Database Administration and System Integration, Product Engineering, Business	OEM need to submit documentary evidence in the form of HR certification or statutory filings, or an undertaking by the authorized or competent signatory in this regard enclosing the complete list of eligible technical professionals in tabular

	Analysis and Subject Matter Experts in Banking Domain, etc. excluding personnel deployed for support and maintenance activities. **Note:** i. Personnel engaged primarily in support, maintenance, helpdesk, customer support, administrative, HR, finance, sales, marketing, or other non-technical functions shall not be considered for the purpose of meeting this criterion. ii. The manpower strength of the OEM shall be assessed solely on the basis of its own direct payroll. Employees of the parent company, subsidiaries, sister concern(s), affiliate(s), joint venture(s), associate companies, or any other group entity and bidder shall not be clubbed or considered for compliance with this eligibility criterion.	form indicating at least their Name, Employee ID, Designation, Qualification, Date of Birth, Date of Joining, Employment Status (Regular Full-Time), Annual CTC/ Package, Department / Function, and Work Location may be enclosed as **Annexure ET - 5**.
6	The **OEM** should have proven capabilities and prior experience in the successful implementation of LOS or similar digital lending solutions for **Cooperative Banks / RBI-Regulated Entities / NBFCs / Scheduled Commercial Banks / Public or Private Sector Banks / Small Finance Banks or Regional Rural Banks** shall be considered as a critical indicator of their capacity to address the unique technical, infrastructural and operational challenges. The proposed solution must be based on the latest stable version of the LOS and be capable of supporting the current as well as evolving functional, regulatory, and digital transformation requirements of cooperative banks. Additionally, the proposed LOS platform must be operational and running in at least one of the financial institutions mentioned above.	A certificate from the concerned client organizations confirming the actual deployment of the proposed LOS may be enclosed as **Annexure ET - 6**.
7	The proposed Loan Origination System (LOS) software shall have successfully processed a minimum of **100,000** (One Lakh) loan applications each for at least two (02) Financial Institutions in the BFSI sector during last 03 years, where the proposed solution is live and operational. **Note:** i. The minimum requirement of 100,000 (One Lakh) loan applications shall be met independently for each of the two reference Financial Institutions. Cumulative processing volumes across multiple institutions shall not be considered for determining compliance. ii. Only loan applications processed through the proposed LOS shall be considered for this criterion.	An undertaking from the OEM or certificate from the client confirming the application volumes, analytics or dashboard or any third-party usage / audit reports may be enclosed as **Annexure ET - 7**.
8	The proposed LOS must have an **in-built credit rule engine** and should support evaluation of **500+ data points** both from internal and external sources. Further, the credit rules must be easily configurable and manageable by business users without requiring code changes.	A certificate of LOS architecture / product screenshots or case study demonstrating usage by the client may be enclosed as **Annexure ET - 8**.
9	The platform must support both secured and unsecured loan products as part of its standard offering.	A certificate of LOS features & functionality / usage report by the client may be enclosed as **ET - 9**.
10	The LOS solution offered by the Bidder must be an **existing, commercially available, fully configurable and deployable software** product. In addition, the proposed Loan Origination System (**LOS**), Document Management System (**DMS**) and Early Warning System (**EWS**)	The Bidder and the OEM shall jointly submit an undertaking, duly signed by their respective Authorized

	must belong to the same OEM and should be offered as a single platform or a seamlessly integrated solution. The Bidder needs to submit a **Certificate of Readiness** issued by the OEM confirming and certifying that the proposed solution already supports and complies with at least **80%** of the functional, technical, workflow, reporting, operational and security requirements specified in the RFP, either as standard features or through configuration without requiring fresh product development. **Note**: i. The remaining **20%** of features and functionalities requested in the RFP shall be customized, configured and developed by the Bidder / OEM within six (06) months from the date of issuance of the Purchase Order (PO), failing which due payment shall not be released by the Bank. ii. In case of any apprehension or doubt, the Bank reserves the right to conduct a live demonstration and Proof of Concept (PoC) during the technical evaluation of bids to assess and verify the overall functionality and performance of the Loan Origination System (LOS) software quoted by the Bidder. iii. If the solution offered by a Bidder does not meet the minimum requirement of **80%** of the scope of work and technical specifications defined in the RFP, such Bidders shall be treated as ineligible and technically non-compliant by the Bank. Therefore, such bidders and OEMs are advised not to bid against the RFP. iv. Further, the module wise compliances shall be evaluated based on the bidder's response to the functional, technical, integration, security, workflow, reporting and operational requirements specified in the RFP. The Bank reserves the right to verify such compliance through document review, product demonstrations, Proof of Concept (PoC), reference checks, and any other evaluation mechanism deemed appropriate. The methodology and assessment criteria shall be determined solely by the Bank, and the Bank's decision in this regard shall be final and binding. v. Only those Bidders / OEMs whose proposed solution complies with at least 80% of the functional, technical, security, workflow, reporting and operational requirements specified in the RFP shall be considered for further evaluation by the Bank. The bids of bidders found to be non-compliant with the requirements of this RFP or otherwise determined to be non-responsive shall be rejected and declared technically disqualified. vi. If, during technical evaluation, Proof of Concept (PoC), implementation, or any time during the contract period, any compliance declared by the Bidder or OEM is found to be false, misleading, unsupported, or incapable of demonstration, the Bank shall have the absolute right to reject the bid or terminate the contract, as applicable, without any liability. Such misrepresentation may also result in forfeiture of the Bid Security/Performance Security, blacklisting/debarment of the Bidder in accordance with the Bank's procurement policy, and initiation of any other legal or contractual action deemed appropriate.	Signatories, confirming and declaring that: i. The proposed LOS is an existing, commercially available, proven, fully configurable and readily deployable software products. Further, LOS, DMS and EWS belong to the same OEM and are offered either as a single integrated platform or as seamlessly integrated solutions with native interoperability. ii. The proposed solution, in its current product version, complies with and supports at least 80% of the functional, technical, workflow, reporting, operational and security requirements specified in the RFP, either as standard product features or through parameter-based configuration, without requiring any fresh product development. iii. The remaining requirements, if any, shall be completed through configuration, customization, integration or product enhancement within the timelines stipulated in the RFP. iv. The compliance declarations, feature mappings, product capabilities, certifications and all information furnished by the Bidder and the OEM are true, complete and accurate. The Bank shall have the right to verify such claims through document review, live demonstrations, PoC, reference checks or any other evaluation mechanism considered appropriate. v. If, during technical evaluation, PoC, implementation, or at any time during the contract period, any compliance, declaration, certification or information submitted by the Bidder or the OEM is found to be false, misleading, incorrect, unsupported or incapable of demonstration, the Bank shall have the absolute right, without any liability, to reject the bid, disqualify the Bidder, terminate the contract (if awarded), withhold payments, invoke the Bid Security/Performance Security, levy applicable

		penalties, and take any other contractual or legal action deemed appropriate, including blacklisting/debarment of the Bidder and/or the OEM in accordance with the Bank's procurement policy. The Bidder and the OEM shall jointly submit, along with the bid, a duly executed undertaking in the prescribed format as **Annexure ET-10**, confirming compliance with the RFP requirement.

4.3 COMMERCIAL ELIGIBILITY CRITERIA

S No	Criteria	Documents to be submitted
1.	The **Bidder** and the **OEM** of the proposed LOS solution should have an average annual turnover of at least **₹ 15 Crores** and **₹ 35 Crores**, respectively, during the last 03 audited financial years, i.e. 2022-23, 2023-24 and 2024-25 or 2025-26. In case, the OEM is the Bidder itself of the proposed LOS solution, the Bidder should have an average annual turnover of at least **₹ 25 Crores** during the last 03 audited financial years, i.e. 2022-23, 2023-24 and 2024-25 or 2025-26. **Note:** i. The turnover requirement shall be assessed based on the audited financial statements of the respective legal entity participating as the Bidder and/or the OEM. The turnover of any holding company, subsidiary, associate, affiliate, or other group company shall not be considered for meeting the eligibility criteria unless such entity itself is the Bidder or the OEM under the RFP. ii. Considering the mission-critical nature of the proposed Loan Origination System (LOS) and the need to ensure participation of only competent and experienced bidders, no relaxation, exemption, or concession shall be granted to the Bidder or the OEM in respect of the turnover, technical experience, or past performance eligibility criteria prescribed under this RFP.	Audited financial statements or a certificate issued by a CA confirming the turnover may be submitted as **Annexure EC - 1**.
2.	The **Bidder** should have been posting profits during the last 03 financial years and should have a positive net worth.	Duly certified and signed document by CA be enclosed as **Annexure EC - 2** indicating that the firm is having positive net worth.
3.	The **Bidder** and the **OEM** should not be bankrupt, insolvent, under liquidation, under administration, or subject to any proceedings under the applicable insolvency or bankruptcy laws, nor shall they have filed or sought protection under any such laws. Bids submitted by any Bidder or OEM not meeting this requirement shall be treated as non-responsive and shall be rejected.	Undertakings by the OEM and Bidder in this regard should be enclosed as **Annexure EC - 3**.

The following volumetric details, system sizing parameters and workload assumptions, as discussed and agreed during the pre-bid meeting, shall form an integral part of this RFP. Accordingly, the Bidder shall design, size, implement and support the proposed solution based on the following assumptions:

A. Bank Network and User Base

1. **Total Bank Locations** (Branches, AGM Offices and Head Office)**: 245**
2. **Total Bank Users:** Approximately **1,500 users**
3. **Total Field Agents/DSAs:** Approximately **245**
4. **Back-office/Underwriting Users:** Approximately **287 users**, comprising:
   - Branch Managers: 250
   - AGM Offices: 30
   - Head Office: 7
5. **Web and Mobile Application Users:** Approximately **500 - 600 users**
6. **Mobile Application Users (Back-office/Underwriting):** Approximately **287 users**

B. Business Volumes

7. **Annual Loan Volume:** Approximately **50,000** loan applications per annum.
8. **Monthly Loan Transaction Volume:** Approximately **4,000**
9. **Customer Base / Accounts:** Approximately **20 lakhs**
10. **Total Loan Accounts:** Approximately **1.20 lakh**
11. **Average Product Holdings per Customer:** Approximately **3 - 5 products**

C. System Performance and Capacity

12. **Concurrent Users:**
    - During normal business hours: Approximately 500 concurrent users.
    - During peak business hours: Approximately 600 concurrent users.
13. **Customer Portal:** The Bidder shall provide a Progressive Web Application (PWA)-based Customer Portal as part of the proposed solution.
14. **Scanners:** The Bank shall provide one scanner at each of its 250 branches / locations. However, the proposed Document Management System (DMS) must support seamless integration with these scanners.

D. Infrastructure, Availability and Business Continuity

15. **High Availability (HA):** High Availability (HA) architecture shall be implemented only at the Primary Data Centre (DC). The Disaster Recovery (DR) site may be configured as a standalone setup.
16. **Business Continuity Requirements:** The proposed solution shall support a **Recovery Point Objective (RPO) of not more than 15 minutes** and a **Recovery Time Objective (RTO) of not more than 30 minutes**. The bidder must ensure that the proposed architecture, replication mechanism and DR infra are capable of meeting these objectives.
17. The **minimum uptime** requirement shall be **99.5%**, measured on a monthly basis, excluding bank approved maintenance windows and delays or defaults not attributable to the bidder.
18. Bank will provide the required hardware whereas **backup solution** will be provisioned by the Bidder.

E. Document Storage and Retention

19. **Document Retention and Storage:** The proposed solution shall provide adequate storage capacity for retention of all documents and records for a minimum period of 5 years. The Bidder shall size and provision the storage infrastructure accordingly, taking into account the projected transaction volumes, expected document growth, applicable regulatory requirements and business needs, without any degradation in system performance.

Additional Terms & Conditions approved for incorporation in the RFP pursuant to the deliberations and decisions of the Pre-Bid Meeting:

1. The Bidder must submit the bid independently and shall be solely responsible for meeting all requirements and obligations under the RFP. Consortium bids are not allowed under this RFP.
2. In case the OEM itself participates as the Bidder, all eligibility criteria, terms and conditions, obligations, and responsibilities prescribed in this RFP for the Bidder shall be equally applicable to the OEM, and the OEM shall be required to comply with the same.
3. A tentative list of all loan products is available on the Bank's website. Approx. 90 loan products will be covered under the project.
4. The Bank will provide the requisite hardware in consultation with vendor. However, software (OS and DB, etc.) has to be provision by the Bidder.
5. Integration with the Bank's Core Banking System (CBS) shall be part of the project scope. The bidder / OEM should have prior experience in integrating Loan Origination Systems with Core Banking Systems in BFSI institutions. Prior experience specifically with TCS BaNCS is desirable but not mandatory. Detailed CBS integration specifications shall be shared with the successful bidder during implementation.
6. As per clause 4.11 of the RFP, the entire project shall be completed within a period of six (06) months from the date of issuance of the Supply Order to the Vendor. However, the detailed project schedule and milestones shall be finalized by the Bank, in consultation with the successful Bidder, at the time of signing the formal Contract.
7. Compliances shall be evaluated based on the bidder's response to the functional, technical, integration, security, workflow, reporting, and operational requirements specified in the RFP. The bidder shall submit a Certificate of Readiness from the OEM confirming compliance with at least 80% of the requirements. The Bank reserves the right to verify such compliance through document review, product demonstrations, workshops, Proof of Concept (PoC), reference checks, and any other evaluation mechanism deemed appropriate.
8. The methodology and assessment criteria shall be determined solely by the Bank, and the Bank's decision in this regard shall be final and binding.
9. Wherever credentials, subscriptions, licenses, approvals, or authorizations are required to be obtained in the name of the Bank, the same shall be provided by the Bank. However, the Bidder shall be responsible for coordinating with the respective agencies, completing all integration activities, configuration, testing, certification (if applicable), and ensuring successful end-to-end implementation of the required interfaces.
10. Bank will share the exact workflows with the successful bidder. The Bank shall facilitate access to lender-specific and regulatory APIs, wherever such APIs are owned, subscribed to, or controlled by the Bank.
11. The Vendor shall be responsible for integrating the proposed LOS with such APIs and managing all other third-party integrations required for successful implementation of the solution.
12. The Bank does not mandate any specific database platform. Bidders may propose a database that is fully compatible, supported, and certified for the proposed LOS solution. The bidder shall be responsible for sizing, performance, security, availability, backup, and support considerations of the proposed database platform. The Bank does not currently commit to providing database licenses under this RFP. Bidders must clearly specify the database technology proposed as part of their solution and should include all required licenses, subscriptions, support and associated software components, if any, in their commercial bid. The Bidder may propose either an open-source or a proprietary database management system. Open-source databases such as PostgreSQL, MySQL, MariaDB, or any other equivalent enterprise-grade database may be proposed, provided they are backed by enterprise support and meet all the functional, performance, security, scalability, availability, backup, disaster recovery, and regulatory compliance requirements specified in the RFP throughout the contract period.
13. A new mobile application has to be developed by the Bidder for the bank. Mobile application support is a mandatory requirement under the scope of the RFP. The proposed solution must provide a mobile application for loan origination and related digital lending activities. The solution should support secure, user-friendly, and end-to-end digital onboarding and loan processing capabilities through mobile channels.
14. A dedicated document scanning solution is required as part of the scope. The proposed LOS should provide the capability to upload scanned images and digital copies of documents at various stages of the loan origination process. Bidders are not required to provide separate scanning hardware or specialized branch scanning software under this requirement.
15. The proposed LOS solution should provide low-code/no-code configuration capabilities that enable the Bank to create, modify, and manage customer journeys, loan officer journeys, forms, fields, screens, workflows, validations, and

business rules with minimal or no source code changes. Such changes should be reflected across the web and mobile channels as applicable. The bidder may utilize its proprietary low-code platform or any other integrated low-code framework. However, the ability to configure and deploy changes to borrower journeys and operational workflows through a low-code approach is a mandatory requirement.

16. The Bidder may quote an open-source **operating systems, databases, middleware, and other software components**, provided they are backed by enterprise-level support. However, the successful Bidder/OEM shall be solely responsible for the support, maintenance, security patches and updates, compatibility, and uninterrupted functioning of such components throughout the contract period. The Bidder must clearly specify the proposed operating system, database, middleware, and other software components, along with the database architecture, sizing, resource requirements, and applicable licensing/subscription model (if any), including details of the enterprise support arrangement, in the Technical and Commercial Bids. The Bank shall provision the required cloud infrastructure based on the approved Bill of Infrastructure Requirements and Design (BIRD) submitted by the successful Bidder.
17. All third-party API subscription charges, transaction charges, registration fees, whitelisting charges, statutory portal charges, and any other recurring or one-time fees payable to third-party service providers or government agencies shall be borne directly by the Bank. However, the successful Bidder shall be responsible for carrying out the necessary integrations and shall provide all required assistance to the Bank in obtaining such registrations, subscriptions, approvals, whitelisting, and related onboarding formalities, without any additional cost to the Bank.
18. The bidder shall provide a separate mobile application and/or APIs for integration with the Bank's existing digital channels. The proposed solution should support the mobile capabilities specified in the RFP, including field verification, geo-tagged photographs, offline data capture, and on-site loan origination. Detailed integration requirements, platform support, and deployment approach shall be finalized during the implementation phase in consultation with the selected bidder.
19. The GIS-based dashboard, geo-tagging capabilities, web portal, and mobile application form part of the overall solution requirements. The detailed scope, reporting requirements, map services, integration approach, and implementation priorities shall be finalized during the requirement gathering and solution design phase. Any third-party map licenses, API subscriptions, or usage-based charges shall be governed by the commercial terms agreed between the Bank and the selected bidder during implementation.
20. The 500 man-days provision shall cover customization, enhancements, modifications, integrations, and re-development activities requested by the Bank during the warranty and support period. Routine regulatory, statutory, security, and compliance-related updates required for continued operation of the solution shall be provided as part of the warranty and support obligations. Any major new functionality, module, or integration not envisaged under the scope of the RFP may be mutually assessed and taken up as per the agreed change management process.
21. Any requirement beyond the allocated 500 man-days shall be paid as per actual based on the unit man-day rates quoted by the bidder in the commercial bid and shall be governed by the approved change request and change management process. However, any changes requested by the Bank to refine and customize the LOS will not be covered within 500 man-days during the initial warranty and support of one year. Regulatory, statutory, security-related, or compliance-driven changes mandated by RBI, NABARD, NPCI, Government Authorities, or any other competent regulatory authority shall not be counted within the 500 man-days.
22. Minor modifications, customization and configuration changes required to align the solution with the Bank's business processes shall form part of the implementation scope. However, functionalities involving significant development efforts and additional modules, or changes beyond the agreed scope shall be treated as Change Request (CR). The effort and scope shall be assessed on a case-to-case basis.
23. After the vendor inform about the successful customization, configuration and integration of any of the component, the Bank or Consultant will undertake the detailed testing and certification within one week.
24. The Bank confirms that all bid documents, technical proposals, commercial information and other confidential information submitted by bidders during the tendering or procurement process shall be treated as confidential and shall not be disclosed to unauthorized parties, except as required under applicable laws, regulations, audit requirements, or internal approval processes.
25. The implementation timeline of six (06) months shall commence from the date of issuance of the Purchase Order (PO). Any delay attributable to the Bank, including delays in provisioning the required cloud infrastructure, providing access, approvals, information, or other dependencies required for implementation, shall be excluded from the computation of the implementation timeline. Correspondingly, milestone timelines, milestone-based payments, and the computation of liquidated damages (LD), if any, shall be adjusted to the extent of such documented delays attributable to the Bank. Penalties and LD shall be levied strictly in accordance with the terms, conditions, and SLA provisions specified in the RFP and the resultant contract.

26. The required cloud infrastructure at the DC and DR sites shall be provided by the Bank as per the approved BIRD (Bill of Infrastructure Requirement Document) submitted by the successful bidder. Any delay attributable to the Bank in provisioning the required infrastructure shall be excluded from the implementation timelines. The cost of cloud infrastructure, including compute, storage, and network resources, shall be borne by the Bank. The successful bidder shall be responsible for configuration, deployment, operation, and maintenance of the LOS and associated software.
27. The project shall be evaluated and awarded strictly in accordance with the criteria specified in the RFP. Bidders are required to quote for all items/ components as per the prescribed commercial format, irrespective of the estimated value of any individual component. Further, the training shall be imparted by the successful bidder in accordance with the requirements specified in the RFP and as per a mutually agreed schedule finalized in consultation with the Bank.
28. The bidder must clearly identify all supporting tools, software, licenses, and services required for successful deployment, operation, security, monitoring, backup, and maintenance of the proposed LOS solution. The Bank shall provide the underlying cloud infrastructure as specified in the approved BIRD. Any component not specifically provided by the Bank under the RFP and required for the successful functioning of the solution shall be deemed to be within the scope of the bidder.
29. The LOS shall be deployed in a High Availability (HA) architecture at the DC and in a standalone configuration at the DR site, as specified in the RFP. The bidder shall propose an appropriate DR architecture and standby posture to ensure compliance with the prescribed RPO ≤ 15 minutes and RTO ≤ 30 minutes requirements.
30. The proposed solution must also facilitate **customer lead generation and loan application initiation** through multiple digital channels, including the Bank's website (via the "**Apply Now**" link), the Bank's mobile application(s), Direct Selling Agent (DSA) channels, and such other digital channels as may be specified by the Bank. The leads generated through these channels shall seamlessly flow into the Loan Origination System (LOS) for further processing.
31. The proposed solution must also provide document upload, storage, and retrieval capabilities as part of the LOS. Document version control and advanced audit trail features are desirable capabilities and may be considered as value-added features during evaluation.
32. The proposed solution should support financial analysis, credit scoring, and risk rating capabilities either through in-built modules or through integration with appropriate external systems/services.
33. The Bidder shall not subcontract, outsource, or delegate any part of the project or associated services without the Bank's prior written approval. Notwithstanding such approval, the Bidder shall remain fully responsible and accountable for the acts, omissions, performance, and obligations of its subcontractors.
34. In the event of any delay in execution, implementation, delivery, or commissioning of the goods and services under this Contract, Liquidated Damages (LD) shall be levied as per the following terms, calculated on the value of the delayed portion of the Purchase Order (PO) / Project:

    a) 1% per month of the delayed portion for the first two (02) months of delay;

    b) 2% per month of the delayed portion for each subsequent month of delay;

    subject to a maximum cumulative cap of 10% of the total value of the PO / Project.

    A maximum cumulative delay of six (06) months shall be permissible. In case the delay exceeds six (06) months, the Bank reserves the right, without prejudice to any other rights and remedies available under the Contract or applicable law, to take appropriate action as deemed fit.

    However, delays attributable to the Bank, Core Banking Solution (CBS) vendor, cloud service provider, third-party API/service providers, Government portals, security auditors, or delays arising due to pending approvals, User Acceptance Testing (UAT), dependencies on external agencies, or any other reasons beyond the control of the Bidder/OEM, shall not be considered for the purpose of computation of Liquidated Damages. In such cases, the implementation timelines shall be extended appropriately on a case-to-case basis, subject to documentary evidence and approval of the Bank.

    All penalties, liquidated damages (LD), and other applicable charges shall be levied strictly in accordance with the Service Level Agreements (SLAs), terms and conditions, and other provisions specified in the RFP and the resultant contract to be signed between the Bidder and the Bank.

Pointwise Response to Pre-Bid Queries:

1. M/s Lcode Technologies:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	30	5.2	A Loan Origination System (LOS) is a mission-critical enterprise application designed to digitize, automate, and streamline the end-to-end lending lifecycle, starting from customer onboarding and application intake to verification, credit assessment, approval, documentation, sanction, disbursement, and post-disbursement monitoring. The proposed LOS solution must align fully with the Bank's operational, functional, technological, and regulatory requirements and support all current and future lending operations. For ready reference, the complete list of the Bank's existing 84 loan products is available on the official website (https://kccbhp.bank.in/products/loans/).	What loan product categories are in scope — retail, agriculture, MSME, gold loan, KCC?	The list of loan products is already available on the Bank's website. Please refer to the same for complete details: https://kccbhp.bank.in/products/loans
2	23	4.10.3	One-time Customization, Implementation and Integration of LOS with existing CBS and Third-Party Portals / APPs, etc	Is integration with your existing CBS (and which CBS vendor) a mandatory requirement?	Yes, integration with the Bank's Core Banking System (CBS) shall be part of the project scope. The bidder should have prior experience in integrating Loan Origination Systems with Core Banking Systems in BFSI institutions. Prior experience specifically with TCS BaNCS is desirable but not mandatory. Detailed CBS integration specifications shall be shared with the successful bidder during implementation.
3	10	3.3	The underlying hardware infrastructure required for the successful deployment of the LOS at the DC and DR locations on the Bank's Cloud Infrastructure shall be arranged and provisioned by the Bank.	Will the bank provide cloud infrastructure, or is the vendor expected to provision it?	Yes, bank will provide the requisite hardware in consultation with vendor. However, software (OS and DB, etc.) has to be provision by the Bidder. The same is clearly specified in the RFP.
4	24	4.11	The underlying hardware infrastructure required for the successful deployment of the LOS at the DC and DR locations on the Bank's Cloud Infrastructure shall be arranged and provisioned by the Bank. However, the Bidders needs to specify the detailed requirements of all IT hardware (Servers, Storage, Network, etc.) including sizing, configurations and capacity planning in their Technical Bid.	What is the expected Go-Live timeline post award?	As per clause 4.11, the entire project shall be completed within a period of six (06) months from the date of issuance of the Supply Order to the Vendor. However, the detailed project schedule and milestones shall be finalized by the Bank, in consultation with the successful Bidder, at the time of signing the formal Contract.

2. M/s Nehish Software Solutions:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	30	5.2	A Loan Origination System (LOS) is a mission-critical enterprise application designed to digitize, automate, and streamline the end-to-end lending lifecycle, starting from customer onboarding and application intake to verification, credit assessment, approval, documentation, sanction, disbursement, and post-disbursement monitoring. The proposed LOS solution must align fully with the Bank's operational, functional, technological, and regulatory requirements and support all current and future lending operations. For ready reference, the complete list of the Bank's existing 84 loan products is available on the official website (https://kccbhp.bank.in/products/loans/).	Provide complete list of loan products and annual volumes.	The list of loan products is already available on the Bank's website. Please refer to the same for complete details: https://kccbhp.bank.in/products/loans **Loan Volume: Approx. 50,000 per year.**
2	10	3.3	MAJOR PARTS OF THE REQUEST FOR PROPOSAL In accordance with the Bank's requirements, this Request for Proposal (RFP) invites bids for the End-to End Supply, Installation, Customization, Commissioning, Implementation, Integration, Testing, and Maintenance of a Loan Origination System (LOS), along with comprehensive warranty and support for a period of five (05) years. The scope of work includes the following major components: ▪ The LOS solution shall be deployed by the Bidder on the Bank's cloud infrastructure (AWS) across the Data Centre (DC) and Disaster Recovery (DR) regions, ensuring high availability and a robust disaster recovery setup. The exact location (s) of the cloud environment shall be communicated by the Bank at the time of issuance of the Purchase Order (PO). ▪ The underlying hardware infrastructure required for the successful deployment of the LOS at the DC and DR locations on the Bank's Cloud Infrastructure shall be arranged and provisioned by the Bank. However, the Bidders needs to specify the detailed requirements of all IT hardware (Servers, Storage, Network, etc.) including sizing, configurations and capacity planning in their Technical Bid. ▪ The Bidder shall be responsible for supplying and quoting all necessary Operating System (OS), Database (DB), and Middleware licenses required for the successful installation, deployment, and operation of the LOS at both the DC and DR sites. Accordingly, Bidders are advised to submit their techno-commercial proposals covering all components, goods, and services in line with the technical specifications and scope of work defined in Section 5 of this RFP.	Confirm AWS sizing will be finalized jointly.	Yes, bank will provide the requisite hardware in consultation with vendor. However, software (OS and DB, etc.) has to be provision by the Bidder. The same is clearly specified in the RFP.

3	15	4.2.2	The Bidder must have prior experience in the supply, implementation, and maintenance of Loan Origination Systems (LOS) with proven digital lending capabilities within India, with such implementation being live in production and successfully operational for a minimum of one (01) year, supporting complete digital lending workflows from application to disbursement.	Will NBFC and Scheduled Bank references be accepted?	Yes, references from any RBI-regulated entity, including NBFCs, Scheduled Commercial Banks, Public Sector Banks, Small Finance Banks, RRBs, and Cooperative Banks, shall be considered, subject to compliance with the production-live and operational requirements specified in the RFP.
4	16	4.2-7	The OEM should have proven capabilities and prior experience in the implementation of LOS or similar digital lending solutions across diverse cooperative banking environments will be considered as a critical indicator of their capacity to address the unique technical, infrastructural and operational challenges. The proposed solution must be based on the latest stable version of the LOS and be capable of supporting the current as well as evolving functional, regulatory, and digital transformation requirements of cooperative banks. Additionally, the proposed LOS platform must be operational and running in at least one (01) cooperative bank or any other scheduled/regulated bank in India.	Will RRB/Scheduled Bank deployments qualify?	Yes, references from any RBI-regulated entity, including NBFCs, Scheduled Commercial Banks, Public Sector Banks, Small Finance Banks, RRBs, and Cooperative Banks, shall be considered, subject to compliance with the production-live and operational requirements specified in the RFP.
5	16	4.2.8	The proposed LOS software must have successfully processed a minimum of 100,000 (One Lac) loan applications for at least two (02) Financial Institutions in the BFSI sector.	Will cumulative volume across clients be accepted?	Please refer to the revised eligibility criteria specified above.
6	16	4.2-11	The LOS solution offered by the bidder must be readily available, fully configurable and deployable. The bidder needs to submit a Certificate of Readiness from the OEM confirming that the proposed LOS software currently meets and complies with at least 80% of the requirements, features and functionalities specified in the RFP. **Note**: i. The remaining 20% of features and functionalities requested in the RFP shall be customized and developed by the Bidder / OEM within two (02) months from the date of issuance of the Purchase Order (PO), failing which no payment shall be released by the Bank.	Share evaluation methodology for compliance.	Compliance shall be evaluated based on the bidder's response to the functional, technical, integration, security, workflow, reporting, and operational requirements specified in the RFP. The bidder shall submit a Certificate of Readiness from the OEM confirming compliance with at least 80% of the requirements. The Bank reserves the right to verify such compliance through document review,

			ii. In case of any apprehension or doubt, at any stage, the Bank reserves the right to conduct a live demonstration and / or Proof of Concept (PoC) to evaluate and assess the overall functionality and performance of the Loan Origination System (LOS) software quoted by the Bidder. iii. If the solution offered by a Bidder does not meet the minimum requirement of 80% of the scope of work and technical specifications defined in the RFP, such Bidders shall be treated as ineligible and technically non-compliant by the Bank. Therefore, they need not apply or submit their bids.		product demonstrations, workshops, Proof of Concept (PoC), reference checks, and any other evaluation mechanism deemed appropriate. The methodology and assessment criteria shall be determined solely by the Bank, and the Bank's decision in this regard shall be final and binding.
7	19	4.8.2	The Bidder must provide a **Baseline Infrastructure Requirement Document (BIRD)** specifying the exact vCPU, RAM, and IOPS needed for the LOS. Once the Bank provides this capacity, the Vendor guarantees that the application's performance (e.g. screen load time < 3 seconds). Any performance lag due to software inefficiency shall be rectified by the Vendor at no additional cost.	Clarify concurrent user assumptions.	**During normal hours: 500 concurrent users.** **During peak hours: 600 concurrent users.**
8	19	4.8.3	The Bidder is responsible for the installation and 'hardening' of all software components, including but not limited to the Operating System, RDBMS, Web Servers, and SSL Certificates on the Bank's Cloud at the DC and DR sites. The Vendor shall ensure that the LOS environment at the Cloud DR is a mirror image of the Cloud DC. The Bidder must ensure real-time data synchronisation and 'Zero Data Loss' during failover from Cloud DC to Cloud DR	Confirm replication expectations.	Accepted with modification. To maintain consistency with the Disaster Recovery requirements specified elsewhere in the RFP, the term "Zero Data Loss" appearing in Clause 4.8.3 may be read and interpreted as "RPO ≤ 15 minutes."
9	19	4.8.7	The Vendor shall be responsible for ensuring failover of the LOS from the Primary (Ground) Data Centre (DC) to the Cloud-based Disaster Recovery (DR) site within the specified Recovery Time Objective (RTO). The Bank shall provide only the network connectivity, establishment and maintenance of the required application-level "handshake" shall be the sole responsibility of the Vendor. In such cases, the RTO must be less than 1 hour, and the Recovery Point Objective (RPO) should be less than 15 minutes.	Clarify infrastructure prerequisites.	Accepted with modification. To maintain consistency with the Disaster Recovery requirements specified elsewhere in the RFP, the term "Zero Data Loss" appearing in Clause 4.8.3 may be read and interpreted as "RPO ≤ 15 minutes."
10	19	4.8.9	RESPONSIBILITIES OF THE BIDDER / During the contract period, if any change request, customization, or modification is required due to regulatory directives or evolving business needs of the Bank, the same shall be formally communicated in writing to the LOS Vendor. Upon receipt of such request, the Vendor shall provide a detailed implementation schedule along with the names and profiles of competent and qualified resources (L2 and L3) proposed to be assigned for execution of the task.	Will major changes be treated as CRs?	Yes.
11	21	4.8.20	The Bidder shall supply all required software licenses for a period of five (05) years, including updates, security patches, upgrades, and version enhancements for the operating system, application, database, and security components	Clarify bureau/API transaction charges.	Yes, wherever credentials, subscriptions, licenses, approvals, or authorizations are required to be obtained in the name of the Bank,

			at no additional cost during the contract period. All software licenses shall be procured in the name of the Bank.		the same shall be provided by the Bank. However, the Bidder shall be responsible for coordinating with the respective agencies, completing all integration activities, configuration, testing, certification (if applicable), and ensuring successful end-to-end implementation of the required interfaces.
12	21	4.8.27	The Bidder shall coordinate with all required external entities such as UIDAI, PAN, CKYC, GSTN, and credit bureaus, and shall be responsible for obtaining all necessary approvals, credentials, integrations and permissions wherever required.	Will credentials be provided by Bank?	Yes, wherever credentials, subscriptions, licenses, approvals, or authorizations are required to be obtained in the name of the Bank, the same shall be provided by the Bank. However, the Bidder shall be responsible for coordinating with the respective agencies, completing all integration activities, configuration, testing, certification (if applicable), and ensuring successful end-to-end implementation of the required interfaces.
13	32	5.2.2.5	Workflow and Approval Management The system should support configurable approval workflows, such as: Branch Manager → Regional Office → Head Office → Credit Committee Key Features: • Role-based access and approvals • Parallel and sequential workflows • Escalation mechanisms • Configurable approval limits	Share workflow diagrams.	Bank will share the exact workflows with the successful bidder.
14	78		FURTHER CUSTOMIZATION AND MODIFICATION OF LOS - POST GO LIVE FOR 500 MAN-DAYS In case, any subsequent customization, enhancement, modification, integration, or re-development of the LOS is required after Go-Live, the same shall be undertaken by the Bidder as per the actual requirements of the Bank for a cumulative total of 500 (Five Hundred) man-days during the warranty & support period of five (05) years.	Support future products through configuration?	Yes, the proposed LOS solution should support creation and rollout of new loan products through configuration and parameterization to the maximum extent possible. Any customization, enhancement, modification, integration, re-development, or changes required by the Bank after Go-Live, including support for new business requirements and products that cannot be addressed through standard configuration, shall be covered under the cumulative 500 man-days available during the warranty and support

					period, as per the terms of the RFP.
15	32	5.2.2.3 .	Document Management System (DMS) The system should provide: • Upload and secure storage of documents • Digital verification capabilities • Version control and audit trail Typical Documents: • Aadhaar • PAN • Income proof • Land records • Property documents • Bank statements	Confirm UIDAI approvals available.	The Bank shall facilitate access to lender-specific and regulatory APIs, wherever such APIs are owned, subscribed to, or controlled by the Bank. The Vendor shall be responsible for integrating the proposed LOS with such APIs and managing all other third-party integrations required for successful implementation of the solution.
16	32	5.2.2.3	Document Management System (DMS) The system should provide: • Upload and secure storage of documents • Digital verification capabilities • Version control and audit trail Typical Documents: • Aadhaar • PAN • Income proof • Land records • Property documents • Bank statements	Provide storage and retention requirements.	Bidder needs to provision retention of document for at least 5 years.
17	32	5.2.2.4	Credit Appraisal and Scoring The LOS should support comprehensive credit evaluation, including: • Financial analysis • Credit scoring • Risk rating Key Parameters: • Debt-to-income ratio • Repayment capacity • Collateral valuation • Credit bureau score The system should automatically generate: • Credit appraisal notes • Risk grading	Existing scorecard or bidder supplied?	The LOS should support both Bank-defined scorecards/risk assessment models and bidder-provided credit scoring/risk rating frameworks. The solution should provide sufficient flexibility to configure, modify, and maintain scoring parameters, risk models, appraisal templates, and credit evaluation rules as per the Bank's requirements. The final scoring methodology and evaluation criteria shall be mutually finalized during the requirement gathering and implementation phase. The LOS should support both Bank-defined scorecards/risk assessment models and bidder-provided credit scoring/risk rating frameworks. The solution should provide

					sufficient flexibility to configure, modify, and maintain scoring parameters, risk models, appraisal templates, and credit evaluation rules as per the Bank's requirements. The final scoring methodology and evaluation criteria shall be mutually finalized during the requirement gathering and implementation phase.
18	32	5.2.2.5	Workflow and Approval Management The system should support configurable approval workflows, such as: Branch Manager → Regional Office → Head Office → Credit Committee Key Features: • Role-based access and approvals • Parallel and sequential workflows • Escalation mechanisms • Configurable approval limits	Provide delegation matrix.	Bank will share the exact workflows with the successful bidder.
19	32	5.2.2.6	Collateral Management The system should manage various types of collateral, including: • Land • Property • Gold • Fixed deposits • Vehicles Features: • Collateral valuation • Loan-to-Value (LTV) calculation • Charge creation and tracking	Need valuation agency integrations?	Integration with external valuation agencies is not a mandatory requirement under the current scope of the RFP. However, the proposed solution should support collateral valuation, Loan-to-Value (LTV) calculation, charge creation, and collateral tracking. Availability of pre-built integrations with valuation agencies or the capability to integrate with such agencies in future, if required by the Bank, will be considered an added advantage.
20	33	5.2.2.7	**Loan Product Configuration** The LOS should allow configuration of: • Interest rates • Loan tenure • Repayment schedules • Moratorium periods • Subsidy schemes **Examples:** • KCC (Kisan Credit Card) • PMEGP • Mudra Loans • NABARD schemes	Share supported government schemes.	Bank will share the exact details with the successful bidder.

21	35	1.3	Mobile Banking Application (Android and iOS) • The LOS must integrate with the bank’s mobile banking application to enable in-app loan application. • Customers should have access to personalized pre-approved offers or initiate new loan application using minimal input, auto-filled using KYC-linked data (e.g., PAN, Aadhaar, CKYC). • The app should support features like document upload via camera, biometric authentication, eKYC, and digital signature (eSign).	Existing app or new interface?	A new mobile application has to be developed for the bank.
22	48	10.2	Integration with various Portals and APIs The Vendor shall complete all necessary API integrations, including but not limited to: a. CBS (Core Banking System) deployed by the Bank. b. Credit Bureaus (CIBIL, Equifax, Experian, CRIF Highmark) c. KYC/CKYC, Aadhaar, DigiLocker, eSign, eStamping d. Notifications (SMS, email, WhatsApp, push notifications) e. Regulatory Interfaces (RBI returns, CIC reporting) f. Other Bank-specified systems and third-party integrations. g. Vendor shall ensure APIs are secure, version-controlled, and tested	Provide API specifications.	Bank will share the exact details with the successful bidder.
23	48	10.2	Integration with various Portals and APIs The Vendor shall complete all necessary API integrations, including but not limited to: a. CBS (Core Banking System) deployed by the Bank. b. Credit Bureaus (CIBIL, Equifax, Experian, CRIF Highmark) c. KYC/CKYC, Aadhaar, DigiLocker, eSign, eStamping d. Notifications (SMS, email, WhatsApp, push notifications) e. Regulatory Interfaces (RBI returns, CIC reporting) f. Other Bank-specified systems and third-party integrations. g. Vendor shall ensure APIs are secure, version-controlled, and tested	Reporting formats and frequency.	Bank will share the exact details with the successful bidder.
24	48	10.3	Environment Setup a. Deployment of separate SIT, UAT, and Production environments with clear migration and release management processes.	Separate AWS environments by Bank?	Yes

			b. Ensure end-to-end data encryption (at rest & in transit), access control, and vulnerability patching. c. UAT and Production must be validated by Bank-appointed auditors before sign-off.		
25	48	10.4	Training Materials a. Comprehensive role-based training materials (administrators, credit officers, branch staff, IT support). b. Includes: SOPs, detailed user manuals, quick reference guides, and multilingual video tutorials. c. Training materials shall remain the intellectual property of the Bank and must be updated with every new feature or release	Number of users to be trained.	**Total Locations (Branches, AGM Offices and HO): 245** **Total Users: 1500**
26	95		Uptime	Clarify exclusions.	Already specified in the RFP.
27	100	8	Service Performance Standards and Penalty Applicable	Share penalty calculation methodology.	Already specified in the RFP.
28	22	4.10	SCHEDULE OF PAYMENT 4.10.1 No advance payment shall be made by the Bank for any supplies under this invitation for bid. The Bidder shall bear all the initial costs for mobilization, setup, and resource deployment. 4.10.2 Payments for all goods and services specified herein shall be released by the Bank on a milestone basis, as detailed below, subject to formal verification, certification and acceptance by the Bank and/or its Consultant.	Provide milestone payment schedule.	Already specified in the RFP.
29	26	4.16	TAXES AND DUTIES The Bidder shall be solely responsible for the payment of all taxes including GST, duties, license fees, octroi etc. incurred until completion of the project. If there are changes in taxes, duties, fees or octroi etc. by Government after the submission of bids, the same shall be payable as per actual.	Confirm GST extra at actuals.	Yes, the same already specified in the RFP.
30	27	4.20	INDEMNITY 4.20.1 The Bidder shall indemnify the Bank against all third-party claims of infringement of Intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the Goods, or any part thereof in India. 4.20.2 The Bidder(s) shall, at their own expense, defend and indemnify the Bank against all third-party claims or infringement of Intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad. 4.20.3 The Bidder(s) shall expeditiously extinguish any such claims and shall have full rights to defend itself therefrom. If the Bank is required to pay compensation to a third party	Is escrow expected?	Bidder to clarify in detail.

			resulting from such infringement, the Bidder(s) shall be fully responsible therefore, including all expenses and court and legal fees. 4.20.4 The Bank will give notice to the Bidder of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.		

3. M/s Cyfuture:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	15	4.2.1	The Bidder should have a minimum of 10 years of prior experience and proven track record of providing, implementing and successfully delivering software solutions in the Banking, Financial Services and Insurance (BFSI) sector.	The Bidder/OEM should have a minimum of 10 years of prior experience and proven track record of providing, implementing and successfully delivering software solutions in the Banking, Financial Services and Insurance (BFSI) sector.	Please refer to the revised eligibility criteria specified above.
2	15	4.2.2	The Bidder must have prior experience in the supply, implementation, and maintenance of Loan Origination Systems (LOS) with proven digital lending capabilities within India, with such implementation being live in production and successfully operational for a minimum of one (01) year, supporting complete digital lending workflows from application to disbursement.	The Bidder/OEM must have prior experience in the supply, implementation, and maintenance of Loan Origination Systems (LOS) with proven digital lending capabilities within India, with such implementation being live in production and successfully operational for a minimum of one (01) year, supporting complete digital lending workflows from application to disbursement.	Not accepted.

4. M/s Staqo Software Pvt. Ltd.:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	14	4.1	The Bidder and OEM should be a registered company in India under Companies Act 1956 and should have been in operation for at least 05 years as on date of RFP.	As per the tender, the Bidder and OEM should be registered under the Companies Act, 1956. Since the Companies Act, 2013 has replaced the Companies Act, 1956, we request the authority to also consider companies incorporated under the Companies Act, 2013 as eligible, provided they meet the minimum operational experience	Please refer to the revised eligibility criteria specified above.

				requirement specified in the RFP.	
2	15	4.2	The Bidder should have a minimum of 10 years of prior experience and proven track record of providing, implementing and successfully delivering software solutions in the Banking, Financial Services and Insurance (BFSI) sector.	The current eligibility criterion requires a minimum of 10 years of experience in the BFSI sector. We request that the experience requirement be considered in the name of Bidder/OEM. We are the customized software solution providers with extensive experience in delivering large-scale government and private digital transformation projects across India and overseas, possess the required technical expertise, domain knowledge, and implementation capabilities. This relaxation will encourage wider participation, enhance competition, and enable technically qualified new bidders to participate in the tender while ensuring successful project delivery.	Please refer to the revised eligibility criteria specified above.
3	15	4.2	The Bidder must have prior experience in the supply, implementation, and maintenance of Loan Origination Systems (LOS) with proven digital lending capabilities within India, with such implementation being live in production and successfully operational for a minimum of one (01) year, supporting complete digital lending workflows from application to disbursement.	The tender requires prior experience in the implementation and maintenance of Loan Origination Systems (LOS) with at least one live production deployment. We request that this criterion be considered in the name Bidder/OEM. This will enable participation from specialized software product companies and emerging technology providers who possess the necessary technical expertise and proven solution capabilities.	Already clarified. Not accepted.

5. M/s Infrasoft Technologies Limited (KiyaAI):

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	25	4.12	EARNEST MONEY DEPOSIT (EMD) Earnest Money shall be deposited by all the Bidders offline in the form of Bank Guarantee / Cheques / Demand Draft. It is compulsory to upload a scanned copy of the EMD as a proof on e-procurement portal https://hptenders.gov.in/) as directed on the portal of the Government of Himachal Pradesh with the bid. The applicable	Requesting Bank to please confirm Bank Details to Submit EMD and we also request bank to accept BG towards EMD and bank to provide the required format for the same.	The relevant details are already specified in the RFP. Tender Fee and EMD shall be accepted only through **offline mode** in the form of a **Cheque or DD.**

			payable amount is **₹ 10,00,000/-** (Rupees Ten Lacs only). The EMD shall be drawn in favour of "The Managing Director, KCCB" payable at Dharamshala (H.P.).		The request to accept BG in place of EMD is not considered.
2	15	4.2.2.	The Bidder must have prior experience in the supply, implementation, and maintenance of Loan Origination Systems (LOS) with proven digital lending capabilities within India, with such implementation being live in production and successfully operational for a minimum of one (01) year, supporting complete digital lending workflows from application to disbursement.	We request bank to consider, "The Bidder must have prior experience in the supply, implementation, and maintenance of Loan Origination Systems (LOS) with proven digital lending capabilities within India or globally , with such implementation being live in production and successfully operational for a minimum of one (01) year, supporting complete digital lending workflows from application to disbursement."	Already clarified. Not accepted.
3	16	4.2.8	The proposed LOS software must have successfully processed a minimum of 100,000 (One Lac) loan applications for at least two (02) Financial Institutions in the BFSI sector.	We request bank to consider," The proposed LOS software must have successfully processed a minimum of 100,000 (One Lac) loan applications for at least two (02) Financial Institutions in the BFSI sector in India or Globally"	As per RFP.
4	32	5.2.2.3	Document Management System (DMS) The system should provide: • Upload and secure storage of documents • Digital verification capabilities • Version control and audit trail Typical Documents: • Aadhaar • PAN • Income proof • Land records • Property documents • Bank statements	We request bank to consider that the bidder needs to provide DMS or Banks Existing DMS can be leveraged for the project.	As per RFP.
5			General	What is the total number of internal users?	Approx. 1500
6			General	How many internal concurrent users are expected?	Approx. 500-600
7			General	What is the total number of transactions processed daily?	Approx. 50000 per year.

8			General	What is the total number of transactions processed monthly?	Approx. 4000
9			General	What is the total number of transactions processed yearly?	Approx. 50000
10			General	Number of Concurrent Internet/Mobile Users	Approx. 500
11			General	Number of Web & Mobile Application Users	Approx. 500-600
12			General	Number of Product Holdings Per Customer	Approx. 3-5
13			General	Number of Branches	Approx. 245
14			General	Number of Customers	Approx. 20 Lakhs
15			General	Number of Accounts	Total Customers: Approx. 20 Lakhs Total Loan Accounts: Approx. 1.2 Lakhs
16			General	Is there any specific requirement for the database (e.g., Oracle, MS SQL, PostgreSQL) or the bidder should propose the compatible database with the proposed solution, we request also confirm if the bank has EULA for the any database that can be leveraged for the project. also request bank to confirm if the standard edition of the compatible database can be proposed by the bidder for cost optimization perspective	The Bank does not mandate any specific database platform. Bidders may propose a database that is fully compatible, supported, and certified for the proposed LOS solution. The bidder shall be responsible for sizing, performance, security, availability, backup, and support considerations of the proposed database platform. The Bank does not currently commit to providing database licenses under this RFP. Bidders should clearly specify the database technology proposed and include all required licenses, subscriptions, and associated components, if any, as part of their solution. Open-source databases such as MySQL, PostgreSQL, or equivalent enterprise-supported databases may be proposed, subject to meeting the performance, security, scalability, and availability requirements specified in the RFP.
17			General	What are the DR and DC locations? Are there any specific on-premises requirements?	Will be shared with the successful bidder.

18	35	1.3	Mobile Banking Application (Android and iOS)	Since KCCB require Digital Channels for the customers and employees, kindly mention i. Number of Concurrent Internet/Mobile Users ii. Number of Web & Mobile Application Users	Already clarified.
19	79	5.3.1	Deployment of LOS at DC and DR sites	Along with being cloud hosted, does KCCB want to have an on-premise deployment OPTION also?	No
20			General	Please share Purging policy percentage for volume data at the end of each year	Will be shared with the successful bidder.
21			General	We request bank to confirm on understanding, the bank would provide the required subscription for credit bureau checks, API`s for PAN Validation, Aadhar Validation etc.	The Bank shall provide necessary institutional approvals, subscriptions, credentials, and authorizations wherever required. The Bidder shall be responsible for end-to-end integration, testing, deployment, and maintenance.
22	43	4.5	High Availability, Scalability, and Branch-Wise Access Controls. The architecture must ensure 99.9% uptime, with load balancing, failover mechanisms, and horizontal scaling capabilities.	We request bank to clarify if the proposed LOS solution needs to be deployed in HA Mode if yes the required internal and external load balancers would be provided by the bank as required for the project	Bank will provide.
23	21	4.8.20	The Bidder shall supply all required software licenses for a period of five (05) years, including updates, security patches, upgrades, and version enhancements for the operating system, application, database, and security components at no additional cost during the contract period. All software licenses shall be procured in the name of the Bank.	We request bank to confirm our understanding that all the required security components would be provided by the bank as per bank policy	Application security will be provided by the bidder.
24	52	53	Computer security and information security audits of the LOS and all associated software components/applications may be carried out by the Bank, or by any external/internal auditor appointed or authorized by the Bank. The Vendor shall fully cooperate and provide all necessary access, documentation, technical support, and resources required to complete such audits. The Vendor shall, at no additional cost to the Bank, facilitate and/or conduct a source code audit/review of the solution (including all customizations and integrations), whenever required by the Bank or the designated auditor. Any gaps, risks, vulnerabilities, non-compliances, configuration weaknesses, or deficiencies identified during the audit shall be comprehensively rectified, remediated, and re-validated by the Vendor	We request bank to confirm the frequency of VAPT or the VAPT would be done the bank and bidder needs to fix the observations as per mutually agreed timelines.	Twice in a year. VAPT will be done by the bank.

			within the mutually agreed timelines, without any financial implications to the Bank.		
25	80	5.3.2	Backup and Recovery o Automated, policy-driven backup mechanisms must be implemented to ensure a Recovery Point Objective (RPO) ≤ 15 minutes and Recovery Time Objective (RTO) ≤1 hours. o Quarterly Disaster Recovery (DR) drills must be conducted, and detailed reports must be submitted to the Bank for review and compliance verification	We request bank to confirm the appropriate back up tools as per bank policy would be provided by the bank to perform the automated policy driven backup as per bank policy	Bank will provide the required hardware whereas backup solution will be provisioned by the Bidder.
26	35	1.3	Mobile Banking Application (Android and iOS)	Requesting Bank to please confirm does bank require Mobile Web Application.	Yes, mobile application support is a mandatory requirement under the scope of the RFP. The proposed solution must provide a mobile application for loan origination and related digital lending activities. The solution should support secure, user-friendly, and end-to-end digital onboarding and loan processing capabilities through mobile channels.

6. M/s Newgen Software Technologies Ltd:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	30	5.2	The LOS solution must be secure, scalable, modular, configurable, and interoperable, enabling seamless integration with the Bank's existing Core Banking System (CBS) and other internal and external applications, digital channels, regulatory systems, and third-party services	As per our understand the initiation channels will be B2C Mobile Application, B2C Customer Portal, B2B Mobile Application for Agents and Branch based scanning Module. Please confirm.	Yes, the bidder's understanding is correct. The LOS solution is expected to support loan origination through multiple channels, including: • B2C Mobile Application • B2C Customer Portal / Web Application • B2B Mobile Application for Agents/Business Correspondents, if applicable • Branch-based loan origination and document scanning modules The proposed solution should support seamless omni-channel loan origination and processing across these channels.
2	51	5.2.3	It can be given with the current concurrency of 1500 and annual increase	Please provide the total number of users requiring	Already clarified.

			of up to 15-20% for next 5 years. Volume of loan applications processed per day can be taken as 2000 on average day. Sizing of storage should be computed accordingly which can be sustained for the entire contract period.	access to Loan Origination System back -Office. The one who will handle the applications once customer application is submitted.	
3	56	5.2.4	System should have mobile/tab solutions for field functionality, client visits, including data & document, pictures uploads or on website upload by third party agency.	Number of users requiring access to Mobile App for the field agents / DSA/ BC?	Already clarified.
4	66	15	Provision to upload scanned images of documents available at multiple stages.	Please confirm if scanning solution is required at branches? If yes, then provide number of scanning users	A dedicated document scanning solution is required as part of the scope. The proposed LOS should provide the capability to upload scanned images and digital copies of documents at various stages of the loan origination process. Bidders are not required to provide separate scanning hardware or specialized branch scanning software under this requirement.
5	51	5.2.3	Volume of loan applications processed per day can be taken as 2000 on average day. Sizing of storage should be computed accordingly which can be sustained for the entire contract period.	What is current volume and the loan ticket size, envisaged for the requirement?	Already clarified.
6	34	5.2.2	Seamless Integration Capability: Support API-based and secure integrations with CBS, LMS, credit bureaus, KYC/ID authentication agencies, Aadhaar/UIDAI, PAN/Income Tax systems, CKYC, HRMS, and other internal or external third-party applications/services.	What are the applications to be integrated with the Newgen's Solution?	As per RFP
7	48	10.3	Environment Setup a. Deployment of separate SIT, UAT, and Production environments with clear migration and release management processes. b. Ensure end-to-end data encryption (at rest & in transit), access control, and vulnerability patching. c. UAT and Production must be validated by Bank-appointed auditors before sign-off.	What are the instances (Production, UAT, DR, etc) to be considered for implementation?	Already clarified.
8	48	10.3	Environment Setup a. Deployment of separate SIT, UAT, and Production environments with clear migration and release management processes. b. Ensure end-to-end data encryption (at rest & in transit), access control, and vulnerability patching. c. UAT and Production must be validated by Bank-appointed auditors before sign-off.	Is clustering in Production required? If yes, Active - Active or Active - Passive?	DC: Active - Active DR: Standalone Setup

9	93	6.10	One-time supply, installation, configuration, customization, testing, data migration, and successful implementation/deployment of the Core LOS software with perpetual enterprise licenses (active-passive setup) at the Data Centre (Bank's cloud), along with five (05) years of comprehensive warranty and OEM support.	If yes, what is the total size and volume of documents involved in Data Migration?	Approx. 1 Lakh without additional cost.
10			General query	Based on our understanding all Fintech API services like Bank statement, Analysis, ITR analysis, will be procured by the Bank. Please confirm.	The Bank shall provide necessary institutional approvals, subscriptions, credentials, and authorizations wherever required. The Bidder shall be responsible for end-to-end integration, testing, deployment, and maintenance.
11	15	4.2.2	The Bidder must have prior experience in the supply, implementation, and maintenance of Loan Origination Systems (LOS) with proven digital lending capabilities within India, with such implementation being live in production and successfully operational for a minimum of one (01) year, supporting complete digital lending workflows from application to disbursement.	Request Bank to modify clause as "The Bidder/or OEM must have prior experience in the supply, implementation, and maintenance of Loan Origination Systems (LOS) with proven digital lending capabilities within India, with such implementation being live in production and successfully operational for a minimum of one (01) year, supporting complete digital lending workflows from application to disbursement"	Already clarified. Not accepted.
12	15	4.2.1	The Bidder should have a minimum of 10 years of prior experience and proven track record of providing, implementing and successfully delivering software solutions in the Banking, Financial Services and Insurance (BFSI) sector.	Request Bank to modify clause as "The **Bidder/or OEM** should have a minimum of 10 years of prior experience and proven track record of providing, implementing and successfully delivering software solutions in the Banking, Financial Services and Insurance (BFSI) sector"	Already clarified.
13	15	4.2.3	The Bidder and the OEM must possess a valid CMMi (Capability Maturity Model Integration) at Maturity Level 3 (CMMi-3) or higher certification for their Software Delivery Unit. The certification must be valid as on the date of bid submission and must be issued by an authorized CMMI Institute or its authorized partner.	Request Bank to modify clause as "The **Bidder/or OEM** must possess a valid CMMi (Capability Maturity Model Integration) at Maturity Level 3 (CMMi-3) or higher certification for their Software Delivery Unit. The certification must be valid as on the date of bid submission and must be issued by an authorized CMMI Institute or its authorized partner"	Not accepted.
14	17	4.3.1	The Bidder and the OEM of the proposed LOS solution should have an average annual turnover	The Bidder/or OEM should have an average turnover	Not accepted.

			of at least ₹ 15 Crores and ₹ 35 Crores, respectively, during the last 03 audited financial years, i.e. 2022-23, 2023-24 and 2024-25. In case the Bidder is itself the OEM of the proposed LOS solution, the Bidder should have an average annual turnover of at least ₹ 25 Crores during the last 03 audited financial years, i.e. 2022-23, 2023-24 and 2024-25.	of atleast 75 Crores during the last 03 audited financial years, i.e. 2022 23, 2023-24 and 2024-25.	
15	17	4.3.2	The Bidder should have been posting profits during the last 03 financial years and should have a positive net worth.	Bidder/or OEM should have a net worth of greater than 75 Crores for last 3 financial year	Not accepted.
16	48	10.1.C	Any change in workflows or new loan products during the contract period must be configurable without any development or additional cost.	Request Bank to remove this clause	Any major change in the workflows or new loan products shall be covered under 500 man days. The clause will be modified suitably.
17	20	4.8.23	"The Bidder shall not subcontract, outsource, or delegate any part of the project or associated services without the Bank's prior written approval. Notwithstanding such approval, the Bidder shall remain fully responsible and accountable for the acts, omissions, performance, and obligations of its subcontractors."	"We intend to utilize a named implementation partner for on-ground deployment and training activities. May we declare this partner in our Technical Bid and treat the Bank's issuance of the PO as implicit approval for this named sub-contractor, in lieu of a separate written approval under Clause 4.8.23?"	Not accepted.
18	31	5.2.2.2	Integration with all external APIs (credit bureaus, UIDAI, CKYC, DigiLocker, eSign, GSP, etc.)	Bank will contract with these API providers and Bidder will integrate LOS with those	The Bank shall provide necessary institutional approvals, subscriptions, credentials, and authorizations wherever required. The Bidder shall be responsible for end-to-end integration, testing, deployment, and maintenance.
19	16	4.2.6	The OEM must have at least 300 full-time technical professionals on its payroll in India, as on the date of RFP, in roles such as Technical Architecture, Software Engineering / Development, Web and Mobile Application Testing, UI/UX Design, and Business Analyst / Subject Matter Experts in Banking Domain, etc. excluding personnel deployed for support and maintenance activities.	The OEM must have at least **500** full-time technical professionals on its payroll in India, as on the date of RFP, in roles such as Technical Architecture, Software Engineering / Development, Web and Mobile Application Testing, UI/UX Design, and Business Analyst / Subject Matter Experts in Banking Domain, etc. excluding personnel deployed for support and maintenance activities.	Not accepted. The proposed modification is not agreed to, as it may unduly restrict competition and limit participation by otherwise qualified bidders.
20	16	4.2.7	The OEM should have proven capabilities and prior experience in the implementation of LOS or	The OEM should have proven capabilities and	Not accepted.

			similar digital lending solutions across diverse cooperative banking environments will be considered as a critical indicator of their capacity to address the unique technical, infrastructural and operational challenges. The proposed solution must be based on the latest stable version of the LOS and be capable of supporting the current as well as evolving functional, regulatory, and digital transformation requirements of cooperative banks. Additionally, the proposed LOS platform must be operational and running in at least one (01) cooperative bank or any other scheduled/ regulated bank in India.	prior experience in the implementation of LOS or similar digital lending solutions across diverse cooperative banking environments will be considered as a critical indicator of their capacity to address the unique technical, infrastructural and operational challenges. The proposed solution must be based on the latest stable version of the LOS and be capable of supporting the current as well as evolving functional, regulatory, and digital transformation requirements of cooperative banks. Additionally, the proposed LOS platform must be operational and running in at least one (01) cooperative bank and at least (1) Public sector Bank.	The proposed modification is not agreed to, as it may unduly restrict competition and limit participation by otherwise qualified bidders.
21	15	4.2.2	The Bidder must have prior experience in the supply, implementation, and maintenance of Loan Origination Systems (LOS) with proven digital lending capabilities within India, with such implementation being live in production and successfully operational for a minimum of one (01) year, supporting complete digital lending workflows from application to disbursement.	The Bidder/or OEM must have prior experience in the supply, implementation, and maintenance of Loan Origination Systems (LOS) with proven digital lending capabilities within India, with such implementation being live in production and successfully operational for a minimum of one (01) year, supporting complete digital lending workflows from application to disbursement. The reference LOS implementation must be live in an institution with a minimum of 250 branches and 1500 concurrent users	Already clarified. Not accepted.
22	23	4.10	Payment shall be made in milestone as specified below: 10 % - Project Kick-off and Submission of Project Plan 10 % - Installation of Core LOS and associated application at DC 20 % - Customization, Implementation and Integration of LOS with CBS / Third Party Systems 20 % - UAT Completion and Pilot Rollout of LOS at DC	Software Licenses (Perpetual): 100% payable against PO. Implementation & Training: 10% on Testing/UAT completion, 30% on Phase-1 Go-Live, 40% on O&M initiation, balance 20% on completion of contractual milestone. ATS (Application & Database): Payable annually in advance. Operations & Management	Not accepted.

			20 % - Full and Final Rollout and Go-Live of LOS at DC 20 % - Post-Go-Live Stabilization / Project Sign-off (after 3 months)	Support: Payable quarterly in arrears after stabilization phase.	
23	36	2	Functional Modules 2.1 Lead and Application Management The Loan Origination System shall provide robust capabilities to manage end-to-end loan applications through the following functionalities: It should support a light or low-code platform where fields and pages can be added on the lender's side and reflected in both the web and mobile apps in real time.	The LOS should have been developed on a Low code platform only	Clarified. The proposed LOS solution should provide low-code/no-code configuration capabilities that enable the Bank to create, modify, and manage customer journeys, loan officer journeys, forms, fields, screens, workflows, validations, and business rules with minimal or no source code changes. Such changes should be reflected across the web and mobile channels as applicable. The bidder may utilize its proprietary low-code platform or any other integrated low-code framework. However, the ability to configure and deploy changes to borrower journeys and operational workflows through a low-code approach is a mandatory requirement.
24	16	4.2.11	The LOS solution offered by the bidder must be readily available, fully configurable and deployable. The bidder needs to submit a Certificate of Readiness from the OEM confirming that the proposed LOS software currently meets and complies with at least 80% of the requirements, features and functionalities specified in the RFP. Note: i. The remaining 20% of features and functionalities requested in the RFP shall be customized and developed by the Bidder / OEM within two (02) months from the date of issuance of the Purchase Order (PO), failing which no payment shall be released by the Bank. ii. In case of any apprehension or doubt, at any stage, the Bank reserves the right to conduct a live demonstration and / or Proof of Concept (PoC) to evaluate and assess the overall functionality and performance of the Loan Origination System (LOS) software quoted by the Bidder. iii. If the solution offered by a Bidder does not meet the minimum requirement of 80% of the scope of work and technical specifications defined in the RFP, such Bidders shall be treated as ineligible and technically non-compliant by	Live demonstration of running system to be provided by Bidder and OEM	The Bank reserves the right to seek a live demonstration and/or Proof of Concept (PoC) of the proposed LOS solution at any stage of the evaluation process. Such demonstration may be provided by either the Bidder or the OEM, provided that the demonstrated solution is the same solution being proposed under this RFP and adequately showcases the required functionalities, workflows, integrations, and capabilities specified in the RFP.

			the Bank. Therefore, they need not apply or submit their bids.		
25	19	4.7.2	The Technical Bids of all the Bidders who meet the eligibility criteria shall be evaluated further for compliance of specifications and other such parameters as may be needed. The decision of the Bank in this matter shall be final conclusive and binding. The Commercial Bids of all technically qualified Bidders shall be subjected to financial evaluation. It may be noted that the total Gross Price quoted by the Bidders inclusive of all applicable taxes for all components specified in the RFP and any other incidental or allied items quoted by the Bidder which is required for the completeness of the project, along with 05 years of comprehensive warranty, support and maintenance shall be taken into consideration for determining the L1 bidder. For further details, the Bidders may refer to the sample Commercial Bid format provided in Section 6.10.	Instead of L1 Based buying process for best practice and getting the best solution we recommend bank to adopt 70:30 QCBS Process.	Not accepted. The work will be awarded to the lowest bidder as per the terms & conditions of the RFP.
26	19	4.8.5	The Bidder shall specify and quote for all the licensed software viz. Operating System (OS), Database (DB), and any other software needed for the successful deployment of the LOS both at DC and DR sites. Further, the bidder shall be responsible for the installation, configuration and maintenance of the same during the warranty and support period	Requesting bank to procure All OS licenses (DC + DR) and Database licenses (DC + DR)	Not accepted. The software will be provisioned and procured by the bidder itself as per their requirement.

7. M/s AadiSwan Info Consultants Pvt. Ltd.:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	25	4.12	EARNEST MONEY DEPOSIT (EMD) Earnest Money shall be deposited by all the Bidders offline in the form of Bank Guarantee / Cheques / Demand Draft. It is compulsory to upload a scanned copy of the EMD as a proof on e-procurement portal https://hptenders.gov.in/) as directed on the portal of the Government of Himachal Pradesh with the bid. The applicable payable amount is ₹ 10,00,000/- (Rupees Ten Lacs only). The EMD shall be drawn in favour of “The Managing Director, KCCB” payable at Dharamshala (H.P.).	AadiSwan, being an MSME, requests exemption from submission of EMD or acceptance of a Bid Security Declaration in lieu of EMD. Suggested amendment: Registered MSMEs may submit Udyam Registration Certificate and Bid Security Declaration instead of EMD.	Not accepted. In view of the mission-critical nature of the proposed LOS and the need to ensure serious participation by bidders, the EMD requirement shall remain as specified in the RFP.
2	12	3.7.3	The pre-bid query format mentions Bid Ref. No. KCCB/IT/2026/CCTVSS/A.	Please confirm that this is a typographical error and that the correct Bid Ref. No. is KCCB/IT/2026/LOS/A. Suggested amendment: Replace KCCB/IT/2026/ CCTVSS/A with KCCB/IT/ 2026/LOS/A.	The correct bid reference is KCCB/IT/2026/LOS/A.

3	10	3.2/3.4.1	COST OF THE REQUEST FOR PROPOSAL DOCUMENT The Bidder shall pay ₹ 5,000/- (Rupees Five Thousand Only) which needs to be remitted offline in the form of Cheque / Demand Draft (scanned copy should be uploaded online on e-tendering portal) along with the Proposal as directed in the Document. Hardcopy of the instrument needs to be submitted to the Bank. It is an absolute must that the cost of Request for Proposal Document is paid as directed, failing which the offer shall stand summarily rejected and no correspondence in this matter shall be entertained. However, the Micro and Small enterprises (MSMEs) and start-ups (duly recognized by GoI) as well as Government Organizations are exempt from paying such fee. 3.4.1. Request for Proposal Document can be downloaded from the e-procurement portal https://hptenders.gov.in/ of the Government of Himachal Pradesh starting at 10:00 hrs on 05/06/2026. The Request for Proposal Document cost needs to be paid as directed on this portal.	Please clarify the exact mode of payment / upload requirement for non-exempt bidders and the exact upload requirement for MSME-exempt bidders. Suggested amendment: For MSME bidders, Bank may kindly allow Udyam Certificate upload in the tender fee document slot. For non-MSME bidders, specify one payment mode.	Not accepted. In view of the mission-critical nature of the proposed LOS and the need to ensure serious participation by bidders, the requirement shall remain as specified in the RFP.
4	14		Any Bidder failing to meet any of the prescribed criteria or failing to submit the requisite supporting documents along with their bid shall be summarily disqualified, and their bid shall not be considered for further evaluation of technical and financial proposals submitted by them.	AadiSwan requests the Bank to expressly permit MSME relaxation for eligibility conditions relating to turnover, employee strength and process certifications, provided the bidder demonstrates live LOS product capability, regulated-bank references and security/compliance readiness. Suggested amendment: Eligibility deviations for MSME product companies may be considered where the bidder provides live client references, ISO/security controls, implementation team details and an undertaking for SLA compliance.	Not accepted. In view of the mission-critical nature of the proposed LOS and the need to ensure serious participation by bidders, the requirement shall remain as specified in the RFP.
5	15	4.2.1	Bidder should have minimum 10 years of prior BFSI software implementation experience.	AadiSwan requests relaxation for MSME product companies by allowing experience to be demonstrated through a combination of company experience, management/team BFSI experience, live LOS/Credit product implementations and client certificates. Suggested amendment: For MSME bidders/OEMs,	Not accepted.

				minimum BFSI experience may be reduced to 5 years, or met through cumulative company + key management/team experience supported by client credentials.	
6	15	4.2.3	Bidder and OEM must possess valid CMMI Level 3 or higher certification for Software Delivery Unit.	AadiSwan requests relaxation of mandatory CMMI Level 3 for MSME bidders/OEMs and acceptance of equivalent evidence such as ISO 9001, ISO 27001, secure SDLC, documented QA process, client implementation certificates, VAPT/security audit reports and project governance framework. Suggested amendment: CMMI Level 3 may be made desirable, or MSME bidders may be allowed to submit equivalent process/security/quality evidence.	Not accepted.
7	15	4.2.4	OEM/Bidder must possess ISO 9001 and ISO/IEC 27001:2022 certificates as on bid submission date.	Please confirm whether valid ISO 9001 / ISO 27001 certification, certification under transition, or an undertaking to complete/upgrade to ISO/IEC 27001:2022 within a defined period after award may be accepted for MSME bidders. Suggested amendment: For MSME bidders, ISO/IEC 27001:2022 may be required before Go-Live, with valid security controls and certification roadmap at bid stage.	Not accepted. The requirement shall remain as per RFP.
8	15	4.2.5	Bidder/OEM must have adequate infrastructure and service support presence in Tier-2 and Tier-3 cities for 24x7x365 support.	Please clarify whether a centralized 24x7 helpdesk with remote L1/L2 support, named escalation matrix, and commitment to deploy onsite resources at KCCB locations when required will be accepted instead of physical support offices in Tier-2/Tier-3 cities. Suggested amendment: Accept remote support model with defined onsite deployment SLA as equivalent to Tier-2/Tier-3 support presence.	All infrastructure and service support by the Bidder and OEM shall be provided as per the requirement of the RFP.

9	15-16	4.2.6	OEM must have at least 300 full-time technical professionals on payroll in India, excluding support and maintenance personnel.	AadiSwan requests relaxation of the 300-technical-professionals requirement for MSME product companies and acceptance of a dedicated project team strength, total employee strength, domain experts, implementation resources and named partner resources. Suggested amendment: For MSME LOS OEMs, accept minimum 50-75 relevant technical/product/implementation resources including dedicated project resources and approved partner resources.	Not accepted.
10	16	4.2.7	Proposed LOS must be operational and running in at least one cooperative bank or any other scheduled/regulated bank in India.	Please confirm that LOS implementations in private sector banks, small finance banks, foreign banks operating in India, NBFCs regulated by RBI, or other RBI-regulated entities will be considered as scheduled/regulated bank/BFSI experience wherever applicable. Suggested amendment: Accept client certificates from RBI-regulated banks/FIs and scheduled banks in India as valid evidence. Under-implementation projects at cooperative banks may also be accepted as sufficient evidence.	Accepted. Clause will be amended suitably.
11	16	4.2.8	Proposed LOS must have processed minimum 100,000 loan applications for at least two BFSI institutions.	AadiSwan requests relaxation for MSME bidders by allowing production LOS implementation certificates, user/application volume declarations, dashboard extracts, and cumulative application volumes across clients, instead of mandatory 100,000 applications at two institutions. Suggested amendment: For MSME bidders, accept at least two live LOS/Credit product references, or cumulative application volume across BFSI clients, or one client with	Not accepted. The proposed LOS software must have successfully processed a minimum of 100,000 (One Lac) loan applications in each of at least two (02) BFSI institutions operating in India. Global references shall not be considered for compliance with this criterion.

				substantial volume plus additional live references.	
12	16	4.2.9	LOS must have in-built rule engine supporting evaluation of 500+ data points from internal and external sources, configurable by business users without code changes.	Please clarify whether 500+ data points mean data attributes available/ configurable in the system across borrower, facility, collateral, bureau, financial, KYC, GST, bank statement and CBS data, and not necessarily 500 active rules already used by one existing client. Suggested amendment: Accept product screenshots, configuration demo and architecture certificate as evidence of 500+ data point capability.	The clause stands as per the RFP. The proposed LOS should have an in-built rule engine capable of evaluating 500 or more data points from internal and external data sources and support configuration by authorized business users without code changes. The Bank will evaluate compliance based on the bidder's product capabilities, technical proposal, supporting documents, product demonstration, and other evidence submitted during the evaluation process.
13	16	4.2.11	The LOS solution offered by the bidder must be readily available, fully configurable and deployable. The bidder needs to submit a Certificate of Readiness from the OEM confirming that the proposed LOS software currently meets and complies with at least 80% of the requirements, features and functionalities specified in the RFP. **Note**: i. The remaining 20% of features and functionalities requested in the RFP shall be customized and developed by the Bidder / OEM within two (02) months from the date of issuance of the Purchase Order (PO), failing which no payment shall be released by the Bank. ii. In case of any apprehension or doubt, at any stage, the Bank reserves the right to conduct a live demonstration and / or Proof of Concept (PoC) to evaluate and assess the overall functionality and performance of the Loan Origination System (LOS) software quoted by the Bidder. iii. If the solution offered by a Bidder does not meet the minimum requirement of 80% of the scope of work and technical specifications defined in the RFP, such Bidders shall be treated as ineligible and technically non-compliant by the Bank. Therefore, they need not apply or submit their bids.	Please clarify that the 80% readiness will be evaluated against core LOS functional requirements only, and third-party integrations, CBS-specific interfaces, KCCB-specific 84 product configuration, mobile banking integration, PMFBY/land-record integrations and GIS dashboard customizations will be treated as project-specific work deliverable within the overall 6-month implementation timeline. Suggested amendment: Modify the 2-month period to cover mutually agreed high-priority customizations only; full KCCB-specific configuration/integration to follow the 6-month project plan.	The clause stands as per the RFP. The bidder shall submit a Certificate of Readiness from the OEM confirming that the proposed LOS software currently meets and complies with at least 80% of the requirements, features and functionalities specified in the RFP. The Bank may consider project-specific integrations, interfaces and configurations as part of the implementation scope; however, such considerations shall not dilute the minimum readiness requirement specified in the RFP.
14	17	4.3.1	Average annual turnover of Bidder and OEM must be Rs. 15 Cr and Rs. 35 Cr respectively; where bidder is itself OEM, average annual turnover must be Rs. 25 Cr over FY 2022-23, 2023-24, 2024-25.	AadiSwan requests MSME relaxation of turnover criteria and acceptance of lower turnover supported by live regulated-bank implementations, positive net worth, client credentials and undertaking for project delivery/SLA compliance.	Not accepted. Already clarified.

				Suggested amendment: For MSME bidders/OEMs, reduce turnover threshold to Rs. 5-10 Cr average annual turnover, or allow waiver based on live LOS references and positive net worth.	
15	17	4.3.2	Bidder should have been posting profits during last 3 financial years and have positive net worth.	Please clarify whether positive net worth and profit in at least two out of the last three audited financial years may be accepted for MSME bidders, especially where the bidder has invested in product development and bank implementations. Suggested amendment: For MSME bidders, accept positive net worth and profit in two of the last three years, or positive net worth with CA-certified financial stability.	Not accepted. No change.
16	26	4.17	The successful bidder (L1 firm) shall furnish a Performance Security equivalent to 5% of the total order value within 15 days from the date of award of the Contract / Purchase Order. The Performance Security shall be submitted in the form of a Performance Bank Guarantee (PBG) issued by a Scheduled Commercial Bank, in favour of the Managing Director, The Kangra Central Co-operative Bank Ltd., payable at Dharamshala. The PBG shall remain valid for a period of 5 years from the date of issuance of the Purchase Order, including an additional claim period of at least 3 months, or for such extended period as may be required by the Bank. In the event of any breach, default, or non-performance of contractual obligations by the Vendor, the Bank shall have the unconditional and irrevocable right to invoke and encash the Performance Bank Guarantee, either in full or in part, at any time, without prior notice to the Vendor, and without prejudice to any other rights or remedies available under the Contract or applicable law.	AadiSwan requests relaxation for MSME bidders by allowing performance security at 3% of contract value or by accepting e-BG/insurance surety bond/other permissible forms. Suggested amendment: Performance Security for MSME bidders may be fixed at 3% and acceptable in BG/e-BG/insurance surety bond/FD form as per procurement norms.	Not accepted.
17	22	4.10	No advance payment shall be made by the Bank for any supplies under this invitation for bid. The Bidder shall bear all the initial costs for mobilization, setup, and resource deployment. Payments for all goods and services specified herein shall be released by the Bank on a milestone basis, as detailed below, subject to formal verification, certification and acceptance by the Bank and/or its Consultant.	Considering the MSME status of AadiSwan and the working capital requirement for licenses, implementation and deployment, please allow a mobilization/license procurement milestone or partial payment against delivery of licenses and project kick-off. Suggested amendment: Permit 20% payment on	Not accepted.

				signing/PO acceptance and license delivery, or separate upfront reimbursement/payment for third-party licenses procured in Bank's name.	
18	26	4.15	In the event of any delay in execution, implementation, delivery, or commissioning of the goods and services under this Contract, liquidated damages (LD) shall be levied as per the following terms, calculated on the total value of the Purchase Order (PO) / Project:1% per month of the delayed portion for the first two (02) months of delay. 2% per month of the delayed portion for each subsequent month of delay. Subject to a maximum cumulative cap of 10% of the total value of the PO / Project. A maximum cumulative delay of six (06) months shall be permissible. In case the delay exceeds six (06) months, the Bank reserves the right, without prejudice to any other rights and remedies available under the Contract or applicable law, to: • Cancel the PO / Contract, in whole or in part; • Forfeit the Performance Security / Bank Guarantee; and/or get the remaining work executed through alternate means at the risk and cost of the Vendor. • Impose additional and/or higher penalties, as deemed appropriate by the Bank, commensurate with the severity and impact of the delay.	Please clarify that delays attributable to Bank, CBS vendor, cloud service provider, third-party API providers, government portals, security auditors, or delayed approvals/UAT will be excluded from LD calculation, and project timelines will be extended accordingly. Suggested amendment: LD to apply only to delays solely attributable to bidder/OEM after excluding documented external dependencies.	Yes. The clause will be amended suitably as: In the event of any delay in execution, implementation, delivery, or commissioning of the goods and services under this Contract, Liquidated Damages (LD) shall be levied as per the following terms, calculated on the value of the delayed portion of the Purchase Order (PO) / Project: a) 1% per month of the delayed portion for the first two (02) months of delay; b) 2% per month of the delayed portion for each subsequent month of delay; subject to a maximum cumulative cap of 10% of the total value of the PO / Project. A maximum cumulative delay of six (06) months shall be permissible. In case the delay exceeds six (06) months, the Bank reserves the right, without prejudice to any other rights and remedies available under the Contract or applicable law, to take appropriate action as deemed fit. However, delays attributable to the Bank, Core Banking Solution (CBS) vendor, cloud service provider, third-party API/service providers, Government portals, security auditors, or delays arising due to pending approvals, User Acceptance Testing (UAT), dependencies on external agencies, or any other reasons beyond the control of the Bidder/OEM, shall not be considered for the purpose of computation of Liquidated Damages. In such cases, the implementation timelines shall be extended

					appropriately on a case-to-case basis, subject to documentary evidence and approval of the Bank.
19	19	4.8.3	The Bidder is responsible for the installation and 'hardening' of all software components, including but not limited to the Operating System, RDBMS, Web Servers, and SSL Certificates on the Bank's Cloud at the DC and DR sites. The Vendor shall ensure that the LOS environment at the Cloud DR is a mirror image of the Cloud DC. The Bidder must ensure real-time data synchronisation and 'Zero Data Loss' during failover from Cloud DC to Cloud DR.	Please provide a single final RTO/RPO requirement applicable to the LOS application and clarify whether RTO/RPO measurement excludes Bank cloud/network /CBS/third-party outages. Suggested amendment: Adopt one RTO/RPO target in corrigendum with clear RACI and exclusions.	As per Industry standards. **RPO = 15 Minutes** **RTO = 30 Minutes**
20	30	5.2.1.d	The Bidder shall ensure system availability (uptime) of **≥ 99.90%** at the DC and DR, measured on monthly basis, excluding approved maintenance plans or windows.	Please clarify the final application availability target for DC and DR and confirm exclusions for planned maintenance, Bank cloud failures, network/ connectivity failures, CBS/third-party downtime, force majeure and Bank-caused outages. Suggested amendment: Adopt one monthly LOS application uptime target, with exclusions as listed in SLA exclusions.	As per RFP
21	21	4.8.20	The Bidder shall supply all required software licenses for a period of five (05) years, including updates, security patches, upgrades, and version enhancements for the operating system, application, database, and security components at no additional cost during the contract period. All software licenses shall be procured in the name of the Bank.	Please confirm whether open-source enterprise-grade components such as Linux/PostgreSQL/other open-source middleware may be proposed, subject to support and compliance requirements, instead of proprietary OS/DB licenses. Suggested amendment: Allow open-source OS/DB/middleware with bidder/OEM support undertaking, or specify if proprietary DB/OS is mandatory.	The bidder may quote open-source operating systems, databases, middleware, and other software components with an enterprise support. However, the responsibility for their support, maintenance, security updates, IT audit or certification and smooth functioning during the entire contract period shall rest solely with the successful bidder/OEM.
22	21	4.8.24	The Bidder shall ensure that the proposed LOS platform is scalable, modular, and interoperable, and shall support future integrations with CBS, digital platforms, external agencies, and third-party APIs without Vendor lock-in or unreasonable incremental costs.	Please confirm that all third-party API subscription /transaction charges, registration fees, whitelisting costs, government portal charges, bureau charges, eSign/ eStamp charges, SMS/ WhatsApp/email gateway charges and approval fees will be borne directly by the Bank, while the bidder will	Yes, all such charges will be borne directly by the Bank. The bidder will be responsible for integration. However, the bidder will help the Bank in subscription.

				only provide integration services. Suggested amendment: Bidder to quote one-time integration effort; all third-party usage/transaction /registration charges to be borne by Bank on actuals.	
23	33	5.2.2.10	The LOS must integrate seamlessly with the Bank's CBS to: • Create loan accounts • Fetch and update customer data • Post disbursement transactions	Please confirm availability of TCS BaNCS APIs/ middleware, test/ sandbox environment, API documentation, CBS vendor support, integration certification process and whether any TCS/CBS vendor charges will be borne by the Bank. Suggested amendment: Bank to provide CBS API documentation, sandbox and bear CBS vendor charges; bidder to provide LOS-side integration.	The relevant details will be shared with the successful bidder.
24	34-35, 51, 56	5.2.2.13	The system should provide mobile capabilities for field operations, including: • Field verification • Geo-tagged photographs • Offline data capture • On-site loan origination	Please clarify whether the scope requires bidder to modify the Bank's existing mobile banking app, provide APIs for the existing app vendor, or provide a separate LOS customer/field mobile app. Also clarify whether iOS is mandatory for field officers or only Android/tablet app is required. Suggested amendment: Bidder to provide LOS APIs and/or separate LOS mobile app; Bank/existing mobile app vendor to handle changes in Bank's existing mobile banking app.	The bidder may provide a separate LOS mobile application and/or APIs for integration with the Bank's existing digital channels. The proposed solution should support the mobile capabilities specified in the RFP, including field verification, geo-tagged photographs, offline data capture, and on-site loan origination. Detailed integration requirements, platform support, and deployment approach shall be finalized during the implementation phase in consultation with the selected bidder.
25	35	1.4.d	In order to capture the customer and loan holder details, geo-tag assets and building locations, and visualize the collected data on a GIS-based dashboard for effective monitoring, analysis, and reporting, the solution shall include a web-based portal and a mobile application with integrated functionalities.	Please clarify whether GIS dashboard is mandatory for Phase-1 Go-Live or may be delivered as a subsequent enhancement. Also clarify map provider, map license/API cost ownership, geofencing requirements and reporting layers expected. Suggested amendment: GIS/map license and usage costs to be borne by Bank; GIS dashboard scope to be	The GIS-based dashboard, geo-tagging capabilities, web portal, and mobile application form part of the overall solution requirements. The detailed scope, reporting requirements, map services, integration approach and implementation priorities shall be finalized during the requirement gathering and solution design phase. Any third-party map licenses, API subscriptions, or usage-based charges shall be

				finalized in SRS and phased if required.	governed by the commercial terms agreed between the Bank and the selected bidder during implementation.
26	36	1.5	Third-Party API Integrations (DSA/Marketplace/Fintech Partners) • The LOS should provide a secure, standards-based API layer to integrate with external lead sources such as Direct Selling Agents (DSAs), loan aggregators, NBFCs, fintech marketplaces, and other partner ecosystems. • The system must be capable of validating, de-duplicating, and prioritizing leads from these channels, while maintaining source attribution for commission and tracking purposes. • API authentication, data throttling, lead enrichment, and real-time status updates back to partners should be supported.	Please provide the exact portals/APIs to be integrated, availability of API documentation, credentials, test environment, approval workflow and whether screen-scraping/manual upload is acceptable where APIs are unavailable. Suggested amendment: Where APIs are not available, allow file upload/download, assisted process, or deferred integration under mutually agreed CR.	The relevant details will be shared with the successful bidder.
27	52	5.2.3.53	Computer security and information security audits of the LOS and all associated software components/ applications may be carried out by the Bank, or by any external/internal auditor appointed or authorized by the Bank. The Vendor shall fully cooperate and provide all necessary access, documentation, technical support, and resources required to complete such audits. The Vendor shall, at no additional cost to the Bank, facilitate and/or conduct a source code audit/review of the solution (including all customizations and integrations), whenever required by the Bank or the designated auditor. Any gaps, risks, vulnerabilities, non-compliances, configuration weaknesses, or deficiencies identified during the audit shall be comprehensively rectified, remediated, and re-validated by the Vendor within the mutually agreed timelines, without any financial implications to the Bank.	Please clarify that source code audit/review will be limited to security review under strict NDA and will not require source code handover, escrow, reproduction, copying or transfer of proprietary product IP. Custom code/integrations may be reviewed in a controlled environment. Suggested amendment: Source code review to be conducted under NDA in controlled environment; no source code transfer or escrow unless separately agreed.	Accepted
28	52	5.2.3.51	Application should be compatible with any standard Web Browser like Internet Explorer 8.0 and above/ Mozilla Fire Fox/ Google Chrome etc.	Please remove Internet Explorer 8.0 compatibility requirement and confirm support for current stable versions of Chrome, Edge, Firefox and Safari only. Suggested amendment: Browser support: latest stable versions and last two major versions of Chrome, Edge, Firefox and Safari.	Clarified. The clause will be amended suitably. The proposed solution should support current industry-standard web browsers. Internet Explorer 8.0 compatibility is not mandatory. The application shall support the latest stable versions and commonly used supported versions of major browsers such as Google Chrome, Microsoft Edge, Mozilla Firefox, and Safari.

29	30	5.2	A Loan Origination System (LOS) is a mission-critical enterprise application designed to digitize, automate, and streamline the end-to-end lending lifecycle, starting from customer onboarding and application intake to verification, credit assessment, approval, documentation, sanction, disbursement, and post-disbursement monitoring. The proposed LOS solution must align fully with the Bank's operational, functional, technological, and regulatory requirements and support all current and future lending operations. For ready reference, the complete list of the Bank's existing 84 loan products is available on the official website (https://kccbhp.bank.in/products/loans/). The proposed LOS should be capable of capturing loan applications, verify applicant information, perform credit appraisal and risk assessment, obtain approvals through a defined hierarchy, generate sanction letters and disbursing loans. In simple terms, all stages of the loan lifecycle (Application → Verification → Credit Appraisal → Approval → Documentation → Disbursement) should be processed digitally within the LOS.	Please provide detailed product-wise policy documents, workflows, delegation matrices, document checklists, charge/fee logic, forms/templates, computation methodology and prioritization of products for Phase-1 rollout. Suggested amendment: Phase-1 to include mutually agreed priority products; remaining products to be configured as per approved rollout plan.	The relevant details will be shared with the successful bidder.
30	78		In case, any subsequent customization, enhancement, modification, integration, or re-development of the LOS is required after Go-Live, the same shall be undertaken by the Bidder as per the actual requirements of the Bank for a cumulative total of 500 (Five Hundred) man-days during the warranty & support period of five (05) years.	Please clarify the boundary between included warranty/support, 500 man-days business CRs, and unlimited regulatory/statutory/security changes. Please also clarify whether major regulatory changes involving new modules/ integrations will be mutually scoped and commercially agreed. Suggested amendment: Routine compliance updates to be included; major new regulatory modules/integrations to be treated as separate CRs or counted against man-days.	The 500 man-days provision shall cover customization, enhancements, modifications, integrations, and re-development activities requested by the Bank during the warranty and support period. Routine regulatory, statutory, security, and compliance-related updates required for continued operation of the solution shall be provided as part of the warranty and support obligations. Any major new functionality, module, or integration not envisaged under the scope of the RFP may be mutually assessed and taken up as per the agreed change management process.
31	78		In case, any subsequent customization, enhancement, modification, integration, or re-development of the LOS is required after Go-Live, the same shall be undertaken by the Bidder as per the actual requirements of the Bank for a cumulative total of 500 (Five Hundred) man-days during the warranty & support period of five (05) years.	Please clarify whether bidder should quote a fixed 500 man-day pool upfront or a per man-day rate, and whether the unutilized man-days will be paid, carried forward, or excluded from L1 evaluation. Suggested amendment: Evaluate man-days on a notional quantity basis but pay per actual utilization;	Clarified. Details are already mentioned in the RFP.

				clarify treatment of unutilized value.	
32	21	4.8.19	The Bidder shall provide comprehensive, hands-on training and knowledge transfer to all relevant Bank personnel, including end-users, system administrators, and auditors, at no additional cost. The training shall be designed to ensure that the Bank can independently operate, manage, and monitor the LOS solution.	Please specify number of users, branches/zonal offices, batches, duration, onsite/offsite mode, training languages, training locations and whether travel/lodging expenses for onsite training will be reimbursed or need to be included in bid. Suggested amendment: Define training scope in RFP/corrigendum or allow blended training model: train-the-trainer + online sessions + limited onsite sessions.	The relevant details will be shared with the successful bidder.
33	16, 29	4.2.11, 5.1.10	4.2.11 Bank may conduct live demo/PoC; all PoC-related costs including logistics, configuration, materials, manpower and resources to be borne by bidder/OEM. 5.1.10 In case of any doubt or apprehension, the Bank reserves the right to evaluate and verify the technical specifications of any or all the quoted products and may conduct a Proof of Concept (PoC) in a live environment at Bank premises prior to awarding the Purchase Order to the L1 bidder. All PoC-related costs- including logistics, configuration, materials, manpower, resources, and any other associated expense shall be entirely borne by the concerned OEM / Bidder.	Please clarify the expected PoC scope, duration, location, test cases, data set, integrations required during PoC and maximum effort expected from bidder/OEM. Suggested amendment: PoC to be limited to core LOS demo with sample data and no live CBS/third-party integration unless Bank provides sandbox/API access.	Agreed. The clause will be modified suitably.
34	21	4.8.23	The Bidder shall not subcontract, outsource, or delegate any part of the project or associated services without the Bank's prior written approval. Notwithstanding such approval, the Bidder shall remain fully responsible and accountable for the acts, omissions, performance, and obligations of its subcontractors	Please confirm that declared technology partners/API service providers/OEM components/security auditors/cloud implementation specialists may be used with prior disclosure and Bank approval. Suggested amendment: Allow pre-disclosed specialist partners/ subcontractors subject to bidder retaining overall responsibility.	Clarified
35	34		The Bidder shall be responsible for the end-to-end supply, customization, implementation, testing, deployment, integration, data migration (where applicable), training, warranty & support for next 05 years. The LOS must be successfully integrated with the Bank's Core Banking System (CBS) and other relevant systems such as HRMS, UIDAI, CKYC, PAN services, credit bureaus, and third-party interfaces as specified by the Bank.	Please specify the exact data migration scope, source systems/files, historical data volume, document migration expectations, data quality responsibilities and whether migration is required for existing	Already clarified.

				active/past loan applications only or complete loan history. Suggested amendment: Migration to be limited to mutually agreed active/pending LOS applications and master/configuration data unless separately scoped.	
36	14-16	4.1-4.3	Several eligibility criteria are specified separately for the Bidder, OEM, or both, including incorporation/operation period, BFSI experience, LOS implementation experience, CMMI/ISO certifications, technical resource strength, support capability, application-volume credentials and turnover requirements.	In case of a Bidder + OEM / authorized partner arrangement, AadiSwan requests the Bank to clarify and amend that the relevant eligibility criterion shall be considered fulfilled if either the Bidder or the OEM fulfils the criterion, subject to submission of a valid bid-specific Manufacturer Authorization Form (MAF), OEM support undertaking, back-to-back support arrangement and the Bidder retaining overall contractual responsibility for implementation, support and SLA compliance. Suggested amendment: For bids submitted under a Bidder + OEM arrangement, any eligibility criterion prescribed for Bidder/OEM may be considered fulfilled if either the Bidder or the OEM satisfies the criterion and provides supporting documentary evidence, provided that the Bidder submits valid OEM authorization and assumes overall contractual responsibility.	Not accepted.

8. M/s AurionPro Solutions Ltd.:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	42	3	The proposed system must be designed for seamless integration with core banking systems (TCS BaNCS), external data providers, and internal enterprise solutions using secure APIs and scalable architecture.	Please confirm the Core Banking System (e.g., TCS BaNCS) and the lending modules currently in use.	As per RFP.

2	-	-	-	Please clarify whether lending product definitions are hosted in core banking system at present.	Yes
3	58	5.2.4.2.3	Lead Creation through integration with Bank's website, Mobile apps, TAB,ATMs, KIOSK, Business Correspondents (BC), Business Facilitator (BF), Direct Selling Agent (DSA), online lead providers such as psbloansin59minutes.com, BankBazaar etc.	Please clarify whether lead management from external channels (ATM, kiosk, API) is included in the current scope or planned for a future phase.	As per RFP.
4	50	5.2.3.10	Application should be light weight that is easily accessible even in branches with low bandwidth availability.	Please specify the minimum bandwidth availability required for branch operations.	Minimum 2 Mbps
5	78	39.1	Irrespective of the scope of work and functional requirements / specifications outlined in the RFP, the Bidder shall be fully responsible for end-to-end customization, configuration and successful implementation of the solution as per the Bank's requirements and to its full satisfaction. The proposed solution must be capable of handling all processes, workflows, and parameters associated with the 84 loan products currently offered by the Bank. A detailed list of these loan products is available on the official website of the Bank.	Please confirm whether all 84 loan products must be implemented at initial Go-Live or can be rolled out in phases.	Yes, all loan products need to be implemented at initial Go-Live.
6	24	4.11	The project shall be completed within a period of six (06) months from the date of issuance of the Supply Order to the Vendor. The supply, customization, configurations, implementation and rollout of the Loan Origination System (LOS) and allied software shall be deemed to have been completed upon successful completion of final inspection / User Acceptance Testing (UAT) and demonstration before a duly constituted committee of the Bank and the Consultant.	Given the six-month timeline and multiple modules, please confirm whether a phased rollout (e.g., pilot branches) is acceptable.	Will be decided mutually at the time of award of PO.
7	79		Any requirement beyond the allocated 500 man-days shall be payable by the Bank based on the unit man-day rates already quoted in the commercial bid, which shall remain valid for the entire contract duration. However, any regulatory, statutory, security-related, or compliance-driven changes mandated by Banking Regulators / Government Authorities / RBI from time to time shall not be counted within the 500 man-days limit.	Please clarify how efforts exceeding 500 man-days for post–Go-Live customization will be managed commercially.	The clause stands as per the RFP. Any requirement beyond the allocated 500 man-days shall be paid as per actual based on the unit man-day rates quoted by the bidder in the commercial bid and shall be governed by the approved change request and change management process.
8	16	4.2.9	The proposed LOS must have an in-built credit rule engine and should support evaluation of 500+ data points both from internal and external sources. Further, the credit rules must be easily configurable and manageable by business users without requiring code changes	Please provide the expected number of internal and external users, including concurrent mobile and web users.	Already clarified.
9	23, 34	4.10.A.1	One-time supply, installation, configuration, customization, testing, data migration, and successful implementation/deployment of the Core LOS software with perpetual enterprise licenses (active-passive setup) at the Data Centre	Please clarify the scope and estimated volume of data migration.	Already clarified.

			(Bank's cloud), along with five (05) years of comprehensive warranty and OEM support. The Bidder shall be responsible for the end-to-end supply, customization, implementation, testing, deployment, integration, data migration (where applicable), training, warranty & support for next 05 years. The LOS must be successfully integrated with the Bank's Core Banking System (CBS) and other relevant systems such as HRMS, UIDAI, CKYC, PAN services, credit bureaus, and third-party interfaces as specified by the Bank.		
10	35	1.4	The Bank also intends to implement Geo-tagging to track the progress of construction of individual houses through geo-tagged photographs and to facilitate verification of existing units and properties. This will aid in both pre-sanction and post-sanction monitoring of disbursed loans. Accordingly, the LOS application should provide functionalities for Geotagging, photo capture, on-the-spot document uploads, e-KYC, and lead assignment, to enable enhanced control, tracking, and transparency.	Is Video KYC mandatory from Day 1 or can it be delivered in a subsequent phase?	All the features and functionalities must be available at the time of final inspection and testing.
11	7		The Kangra Central Co-Operative Bank Limited, Dharamshala, is a District Central Co-operative Bank (DCCB) operating across five districts of Himachal Pradesh, namely Kangra, Hamirpur, Una, Kullu, and Lahaul & Spiti. The Bank has been successfully delivering Core Banking Services (CBS) for over a decade, supported by a robust computing and communication network. Presently, the Data Centre is located at Dharamshala, while the Disaster Recovery (DR) site is hosted on the AWS Cloud platform. Looking ahead, the Bank plans to augment its existing infrastructure by adopting new technologies and innovative solutions to enhance service delivery and operational efficiency. At present, approx. 250 branches of KCCB are functioning across Himachal Pradesh. Alongside strengthening the existing branch network, the Bank is also working on expansion plans by opening additional branches in the near future.	Kindly confirm the expected number of users, branches, and training sessions under the Train-the-Trainer model.	Already clarified.

9. M/s Atyati Technologies Pvt. Ltd.:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	15	4.2.3	The Bidder and the OEM must possess a valid CMMi (Capability Maturity Model Integration) at Maturity Level 3 (CMMi-3) or higher certification for their Software Delivery Unit. The certification must be valid as on the date of bid submission and must be issued by an authorized CMMI Institute or its authorized partner.	We request the Bank to kindly reconsider the requirement of CMMI Maturity Level 3 certification, as many technology companies follow mature software development and delivery practices through DevSecOps frameworks and internationally recognized standards such as ISO certifications. Further, the	Already clarified. No change.

				clause mentions "CMMI Level 3 or higher certification" for the Software Delivery Unit. We request the Bank to kindly clarify the higher certification levels that would be considered acceptable under this requirement.	
2	15	4.2.6	The OEM must have at least 300 full-time technical professionals on its payroll in India, as on the date of RFP, in roles such as Technical Architecture, Software Engineering / Development, Web and Mobile Application Testing, UI/UX Design, and Business Analyst / Subject Matter Experts in Banking	We request the Bank to kindly revisit the requirement of having at least 300 full-time technical professionals on the OEM's payroll. With the increasing adoption of AI-driven development, automation tools, and modern software delivery practices, team strength alone may not be an accurate measure of delivery capability. We therefore request the Bank to consider revising the requirement to a minimum of 100 full-time technical professionals on the OEM's payroll.	Please refer to the revised eligibility criteria specified above.
3	16	4.2.7	The OEM should have proven capabilities and prior experience in the implementation of LOS or similar digital lending solutions across diverse cooperative banking environments will be considered as a critical indicator of their capacity to address the unique technical, infrastructural and operational challenges. The proposed solution must be based on the latest stable version of the LOS and be capable of supporting the current as well as evolving functional, regulatory, and digital transformation requirements of cooperative banks. Additionally, the proposed LOS platform must be operational and running in at least one (01) cooperative bank or any other scheduled/regulated bank in India.	The clause states that prior experience in implementing LOS or similar digital lending solutions across cooperative banking environments will be considered a critical indicator. However, the same clause also mentions that the proposed LOS platform should be operational in at least one cooperative bank or any other scheduled/regulated bank in India. We request the Bank to kindly clarify whether experience in cooperative banks is mandatory or whether experience in any scheduled/regulated bank in India would also satisfy the eligibility and evaluation requirements.	Experience in implementing LOS or similar digital lending solutions in cooperative banks is desirable, as it demonstrates familiarity with the unique operational and regulatory requirements of the cooperative banking sector. However, it is not mandatory. The eligibility requirement shall be deemed satisfied if the proposed LOS platform is operational and running in at least one (01) cooperative bank or any other scheduled/regulated bank in India. For details, please refer to the revised eligibility criteria specified above.
4	21	4.8.27	The Bidder shall coordinate with all required external entities such as UIDAI, PAN, CKYC, GSTN, and credit bureaus, and shall be responsible for obtaining all necessary approvals, credentials, integrations and permissions wherever required.	The clause requires the bidder to coordinate with external entities such as UIDAI, PAN, CKYC, GSTN, and credit bureaus for integrations. We request the Bank to kindly clarify whether the required API subscriptions,	Yes, wherever credentials, subscriptions, licenses, approvals, or authorizations are required to be obtained in the name of the Bank, the same shall be provided by the Bank. However, the Bidder shall be responsible for coordinating with the respective agencies,

				credentials, and access permissions for these integrations will be provided by the Bank, or whether the bidder is expected to procure and maintain them as part of the project scope.	completing all integration activities, configuration, testing, certification (if applicable), and ensuring successful end-to-end implementation of the required interfaces.

10. M/s Digitech Systems & Infocom Pvt. Ltd:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	15	4.2.6	The OEM must have at least 300 full-time technical professionals on its payroll in India, as on the date of RFP, in roles such as Technical Architecture, Software Engineering / Development, Web and Mobile Application Testing, UI/UX Design, and Business Analyst / Subject Matter Experts in Banking	As per present S/W development industry scenario software development work is being done by using AI tools that is why very less software development professionals are being deployed to get the S/W development done, it is therefore requested you to remove this clause.	Please refer to the revised eligibility criteria specified above.
2	16	4.2.11	The LOS solution offered by the bidder must be readily available, fully configurable and deployable. The bidder needs to submit a Certificate of Readiness from the OEM confirming that the proposed LOS software currently meets and complies with at least 80% of the requirements, features and functionalities specified in the RFP. Note: i. The remaining 20% of features and functionalities requested in the RFP shall be customized and developed by the Bidder / OEM within two (02) months from the date of issuance of the Purchase Order (PO), failing which no payment shall be released by the Bank. ii. In case of any apprehension or doubt, at any stage, the Bank reserves the right to conduct a live demonstration and / or Proof of Concept (PoC) to evaluate and assess the overall Loan Origination System (LOS) software quoted by the Bidder. iii. If the solution offered by a Bidder does not meet the minimum requirement of 80% of the iv. scope of work and technical specifications defined in the RFP; such Bidders shall be treated as ineligible and technically non-compliant by the Bank. Therefore, they need not apply or submit their bids.	It is requested you to amend this clause as this clause will allow those vendors who has the product which is ready only 80% as per the scope of work, however bank has right to ask for further customization as per requirement.	Please refer to the revised eligibility criteria specified above. The Bank has prescribed a minimum readiness requirement of 80% of the scope of work and technical specifications. Yes, Bank has absolute right to ask for further customization as per requirement.
3	17	4.3.1	The Bidder and the OEM of the proposed LOS solution should have an average annual turnover of at least ₹ 15 Crores and ₹ 35 Crores,	As per Public Procurement Policy for Micro & Small Enterprise (MSME) Govt. of India mandates the	Already clarified. No change

			respectively, during the last 03 audited financial years, i.e. 2022-23, 2023-24 and 2024-25. In case the Bidder is itself the OEM of the proposed LOS solution, the Bidder should have an average annual turnover of at least ₹ 25 Crores during the last 03 audited financial years, i.e. 2022-23, 2023-24 and 2024-25.	relaxation for turnover (also mentioned in tender clause no.4.4.9). It is requested you to kindly relax this clause.	
4	22	4.10.2	Payments for all goods and services specified herein shall be released by the Bank on a milestone basis, as detailed below, subject to formal verification, certification and acceptance by the Bank and/or its Consultant.	It is requested you to allow customization cost at any stage after the successful completion and go-live functioning of the LOS.	Not accepted. All due payments shall be released as per the schedule mentioned.
5	24	4.11	The project shall be completed within a period of six (06) months from the date of issuance of the Supply Order to the Vendor. The supply, customization, configurations, implementation and rollout of the Loan Origination System (LOS) and allied software shall be deemed to have been completed upon successful completion of final inspection / User Acceptance Testing (UAT) and demonstration before a duly constituted committee of the Bank and the Consultant. Any revisions or fine-tuning of the system / solution required prior to UAT shall be carried out by the Vendor at no additional cost, in accordance with the specifications and scope of work defined in this RFP, and the business requirements of the Bank. The decision of the Bank and the Consultant in this regard shall be final and binding on the Bidder. The detailed project schedule and milestones shall be finalized by the Bank, in consultation with the L1 Bidder, at the time of signing the formal Contract.	It is requested you to reduce the schedule time for completing the project from 6 months to 3 months.	The clause stands as per the RFP. Delivery period of 3 months will be very stringent. The project shall be completed within six (06) months from the date of issuance of the Supply Order. The detailed project schedule and milestones shall be finalized by the Bank in consultation with the successful bidder at the time of contract execution.
6	25	4.12	Earnest Money shall be deposited by all the Bidders offline in the form of Bank Guarantee / Cheques / Demand Draft. It is compulsory to upload a scanned copy of the EMD as a proof on e-procurement portal https://hptenders.gov.in/) as directed on the portal of the Government of Himachal Pradesh with the bid. The applicable payable amount is ₹ 10,00,000/- (Rupees Ten Lacs only). The EMD shall be drawn in favour of "The Managing Director, KCCB" payable at Dharamshala (H.P.).	Public Procurement Policy for Micro & Small Enterprise (MSME) Govt. of India mandates the relaxation of EMD. (also mentioned in tender clause no.4.4.9).	Already clarified. No change.
7	30	5.2.1.b	The Bidder shall be responsible for the end-to-end deployment, installation, configuration, customization, operationalization, and management of the LOS at the DC and DR sites, including provisioning and integration of all required system components, middleware, APIs, interfaces and implementation of necessary security controls.	Delay in implementation from bank end should also be mentioned, it is requested you to that vendors payment is not related for delaying banks end. Management of LOS needs to be done at bank's level, it is requested you to amend the clause.	Already clarified. The vendor shall not be penalized for any delay or default that is not attributable to them.
8	34	5.2.2.15	Seamless Integration Capability: Support API-based and secure integrations with CBS, LMS, credit bureaus, KYC/ID authentication agencies, Aadhaar/UIDAI, PAN/Income Tax systems, CKYC,	No. of APIs and its corresponding expenditure is not mentioned in commercial bid.	The bidder can quote for such items / activities under the Miscellaneous Head.

			HRMS, and other internal or external third-party applications/services.		
9	-	-	-	Presently most of the banks are using Opex/SAAS/ transactional based model banking application which are significantly reducing the cost of S/W application and also reduce the cost of managing such S/W application, it is therefore requested you to allow opex model/transaction model basis quote in the tender process.	Not Accepted. The Bank has clearly defined its technical, functional and operational requirements in the RFP. Bidders are expected to assess the same and propose a suitable solution accordingly.
The following queries were received subsequently through a second e-mail:					
10	12	3.7.3	Pre-bid query format mentions Bid Ref. No. KCCB/IT/2026/CCTVSS/A though this RFP is for LOS.	Kindly confirm that the correct Bid Ref. No. to be used in all pre-bid queries and bid documents is KCCB/IT/2026/LOS/A.	The correct bid reference is KCCB/IT/2026/LOS/A.
11	12	3.7.1 / 3.7.2	Clarifications are required to be submitted latest by 17/06/2026, 15:00 hrs via email to Bank and consultants.	Kindly confirm the final deadline for submission of pre-bid queries and whether queries submitted on the current notified/extended last date will be accepted and responded to.	All the deadlines are clearly specified in the RFP.
12	3, 4, 10	3.2	Tender fee mode is described as offline DD/Cheque in one place and online/along with proposal in another place.	Kindly clarify the accepted mode of payment for tender fee and whether MSME/start-up exemption applies on submission of valid registration certificate.	No exemption.
13	15	4.2.6	OEM must have at least 300 full-time technical professionals on payroll in India.	This threshold may exclude capable Indian/MSME LOS product companies. Kindly relax the requirement.	Please refer to the revised eligibility criteria specified above.
14	16	4.2.8	Proposed LOS must have processed at least 100,000 loan applications for at least two financial institutions.	Kindly relax this to cumulative processing of 100,000 loan applications across clients, or accept successful live implementation in at least one regulated financial institution plus product readiness demonstration/PoC.	Not accepted.
15	16	4.2.9	Credit rule engine should support evaluation of 500+ data points.	Kindly define the indicative list/categories of the 500+ data points and confirm whether configurable data fields/rules from internal and external sources will be considered for this requirement.	The 500+ data points requirement is indicative of the credit rule engine's capability to evaluate configurable parameters from both internal and external sources. No exhaustive list is prescribed. The proposed

					LOS should support creation, modification, and evaluation of such data fields and business rules through a configurable framework.
16	16	4.2.11	Minimum 80% of RFP requirements must be already available; remaining 20% within 2 months from PO.	Kindly clarify how 80% compliance will be measured—by number of line items, weighted modules, mandatory features, or demo/PoC—and whether 'Customizable (C)' items will be counted as compliant.	The Bank has prescribed a minimum readiness requirement of 80% of the scope of work and technical specifications. Bank may ask for further customization as per the requirement. Customizable items will be counted as compliant, but they will not form the part of 80% readiness. For details, please refer to the revised eligibility criteria specified above.
17	25	4.12	EMD of ₹ 10,00,000 is compulsory.	Kindly confirm whether eligible MSMEs/start-ups are exempt from EMD or may submit Bid Securing Declaration / lower EMD as per applicable Government/GFR/State procurement norms.	No relaxation
18	26	4.17	PBG of 5% total order value within 15 days, valid for 5 years from PO + 3 months claim period.	Kindly consider PBG validity from Go-Live/project sign-off or accept annually renewable PBG for the 5-year support period, since support tenure starts after UAT/Go-Live and not on PO date.	Accepted
19	25	4.13	Rates must remain firm for 5 years with no upward modification.	Kindly clarify whether changes in taxes, statutory levies, third-party API transaction charges, OEM license policy changes, or regulator-mandated external costs will be payable at actuals.	Only taxes and statutory levies shall be paid as per actual.
20	19	4.7.2	L1 to be determined on total gross price including all components and 5-year warranty/support/maintenance.	Kindly confirm whether optional/future customization rates beyond the included 500 man-days will be considered for L1 evaluation, and whether the 500 man-days cost must be included in the quoted total.	Plz read the evaluation criteria carefully. The figure of 500 man-days is indicative; however, the corresponding cost shall be included in the total bid value for the purpose of determining the successful bidder.
21	22	4.10.1	No advance payment; bidder bears mobilization/ setup/resource deployment cost.	Considering upfront procurement of OS/DB/ middleware/software licenses in the Bank's name, kindly allow payment	Payment shall be made as per schedule. Untill unless, LOS is ready for deployment in the DC

				against delivery/proof of license issuance or confirm that the payment milestone under Section 4.10.2 will apply.	and DR, the Bank cannot release the payment against OS and DB.
22	23	4.10.2	Core LOS milestones include 20% after post-go-live stabilization/project sign-off after 3 months.	Kindly define measurable stabilization/sign-off criteria and maximum time for certification by Bank/Consultant after the vendor submits completion evidence.	After the vendor inform about the successful customization, configuration and integration of any of the component, the Bank or Consultant will undertake the detailed testing and certification within one week.
23	24	4.11 / 4.10.4	Project to be completed in 6 months from Supply Order; bank delays may revise milestones.	Kindly confirm that the 6-month implementation clock will start after the Bank provides required cloud infrastructure, VPN/access, CBS/API documentation, test environment, master data, workflows and timely UAT team availability.	No, the timelines of 06 month will start immediately after the issuance of the PO.
24	21	4.9.5 / 5.2	Bank to provide master data, product parameters, business rules, policies and workflows.	Kindly provide or confirm availability of complete product-wise workflows, delegation of powers, appraisal formats, sanction letter templates, legal document templates, policy parameters and reports for all 84 loan products.	Will be shared with the successful bidder.
25	30	5.2	RFP mentions all 84 existing loan products listed on Bank website.	Kindly freeze and provide an annexure of the loan products in scope as on bid date. Future products may be treated as change requests/covered under the 500 man-day pool unless mandated otherwise.	Yes
26	78	39.1 / 39.2	All 84 loan products to be handled; first year changes at no additional cost.	Kindly clarify whether implementation of all 84 products is expected before first Go-Live, or whether the Bank will approve a phased rollout plan by product/segment/branch.	Yes
27	78	39.2 / 500 man-days	First year changes at no additional cost and 500 man-days during 5-year warranty/support period are both mentioned.	Kindly clarify whether first-year changes will consume the 500 man-day pool or are separate from the 500 man-days.	During the initial warranty and support of one year, any changes requested by the Bank to refine and customize the LOS will not be covered within 500 man-days.
28	79		Regulatory/statutory/security/compliance changes are not counted in 500 man-days.	Kindly clarify whether such mandated changes are to be provided free of cost	As per RFP, all regulatory / statutory / security / compliance needs to be

				throughout the contract period or will be commercially handled separately as mutually agreed change requests.	provided by the bidder free of cost.
29	51	5.2.3.44	Sizing based on 1,500 concurrent users, 15–20% annual increase, 2,000 applications/day average.	Kindly confirm expected number of named users, concurrent users, peak concurrent users, applications/day, document upload volume, storage retention and year-wise growth assumptions for accurate sizing.	Already clarified.
30	42	3.1	CBS integration with TCS BaNCS running on Oracle DB.	Kindly share CBS integration approach: available APIs/middleware/ API gateway, list of required CBS APIs, CBS vendor support, test environment availability, and whether CBS vendor/API costs will be borne by the Bank.	The relevant details will be shared with successful bidder.
31	31-34, 42-43	5.2.2 / 3.2-3.6	Integrations include Aadhaar, PAN, CKYC, DigiLocker, Credit Bureaus, eSign, eStamping, SMS/Email/WhatsApp, GSTN/GSP, HRMS, LMS, land records, MCA, PMFBY etc.	Kindly provide the final list of Phase-1 mandatory integrations and confirm that API credentials, regulatory approvals, subscriptions and per-transaction charges for external services will be arranged/borne by the Bank.	As per RFP.
32	42	3.3	Aadhaar verification via UIDAI OTP and biometric modes must be supported.	Kindly confirm whether the Bank already has AUA/KUA/Sub-AUA arrangements and UIDAI approvals, and whether the Bidder’s role is limited to technical integration using Bank-provided credentials.	The relevant details will be shared with successful bidder.
33	43	3.4	eSign through NSDL/CDSL and eStamping integration required.	Kindly confirm whether eSign/eStamping are mandatory for Go-Live or optional/future scope, and who will bear provider onboarding, stamp duty, transaction and integration certification costs.	Yes
34	35	1.2 / 1.3 / 1.4	Customer web portal, mobile banking integration, and field agent app are required.	Kindly clarify whether Bidder must develop standalone customer portal and Android/iOS mobile apps, or integrate LOS APIs into Bank’s existing web/mobile banking applications.	The bidder has to develop a new mobile App supporting both Android and iOS users.
35	35	1.4	Field app must support offline mode, geo-tagging, photo capture, GIS dashboard and	Kindly confirm whether GIS/map licenses, device	GIS/map licenses have to be provisioned by the

			construction monitoring.	management, mobile device procurement and field connectivity are outside Bidder scope and will be provided/borne by the Bank.	bidder.
36	32	5.2.2.3 / 13	Document Management System including upload/storage/versioning/audit trail is required.	Kindly clarify whether the Bank has an existing DMS to be integrated or whether the LOS must provide built-in DMS and specify expected document storage capacity and retention policy.	No, bank has no DMS. LOS must provide in-built DMS. Document storage and retention is needed for at least 5 years.
37	33	5.2.2.8 / 2.11 / 2.12	Automated generation of application forms, appraisal notes, sanction letters, agreements, deeds and templates required.	Kindly provide the number and sample set of templates to be configured for Go-Live, including language requirements, legal vetting process and ownership of template finalization.	As per Bank requirement.
38	41	2.14	Notifications via SMS, Email and WhatsApp required.	Kindly confirm whether SMS/email/WhatsApp gateway subscriptions, sender IDs, templates and message charges will be provided and paid by the Bank.	Yes
39	42	2.15	MIS dashboards/reports, custom reports and scheduled reports required.	Kindly provide a list of mandatory Go-Live reports, regulatory/NABARD/RBI reports, dashboards, drill-downs and export formats required in Phase-1.	Details will be shared with successful bidder.
40	39	2.9	AI/ML-based scoring is described as optionally supported.	Kindly confirm that AI/ML-based scoring is desirable/optional and not a mandatory technical qualification for Phase-1 Go-Live.	AI/ML-based scoring capabilities are desirable; however, they are not mandatory. The proposed LOS must comply with the functional and technical requirements specified in the RFP.
41	52	5.2.3.53	Source code audit/review may be required at no additional cost.	Kindly clarify whether the source code audit is limited to customizations/ integrations or includes proprietary product source code, and whether code escrow/NDA and IP protection terms will apply.	Any source code review/audit requirement shall be limited to customizations, integrations, APIs, and other components developed specifically for the Bank. Proprietary product source code shall remain the intellectual property of the OEM. Any review, where required, shall be subject to appropriate NDA, IP protection, and confidentiality provisions mutually agreed upon by

					the parties.
42	51	5.2.3.39	Perpetual Corporate License with no limitation based on users/branches/location required.	Kindly clarify whether a 5-year enterprise subscription/term license will be accepted, or whether perpetual use rights are mandatory. If perpetual rights are mandatory, kindly specify post-contract support/upgrade expectations.	The bidder needs to provide perpetual licenses.
43	52	5.2.3.51	Browser compatibility includes Internet Explorer 8.0 and above.	As IE 8 is obsolete and insecure, kindly remove IE 8 requirement and confirm support for current versions of Chrome, Edge, Firefox and Safari.	The proposed solution should support current industry-standard web browsers. Internet Explorer 8.0 compatibility is not mandatory. The application shall support the latest stable versions and commonly used supported versions of major browsers such as Google Chrome, Microsoft Edge, Mozilla Firefox, and Safari.
44	30, 44, 80, 101	5.2.1.d / 6.3 / 5.3.2 / SLA	RTO/RPO and availability requirements differ: RTO ≤4 hours, RTO ≤1 hour, SLA RTO 30 minutes; availability 99.9%/99.5%/99%.	Kindly issue a single final SLA matrix for uptime, RTO, RPO, DR sync, measurement period and penalties, as current clauses appear inconsistent.	Already clarified. The clause will be amended suitably.
45	21, 45, 101	4.8.18 / 6.3 / SLA	DR drills are mentioned as every 6 months, quarterly, and twice a year with one successful run per year.	Kindly clarify final DR drill frequency, scope, duration, success criteria, responsibility and whether DR drill effort/cost is included in O&M.	Already clarified. DR drill will be performed twice in a year. Yes, the bidder must include such cost in the O&M.
46	100	SLA 7	Critical/high SLA response is 24x7, but the clause also says service levels apply 09:00 AM to 06:00 PM, Tuesday to Friday.	Kindly confirm that Critical and High severity incidents are covered 24x7x365, while Medium/Low may follow business hours, or provide the final applicable support calendar.	Already clarified.
47	101	SLA Matrix	Infrastructure availability is Bank domain; application, OS/DB hardening, patches, performance are Vendor domain.	Kindly clarify responsibility for application monitoring tools, log management, SIEM integration, SSL certificates, WAF, vulnerability scanner and related licenses/costs.	RFP already states that the Bank will provide underlying hardware infrastructure while the vendor is responsible for application deployment, maintenance, security patching and software components. Application monitoring tools, log management, SSL certificates, and all software/licenses required for successful deployment, operation, security, and

					monitoring of the LOS shall be provided and maintained by the Vendor. Integration with the Bank's existing SIEM, WAF, vulnerability management, and other security systems, wherever available, shall be the responsibility of the Vendor. Any additional requirements specific to the proposed solution shall be factored into the Bidder's scope and commercial bid.
48	44, 80, 101	Backups / DR	Backup/RTO/RPO requirements and responsibility are spread across clauses.	Kindly confirm backup retention period, backup storage location, encryption/key management, restoration testing frequency and whether cloud backup costs are borne by the Bank.	Backup retention period, backup storage location, restoration testing frequency, and key management requirements shall be finalized during the implementation phase in consultation with the successful bidder and in accordance with the Bank's IT, security and regulatory requirements. The cost of cloud infrastructure and backup storage shall be borne by the Bank. The Vendor shall ensure secure backup, encryption, restoration, and recovery capabilities for the proposed solution.
49	101	Patch SLA	Critical security patches within 24 hours of OEM release; high priority within 72 hours.	Kindly clarify whether emergency patches will be subject to Bank-approved change window/UAT validation where production risk exists, and whether regulator-mandated fixes override normal CAB process.	Emergency and security patches shall normally be deployed through the Bank's approved change management process, including testing/UAT wherever feasible and warranted. However, regulator-mandated, critical security, or emergency fixes may be implemented on priority basis to mitigate operational, security, or compliance risks, with due intimation to and approval from the Bank.
50	28	4.24	Limitation of liability caps aggregate liability at 100% contract value and excludes indirect/consequential damages.	Kindly confirm that this limitation of liability will prevail over all other broad indemnity/penalty clauses except proven fraud, willful misconduct, data breach attributable to vendor, or IP infringement.	The Limitation of Liability clause and other provisions of the RFP, including indemnity, penalties, and regulatory compliance obligations, shall be interpreted harmoniously.
51	20, 21,	4.8.16 / 4.8.25 /	Vendor liability/indemnity for regulatory consequences and third-party claims is very	Kindly clarify that Vendor will be responsible only for	The Vendor shall be responsible for the losses,

	27	4.20	broad.	losses directly attributable to its negligence, breach, product defect or non-compliance, and not for Bank-provided data, CBS/cloud/API downtime, policy decisions or third-party service failures.	damages, or non-compliance directly attributable to its acts, omissions, negligence, breach of contractual obligations, security lapses, or failure of the proposed solution. The Vendor shall not be held responsible for failures or disruptions arising solely due to Bank-controlled infrastructure, third-party systems/services, or circumstances beyond its reasonable control, provided the Vendor has complied with its obligations under the contract and SLA.
52	27	4.19	Insurance to be purchased by Bidder naming Bank as sole beneficiary for amount equal to exact contract value.	Kindly clarify the type of insurance required (professional indemnity, cyber liability, general liability etc.), policy duration, acceptable insurer and whether existing corporate policies will be accepted.	As per Bank requirement.
53	28	4.26	Sole arbitrator to be appointed by Registrar Co-operative Societies, Himachal Pradesh.	Kindly confirm whether arbitration appointment will be by a mutually acceptable independent arbitrator in accordance with the Arbitration and Conciliation Act, as amended.	As per RFP.

11. M/s eSthenos Technologies Pvt. Limited:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	17	4.3.1	The Bidder and the OEM of the proposed LOS solution should have an average annual turnover of at least **₹ 15 Crores** and **₹ 35 Crores**, respectively, during the last 03 audited financial years, i.e. 2022- 23, 2023-24 and 2024-25.In case the Bidder is itself the OEM of the proposed LOS solution, the Bidder should have an average annual turnover of at least **₹ 25 Crores** during the last 03 audited financial years, i.e. 2022-23, 2023-24 and 2024-25.	Can we get rebate in average annual turnover as MSME operating in BFSI tech space. Also rebate for losses and keep this clause limited to Net worth.	Already clarified. No change.

12. M/s Trust Fintech Ltd.:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	25	4.12	Earnest Money Deposit (EMD) of ₹ 10,00,000/- (Rupees Ten Lacs Only) is to be submitted by all Bidders in the form of Bank Guarantee / Cheque / Demand Draft, failing which the proposal shall not be accepted.	Trust Fintech Limited is a registered MSME with Ministry of Micro, Small & Medium Enterprises and NSIC. As per their procurement policy, relaxation for EMD should be provided as bank waived off tender fee for MSMEs and as also mentioned in RFP document at page no. 18 in clause 4.4.9 i.e. "all the relevant provisions of General Financial Rules - 2017 and any addendum / corrigendum and all the relevant guidelines of CVC and Government of India as well as Government of Himachal Pradesh viz. Incentives to MSMEs / Start-ups and capping on liquidated damages etc. shall be deemed to be part of this RFP document and shall be assumed to have implicitly admitted to by the prospective Bidders. " Please find enclosed policy circular issued by Ministry of Micro, Small & Medium Enterprises (Govt. of India)	Already clarified. No change. The said clause stands deleted from the RFP and shall not form part of the revised terms & conditions.
2	16	4.2	"The proposed LOS software must have successfully processed a minimum of 100,000 (One Lac) loan applications for at least two (02) Financial Institutions in the BFSI sector." Supporting document: A certificate from the client confirming the application volumes, analytics or dashboard or any third-party usage/audit reports (Annexure ET-8).	As per Govt of India guideline, relaxation of norms for Startups and Micro & Small Enterprises in Public Procurement on Prior Experience, please also provide relaxation here and please relax it to 5,000 loan applications from 1,00,000 loan applications. Please find enclosed policy circular issued by Ministry of Micro, Small & Medium Enterprises (Govt. of India)	The clause stands as per the RFP. The proposed LOS software must have successfully processed a minimum of 100,000 loan applications each for at least two Financial Institutions in the BFSI sector. The requirement has been prescribed to assess the maturity, scalability, and proven operational capability of the proposed solution. No change is proposed.

13. M/s Jocata Financial Advisory & Technology Services Pvt Ltd:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	25	4.14	All software, applications, and services proposed under this RFP for the LOS shall be covered under a comprehensive onsite and remote warranty and OEM support on a 24×7×365 basis for a period of five (05) years.	Requesting Bank to consider a warranty of six (6) months post go-live. Post warranty period, all support shall be covered under the AMC.	Not accepted.
2	25	4.14.2	The Vendor shall also provide all software updates, security patches, bug fixes, hotfixes, enhancements, and version upgrades (both major and minor releases) of the LOS and associated components at no additional cost during the warranty period, ensuring that the solution remains secure, compliant, and up to date.	Requesting Bank to consider that all successor version, major upgrades or substantial functional upgrades shall be consider as an Upgrade and are offered to bank at commercial price. The Bank has the option to upgrade to a successor version or not. These are not considered free-of-cost	Not accepted.
3	26	4.15	In the event of any delay in execution, implementation, delivery, or commissioning of the goods and services under this Contract, liquidated damages (LD) shall be levied as per the following terms, calculated on the total value of the Purchase Order (PO) / Project: 1% per month of the delayed portion for the first two (02) months of delay. 2% per month of the delayed portion for each subsequent month of delay. Subject to a maximum cumulative cap of 10% of the total value of the PO / Project.	Bank to consider: 0.5 % per month of the delayed portion for the first two (02) months of delay. 1% per month of the delayed portion for each subsequent month of delay. Subject to a maximum cumulative cap of 5% of the total value of the PO / Project.	Already clarified. No change in the LD charges.
4	26	4.17	The successful bidder (L1 firm) shall furnish a Performance Security equivalent to 5% of the total order value within 15 days from the date of award of the Contract / Purchase Order.	Bank to consider: Performance Security equivalent to 3% of the total order value within 30 days from the date of award of the Contract / Purchase Order.	Already clarified. No change.
5	27	4.18	The Vendor is expected to perform, deliver, and maintain all goods & services strictly in accordance with the terms, performance standards, and service levels (SLA) defined in this RFP and PO issued. However, in the event of poor performance, breach of SLA, non-compliance with contractual obligations, or unsatisfactory services at any time during the five (05) year contract period, the Bank reserves the absolute and unilateral right to terminate the contract, in whole or in part, without any financial liability to the Bank.	Bank to consider providing a remedying period of one month and failing which, Bank can terminate after providing a notice period of 60 days.	Accepted with Modification. In the event of poor performance, breach of SLA, non-compliance with contractual obligations, or unsatisfactory services, the Bank may issue a written notice to the Vendor specifying the deficiencies and requiring rectification within a reasonable cure period. If the Vendor fails to remedy the deficiencies within the stipulated period, the Bank may terminate the contract by giving prior written notice,

					in accordance with the terms and conditions of the contract. The relevant clause shall be amended suitably.
6	27	4.20.4	The Bank will give notice to the Bidder of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.	Requesting bank to modify as follows to put a reasonable limit: "The Bank will give notice to the Bidder of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim. Failure of Bank to notify Supplier/Bidder within 30 days post such indemnity claim will disclaim Supplier/Bidder from indemnifying the Bank."	Partially Accepted. The Bank shall endeavour to notify the successful bidder of any indemnity claim within a reasonable period after becoming aware of the same and shall provide reasonable cooperation in the defence or resolution of such claim. However, failure or delay in providing such notice shall not relieve the bidder of its indemnification obligations, except to the extent that the bidder is materially prejudiced by such delay. The existing indemnity provisions shall otherwise remain unchanged.
7	27	4.2	Indemnity	Requesting Bank to include a clause stating: " The Bank agrees to indemnify, defend, and hold harmless the Bidder/Supplier, its affiliates, and their respective officers, directors, employees, and agents from and against any and all losses, claims, damages, liabilities, costs, and expenses (including reasonable attorney's fees) arising directly out of: (i) any breach by the Bank of its obligations under this RFP or the resulting contract; (ii) any regulatory fines, penalties, or actions imposed on the Supplier solely due to the Bank's acts or omissions; and (iii) any third-party claims resulting from the Bank's use of the system beyond the scope authorized under the resulting contract and/or statement of work. This indemnity shall survive the completion,	Not accepted. As per RFP.

				termination, or expiry of the contract.	
8	27	4.21	CONFIDENTIALITY 4.21.1 The Bidder shall not, and without the Bank's prior written consent, disclose the contract or any provision thereof, or any specification, plan, drawing, pattern, sample, information furnished by or on behalf of the Bank in connection therewith to any person other than a person employed by the Bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance. 4.21.2 During the contract period, the Vendor shall not without the Bank's prior written consent, share, distribute, sell, and make use of any crucial document, information or data stored in the DC and DR. 4.21.3 Any document other than the contract itself shall remain the property of the Bank and shall be returned to the Bank on completion of the Bidder's performance under the contract if so required by the Bank.	Requesting Bank to make this clause mutual as the Bidder will also be sharing confidential data like capabilities and commercials.	Agreed. The Bank confirms that all bid documents, technical proposals, commercial information and other confidential information submitted by bidders during the tendering or procurement process shall be treated as confidential and shall not be disclosed to unauthorized parties, except as required under applicable laws, regulations, audit requirements, or internal approval processes. The clause otherwise stands as per the RFP.
9	28	4.23	**Trainings** The Bank shall identify the participants to be trained, comprising end-users, branch personnel, admin, IT support staff, and any other relevant roles with varying qualification levels and responsibilities. The detailed training plan, curriculum, batch size, mode of delivery, learning materials, and assessment methodology shall be finalized through a mutual agreement between the Bank and the Vendor. The Bidder shall also provide comprehensive training materials, including user manuals, SOPs, FAQs, video tutorials, and hand-holding guides. Post-Go-Live refresher and new-joinee trainings, as and when required, during the contract period.	Requesting Bank to modify this clause for both the parties to mutually decide the number of candidates to be trained. Moreover, training can be given during the contract period, however, training after 90 days post go-live be made chargeable at rates agreed by the parties.	Not accepted.
10	28	4.24	LIMITATION OF LIABILITY Notwithstanding anything to the contrary contained in the contract, the Bidder's aggregate liability arising out of or in connection with the contract, whether based on contract, tort, statutory warranty or otherwise, be limited to the amount actually paid by the Bank to the Bidder in respect of the services that are subject matter of a claim, subject to a maximum of 100% of the contract value. The Bidder 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, whether these may be deemed as consequential or arising directly and naturally from the incident giving rise to the claim.	Requesting Bank to consider revising the limit to 50% of contract value for the risk to be financially viable "LIMITATION OF LIABILITY Notwithstanding anything to the contrary contained in the contract, the Bidder's aggregate liability arising out of or in connection with the contract, whether based on contract, tort, statutory warranty or otherwise, be limited to the amount actually paid by the Bank to the Bidder in respect of the services that are subject matter of a claim, subject to a	Not accepted.

				maximum of 50% of the contract value. The Bidder 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, whether these may be deemed as consequential or arising directly and naturally from the incident giving rise to the claim."	
11	28	4.26	ARBITRATION All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the sole arbitrator to be appointed by The Registrar Co-operative Societies, Himachal Pradesh. The award of the sole arbitrator shall be final and binding on both the parties under the provisions of the Arbitration and Conciliation Act, 1966 or by statutory modification/re-enactment thereof for the time being in force. Such arbitration shall be held at Dharamshala (H.P.) only.	Requesting Bank to modify this clause to allow both the parties to appoint an arbitrator upon mutual consensus and not by Registrar Co-operative Societies, Himachal.	Not accepted.
12	29	5.1	General Note	Requesting Bank to include a clause stating: KCCB may alter the scope of work only after notifying to and acceptance by the Bidder.	Not Accepted. The scope of work and functional requirements have been comprehensively defined in the RFP. However, the Bank reserves the right to make reasonable modifications, enhancements, or additions to the scope of work during the contract period to meet its evolving business, regulatory, operational, and technological requirements and to ensure the satisfaction of all stakeholders. Such changes, if any, shall be addressed in accordance with the terms & conditions of the contract.
13			New Proposed Clause - Bank Dependencies	Bank Dependency means any equipment, tools, appliances, or other items that the Bank will provide to Bidder to enable the Supplier/Bidder to fulfil its obligations under the RFP. Bank Dependency shall include following: (a) timely, complete, and accurate provision of, and access to, Bank	As per RFP.

				documentation /information and timely decisions and approvals by Bank. (b) all licenses, permissions and approvals that may be required from governmental or regulatory authorities as necessary for installation and /or use of the Software or other software / deliverables provided by Bidder and/or to operate Bank’s network, shall be the sole responsibility of Bank and Bank shall be liable to pay any fees or incur expenses connected therewith. (c) reasonable access to the Bank owned hardware, software, equipment, credentials, and other resources as may be reasonably required by Supplier to perform the services for the Bank, upon Bank's prior written request. (d) to the extent relevant, Bank shall provide the on-site Bidder’s personnel with suitable facilities, which may be necessary in connection with Bidder’s performance of the services.	
14			New proposed clause - Deemed acceptance	Bank shall be deemed to have accepted the Software (“Deemed Acceptance”) in any of the following situations where: (a) Bank has not signed an Acceptance Certificate for the Software having passed the Acceptance Tests; (b) Bank deploys the Software in the normal course of the Bank’s business; (c) the expiry of ten (10) days after the completion of all the Acceptance Tests, unless the Bank has given any written notice; (d) Bank does not provide	Not accepted.

				the environment for installation of the Software in the manner agreed between the Parties and a period of thirty (30) days have expired from the date of written notification of readiness for installation by the L1 Bidder; (e) Bank does not perform the Acceptance Test and thirty (30) days have passed without notification of Defects, notwithstanding the delivery and installation of the Software; or (f) the Software Substantially Conforms to the Specifications as may be provided in the Statement of Work and a period of thirty (30) days have passed from the date of completion of all Acceptance Tests, and the Bank has not given any written notice	
15			New proposed clause - Limitations on representations and warranties	Limitation on representation and warranties of Vendor: (a) In providing APIs on license to the Bank or Bank's Affiliate, the vendor does not provide any express or implied warranties with respect to the accuracy, timeliness, completeness and fitness-of-purpose, of the data being carried through the APIs. (b) Where data is fetched by the APIs directly from the data sources and transmitted to the Bank or Bank's Affiliate, the Vendor makes no representation about the content or the information accessed through such APIs. (c) Where the data to be fetched by the APIs for the purpose of performing the Services are maintained in the form of lists and/or database libraries (collectively "Lists") by the vendor, the vendor represents that it shall use all reasonable endeavours to update the Lists with the	Not accepted.

				relevant data from the appropriate external data source ("External Data Lists") in accordance with the updating frequency protocols, where laid down by the data sources. The updating frequency is normally daily and performed as a midnight scheduled process, unless otherwise explicitly stated. (d) In providing any analysis of the data/information derived from the data, the Licensor does not provide any warranties whether express or implied as to the accuracy and completeness of the same. The Licensor warrants that it shall use all commercially reasonable endeavours to prevent wilful errors in analysis or outputs derived from the data. (e) Where the Licensor provides services that involves screening or matching of subject entities against master lists/databases, the Licensor does not provide any express or implied warranties in respect of the efficacy of the logic and/or algorithms used by the Licensee or the Licensee's Affiliate for the purposes of finding likely matches in the lists/external data source against the subject entities enquired upon by the Licensee. (f) The Licensor shall not be liable to Licensee for any alleged error, omission, or deficiency in connection with the performance of the Services (a "Deficiency") where, and to the extent that, (i) the Deficiency has occurred due to Licensee or Licensee's Affiliate default, negligence, omission or misuse of the Services provided by Licensor; (ii) the Deficiency has occurred due to the Licensee or Licensee- Affiliate's failure to perform its obligations under this Master Agreement; or (iii) the Deficiency has occurred	

				due to a third party's error/default, negligence or misuse of the Services provided by Licensor provided such Deficiency is not on account of the negligence, error or omission on the part of the Licensor. (g)Where any risk indices or other indices or scores relating to the risk/other assessment of any entity or natural person are provided, the same shall be deemed to have been provided on an as-is basis by the Licensor and without any warranties as to completeness, correctness, accuracy, timeliness or robustness of the algorithms. (h) Licensor does not guarantee and shall not be deemed to have guaranteed, the timeliness, sequence, accuracy, completeness, reliability or content of the information with relation to the Third-Party Fintech Services. Third Party Fintech Services are provided on "as is basis". Licensor shall not be liable for any inaccuracy, error or delay in, or omission of (a) any such data, information or message, or (b) the transmission or delivery of any such data, information or message; or any loss or damage arising from or occasioned by (i) any such inaccuracy, error, delay or omission, (ii) non-performance, or (iii) interruption in any such data, information or message, due to any ""Force Majeure"" event or any other cause beyond the reasonable control of Licensor. (i) Licensor warrants that it shall use all reasonable endeavours to prevent any modification to the data transmitted to the Bank through the APIs to render the same incorrect. (j) Licensor does not provide any representation and warranty with respect	

				to the IPR of third-party fintech services.	
16			New proposed clause - Project exclusions	Bidder request Bank to add a new clause - Project exclusions: 1. Change in priority assigned to a module due to urgency with prior written approval from the Bank. 2. Change in module requirements. 3. Testing on account of dependencies on CBS / Merchant / Network etc. not attributable to Bidder. 4. Unavailability of infrastructure in staging and other dependable environments like staging Core, network, etc. which are beyond the control of Bidder. 5. Unavailability of inputs from dependent entities like merchants, third parties, etc. which are beyond the scope of Bidder"	Not accepted.
17			New proposed clause - Test data and test cases	Bank has to provide test data and test cases to conduct effective testing	As per RFP.
18			New proposed clause - Termination for cause by the service provider	Vendor may terminate the Agreement on written notice of thirty (30) days if: (a) the Bank fails to pay undisputed sums payable by their due date and such sums remains outstanding for not less than thirty (30) days after bank has been notified in writing to make such payment; (b) the breach of the vendor's (including vendor's Affiliate) Intellectual Property Rights by the bank or its authorised users; (c) Bank or its affiliate(s) or authorised users are in breach of their obligations	Not accepted.

				under Confidentiality obligations; or (d) Bank commits a material breach of any obligation under the Agreement (other than failure to pay any amounts due under this Agreement), and (if such breach is remediable) fails to remedy that breach within thirty (30) days after the Bank is notified in writing to do so; or (e) An Insolvency Event occurs.	
19			New Proposed Clause - Licensing Terms	Bidder requests Bank to consider the following licensing terms: The Bidder grants to Bank, a license to operate and use the licensed materials on the following conditions: (a) limited to the use of Licensee and Authorised Users; (b) limited to use within the territory (c) non-exclusive; (d) revocable for cause; (e) non-assignable; (f) non-sublicensable; (g) non-transferable; (h) Fee-based; (i) License Term-based / perpetual (j) limited for use in executable code form together with the Documentation and (k) for the Intended Purpose. Note- License on perpetual basis means that the Bank shall have right to use the Software licensed under this Agreement in perpetuity subject to timely payment of the Fees.	The licensing model for the proposed solution shall be as specified in the RFP.
20			New Proposed Clause - Uptime Exclusions	Bidder requests the Bank to consider the following as exclusions to the Uptime: 1. failure of Bank's systems that interact with the Service Provider's platform; 2. failure caused by delay in	Not accepted.

				responses/non-responses from data source servers; 3. downtime caused by Bank API/patch upgrades (planned downtime with prior notice); 4. downtime caused by changes in data source protocols/data structures; 5. downtime caused by patch/version upgrades to the platform (planned maintenance with prior notice/unplanned); 6. in relation to data aggregator service providers, the Bidder's uptime shall exclude downtime of third-party data aggregator; 7. downtime caused due to use of Software not in accordance with the Documentation. 8. delay in performance of Bank dependencies. 9. Force majeure events such as pandemic, epidemic, floods, earthquake, etc.	
21			New Proposed Clause - SLA	Requesting bank to accept the below Service Level: Level of Uptime Percentage Penalty Details 98.50% and above- No penalty 98.00% and above but below 98.50% - 1% cost of monthly pay-out 97.00% and above but below 98.00% - 2% cost of monthly pay-out 96.00% and above but below 97.00% - 3% cost of monthly pay out	Not accepted. All penalties, liquidated damages (LD), and other applicable charges shall be levied strictly in accordance with the Service Level Agreements (SLAs), terms and conditions, and other provisions specified in the RFP and the resultant contract to be signed between the Bidder and the Bank.

				90.00% and above but below 97.00% - 5% cost of monthly pay-out Below 90% - No Payment	
22			Stamp duty Clarification	Requesting Bank to clarify the amount of stamp duty to be paid.	The information will be shared with the successful bidder.
23	24	4.11	The project shall be completed within a period of six (06) months from the date of issuance of the Supply Order to the Vendor.	(a) Please confirm the 6-month clock starts strictly from the date of Supply Order issuance and not from any prior communication such as LOI or bid acceptance. (b) Please confirm that any period during which the Bank has not yet provisioned the required AWS cloud infrastructure (DC and DR environments) as per Sections 4.8.4 and 4.9.2 will be excluded from the 6-month timeline. (c) Please confirm that corresponding milestone payment dates and any LD computation will be adjusted for documented Bank-side delays per Section 4.10.4.	Yes. (a) The implementation timeline of six (06) months shall commence from the date of issuance of the Purchase Order (PO). (b) Any delay attributable to the Bank, including delays in provisioning the required cloud infrastructure, providing access, approvals, information, or other dependencies required for implementation, shall be excluded from the computation of the implementation timeline. (c) Correspondingly, milestone timelines, milestone-based payments, and the computation of liquidated damages (LD), if any, shall be adjusted to the extent of such documented delays attributable to the Bank. Penalties and LD shall be levied strictly in accordance with the terms, conditions, and SLA provisions specified in the RFP and the resultant contract.
24	19, 21	4.8.4, 4.9.2	4.8.4 As per the scope of work specified in this RFP, the Bank will provide the underlying IT hardware required for the successful installation and implementation of the LOS and middleware. However, the Bidder shall be responsible for its configuration, software provisioning, deployment and integration. The bidder is advised to mention the detail of all such IT hardware (e.g. Servers, Storage, Hypervisor, etc.) in their technical bid. Nothing extra will be made available by the Bank during the implementation or during the warranty period. In the event of failure or malfunctioning of any of the hardware, the same shall be maintained or replaced by the cloud service provider. During the contract period of 5 years, the Vendor shall be responsible for end-to-end operation and maintenance of the LOS and associated software.	(a) Please confirm whether the Bank's AWS environment is already set up (VPCs, IAM roles, network topology) or is a greenfield setup requiring establishment from scratch. (b) Please confirm that BIRD-specified resources will be provisioned and confirmed by the Bank before the kick-off milestone payment is released. (c) Please clarify who bears the AWS consumption costs (compute, storage, data transfer) during SIT, UAT,	(a) The required cloud infrastructure at the DC and DR sites shall be provided by the Bank as per the approved BIRD (Bill of Infrastructure Requirement Document) submitted by the successful bidder. (b) Any delay attributable to the Bank in provisioning the required infrastructure shall be excluded from the implementation timelines. (c) The cost of cloud infrastructure, including compute, storage, and network resources, shall be borne by the Bank. The successful bidder shall be

			4.9.2 The Bank shall provision and provide the required cloud infrastructure including compute, storage and network for deployment of the LOS at both DC and DR sites. The Bidder must specify detailed requirements in BIRD.	and Production phases — Bank or Vendor.	responsible for configuration, deployment, operation, and maintenance of the LOS and associated software.
25	42, 51	3.1, 5.2.3.41, 5.2.3.43	The system must support bi-directional integration with existing Core Banking System (BaNCS) to fetch customer/applicant master data, create loan accounts post-approval, and push disbursement instructions. CBS is TCS BaNCS running on Oracle DB. 5.2.3.41 Proposed Software is to be integrated with Core Banking Solution i.e. BaNCS (running in Oracle DB) for fetching Customer and other Data required for processing, Online account Opening and other referral work. 5.2.3.43 System should be able to access and use Customer and other information from Core Banking System during Loan processing. Accounts are to be opened in CBS.	(a) Please specify the exact BaNCS version currently running at KCCB (e.g., BaNCS 10.x or higher). (b) Please confirm whether BaNCS REST/SOAP APIs are already documented, exposed, and available for integration, or whether middleware development will be required. (c) Please confirm whether TCS will be directed by the Bank to provide API specifications, data model documentation, and integration support to the selected LOS vendor at no additional cost to the Vendor.	The information will be shared with the successful bidder.
26	51	5.2.3.44	System software and required hardware for supporting the required present/future volume to be mentioned as part of the technical requirement. It can be given with the current concurrency of 1500 and annual increase of up to 15-20% for next 5 years. Volume of loan applications processed per day can be taken as 2000 on average day. Sizing of storage should be computed accordingly which can be sustained for the entire contract period.	(a) Please provide the expected peak concurrency figure (e.g., during KCC camp mode, harvest season, or subsidy disbursement cycles) as average concurrency of 1,500 may significantly undersize the platform for cooperative banking seasonal peaks. (b) Please provide the total active loan accounts currently in CBS to enable accurate Document Management System (DMS) storage sizing. (c) Please clarify whether historical loan application data migration from the current manual or legacy process is required at Go-Live, and if so, the approximate volume and format of legacy data.	Already clarified.
27	43, 40	3.4, 2.12	**3.4 Document and eSign APIs** • Integration with DigiLocker for auto-fetching of KYC and income documents. • eSign functionality through NSDL/CDSL for Aadhaar-based OTP signing, as well as Digital • Signature Certificate (DSC) support for enterprise borrowers.	(a) Please confirm the name of the HP state-authorised e-stamping service provider currently recognised for cooperative bank loan documents in Himachal Pradesh. (b) Please clarify whether e-stamping integration is mandatory at the time of Go-Live or whether it can be scoped as a Phase-2 deliverable post-	The information will be shared with the successful bidder.

			• If required, the system should also support integration with state-authorized e-Stamping • service providers, enabling the use of pre-approved document templates and jurisdiction • selection as per applicable state laws and regulations. **2.12 Agreement and Documentation** The system shall automate the generation, execution, and secure storage of loan agreements and supporting documentation, ensuring compliance with regulatory and internal policy standards. • The solution must support auto-generation of loan agreements, CAM and annexures using • predefined, configurable templates populated with approved loan data and customer details. • The platform must support digital execution of agreements using Aadhaar-based eSign (OTP • and biometric), and/or Digital Signature Certificates (DSC), with audit-compliant workflows. • All signed documents, including annexures, must be securely stored with encryption and • access controls, supporting versioning, audit trail, and retrieval through search filters. • The system must allow for multi-party execution (borrower, co-applicant, guarantor) and notify stakeholders upon completion. • A dashboard should be available for operations/legal teams to monitor pending, in-process, and completed documentation activities.	stabilisation. (c) Please confirm whether the Bank will facilitate an introduction to the e-stamping provider's integration team and provide test credentials to support integration development.	
28	35, 38	1.4, 2.7	**1.4 Field Agent Application** 2.7 The solution shall include a web-based portal and a mobile application with integrated GIS-based dashboard for geo-tagging, asset tracking, geo-tagged photographs, and construction monitoring to facilitate pre-sanction and post-sanction monitoring.	(a) Please confirm whether integration with a standard commercial map platform (e.g., Google Maps API, MapMyIndia Mappls API) satisfies the GIS dashboard requirement, or whether a dedicated proprietary GIS platform is expected. (b) Please clarify whether the GIS module must be natively built within the LOS or whether a separately integrated third-party GIS tool is acceptable. (c) Please confirm whether the Bank already holds a GIS or mapping platform licence that the LOS should	The GIS requirement may be fulfilled through integration with a standard commercial mapping platform or a suitable third-party GIS solution. The GIS functionality may be provided either natively within the LOS or through seamless integration with an external solution. The Bank does not mandate any specific GIS platform or licence. Bidders may propose the most suitable approach as part of their solution.

				integrate with, to avoid duplicate procurement.	
29	23	4.10.4 4.10.5	4.10.4 Training and Live Demonstration to the Users and Senior Management of the Bank as per need. — payment after imparting the training. 4.10.5: One-time Installation, Configuration, Testing and Deployment of LOS at the DR site (Bank's cloud). — payment after successful completion of the job. ***No percentage of project value is specified for these items.***	(a) Please specify the percentage of total project value allocated to Payment Items 4 (Training) and 5 (DR Deployment) so that Bidders can correctly structure their commercial bids. (b) Please clarify whether training and DR deployment are required to be completed within the 6-month project timeline or whether these may extend beyond DC Go-Live. (c) Please confirm whether comprehensive user training is expected to be conducted before DC Go-Live or after, as this affects project sequencing and resource planning.	The project shall be evaluated and awarded strictly in accordance with the criteria specified in the RFP. Bidders are required to quote for all items/ components as per the prescribed commercial format, irrespective of the estimated value of any individual component. Further, the training shall be imparted by the successful bidder in accordance with the requirements specified in the RFP and as per a mutually agreed schedule finalized in consultation with the Bank.
30	23, 47	4.10.7 9.4.C	4.10.7 Post Go-Live, any further customization or modification of the LOS required to meet the business needs of the Bank during the five-year warranty and support period, for a total of 500 man-days. 9.4.C Any regulatory or security patch mandated by RBI, NPCI, or Government authorities must be implemented within 15 days of release, without additional cost to the Bank.	(a) Please confirm whether regulatory and statutory compliance changes mandated by RBI, NABARD, NPCI, or any competent authority are to be delivered free of cost (per Section 9.4c) and are therefore outside the 500 man-day change pool, or whether they are to be charged against the pool. (b) Please clarify whether unutilised man-days in any bi-annual period are carried forward to the subsequent period or lapse at period end. (c) Please confirm whether the man-day rate covers onsite delivery, offsite delivery, or both, and whether travel and accommodation to KCCB branches is included in the quoted rate.	(a) Regulatory, statutory, security-related, or compliance-driven changes mandated by RBI, NABARD, NPCI, Government Authorities, or any other competent regulatory authority shall not be counted within the 500 man-days. (b) The 500 man-days shall be considered as a cumulative pool available during the entire contract period of five (05) years. Any unutilized man-days shall lapse only upon expiry of the contract period. (c) The quoted man-day rate shall be deemed to cover both onsite and offsite services, including all associated costs such as travel, lodging, boarding, and other incidental expenses. No additional payment shall be made by the Bank on this account. Payment shall be made based on the actual man-days utilized by the Bank and duly certified in accordance with the provisions of the RFP.
31	15	4.2.2	The Bidder must have prior experience in the supply, implementation, and maintenance of Loan Origination Systems (LOS) with proven digital lending capabilities within India, with such	We request that this requirement be made applicable for bidder/ OEM.	Already clarified. Not accepted.

			implementation being live in production and successfully operational for a minimum of one (01) year, supporting complete digital lending workflows from application to disbursement.		
32	15	4.2.3	The Bidder and the OEM must possess a valid CMMi (Capability Maturity Model Integration) at Maturity Level 3 (CMMi-3) or higher certification for their Software Delivery Unit. The certification must be valid as on the date of bid submission and must be issued by an authorized CMMI Institute or its authorized partner.	We request a waiver of this certification requirement (or) request that this be asked of either Bidder or OEM not both.	Already clarified. No change.
33	16	4.2.11. i	The remaining 20% of features and functionalities requested in the RFP shall be customized and developed by the Bidder / OEM within two (02) months from the date of issuance of the Purchase Order (PO), failing which no payment shall be released by the Bank.	The timeline of two months can be met, provided all approvals and requirements are given in an adequate and timely manner. Request that the bank take into account the same.	The customization, development, configuration and integration activities required for compliance with the remaining requirements shall be completed within the overall project implementation period of six (06) months from the date of issuance of the Purchase Order (PO). The bidder shall adhere to the approved project plan and milestones for successful implementation of the solution.
34	17	4.3.2	The Bidder should have been posting profits during the last 03 financial years and should have a positive net worth.	Request waiver of this requirement (or) modification to profitability alone in 1 out of last 3 years and exclusion of net worth profitability requirement.	Already clarified. No change.
35	23	4.10.A.1	Payment Milestone - 20 % - Post-Go-Live Stabilization / Project Sign-off (after 3 months)	Request waiver of this milestone and merger of this 20% with go-live.	No change.
36	23	4.10.A.6	On a post-paid bi-annual basis as per actual man-days utilized and certified by the Bank / Consultant.	Request modification of this payment term to monthly instead of bi-annual.	Not accepted.
37	23	4.10.B	Supply, installation and configuration of Operating Systems (OS), Databases (DB) and associated software required to deploy the LOS at the DC and DR along with 05 years comprehensive warranty & OEM support.	Request the bank to confirm if they have a preferred OS or DB/ if open-source OS and DB can be utilised.	Not accepted.
38	51	39	The Vendor should provide perpetual Corporate License of the software(s) to the Bank having no limitation based on No of the Users, No. of the Branches, Nature, Location and Type of Branches etc.	Request the bank to revise the license requirement from perpetual to term based i.e the duration of the contract period.	Not accepted.
39	51	40	Facility to interface with any Negative database of Customers, Property, Vendor, Sourcing Agency (external database if available) etc.	Request the bank to confirm if the bidder is required to supply a screening solution as well as any external negative databases.	Yes, the bidder is expected to provide the screening capability as well as the required negative database solution(s), wherever applicable, to support

					validation and screening of customers, properties, vendors, sourcing agencies, and other relevant entities. The proposed solution should enable effective identification, monitoring, and management of negative or restricted records as part of the overall LOS framework.
40	31	5.2.2	Key Features and Functionalities Required	Request the bank to confirm the list of products in scope for the LOS.	All 84 loan products are in scope. For more details, please refer https://kccbhp.bank.in/products/loans
41	31	5.2.2	Key Features and Functionalities Required	Request the bank to confirm if the bank has existing service providers for third party API services or if the bidder will be required to supply all journey relevant APIs as part of the bidder's solution.	As per RFP.
42	10	3.3	The LOS solution shall be deployed by the Bidder on the Bank's cloud infrastructure (AWS) across the Data Centre (DC) and Disaster Recovery (DR) regions,	Since the deployment if on bank's AWS cloud request the bank to confirm if OS and DB will come as part of the cloud platform.	Bidders need to quote for OS and DB as per their requirements.
43	12	3.7.3	"Bid Ref. No.: KCCB/IT/2026/CCTVSS/A"	The reference number printed in the pre-bid query proforma reads KCCB/IT/2026/CCTVSS/A, whereas the reference number of this RFP is KCCB/IT/2026/LOS/A. The Bank is requested to kindly confirm the correct reference number to be quoted by bidders.	The correct bid reference is KCCB/IT/2026/LOS/A.
44	7, 20, 21	Preamble; 4.8.7, 4.9.3	Preamble: "the Data Centre is located at Dharamshala, while the Disaster Recovery (DR) site is hosted on the AWS Cloud platform." 4.9.3: "The deployment shall be carried out on the Bank's cloud infrastructure (AWS Cloud), hosted across two geographically separated regions." 4.8.7: "...failover of the LOS from the Primary (Ground) Data Centre (DC) to the Cloud-based Disaster Recovery (DR) site..."	The RFP describes the Primary Data Centre both as an on-premise (Ground) Data Centre at Dharamshala and as being hosted on the Bank's AWS cloud across two regions. The Bank is requested to kindly confirm the intended hosting for the Primary Data Centre, so that the solution architecture and disaster recovery design may be aligned accordingly.	As per the scope of work specified in the RFP, the LOS solution shall be deployed by the successful bidder on the Bank's AWS cloud infrastructure at both the DC and DR sites.
45	21, 45	4.9.2, 6.2	4.9.2 The Bank shall provision and provide the required cloud infrastructure, including but not limited to Compute, Storage and Network, for deployment of the Loan Origination System (LOS) at both Data Centre (DC) and Disaster Recovery (DR) sites.	The Bank is requested to kindly confirm that the cloud infrastructure (compute, storage and network) is provisioned and managed by the Bank and	The Bank shall provision and provide the required cloud infrastructure, including compute, storage, and network resources, through its Cloud Service

			6.2 **Server Monitoring and Observability:** The monitoring, observability, and day-to-day management of the underlying hardware infrastructure, including enforcement of security, performance, and compliance requirements, shall be undertaken by the Cloud Service Provider (CSP) engaged by the Bank. The LOS Vendor shall not be held responsible for these activities; however, the Vendor shall provide necessary coordination, technical support, and access to systems/logs, as may be required by the Bank or its authorized representatives from time to time.	its Cloud Service Provider, and that the bidder's responsibility is limited to the application layer along with the supporting software it provides.	Provider. However, the successful bidder shall be responsible for the installation, configuration, deployment, integration, operation, maintenance, security hardening, and performance of the LOS application and all associated software components deployed on such infrastructure, as specified in the RFP.
46	79	5.3.1.2, 5.3.1.3	5.3.1.2 The Bank shall provide the underlying hardware / IT infrastructure, including space, power, connectivity, racks, and related facilities at both DC and DR sites. The Bidder shall, however, clearly specify all infrastructure requirements, including quantity, sizing, configurations, and capacity planning, in its proposal. The Bidder shall also provision, install, and quote all required supporting software, tools, utilities, and applications as per the solution requirements. 5.3.1.3 The Bidder shall be responsible for the installation, configuration, commissioning, and integration of all required software components and for ensuring compatibility with the Bank-provided infrastructure. The Bidder shall also create, configure, and manage all Virtual Machines (VMs) at both DC and DR sites in accordance with the proposed architecture and sizing requirements. The Bidder shall ensure seamless data synchronization between DC and DR to support business continuity and disaster recovery objectives.	These clauses refer to physical facilities (space, power, racks) and to the creation of Virtual Machines, while clause 4.9.3 refers to deployment on the Bank's AWS cloud. The Bank is requested to kindly clarify whether the solution is to be deployed on AWS cloud-native services or on virtual machines.	The underlying deployment architecture, including the use of virtual machines and/or cloud-native services, shall be proposed by the bidder based on the solution requirements and industry best practices, subject to compliance with the technical, security, performance, and regulatory requirements specified in the RFP.
47	79	5.3.1.2, 5.3.1.3	5.3.1.2 The Bank shall provide the underlying hardware / IT infrastructure, including space, power, connectivity, racks, and related facilities at both DC and DR sites. The Bidder shall, however, clearly specify all infrastructure requirements, including quantity, sizing, configurations, and capacity planning, in its proposal. The Bidder shall also provision, install, and quote all required supporting software, tools, utilities, and applications as per the solution requirements. 5.3.1.3 The Bidder shall be responsible for the installation, configuration, commissioning, and integration of all required software components and for ensuring compatibility with the Bank-provided infrastructure. The Bidder shall also create, configure, and manage all Virtual Machines (VMs) at both DC and DR sites in accordance with the proposed architecture and sizing requirements. The Bidder shall ensure seamless data synchronization between DC and DR to support business continuity and disaster recovery objectives.	These clauses refer to physical facilities (space, power, racks) and to the creation of Virtual Machines, request Bank confirm on who provisions and licenses the virtualization or container orchestration layer.	The Bank shall provide the required cloud infrastructure as specified in the approved BIRD. The bidder shall clearly specify all infrastructure, virtualization, containerization, middleware, and software requirements, including licensing requirements, as part of its proposal. The responsibility for provisioning and licensing of such components shall be governed by the scope of work and commercial offer submitted by the bidder.

48	79, 21	5.3, 4.9.3	**5.3 SOFTWARE REQUIRED FOR DC AND DR:** All types of operating systems (OS), databases (DB) and other licensed software required for hosting, running and maintaining the LOS and associated applications at the DC and DR shall be provided by the Bidder as per the need of the solution. All licenses must be genuine, valid, OEM-supported, and compliant for the entire contract period including warranty and ATS, without any additional cost to the Bank. The Bidder must clearly specify the OS and database type, version, edition, licensing model, and quantity in the technical bid. 4.9.3: The LOS solution shall be deployed across both DC and DR environments with high availability. The deployment shall be carried out on the Bank's cloud infrastructure (AWS Cloud), hosted across two geographically separated regions. The exact location shall be disclosed by the Bank at the time of PO.	As the solution is to be deployed on the Bank's AWS cloud infrastructure, the Bank is requested to kindly confirm whether the bidder may use Amazon Linux (the AWS-provided operating system image) as the operating system. Amazon Linux is made available by AWS without a separate operating-system licence fee, in which case there would be no separate operating-system licence to be supplied by the bidder, and its usage would form part of the Bank-provisioned cloud.	The bidder may propose the use of Amazon Linux or any other suitable operating system supported by the proposed LOS solution, subject to compliance with the technical, security, performance, and regulatory requirements specified in the RFP. However, the bidder shall be responsible for specifying all software and licensing requirements necessary for successful deployment and operation of the solution. The Bank shall not procure any additional software or licenses beyond those expressly agreed upon under the contract.
49	79, 21	5.3, 4.9.3	5.3 SOFTWARE REQUIRED FOR DC AND DR: All types of operating systems (OS), databases (DB) and other licensed software required for hosting, running and maintaining the LOS and associated applications at the DC and DR shall be provided by the Bidder as per the need of the solution. All licenses must be genuine, valid, OEM-supported, and compliant for the entire contract period including warranty and ATS, without any additional cost to the Bank. The Bidder must clearly specify the OS and database type, version, edition, licensing model, and quantity in the technical bid. 4.9.3: The LOS solution shall be deployed across both DC and DR environments with high availability. The deployment shall be carried out on the Bank's cloud infrastructure (AWS Cloud), hosted across two geographically separated regions. The exact location shall be disclosed by the Bank at the time of PO.	As the solution is to be deployed on the Bank's AWS cloud infrastructure, the Bank is requested to kindly confirm whether the bidder may use Amazon RDS for PostgreSQL (a managed database service) for the LOS database. As a managed cloud service, it is consumed on the Bank's cloud infrastructure rather than supplied as a separately licensed database, and the Bank is requested to kindly clarify how the licensing model and quantity are to be represented in the technical bid for such managed services.	The bidder may propose the use of Amazon RDS for PostgreSQL or any other suitable database platform supported by the proposed LOS solution, subject to compliance with the technical, security, performance, availability, and regulatory requirements specified in the RFP. The bidder shall clearly specify the proposed database architecture, sizing, resource requirements, and associated licensing/ subscription model with enterprise support in the technical and commercial bid. The Bank shall provision the required cloud infrastructure based on the approved BIRD submitted by the successful bidder.
50	20	4.8.8	For successful implementation and Go-Live, Bidder must include any additional software, licenses, and configuration or customization required for successful deployment of LOS on cloud infrastructure. The Bidder shall be solely responsible for the completeness of the solution and end-to-end delivery. The Bank shall not supply or procure any additional items other than the hardware and software specifically mentioned in this RFP	The Bank is requested to kindly clarify which supporting tools (such as PIM/PAM, SIEM, DLP, WAF, application performance monitoring, backup and anti-virus) are provided by the Bank or its Cloud Service Provider, and which are to be included within the bidder's solution, so that the solution can be scoped completely.	The bidder must clearly identify all supporting tools, software, licenses, and services required for successful deployment, operation, security, monitoring, backup, and maintenance of the proposed LOS solution. The Bank shall provide the underlying cloud infrastructure as specified in the approved BIRD. Any component not specifically provided by the Bank under

					the RFP and required for the successful functioning of the solution shall be deemed to be within the scope of the bidder.
51	45, 80	6.3, 5.3.2, Draft SLA	**6.3 Disaster Recovery and Backup:** The Vendor must ensure RTO (Recovery Time Objective) ≤ 4 hours and RPO (Recovery Point Objective) ≤ 15 minutes, unless otherwise agreed by the Bank. **5.3.2 Security and Compliance Requirements** Automated, policy-driven backup mechanisms must be implemented to ensure a Recovery Point Objective (RPO) ≤ 15 minutes and Recovery Time Objective (RTO) ≤1 hours. **Draft SLA:** **DR (Disaster Recovery) SLA:** • RPO: Max 15 Minutes • RTO: Max 30 Minutes	The Recovery Time Objective is stated as 4 hours, 1 hour and 30 minutes in different parts of the RFP. The Bank is requested to kindly confirm the single applicable RTO, as this determines the replication design and the disaster recovery infrastructure.	In case of any inconsistency, the SLA requirements shall prevail. Accordingly, the applicable Disaster Recovery parameters for the LOS solution shall be **RPO ≤ 15 minutes** and **RTO ≤ 30 minutes**. The applicable RPO and RTO requirements for the proposed LOS solution shall be finalized at the time of project implementation based on the approved architecture and business continuity requirements of the Bank. However, bidders are advised to size and design the solution considering the most stringent SLA requirements specified in the RFP.
52	19	4.8.3	The Bidder is responsible for the installation and 'hardening' of all software components, including but not limited to the Operating System, RDBMS, Web Servers, and SSL Certificates on the Bank's Cloud at the DC and DR sites. The Vendor shall ensure that the LOS environment at the Cloud DR is a mirror image of the Cloud DC. The Bidder must ensure real-time data synchronisation and 'Zero Data Loss' during failover from Cloud DC to Cloud DR (read with the Recovery Point Objective of ≤ 15 minutes stated in Cl. 6.3 and Cl. 5.3.2).	The RFP requires 'Zero Data Loss' and also specifies a Recovery Point Objective of up to 15 minutes. The Bank is requested to kindly clarify which applies, as 'Zero Data Loss' implies an RPO of zero (synchronous replication), whereas a 15-minute RPO implies asynchronous replication.	The applicable Recovery Point Objective (RPO) for the LOS solution shall be **≤ 15 minutes**. The reference to "Zero Data Loss" shall be construed as the desired objective during failover operations. Bidders shall design the replication and disaster recovery architecture to comply with the prescribed RPO and other DR requirements specified in the RFP.
53	80, 101	5.3.2, Draft SLA	5.3.2 Quarterly Disaster Recovery (DR) drills must be conducted, and detailed reports must be submitted to the Bank for review and compliance verification. Draft SLA: "DR drill must be conducted twice a year."	The disaster recovery drill frequency is stated as quarterly in clause 5.3.2 and as twice a year in the Draft SLA. The Bank is requested to kindly confirm the applicable frequency.	May be read as twice in year. The relevant clause will be amended.
54	79, 101	5.3.1.1 Draft SLA	Based on the operational and business requirements of the Bank, the Bidder shall deploy the Loan LOS at the Data Centre in a High Availability (HA) architecture. The LOS at the Disaster Recovery (DR) site shall be deployed in a standalone configuration (i.e., without HA), unless otherwise specified by the Bank. Draft SLA: "RTO: Max 30 Minutes".	The disaster recovery environment is to be deployed in a standalone configuration without high availability, while the Draft SLA specifies a Recovery Time Objective of 30 minutes on failover. The Bank is requested to kindly confirm the expected disaster recovery standby posture, so that it can be	The LOS shall be deployed in a High Availability (HA) architecture at the DC and in a standalone configuration at the DR site, as specified in the RFP. The bidder shall propose an appropriate DR architecture and standby posture to ensure compliance with the prescribed RPO ≤ 15 minutes and RTO ≤ 30 minutes requirements.

				designed and sized appropriately.	
55	30, 19	5.2.1.d, 4.7 Penalty (Sl. 1)	5.2.1.d The Bidder shall ensure system availability (uptime) of ≥ 99.90% at the DC and DR, measured on monthly basis, excluding approved maintenance plans or windows. Penalty clause (Sl. 1): "…ensuring a minimum uptime of 99.9% on a quarterly basis."	The uptime requirement is stated as 99.90% measured monthly and as 99.9% measured on a quarterly basis, and the Draft SLA additionally refers to availability per module. The Bank is requested to kindly confirm the single governing uptime percentage and its measurement window.	To maintain consistency across the RFP, the minimum uptime requirement shall be 99.5%, measured on a monthly basis, excluding approved maintenance windows. The relevant SLA and penalty provisions shall be revised accordingly.
56	51	5.2.3.44	System software and required hardware for supporting the required present/future volume to be mentioned as part of the technical requirement. It can be given with the current concurrency of 1500 and annual increase of up to 15-20% for next 5 years. Volume of loan applications processed per day can be taken as 2000 on average day. Sizing of storage should be computed accordingly which can be sustained for the entire contract period.	To enable accurate sizing of the infrastructure and storage, the Bank is requested to kindly share the following: i. Number of loan applications per year, by product ii. Expected year-on-year growth of applications, by product iii. Total number of users and the expected peak concurrent users iv. Number of branches and zonal offices to be onboarded v. Expected number of documents per loan application and the average document size vi. Online data retention period required	Already clarified.
57	93	6.10,	One-time supply, installation, configuration, customization, testing, data migration, and successful implementation/deployment of the Core LOS software with perpetual enterprise licenses (active-passive setup) at the Data Centre (Bank’s cloud), along with five (05) years of comprehensive warranty and OEM support.	The scope includes data migration. To enable this to be scoped, the Bank is requested to kindly share the following: i. The source system(s) from which data is to be migrated ii. The number of records and in-flight applications iii. The history depth and the data formats available	Already clarified.

				iv. The party responsible for extraction from the legacy system v. The acceptance criteria for migration	
58	78	39.1	Irrespective of the scope of work and functional requirements / specifications outlined in the RFP, the Bidder shall be fully responsible for end-to-end customization, configuration and successful implementation of the solution as per the Bank's requirements and to its full satisfaction. The proposed solution must be capable of handling all processes, workflows, and parameters associated with the 84 loan products currently offered by the Bank. A detailed list of these loan products is available on the official website of the Bank.	The list of the 84 loan products is referenced through the Bank's website rather than included in the RFP. The Bank is requested to kindly provide the consolidated list of the 84 loan products, with their current parameters, as a formal annexure, as it defines the configuration scope.	Already clarified.
59	49	5.2.3.2	The solution architecture must be scalable and support an increase in concurrent users/instances, ensuring that application and database server resource utilization (CPU and memory) remains below 70% under peak load conditions.	The Bank is requested to kindly define 'peak load', in terms of peak concurrent sessions and transactions per second, against which the 70% utilization ceiling and the response-time expectations are to be met.	Already clarified.
60	49, 51	Cl. 5.2.3, Sl. 3 and Sl. 41	Sl. 3: "…seamless integration with the Core Banking System (CBS), namely TCS BaNCS, including the ability to push and pull data to and from the CBS." Sl. 41: "Proposed Software is to be integrated with Core Banking Solution i.e. BaNCS (running in Oracle DB)"	The Bank is requested to kindly share the available integration interfaces (APIs or middleware) for TCS BaNCS, and to confirm that integration will be through these interfaces rather than direct database access. The Bank is also requested to confirm that any effort required on the CBS side will be facilitated by the Bank and its CBS provider.	The details will be shared with successful bidder.
61	17	Cl. 4.4.6	"The LOS software offered should be capable of being fully integrated with the existing CBS of the Bank immediately on installation."	The Bank is requested to kindly confirm that integration with the Core Banking System will be carried out in line with the agreed project plan and user acceptance testing, since CBS integration involves interface enablement, field mapping and testing.	No clarification is required. The clause is self-explanatory.
62	73, 74	Cl. 5.2.3, Sl. 34.8	"…Interfacing with other external/internal systems, including but not limited to Core Banking solution, Risk Rating Models, Scoring Models, CIBIL, UIDAI, IT Website, MCA website/data, EC, CRILC, Market Reports, CERSAI, ECGC, Defaulter list, DGFT, Sub registrar office websites… and any other website/portal…"	The Bank is requested to kindly provide a consolidated list of the integrations considered within the base scope, indicating the interface type (API, file or web service) for each, so that	As per RFP.

				the integration effort can be assessed.	
63	42, 74	Cl. 3.3; Sl. 34.10 and 34.11	Cl. 3.3: "Aadhaar verification via UIDAI… PAN verification via NSDL and CKYC checks via CERSAI must be integrated…" Sl. 34.10 / 34.11: auto and bulk upload of data to the CERSAI and MCA portals.	Several integrations involve regulated services that operate on the institution's own credentials. The Bank is requested to kindly confirm that the institutional credentials and empanelment for services such as UIDAI, CKYC, CERSAI, MCA and the credit bureaus will be provided by the Bank, with the bidder responsible for the technical integration.	Already clarified.
64	73, 74	Cl. 5.2.3, Sl. 34.8	"…and any other website/portal which would help in validation of data provided by customer."	The Bank is requested to kindly confirm that integrations which are not part of the consolidated in-scope list, and any that may arise during the contract period, will be addressed through a mutually agreed change-request process.	All additional work and new CR will be covered under 500 man-days.
65	48	Cl. 9.4(c)	"Any regulatory or security patch mandated by RBI, NPCI, or Government authorities must be implemented within 15 days of release, without additional cost to the Bank."	The Bank is requested to kindly confirm that the 15-day patch timeline applies to components within the bidder's control, and that patches dependent on the OEM, the Cloud Service Provider, or third-party components will follow the respective provider's release timeline.	Not accepted. However, depending upon the merit of the case, Bank may relax the given timelines.
66	45, 80	Cl. 6.4; Cl. 5.3.2	"Hosting must comply with ISO 27001, ISO 22301 and RBI cyber security framework and guidelines."	The bidder ISO/IEC 27001:2022 certification and complies with RBI cyber security framework and guidelines and in the process of ISO 22301 certification - estimated completion date is July-2026 and hope this is acceptable with the Bank.	As per RFP.
67	45	Cl. 6.3	"Data must reside within Indian Territory only; no replication or transfer outside India is permitted."	The Bank is requested to kindly confirm that this requirement is met by deploying on AWS regions located within India, and to clarify whether managed or supporting services that process data within India are acceptable within this requirement.	As per RFP.
68	50	Cl. 5.2.4, Sl. 6	"The proposed solution must support multi-currency and multi-product LOS operations and administration."	The Bank is requested to kindly confirm whether multi-currency operations	Single currency (INR) with multiple products.

				are within the scope of this requirement, and if so, what is the use case for the same?	
69	53	Cl. 5.2.4, Sl. 1.6	"…various constitutions like proprietorship, partnership, Companies, trusts, societies, Corporations, LLP, foreign entities, local branches of foreign entities, sovereign, SHG/JLG/FPO etc."	The Bank is requested to kindly confirm whether borrower constitutions such as foreign entities, local branches of foreign entities and sovereign entities are within scope, as these affect the configuration and testing scope.	The clause will be amended suitably. Foreign entities and local branches of foreign entities will be removed from the RFP.
70	51	Cl. 5.2.3, Sl. 51	"Application should be compatible with any standard Web Browser like Internet Explorer 8.0 and above/ Mozilla Fire Fox/ Google Chrome etc."	The Bank is requested to kindly confirm that the supported browser baseline is the current versions of Google Chrome, Mozilla Firefox and Microsoft Edge, as Internet Explorer 8.0 has reached end of life and is not supported by modern web applications.	The proposed solution should support current industry-standard web browsers. Internet Explorer 8.0 compatibility is not mandatory. The application shall support the latest stable versions and commonly used supported versions of major browsers such as Google Chrome, Microsoft Edge, Mozilla Firefox, and Safari. Clause will be amended suitably.
71	39	Cl. 5.2.2, 2.9	"The platform should optionally support AI/ML-based scoring models that leverage historical repayment behaviour, borrower profiles, and other relevant data points…"	AI/ML-based scoring is described as an optional capability, while an Early Warning System and automated credit rating are described elsewhere as expected capabilities. The Bank is requested to kindly clarify whether AI/ML-based scoring is mandatory, optional, or a future requirement, and whether it forms part of the technical evaluation.	AI/ML-based scoring is an optional capability and is not a mandatory requirement under the current scope of the RFP. The proposed solution should support AI/ML-based scoring models either through in-built functionality or integration capabilities, wherever available. However, the solution must support the risk assessment, underwriting, early warning, credit rating, and decisioning requirements specified in the RFP. The presence of AI/ML-based scoring capabilities will be considered an added advantage; however, compliance with the core functional requirements shall be the primary consideration during technical evaluation.
72	38	Cl. 5.2.2, 2.5	"…automated generation and upload of CIBIL TUDF files in accordance with the credit bureau’s format and compliance requirements."	The Bank is requested to kindly clarify the boundary between the Loan Origination System and the Core Banking or Loan Management System for	The boundary between the LOS and other Bank systems, including CBS/LMS, shall be as per the solution architecture proposed by the bidder and

				regulatory reporting such as TUDF or CIC reporting, as these are commonly generated from the system that maintains the loan account and the RFP is specifically for Loan Origination System.	accepted by the Bank. The bidder shall ensure that the proposed LOS supports all required integrations and data exchange necessary for regulatory and statutory reporting requirements specified in the RFP.

14. M/s Knight Fintech Pvt. Ltd.:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	15	4.2.1	The Bidder should have a minimum of 10 years of prior experience and proven track record of providing, implementing and successfully delivering software solutions in the Banking, Financial Services and Insurance (BFSI) sector.	Requesting Relaxation for Start up's and MSME's for minimum 3 Years	Already clarified.
2	14	4.1.1	The Bidder and OEM should be a registered company in India under Companies Act 1956 and should have been in operation for at least 05 years as on date of RFP.	Requesting to consider the bidders who are registered under Companies Act of 2013	Already clarified. Accepted
3	16	4.2.7	The OEM should have proven capabilities and prior experience in the implementation of LOS or similar digital lending solutions across diverse cooperative banking environments will be considered as a critical indicator of their capacity to address the unique technical, infrastructural and operational challenges. The proposed solution must be based on the latest stable version of the LOS and be capable of supporting the current as well as evolving functional, regulatory, and digital transformation requirements of cooperative banks. Additionally, the proposed LOS platform must be operational and running in at least one (01) cooperative bank or any other scheduled/regulated bank in India.	Requesting To consider Go-lives and Performance certificates from NBFC's PSU banks for Other Digital Lending Journeys like Co-lending and Direct Assignment	References from RBI-regulated entities, including NBFCs, Scheduled Commercial Banks, Public Sector Banks, Private Sector Banks, Small Finance Banks, Regional Rural Banks (RRBs), and Cooperative Banks, shall be considered, subject to compliance with the production-live and operational requirements specified in the RFP.
4	16	4.2.8	The proposed LOS software must have successfully processed a minimum of 100,000 (One Lac) loan applications for at least two (02) Financial Institutions in the BFSI sector.	Requesting to consider other digital lending journey's experience like Co-lending and DA.	The clause stands as per the RFP. The proposed LOS software must have successfully processed a minimum of 100,000 loan applications each for at least two Financial Institutions in the BFSI sector. Experience limited to specific lending models such as Co-Lending or Direct Assignment shall not be considered as a substitute for the prescribed requirement. The requirement has been stipulated to assess the maturity, scalability, and proven operational capability of the proposed solution. No change is proposed.

5	16	4.2.10	The platform must support both secured and unsecured loan products as part of its standard offering.	Requesting to consider declaration on bidder's letter head as usage report by the client is private information.	The clause stands as per the RFP. The Bidder/OEM shall provide appropriate documentary evidence to substantiate compliance with the requirement. A self-declaration on the bidder's letterhead alone shall not be considered sufficient proof of compliance. No change is proposed.
6	17	4.3.2	The Bidder should have been posting profits during the last 03 financial years and should have a positive net worth.	Requesting Relaxation for Start up's and MSME's on profit and only to consider Positive Net worth.	Already clarified.
7	23	4.10.B.8	Supply, installation and configuration of Operating Systems (OS), Databases (DB) and associated software required to deploy the LOS at the DC and DR along with 05 years comprehensive warranty & OEM support. 8.Operating System licenses for DC 9. Operating System licenses for DR site 10. Databases licenses for DC 11. Databases licenses for DR site **50 % upon successful delivery and verification of all the licenses. The remaining 50 % after successful installation, commissioning, UAT and Go-Live of the solution in the DC and DR.**	Requesting to Re-consider as this as 3rd party license to bidder, kindly consider 40% along with PO, 30% on successful delivery and verification of licenses and 30% on successful installation and Post Go-live	Not accepted.
8	25	4.12	Earnest Money shall be deposited by all the Bidders offline in the form of Bank Guarantee / Cheques /Demand Draft. It is compulsory to upload a scanned copy of the EMD as a proof on e-procurement portal https://hptenders.gov.in/) as directed on the portal of the Government of Himachal Pradesh with the bid. The applicable payable amount is ₹ 10,00,000/- (Rupees Ten Lacs only). The EMD shall be drawn in favour of "The Managing Director, KCCB" payable at Dharamshala (H.P.)	Kindly confirm if EMD is Exempted for MSE's and Start Up. MSE/Start up Bidder is exempted from RFP cost but no clarification on EMD is provided.	Already clarified.
9	25	4.14	All software, applications, and services proposed under this RFP for the LOS shall be covered under a comprehensive onsite and remote warranty and OEM support on a 24×7×365 basis for a period of five (05) years. The warranty and ATS period shall commence from the date of successful commissioning of the LOS, completion of User Acceptance Testing (UAT), Go-Live, and formal Project Sign-off, whichever is later.	Can we consider a 6 Months as per Industry standards post go-live as hyper care. Post hyper care, ATS will be charged Annually in advance	As per RFP.
10	31	5.2.2.1	Support for multiple loan products, including: o Crop Loans o Kisan Credit Card (KCC) o Self-Help Group (SHG) Loans o MSME Loans o Gold Loans o Housing Loans o Personal Loans	Considering the vast loan products requesting to re consider on Implementation timelines of 6 months.	As per RFP.

11	44	6	The Loan Origination System (LOS) shall be deployed at the DC and DR site on the Bank's Cloud Infrastructure for a period of 05 years, strictly in accordance with all applicable regulatory, statutory, and security requirements.	Requesting Bank to share the Cloud Service Provide Details	The exact information will be shared with the successful bidder.
12	42	3	**Technical and Integration Requirements** The proposed system must be designed for seamless integration with core banking systems (TCS BaNCS), external data providers, and internal enterprise solutions using secure APIs and scalable architecture. 3.1 CBS Integration 3.2 Credit Bureau APIs 3.3 Identity Verification APIs 3.4 Document and eSign APIs 3.5 Notification APIs 3.6 Other System Integrations	Assuming Bank will provide this API's	Already clarified.
13		General details needed for Infra sizing estimation		Please confirm Volume of transactions per month per loan product?	Already clarified.
14		General details needed for Infra sizing estimation		Please confirm Average Ticket size per loan product?	Already clarified.
15		General		Please confirm use case Post Disbursement monitoring is it related to EWS	Already clarified.
16		General		Kindly Confirm CBS and/ or LMS used along with version?	Already clarified.
17		General		Kindly confirm if Production instance required in High Availability mode? Active-Active, Active-Passive	Already clarified.
18		General		Please provide more details about Environment instances? Can we consider as below DC: Dev, QA, UAT, Pre-Prod, Prod DR: Pre-prod & Production	Already clarified.
19		General		Kindly confirm if only fresh loans to be considered or balance transfer workflow needed?	Already clarified.

20		General		Kindly confirm if any Data migration from legacy LOS system is envisaged	No legacy LOS but data migration is required.

15. M/s SysArc Infomatix Pvt Ltd:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	15	4.2.3	Technical Eligibility Criteria- The Bidder and the OEM must possess a valid CMMi (Capability Maturity Model Integration) at Maturity Level 3 (CMMi-3) or higher certification for their Software Delivery Unit. The certification must be valid as on the date of bid submission and must be issued by an authorized CMMI Institute or its authorized partner.	We request the bank to provide relaxation/Waiver for this certification. ISO certification, CERT-in Certification & the experience in the relevant domain is available	Already clarified.
2	28	4.23	TRANINGS	Post-Go-Live refresher and new-joinee trainings, as and when required, during the contract period. Do we need to depute a dedicated person for training till the end of the contract.	Already clarified.
3	30	5.2.1.e	**Warranty and OEM Support** The overall solution shall be provided with a comprehensive warranty and OEM support for a period of five (05) years. During the warranty period, the Bidder/OEM shall provide all updates, upgrades, patches, security updates, and version enhancements at no additional cost to the Bank.	Can it be reduced to 6 months	Not accepted.
4	31	5.2.2.1	Loan Application Management • Online capture of loan applications	Whether customer facing and third party like DSA, BC, RDO journeys are expected	As per RFP.
5	32	5.2.2.3	**Document Management System (DMS)** The system should provide: • Upload and secure storage of documents • Digital verification capabilities • Version control and audit trail	Is this feature expected as an interface or a module or internal storage capacity	The proposed solution should provide document upload, storage, and retrieval capabilities as part of the LOS. Document version control and advanced audit trail features are desirable capabilities and may be considered as value-added features during evaluation. The implementation approach may be proposed by the bidder, provided the core document management requirements of the RFP are adequately addressed.

6	32	5.2.2.3	**Document Management System (DMS)** Typical Documents: • Aadhaar • PAN • Income proof • Land records • Property documents • Bank statements	Is this feature expected as an interface or Document upload	The proposed solution should provide document upload, storage, and retrieval capabilities as part of the LOS. Document version control and advanced audit trail features are desirable capabilities and may be considered as value-added features during evaluation. The implementation approach may be proposed by the bidder, provided the core document management requirements of the RFP are adequately addressed.
7	32	5.2.2.4	**Credit Appraisal and Scoring** The LOS should support comprehensive credit evaluation, including: • Financial analysis • Credit scoring • Risk rating	Is the financial analysis and Risk rating are expected as integration or module from vendor	The proposed solution should support financial analysis, credit scoring, and risk rating capabilities either through in-built modules or through integration with appropriate external systems/services.
8	32	5.2.2.4	**Credit Appraisal and Scoring** Key Parameters: • Debt-to-income ratio • Repayment capacity • Collateral valuation • Credit bureau score	Whether the collateral valuation is expected as data entry or integration of fintech or a module from vendor	The proposed solution should support financial analysis, credit scoring, and risk rating capabilities either through in-built modules or through integration with appropriate external systems/services.
9	32	5.2.2.6	**Collateral Management** Features: • Collateral valuation • Loan-to-Value (LTV) calculation • Charge creation and tracking	Whether the Charge creation and tracking referring to CBS or CERSAI	For the purpose of this RFP, charge creation and tracking through integration with the Bank's CBS shall be considered sufficient.
10	33	5.2.2.9	**Disbursement Management** The LOS should: • Integrate with the Core Banking System (CBS) • Support single and multiple disbursements • Track pre-disbursement conditions	Whether the scope is up to disbursement memo and repayment schedule creation or fund transfer. If fund transfer, then do we need considered RTGS / NEFT payments and DD or BC posting as well. Any workflow and approval status are expected for tranche disbursements.	As per RFP.
11	33	5.2.2.10	**Integration with Core Banking System (CBS)** The LOS must integrate seamlessly with the Bank’s CBS to: • Create loan accounts • Fetch and update customer data • Post disbursement transactions	We would recommend to list down all the services that the bank needs, this will help us to estimate it clearly. Post disbursement transactions, is it limited to	Already clarified.

				disbursement or any other expectation.	
12	34	5.2.2.14	**Analytics and Early Warning System** The LOS should support advanced analytics, including: • Risk analytics • Early warning signals for NPAs • Portfolio monitoring and insights	Whether EWS is only for NPA's are expecting as a separate module to handle RBI alerts and other alerts as well. Portfolio monitoring and insights will be classified as credit monitoring activities, is the bank looking for the separate.	As per RFP.
13	35	1.1.2	**Feature / Functionality Required** **Customer Self-Service Portal (Web)** A customer-facing web portal should allow retail and business customers to apply for loans from anywhere, at any time. The portal must be mobile responsive and user-friendly, guiding the customer through the application with dynamic field validations and tooltips. Applicants should be able to upload KYC, income, and collateral documents, track application status, and receive real-time notifications (SMS/email).	Whether OCR with Validation and two-way sync between customer portal and Branch journey is expected to collect the customer credentials for fintech services like ITR, GSTR.	The proposed solution should support seamless real-time API-based integration with the LOS workflow for retrieval and processing of required customer data from external services, wherever applicable. OCR-based validation, credential collection mechanisms, and two-way synchronization between the customer portal and branch journey may be provided by the bidder as additional capabilities but are not mandatory requirements under the current scope.
14	35	1.1.3	**Feature / Functionality Required** **Mobile Banking Application (Android and iOS)** The LOS must integrate with the bank's mobile banking application to enable in-app loan applications. Customers should have access to personalized pre-approved offers or initiate new loan applications using minimal input, auto-filled using KYC-linked data (e.g., PAN, Aadhaar, CKYC). The app should support features like document upload via camera, biometric authentication, eKYC, and digital signature (eSign).	Whether the bank will maintain the pre-approved data or expecting vendor to analyse and prepare the dump. Whether the hosted journey of PAPL and Loan applications are expected to support STP or Semi STP or Lead to LOS Whether the eKYC process to be conducted or flag to be validated	The proposed LOS solution should support identification and servicing of pre-approved loan (PAL/PAPL) opportunities for existing customers based on configurable business rules, eligibility criteria, and data made available by the Bank.
15	36	1.1.7	**Feature / Functionality Required** **Multi-Credit Score Provider Support for Single Customer** The system should enable downloading or generating credit scores from multiple credit score providers (e.g., CIBIL, CRIF, Experian, Equifax) for the same customer, allowing flexibility and richer risk assessment.	Apart from directed service integrations, whether multi bureau connector is expected	Yes. The proposed LOS solution should support integration with multiple credit bureaus and provide a multi-bureau connector framework to facilitate seamless access to credit reports and scores from multiple credit information companies such as CIBIL, CRIF High Mark, Experian, Equifax, or any other bureau as required by the Bank.

16	37	2.2.1	**Functional Modules** **Lead and Application Management** Application forms should be mobile-responsive and optimized for all user interfaces (branch staff, web portal, agent app).	Whether the branch LOS also expected to be exposed in public network as mobile responsive	As per RFP.
17	39	2.2.8	**Functional Modules** **Financial Analysis** The solution must offer an automated and robust financial analysis engine to evaluate applicant affordability and creditworthiness.	Whether to integrate with fintech or expected as inbuilt module for analysis	The proposed LOS solution should include an in-built financial analysis module capable of evaluating applicant affordability, repayment capacity, financial health, and creditworthiness. Integration with fintechs, Account Aggregators, bureau agencies, banking systems, or other external data sources may be utilized to enrich the analysis; however, the financial analysis engine and assessment capabilities should be available as part of the core LOS solution.
18	39	2.2.9	**Functional Modules** **Risk Assessment and Underwriting** The platform should optionally support AI/ML-based scoring models that leverage historical repayment behaviour, borrower profiles, and other relevant data points to generate predictive risk scores for enhanced credit assessment and decision-making. The system should also be capable of integrating with existing credit risk engines, data repositories, and external data sources (such as credit bureaus and analytics platforms) to improve the accuracy and reliability of predictive scoring.	Whether AI/ML integration are expected or should be inbuilt solution	The proposed LOS solution should support AI/ML-based risk assessment capabilities either as an in-built component of the solution or through seamless integration with external AI/ML platforms, risk engines, or analytics solutions. The ability to leverage AI/ML models for predictive scoring, risk assessment, and credit decision support will be considered an added advantage. However, the core risk assessment and underwriting requirements specified in the RFP must be met irrespective of the approach adopted.
19	42	3	**Technical and Integration Requirements** The proposed system must be designed for seamless integration with core banking systems (TCS BaNCS), external data providers, and internal enterprise solutions using secure APIs and scalable architecture. **3.1 CBS Integration** The system must support bi-directional integration with existing Core Banking Systems (BaNCS) to fetch customer/applicant master data, create loan accounts post-approval, and push disbursement instructions. Must accommodate variations across CBS platforms using standardized APIs or middleware connectors.	**Technical and Integration Requirements** Any APIM been planned or already in place **3.1 CBS Integration** Whether the latest version API specs are available	The details will be shared with the successful bidder.

20	15	4.2.3	**Technical Eligibility Criteria** The Bidder and the OEM must possess a valid CMMi (Capability Maturity Model Integration) at Maturity Level 3 (CMMi-3) or higher certification for their Software Delivery Unit. The certification must be valid as on the date of bid submission and must be issued by an authorized CMMI Institute or its authorized partner.	We request the bank to provide relaxation/Waiver for this certification. ISO certification, CERT-in Certification & the experience in the relevant domain is available	Already clarified.
21	28	4.23	**TRANINGS** The Bidder shall be responsible for providing comprehensive training to the Bank's personnel covering all areas like system implementation, configuration, day-to-day operations, workflow management, administrative controls, security and access management, error handling, troubleshooting, system administration, reporting and analytics, and business continuity procedures. Training shall be delivered either onsite or online as per the Bank's requirement. Additionally, upon specific request of the Bank, the Vendor shall arrange and conduct district-wise or zone-wise training programs to ensure adequate user coverage and adoption. The Bank shall identify the participants to be trained, comprising end-users, branch personnel, admin, IT support staff, and any other relevant roles with varying qualification levels and responsibilities. The detailed training plan, curriculum, batch size, mode of delivery, learning materials, and assessment methodology shall be finalized through a mutual agreement between the Bank and the Vendor. The Bidder shall also provide comprehensive training materials, including user manuals, SOPs, FAQs, video tutorials, and hand-holding guides. Post-Go-Live refresher and new-joinee trainings, as and when required, during the contract period.	Do we need to depute a dedicated person for training till the end of the contract	As per RFP.
22	30	5.2.1. e	**SCOPE OF WORK - Warranty and OEM Support** The overall solution shall be provided with a comprehensive warranty and OEM support for a period of five (05) years. During the warranty period, the Bidder/OEM shall provide all updates, upgrades, patches, security updates, and version enhancements at no additional cost to the Bank.	Can it be reduced to 6 months	Already clarified.
23	31	5.2.2.1	**Loan Application Management** The system should enable: • Online capture of loan applications	Whether customer facing and third party like DSA, BC, RDO journeys are expected	The LOS solution is expected to support loan origination through multiple channels, including: • B2C Mobile Application • B2C Customer Portal / Web Application • B2B Mobile Application for Agents/Business Correspondents, if applicable

					• Branch-based loan origination and document scanning modules The proposed solution should support seamless omni-channel loan origination and processing across these channels."
24	32	5.2.2.3	**Document Management System (DMS)** The system should provide: • Upload and secure storage of documents • Digital verification capabilities • Version control and audit trail	Is this feature expected as an interface or a module or internal storage capacity	The proposed solution should support both document upload and API based document retrieval, wherever applicable. Customers and Bank users should be able to upload documents directly through the LOS. Additionally, the solution should support API-based integration with external systems and repositories for retrieval, verification, and management of documents wherever such integrations are required by the Bank.
25	32	5.2.2.3	**Document Management System (DMS)** Typical Documents: • Aadhaar • PAN • Income proof • Land records • Property documents • Bank statements	Is this feature expected as an interface or Document upload	The proposed solution should support both document upload and API based document retrieval, wherever applicable. Customers and Bank users should be able to upload documents directly through the LOS. Additionally, the solution should support API-based integration with external systems and repositories for retrieval, verification, and management of documents wherever such integrations are required by the Bank.

16. M/s Cyberica Net Technologies Pvt. Ltd.:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	15	4.2.1	The Bidder should have a minimum of 10 years of prior experience and proven track record of providing, implementing and successfully delivering software solutions in the Banking, Financial Services and Insurance (BFSI) sector.	Allow participation of bidders having experience in BFSI OR large-scale Enterprise Digital Transformation projects, provided the proposed LOS OEM possesses the required banking references and domain expertise.	Please refer to the revised eligibility criteria specified above.
2		-	CBS details, version, integration architecture and API availability are not explicitly provided.	Kindly provide: • CBS OEM and version • Database platform	Already clarified. The relevant details will be

				• Available APIs/Web Services • Existing middleware and integration framework	shared with the successful bidder.
3	10	3.3	The LOS solution shall be deployed by the Bidder on the Bank's cloud infrastructure (AWS) across the Data Centre (DC) and Disaster Recovery (DR) regions, ensuring high availability and a robust disaster recovery setup. The exact location (s) of the cloud environment shall be communicated by the Bank at the time of issuance of the Purchase Order (PO).	Allow deployment on any MeitY empanelled Government Community Cloud (GCC) / Cloud Service Provider meeting the Bank's technical, security and compliance requirements. Allowing other CSP made this competition fare and transparent	Not accepted. Bank has already hired AWS cloud services.
4			No clear details available regarding migration volume.	Kindly Provide: • Number of historical loan records • Customer records • Document repository size • Existing LOS details	Already clarified.
5			Compliance with Bank security standards	Kindly Clarify: • VAPT requirements • Cert-In audit requirements • RBI compliance requirements • Data retention policies • Security audit ownership	The bidder shall ensure that the proposed LOS solution complies with the security, regulatory, audit, and data retention requirements specified in the RFP and applicable guidelines issued by RBI, CERT-In, and other competent authorities from time to time.
6	26	4.17	**PERFORMANCE GUARANTEE** The successful bidder (L1 firm) shall furnish a Performance Security equivalent to 5% of the total order value within 15 days from the date of award of the Contract / Purchase Order. The Performance Security shall be submitted in the form of a performance Bank Guarantee (PBG) issued by a Scheduled Commercial Bank, in favour of the Managing Director, The Kangra Central Co-operative Bank Ltd., payable at Dharamshala. The PBG shall remain valid for a period of 5 years from the date of issuance of the Purchase Order, including an additional claim period of at least 3 months, or for such extended period as may be required by the Bank.	• Reduce the EPBG % • Implementation phase BG linked to project value. • Annual renewal linked to ATS/O&M value.	Not accepted.

17. M/s Nelito Systems Pvt. Ltd.:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	14	4.1.4	The Bidder and the OEM should have a fully functional helpdesk to provide round-the-clock (24x7x365) technical support, including incident logging, tracking, escalation and resolution, throughout the contract period.	We request you to restrict the timings to banking hours or allow for Remote. Else kindly consider the	Already clarified. All infrastructure and service support by the Bidder and OEM shall be

				option for 2 shifts making it more cost effective	provided as per the requirement of the RFP.
2	15	4.2	The OEM should have proven capabilities and prior experience in the implementation of LOS or similar digital lending solutions across diverse cooperative banking environments will be considered as a critical indicator of their capacity to address the unique technical, infrastructural and operational challenges. The proposed solution must be based on the latest stable version of the LOS and be capable of supporting the current as well as evolving functional, regulatory, and digital transformation requirements of cooperative banks. Additionally, the proposed LOS platform must be operational and running in at least one (01) cooperative bank or any other scheduled/regulated bank in India.	Kindly revise the clause as follows : The OEM should have proven capabilities and prior experience in the implementation of LOS or similar digital lending solutions across diverse cooperative banking environments will be considered as a critical indicator of their capacity to address the unique technical, infrastructural and operational challenges. The proposed solution must be based on the latest stable version of the LOS and be capable of supporting the current as well as evolving functional, regulatory, and digital transformation requirements of BFSI Institutions Additionally, the proposed LOS platform must be operational and running in at least one (01) BFSI institution in India.	Yes, references from RBI-regulated entities, including NBFCs, Scheduled Commercial Banks, Public Sector Banks, Private Sector Banks, Small Finance Banks, Regional Rural Banks (RRBs), and Cooperative Banks, shall be considered, subject to compliance with the production-live and operational requirements specified in the RFP. For details, please refer to the revised eligibility criteria specified above.
3	16	4.2	The proposed LOS must have an in-built credit rule engine and should support evaluation of 500+ data points both from internal and external sources. Further, the credit rules must be easily configurable and manageable by business users without requiring code changes. A certificate of LOS architecture /product screenshots or case study demonstrating usage by the client may be enclosed as ET - 9	**Kindly revise the clause as follows**: Self declaration /capability certificate of LOS architecture /product screenshots or case study by the bidder demonstrating usage be enclosed as ET - 9	Please refer to the revised eligibility criteria specified above. The bidder shall submit documentary evidence in the form of LOS architecture details, product screenshots, implementation case studies, client references, or other relevant supporting documents demonstrating the availability and usage of the proposed functionality. Mere self-declaration without supporting evidence may not be considered sufficient for evaluation.
4	16	4.2	The platform must support both secured and unsecured loan products as part of its standard offering A certificate of LOS features & functionality / usage report by the client may be enclosed as ET - 10.	**Kindly revise the clause as follows**: Self declaration /capability certificate of LOS architecture /product screenshots or case study by the bidder demonstrating usage be enclosed as ET - 10	Not accepted.

5	16	4.3	The Bidder should have been posting profits during the last 03 financial years and should have a positive net worth	**Kindly consider the following revisions for the clause** The Bidder should have been posting profits during the last 03 financial years and should have a positive net worth i.e FY 23-24 . FY 24-25. FY 25-26 OR The Bidder should have been posting profits or positive net worth during the last 03 financial years	Already clarified. No change.
6	19	4.8.3	The Vendor shall ensure that the LOS environment at the Cloud DR is a mirror image of the Cloud DC. The Bidder must ensure real-time data synchronisation and 'Zero Data Loss' during failover from Cloud DC to Cloud DR In such cases, the RTO must be less than 1 hour, and the Recovery Point Objective (RPO) should be less than 15 minutes	Bank has mentioned RPO less than 15 minutes in clause 4.8.7 whereas clause 4.8.3 states zero data loss. Kindly clarify the same as these statements contradict each other.	Accepted with modification. To maintain consistency with the Disaster Recovery requirements specified elsewhere in the RFP, the term "Zero Data Loss" appearing in Clause 4.8.3 may be read and interpreted as "RPO ≤ 15 minutes."
7	21	4.8.27	The Bidder shall coordinate with all required external entities such as UIDAI, PAN, CKYC, GSTN, and credit bureaus, and shall be responsible for obtaining all necessary approvals, credentials, integrations and permissions wherever required.	Please share the list of existing vendors for the following integrations.	Already clarified.
8	21	4.8.27	The Bidder shall coordinate with all required external entities such as UIDAI, PAN, CKYC, GSTN, and credit bureaus, and shall be responsible for obtaining all necessary approvals, credentials, integrations and permissions wherever required.	We understand that bank will bear the onboarding charges and transaction charges for 3rd parties and these will not be part of TCO. Kindly confirm	Yes. Wherever credentials, subscriptions, licenses, approvals, or authorizations are required to be obtained in the name of the Bank, the same shall be provided by the Bank.
9	21	4.9.3	The LOS solution shall be deployed across both DC and DR environments with high availability. The deployment shall be carried out on the Bank's cloud infrastructure (AWS Cloud), hosted across two geographically separated regions. The exact location shall be disclosed by the Bank at the time of PO.	Bank has mentioned DR as standalone environment whereas here it is mentioned DC and DR as high availability. Kindly clarify the same.	Please refer Section 5.3.1. Based on the operational and business requirements of the Bank, the Bidder shall deploy the Loan LOS at the Data Centre in a High Availability (HA) architecture. The LOS at the Disaster Recovery (DR) site shall be deployed in a standalone configuration (i.e., without HA), unless otherwise specified by the Bank.
10	21	4.8.19	The Bidder shall provide comprehensive, hands-on training and knowledge transfer to all relevant Bank personnel, including end-users, system administrators, and auditors, at no additional cost. The training shall be designed to ensure that the Bank can independently operate, manage, and monitor the LOS solution	We understand that training will be done online. Please confirm the same and also share expected number of schedules for training.	Already clarified. Training shall be imparted by the successful bidder either on-site or through online mode, as required by the Bank, and in accordance with a mutually agreed schedule.

11	23	4.10.B	Operating System licenses for DC /Operating System licenses for DR site- The remaining 50 % after successful installation, commissioning, UAT and Go-Live of the solution in the DC and DR.	Kindly revise the clause as follows: The remaining 50 % after successful installation in the DC and DR.	Not accepted.
12	23	4.10.B	UAT completion	We presume the bank will provide all required APIs/interfaces for all integrations with applicable documentation & required support with UAT availability and live links & required related configuration for integration? Kindly confirm if bank will provide the UAT environment.	The Bank shall provide the necessary access, interface specifications, API details, technical documentation, test data, and UAT environment, wherever applicable and available, for integrations covered under the scope of the RFP. The successful bidder shall be responsible for carrying out the required integrations, testing, and deployment of the proposed solution.
13	25	4.12	EMD and Tender fee exemption	Please consider the EMD and tender fee exemption for MSE and MSME. Udayam certificate can be provided for the same	Already clarified. No accepted.
14	25	4.14	All software, applications, and services proposed under this RFP for the LOS shall be covered under a comprehensive onsite and remote warranty and OEM support on a 24×7×365 basis for a period of five (05) years.	Please confirm the duration of warranty as it is mentioned as 1 year on page 78 /point 39.2 creating a contradiction with existing warranty clause 4.14	The warranty and support period for the proposed LOS solution shall be five (05) years. Further, the successful bidder shall undertake all changes, customizations, modifications and enhancements requested by the Bank during the initial warranty and support period of one (01) year at no additional cost to the Bank.
15	30	5.2	The proposed LOS should be capable of capturing loan applications, verify applicant information, perform credit appraisal and risk assessment, obtain approvals through a defined hierarchy, generate sanction letters and disbursing loans. In simple terms, all stages of the loan lifecycle (Application → Verification → Credit Appraisal → Approval → Documentation → Disbursement) should be processed digitally within the LOS.	We understand that disbursement will be done by LMS and there will only be mark for disbursement in LOS. Kindly confirm the same	The proposed LOS must support the complete digital loan lifecycle, including application processing, verification, credit appraisal and approval, etc. as specified in the RFP. Disbursement will be handled by CBS / LMS.
16	25	4.14.5	The Vendor shall ensure unlimited onsite and remote technical support, including incident management, detailed root cause analysis, and complete resolution of issues within the timelines defined under the SLA, failing which penalty / LD charges will be levied by the Bank.	Please confirm if onsite support is required by the bank and duration for the same	Already clarified. All infrastructure and service support by the Bidder and OEM shall be provided as per the requirement of the RFP.
17	33	5.2.2.9	**Disbursement Management** The LOS should: • Integrate with the Core Banking System (CBS)	We understand that disbursement will be done by LMS and there will only be mark for disbursement	Already clarified.

			• Support single and multiple disbursements • Track pre-disbursement conditions	in LOS. Kindly confirm the same	
18	34	5.2.2.14	**Analytics and Early Warning System** The LOS should support advanced analytics, including: • Risk analytics • Early warning signals for NPAs • Portfolio monitoring and insights	We understand that Early warning signals for NPAs is part of LMS. Kindly confirm the bank's expectation for the same.	Early Warning Signals (EWS) for NPAs shall be provided as part of the proposed solution, either natively within the LOS or through integration with the Bank's existing systems, as per the solution architecture proposed by the bidder and accepted by the Bank.
19	34	5.2.2.15	**Project Objectives** The Bidder shall be responsible for the end-to-end supply, customization, implementation, testing, deployment, integration, data migration (where applicable), training, warranty & support for next 05 years.	Please confirm if there is any legacy data available for data migration	Already clarified.
20	35	1.2	**Customer Self-Service Portal (Web)** A customer-facing web portal should allow retail and business customers to apply for loans from anywhere, at any time. The portal must be mobile responsive and user-friendly, guiding the customer through the application with dynamic field validations and tooltips. Applicants should be able to upload KYC, income, and collateral documents, track application status, and receive real-time notifications (SMS/email).	Please confirm if integration is required with existing portal for customer servicing or if a separate customer portal is to be created?	The proposed LOS solution should provide a dedicated customer-facing loan origination portal that functions independently for customer onboarding, loan application submission, document upload, application tracking, and related loan origination activities.
21	35	1.3	The LOS must integrate with the bank's mobile banking application to enable in-app loan applications	Please confirm if bank expects the LOS integration with existing mobile app	The LOS should also provide APIs and integration capabilities to enable loan origination journeys through the Bank's existing mobile banking application, if required by the Bank. Bidders may propose either a standalone customer portal/mobile application or integration with existing Bank channels, provided all functional requirements specified in the RFP are met
22	37	2.3	**Document Management** The solution must offer a centralized, configurable, and audit-compliant document management module for collecting, validating, and storing applicant documents. The system shall support product-specific document checklists, mapped to loan type, applicant category (e.g., individual, MSME), and customer segment, with the ability to mark documents as mandatory or optional. Documents should be uploadable through multiple interfaces, including the branch portal, mobile applications, customer self-service portal,	Please confirm that only integration will be required with existing DMS or bidder has to provide entire document management system with integration with LMS	The proposed solution must include an integrated Document Management System (DMS) as part of the LOS offering to support document upload, secure storage, retrieval, verification.

			field agent app, and integrated third-party partner systems. Validation rules should allow auto-checking for document completeness, expiry, duplication, and format compliance (e.g., PDF, image, max file size). Every uploaded document must carry a full audit trail capturing uploader ID, channel, timestamp, verification status, and verifier details. The system must allow secure document storage with encryption at rest and in transit, along with easy retrieval and viewing for underwriting and audit teams.		
23	37	2.3	**Document Management** The system must allow secure document storage with encryption at rest and in transit, along with easy retrieval and viewing for underwriting and audit teams.	Kindly share the expected annual document storage volume	Already clarified.
24	51	5.2.3.44	System software and required hardware for supporting the required present/future volume to be mentioned as part of the technical requirement. It can be given with the current concurrency of 1500 and annual increase of up to 15-20% for next 5 years. Volume of loan applications processed per day can be taken as 2000 on average day. Sizing of storage should be computed accordingly which can be sustained for the entire contract period.	Please confirm the data volumes / no of transactions / account volumes / no of customers and projected YOY growth for next 5 years	Already clarified.
25	69	5.2.4.24	**COVENANT MANAGEMENT SYSTEM** **24.1** Should view/ input financials & non-financial covenants based on pre-defined rules. **24.2** Periodic monitoring (with manual intervention) of covenants. **24.3** Report generation on compliance/ non-compliance	We request the bank to kindly elaborate in detail COVENANT MANAGEMENT SYSTEM	In the context of a LOS, a Covenant Management System is a module that helps the Bank define, monitor, track and enforce the conditions (covenants) imposed on borrowers as part of the loan sanction.
26	71	5.2.4.30.1	**POST SANCTION FOLLOW UP** The System should have a separate dashboard system where branch user or controlling offices can view or track the post sanction details, depending upon the configuration of parameters set up, as per the Bank’s policy.	We understand the post sanction follow-ups and transactions are part of LMS. Kindly confirm if the understanding is correct and how bank expects this to be included as part of LOS	The proposed LOS shall provide a dashboard for monitoring and tracking post-sanction conditions, follow-ups, compliance requirements, and other parameters as configured by the Bank.
27	74	35	Final company rating report - Interim Industry Rating Report - Final Industry Rating Report - Company Financials Report - Score Mismatch Report - Risk Rating Reference Report - Industry Benchmark Report - Company Comparison Report	Kindly explain the bank expectation for the following reports	The reports referred to in the RFP are indicative MIS and analytical reports expected from the Credit Risk Rating and Assessment module of the proposed LOS. The reports must facilitate borrower risk assessment, industry analysis, financial analysis, benchmarking, rating validation, score comparison, and credit decision-making. Bidders

					may propose equivalent reports and dashboards capable of meeting the underlying business and regulatory requirements of the Bank.
28	75	35.9	Report on pending documents after disbursement:	Please confirm how bank expects these to be included as part of LOS	The LOS should support management of post-disbursement document requirements. The system should provide the facility to define, track, upload, verify, and maintain pending post-disbursement documents against loan accounts. It should also generate reports and alerts for overdue or pending documents. Where applicable, relevant document status and information should be capable of being integrated with the Bank's CBS.
29	95	A.1	Responsibility Assignment Matrix (RACI)	We understand that bank will be responsible for Network connectivity, Bandwidth provision, secure channel provision, Monitoring tools and replication tools. Kindly confirm if the understanding is correct Bidder will only be responsible for Operating system, database and tools and software as applicable for LOS	Yes, the bidder's understanding is correct.
30	95	A.1	Responsibility Assignment Matrix (RACI)	We understand that bank will be responsible for providing LAN recorder. Kindly confirm if the understanding is correct	The query is not clear.
31	NA		Submission timeline	We request the bank to kindly provide extension for at least 2 working weeks from receipt of Prebid query response	Bank’s decision will be final.

18. M/s S.S.B. Digital Pvt. Ltd:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	15	4.2.6	The OEM must have at least 300 full-time technical professionals on its payroll in India, as on the date of RFP, in roles such as Technical Architecture, Software Engineering / Development, Web and Mobile Application Testing, UI/UX Design, and Business Analyst /	Request the bank to consider a minimum technical resources certification of 100 full time technical resources given	Already clarified. The minimum requirement of full-time technical professionals will be revised suitably from 300 to

			Subject Matter Experts in Banking Domain, etc. excluding personnel deployed for support and maintenance activities.	the proposed scope and size of the project.	200.

19. M/s Sarvatra Technologies:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	14	4.1	The Bidder and OEM should be a registered company in India under Companies Act 1956 and should have been in operation for at least 05 years as on date of RFP.	We request the bank team to consider the Bidder /OEM should be a registered company in India under Companies Act 1956 and should have been in operation for at least 05 years as on date of RFP.	Please refer to the revised eligibility criteria specified above.
2	14	4.1	The Bidder and the OEM should have a fully functional helpdesk to provide round-the-clock (24x7x365) technical support, including incident logging, tracking, escalation and resolution, throughout the contract period.	We request the bank team to consider The Bidder / OEM should have a fully functional helpdesk to provide round-the-clock (24x7x365) technical support, including incident logging, tracking, escalation and resolution, throughout the contract period.	Already clarified. All infrastructure and service support by the Bidder and OEM shall be provided as per the requirement of the RFP.
3	15	4.2	The Bidder and the OEM must possess a valid CMMi (Capability Maturity Model Integration) at Maturity Level 3 (CMMi-3) or higher certification for their Software Delivery Unit. The certification must be valid as on the date of bid submission and must be issued by an authorized CMMI Institute or its authorized partner.	We request the bank team to consider the Bidder /OEM must possess a valid CMMi (Capability Maturity Model Integration) at Maturity Level 3 (CMMi-3) or higher certification for their Software Delivery Unit. The certification must be valid as on the date of bid submission and must be issued by an authorized CMMI Institute or its authorized partner.	Please refer to the revised eligibility criteria specified above.
4	15	4.2	The OEM / Bidder shall possess the following valid and current certifications as on the date of bid submission: •ISO 9001 - Quality Management System •ISO/IEC 27001:2022 - Information Security Management System	We request the bank team kindly provide relaxation on •ISO 9001 - Quality Management System	Not accepted. Please refer to the revised eligibility criteria specified above.
5	15	4.2	The OEM must have at least 300 full-time technical professionals on its payroll in India, as on the date of RFP, in roles such as Technical Architecture, Software Engineering / Development, Web and Mobile Application Testing, UI/UX Design, and Business Analyst / Subject Matter Experts in Banking Domain, etc. excluding personnel deployed for support and maintenance activities.	We request the bank team to consider The OEM /Bidder must have at least 300 full-time technical professionals on its payroll in India, as on the date of RFP, in roles such as Technical Architecture, Software Engineering / Development, Web and Mobile Application Testing, UI/UX Design, and Business Analyst / Subject Matter	Please refer to the revised eligibility criteria specified above.

				Experts in Banking Domain, etc. excluding personnel deployed for support and maintenance activities.	
6	15	4.2	The LOS solution offered by the bidder must be readily available, fully configurable and deployable. The bidder needs to submit a Certificate of Readiness from the OEM confirming that the proposed LOS software currently meets and complies with at least 80% of the requirements, features and functionalities specified in the RFP. Note: i. The remaining 20% of features and functionalities requested in the RFP shall be customized and developed by the Bidder / OEM within two (02) months from the date of issuance of the Purchase Order (PO), failing which no payment shall be released by the Bank. ii. In case of any apprehension or doubt, at any stage, the Bank reserves the right to conduct a live demonstration and / or Proof of Concept (PoC) to evaluate and assess the overall functionality and performance of the Loan Origination System (LOS) software quoted by the Bidder. iii. If the solution offered by a Bidder does not meet the minimum requirement of 80% of the scope of work and technical specifications defined in the RFP, such Bidders shall be treated as ineligible and technically non-compliant by the Bank. Therefore, they need not apply or submit their bids.	We request the bank to provide relaxation on "The LOS solution offered by the bidder must be readily available, fully configurable and deployable. The bidder needs to submit a Certificate of Readiness from the OEM confirming that the proposed LOS software currently meets and complies with at least 80% of the requirements, features and functionalities specified in the RFP. Note: i. The remaining 20% of features and functionalities requested in the RFP shall be customized and developed by the Bidder / OEM within six (06) months from the date of issuance of the Purchase Order (PO), failing which no payment shall be released by the Bank. ii. In case of any apprehension or doubt, at any stage, the Bank reserves the right to conduct a live demonstration and / or Proof of Concept (PoC) to evaluate and assess the overall functionality and performance of the Loan Origination System (LOS) software quoted by the Bidder. iii. If the solution offered by a Bidder does not meet the minimum requirement of 80% of the scope of work and technical specifications defined in the RFP, such Bidders shall be treated as ineligible and technically non-compliant by the Bank. Therefore, they need not apply or submit their bids."	Please refer to the revised eligibility criteria specified above.
7	15	5.2.2.15	1.3 Mobile Banking Application (Android and iOS)	We request the bank team to consider Android/iOS	Not accepted.
8	27	4.19	The Bank will not pay for any insurance charges against any loss or damage incidental to the Vendor or SI during the customization, development, configuration, implementation,	We request the bank to consider the insurance shall be purchased by the Bidder, naming the Bank as	Query is already addressed. No change is warranted.

			testing, commissioning of the and Software, etc. The insurance shall be purchased by the Bidder, naming the Bank as the sole beneficiary, in an amount equal to the exact value of the contract.	the sole beneficiary, in an amount equal to the exact value of the contract.	
9	27	4.21	The Bidder shall not, and without the Bank's prior written consent, disclose the contract or any provision thereof, or any specification, plan, drawing, pattern, sample, information furnished by or on behalf of the Bank in connection therewith to any person other than a person employed by the Bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.	We request the bank to consider any document shared by the Bank other than the contract itself shall remain the property of the Bank and shall be returned to the Bank on completion of the Bidder's performance under the contract if so required by the Bank.	Clarified. The bidder may share copies of the Purchase Order (PO) and Contract Agreement with other clients. However, the commercial details / rates may be masked or redacted.
10	93	6.10 (B)	Supply, installation and configuration of Operating Systems (OS), Databases (DB) and associated software required to deploy the LOS at the DC and DR along with 05 years comprehensive warranty & OEM support:	The Bank shall provision and provide the required cloud infrastructure, including but not limited to Compute, Storage, and Network, for deployment of the Loan Origination System (LOS) at both Data Centre (DC) and Disaster Recovery (DR) sites.	Already clarified.

20. M/s Acidaes Solutions Private Limited:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	4	Important Dates	Bid Submission	It is requested to KCC to provide at least 4 weeks (20 working days) to all the bidders to submit the bid after publishing all the responses of the queries submitted to the Bank.	As per the schedule notified by the Bank.
2	16	Eligibility Criteria	01 scheduled commercial bank with proposed solution implemented	Kindly clarify	The clause mentioned in the RFP is self-explanatory.
3	16	Eligibility Criteria	Minimum 2 Banks required with proposed solution implemented	Kindly clarify	The clause mentioned in the RFP is self-explanatory.
4	16	Eligibility Criteria	1,00,000 loan applications	Relaxation requested for 100,000 loan applications in 2 financial institutions clause.	Not accepted.
5	16	Eligibility Criteria	80% configurable and remaining 20% customization within 2 months	80% configurable and remaining 20% customization within 2 months should be case-by-case. The effort required depends on: • scope of customization, • business complexity, • number of workflows, • integrations. Can the customization timeline be decided case-	The clause mentioned in the RFP is self-explanatory. For more details, please refer to the revised eligibility criteria specified above.

				by-case instead of fixing it at two months?	
6	16	Eligibility Criteria	Profitable for last 2 years	Relaxation requested for this clause. Bank can seek profitability for minimum 2 years in last 3 financial years.	Not accepted.
7	23	Schedule of Payment	Payment milestones	There are no payment milestones defined for Software License/ Subscription Cost, AMC, Support Cost etc.	Payment shall be made as per the terms & conditions of the RFP. Moreover, the query raised is already addressed.
8	23	Schedule of Payment	Section B	Please confirm if the Bank has a dedicated leased line connection between DC & DR to AWS's primary as well as secondary locations?	Confirmation required from the Bank.
9	23	Schedule of Payment	Payment Milestone 7, Customization & Modification, 500 Man-days	Please define: • scope of modifications, • what qualifies as enhancement, • what qualifies as new functionality, • whether there will be any effort limits.	Already specified in the RFP.
10	24	4.11	6 months implementation period	How many journeys are the Bank expecting to go live within 6 months?	As per the need of the project.
11	25	4.12	EMD - MSME	Can we leverage exemption of EMD due to MSME in Medium Category?	No
12	30	Scope of work	LOS Scope, 84 Loan Products, Customization for 84 products	The RFP lists around 84 lending journeys. Please clarify: • Which are Phase-1 journeys? • Which are Phase-2 journeys? • Which journeys are only variations of existing products? • Can implementation be executed in multiple waves? Implementing all journeys within six months may impact: • quality • user adoption • business readiness	Will be decided mutually with the successful bidder.
13	30	Scope of work	System Availability is greater than and equal to 99.9%	Standard system availability by most of the Meity compliant Cloud Service Providers is 99.5%, can you please look into to maintain the same.	Will be clarified during the pre-bid meeting.

14	31	Scope of work	Online Loan Application/ DIY Journeys/ Customer Self-service portal	Processing time depends upon: • number of screens • validations • integrations • bureau checks • document verification Can this SLA be finalized after business requirements are frozen?	SLA will be finalized mutually at the time of PO.
15	32	Scope of work	LOS system should provide DMS	Has the Bank have their own enterprise Document Management System (DMS)?	No
16	34	Scope of work	Field Officer Mobile App	Are these Field Officers permanent employees of the Bank?	Yes
17	34	Scope of work	Unsecured loan processing within 10 minutes	Unsecured loan processing within 10 minutes should depend on workflow complexity	The proposed solution should be capable of facilitating straight-through processing for eligible cases to achieve the desired turnaround time.
18	35	Scope of work	Field Agent Mobile App	Are these Field Agents permanent employees of the Bank?	Yes
19	35	Scope of work	Field Agent Mobile App	Has the Bank any Mobile Device Management System (MDM)?	Already clarified.
20	35	Scope of work	Field Agent Mobile App	Please confirm whether: • field applications are expected to work in offline mode, • automatic synchronization should occur once connectivity is restored.	Already clarified.
21	30-34	Scope of work	LOS Lifecycle, Monitoring, Post-disbursement Monitoring	Please clarify whether post-disbursement scope includes: • sanction follow-up • end-use verification • obligation management • guarantor management • post-disbursement documentation • operations workflow	The post-disbursement scope includes functionalities related to post-disbursement documentation, sanction condition tracking, obligation management, guarantor management, operational workflows, and other activities as specified in the RFP. The exact scope and workflow requirements shall be finalized during the requirement-gathering and implementation phase in consultation with the Bank.
22	31-35	Scope of work	Collateral Management, Origination Channels, Scope of Work	Clarify whether the LOS implementation also	The LOS should support integration with collateral

				includes: • collateral management • valuation • sourcing channels • third-party APIs • field agents • customer self-service • mobile banking integration	management, valuation systems, sourcing channels, third-party APIs, field-agent applications, customer self-service channels, mobile banking, and other related systems, wherever applicable and specified in the RFP.
23	36	Scope of work	Video KYC	Is Bank expecting the LOS vendor to provide Video KYC functionality as well?	Yes, the proposed LOS should provide Video KYC functionality as part of the solution scope, with features and capabilities as specified in the RFP.
24	48	Scope of work	Security Requirements, Environment Setup, Cybersecurity Compliance	Please confirm whether encryption is required: • Data at Rest • Data in Transit • or both.	Encryption shall be required for both data at rest and data in transit. The proposed solution must support industry-standard encryption mechanisms and comply with the Bank's security policies and applicable regulatory requirements.
25	48	Scope of work	Vendor Responsibilities, Integration with APIs, Coordination with External Agencies	Can the bank own or facilitate strategic API partnerships? Since many APIs are lender-specific and regulatory in nature, bank participation would ensure faster implementation.	The Bank shall facilitate access to lender-specific and regulatory APIs, wherever such APIs are owned, subscribed to, or controlled by the Bank. The Vendor shall be responsible for integrating the proposed LOS with such APIs and managing all other third-party integrations required for successful implementation of the solution.
26	51	Scope of work	CBS (BaNCS) is running on Oracle DB	Has the Bank have Unlimited User Licence Agreement (ULA) with Oracle?	No
27	51	Scope of work	Total users of the proposed application is 1,500 with 15-20% increase year on year.	Can you provide break-up of these 1,500 users? Have you included your field officers as well as field agents as well?	Already clarified.
28	51	Scope of work	Loan application volume is 2,000 avg per day.	How many asset leads (all asset products) Bank received on every day/ month?	Already clarified.
29	51	Scope of work	Loan Service	Has the Bank have any Loan Management System as well as Ticket Management System to manage loan related service requests/ query/ complaints?	No

30	51	Scope of work	Loan Service	Can you also help us typical volumes for cases (Query, Service Request, Complaints) on daily or monthly basis?	Already clarified.
31	52	Scope of work	Functional Requirement 53 – Security & Audit	Please define: • scope of modifications, • what qualifies as enhancement, • what qualifies as new functionality, • whether there will be any effort limits.	Minor modifications, customization and configuration changes required to align the solution with the Bank's business processes shall form part of the implementation scope. However, functionalities involving significant development efforts and additional modules, or changes beyond the agreed scope shall be treated as Change Request (CR). The effort and scope shall be assessed on a case-to-case basis.
32	52	Scope of work	Application should work in low bandwidth.	Can you confirm minimum Bandwidth in the bank branches?	Already clarified.
33		General	-	Has the Bank have any existing LOS system?	No
34		General	-	Has the Bank have any CRM (customer relationship management) system to consolidate leads, customer touch points and cases (Query, Request & Complaints)?	No
35		General	-	Has the Bank have any ESB (Enterprise Service Bus)?	No
36		General	-	Has the Bank have Fintech Services that needs to be integrated with LOS?	No

21. M/s eReleGo Technologies Pvt. Ltd.:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1			Proprietary AI-First LCNC Platform-Based LOS	Workflow automation, configurable rules engine, API integrations, rapid configuration, and minimal-code customization	The solution should support workflow automation, configurable business rules, API-based integrations, and rapid configuration/ customization capabilities.
2	17	4.3.1	Financial Eligibility	Minimum average annual turnover of ₹ 10 Crores	Not accepted.

				during the last three financial years	
3			DPIIT Startup / MSME Recognition	DPIIT-recognized Startup and/or registered MSME	Not accepted.
4			Relevant Experience	At least one successful implementation in a cooperative bank, financial institution, NBFC, fintech, or digital transformation project exceeding ₹ 50 Lakhs	Not accepted.
5			Leadership Experience	Promoters or leadership team possessing prior banking, lending, or financial services domain expertise	As per RFP.
6			Information Security Compliance	ISO 27001 / ISO 27701 and roadmap toward SOC 2 compliance	As per RFP.

22. M/s Transbnk:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	-	-	-	Can we have a joint submission the tender through Transbnk and Sensei	Consortium bids are not allowed under this RFP. The Bidder must submit the bid independently and shall be solely responsible for meeting all requirements and obligations under the RFP.
2	15	4.2.6	The OEM must have at least 300 full-time technical professionals on its payroll in India, as on the date of RFP, in roles such as Technical Architecture, Software Engineering / Development, Web and Mobile Application Testing, UI/UX Design, and Business Analyst / Subject Matter Experts in Banking Domain, etc. excluding personnel deployed for support and maintenance activities.	300 full-time technical professionals is it mandatory, We combine have 300+ employees	No, the manpower requirement shall be assessed separately. Please refer to the revised eligibility criteria specified above.
3	16	4.2.8	The proposed LOS software must have successfully processed a minimum of 100,000 (One Lac) loan applications for at least two (02) Financial Institutions in the BFSI sector.	The proposed LOS software must have successfully processed a minimum of 100,000 (One Lac) loan applications for at least two (02) Financial Institutions in the BFSI sector. – Sensei has custom built more that 5 LOS for organization and don’t have the exact number of loan processed, as the data resides in customers instances.	Not accepted. No change.

23. M/s Qualtech Consultants Pvt. Ltd.:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	15	4.2.3	The Bidder and the OEM must possess a valid CMMi (Capability Maturity Model Integration) at Maturity Level 3 (CMMi-3) or higher certification for their Software Delivery Unit. The certification must be valid as on the date of bid submission and must be issued by an authorized CMMI Institute or its authorized partner.	We are ISO9001 certified. Our software delivery processes are mature but are not certified to be CMMI-3. Can this be waived?	Not accepted. No change.
2	16	4.2.7	The proposed solution must be based on the latest stable version of the LOS and be capable of supporting the current as well as evolving functional, regulatory, and digital transformation requirements of cooperative banks. Additionally, the proposed LOS platform must be operational and running in at least one (01) cooperative bank or any other scheduled/regulated bank in India.	Our LOS is operational in several premier BFSI entities in India but we do not have customers in the Cooperative Bank sector specifically. Our LOS is currently under implementation at Shivalik Small Finance Bank. Can this criteria be relaxed to allow for implementations at leading NBFCs?	The requirement for the proposed LOS to be operational in at least one Cooperative Bank or other Scheduled/Regulated Bank in India is intended to ensure proven deployment and operational experience in the banking sector. Experience limited to NBFCs shall not be considered equivalent for this requirement. No change is warranted.
3	16	4.2.9	The proposed LOS must have an in-built credit rule engine and should support evaluation of 500+ data points both from internal and external sources. Further, the credit rules must be easily configurable and manageable by business users without requiring code changes.	We have an in-built BRE but it is currently not configurable from the front-end. Front end configurability is part of our roadmap. Can this functionality be provided as roadmap?	Not accepted.

24. M/s Pennant technologies:

S.N.	Page No.	Clause No.	Description of the clause stated in the RFP	Clarification and Amendment Requested by the Bidder	Response / Decision of the Committee
1	39	1.4	GIS / Mobile App Requirement	Kindly clarify the detailed scope of GIS and geo-tagging requirements. Please confirm: (a) whether GIS map licenses, satellite imagery, and map services shall be provided by the Bank or need to be procured by the bidder, (b) expected number of users and geo-tagged records/assets, (c) whether offline geo-tagging and synchronization are required in the mobile application,	The LOS must support geo-tagging, geo-tagged photo/video capture, field verification, and offline data capture with synchronization upon restoration of connectivity. Detailed user volumes, dashboard/reporting requirements, and integration requirements shall be finalized during the implementation phase. Any GIS/map services, licenses, or third-party components required for delivering the proposed functionality shall be included within the bidder's

				(d) required GIS dashboard functionalities, analytics, and reporting requirements, and (e) whether integration with any existing GIS platform is required.	scope unless specifically provided by the Bank.
2	76	5.12	Automatic extraction of details from online applications.	Please clarify whether OCR/ICR/AI-based document extraction is required and whether associated licenses are in Bank scope or bidder scope.	Yes
3	78	7.3	Sector-wise exposure limit management.	Please clarify how sector-wise exposure limits are currently maintained and whether APIs are available from CBS.	The details will be shared with the successful bidder.
4	79	8.2	Automatic fetching of existing customer information.	Kindly provide details of source systems and APIs available for customer, exposure, and facility data retrieval.	The details will be shared with the successful bidder.
5	80	10.9,33.1	Rule-based decision engine.	Please clarify whether the bidder is expected to provide a business rules engine or integrate with an existing Bank-owned platform.	The bidder is expected to provide a configurable business rules engine as part of the proposed LOS solution. Integration with external or Bank-owned systems, wherever required, shall be supported through standard APIs and interfaces.
6	84	17.5, 17.6	Fees and charge collection integration.	Kindly provide integration specifications of collection/payment systems and payment gateways.	Detailed integration specifications for payment gateways, collection systems, and other third-party interfaces shall be shared with the successful bidder during the implementation phase. The proposed LOS should support integration through standard APIs and industry-standard protocols.
7	87	25.4	Review and renewal process.	Please clarify CBS integration mechanisms for review alerts, renewal alerts, and due-date monitoring.	The proposed LOS should support integration with the Bank's CBS for review alerts, renewal alerts, due-date monitoring, and related workflows. Detailed integration specifications and interface requirements shall be shared with the successful bidder during the

					implementation phase.
8	26	4.18	Bank may terminate the contract for poor performance or SLA breaches.	Kindly confirm that termination rights shall be reciprocal and that the Vendor shall also have the right to terminate the contract in case of prolonged payment defaults or material breaches by the Bank.	The rights and obligations of both parties, including provisions relating to termination, material breach, and payment obligations, shall be governed by the terms of the final contract to be executed between the Bank and the successful bidder.
9	27	4.21	Bidder shall not disclose any information provided by the Bank.	Can this confidentiality obligation be made mutual since the Bidder will also be sharing proprietary product information, architecture, methodologies, pricing, and intellectual property with the Bank?	Confidentiality obligations shall apply to confidential information exchanged by either party during the course of the engagement. The detailed confidentiality provisions shall be governed by the terms of the final contract/NDA to be executed with the successful bidder.
10	15	4.2	The Bidder should have a minimum of 10 years of prior experience and proven track record of providing, implementing and successfully delivering software solutions in the Banking, Financial Services and Insurance (BFSI) sector.	Due to confidentiality obligation with customer, we will not be able to submit PO's, contracts. Kindly let us know the alternative	Not accepted.
11	15	4.2	The Bidder must have prior experience in the supply, implementation, and maintenance of Loan Origination Systems (LOS) with proven digital lending capabilities within India, with such implementation being live in production and successfully operational for a minimum of one (01) year, supporting complete digital lending workflows from application to disbursement.	Due to confidentiality obligation with customer, we will not be able to submit PO's, contracts. Kindly let us know the alternative	Not accepted.

In view of the unanimous decisions taken by the Committee, the relevant clauses of the RFP document stand amended to the extent agreed upon and recorded above. Consequently, the requisite changes have been incorporated in the revised RFP document.

Signed By:

Consultants and
Committee Constituted by the Bank