

Sr. No.	RFP Section (Point Number)	RFP Page Number	RFP Excerpt	Query Description / Clarification Sought	PSB Alliance Responses
1	Section 3.1, Criteria 2	Page 10	"MSME and Start Up's should have a minimum annual turnover of Rs. 15 Crores each year during the last three financial years"	For the purpose of availing MSME relaxations under this RFP (turnover threshold of ₹15 Cr, exemption from 300 employee minimum, relaxed ISO/CMMI requirements, EMD/tender fee waiver), please confirm whether a valid Udyam Registration certificate is the only document required, or whether any additional MSME certification is needed. Also, please clarify whether a company registered as a "Medium Enterprise" under Udyam is eligible for the MSME relaxations stated in this RFP.	Udyam Registration certificate and self declaration with authorised signed and stamp is required. Medium Enterprise under Udyam is eligible for the MSME relaxation.
2	Section 3.2, Product Category 1 (Unsecured)	Page 11	"The Bidder should have an experience of implementing at least 1(one) end to end journey for unsecured loan products in any type of engagement in lending, such as Digital lending/Co-lending/Pool buyout/LOS/LMS"	<p>Please clarify what constitutes an "end to end journey" for the purpose of this eligibility criterion. Specifically:</p> <p>(a) Does providing a combination of BRE/Rule Engine + Bank Statement Analysis + Credit Decisioning + Customer Onboarding modules to an SCB for unsecured lending qualify as an "end to end journey"?</p> <p>(b) If a bidder provides the core decisioning and origination platform while the SCB uses its own core banking system for disbursement and LMS, does this qualify as end-to-end?</p> <p>(c) Does a co-lending technology platform where the bidder provides the complete digital origination and credit assessment journey qualify?</p>	Customer Onboarding/Loan Origination, Loan Processing, Underwriting constitute an end to end journey.

3	Section 3.2, Product Category 1 (Unsecured)	Page 11	"The Bidder should have implemented / undergoing implementation (*) the above-mentioned solutions in at least five (5) Scheduled Commercial Banks (SCBs) in India."	<p>Please clarify:</p> <p>(a) Do the 5 SCBs need to be for unsecured lending specifically, or can the 5 SCB count include any type of lending engagement (secured, unsecured, co-lending, LOS, BRE, etc.) across 5 different SCBs?</p> <p>(b) Does providing specific lending infrastructure components (e.g., BRE, bank statement analyser, credit decisioning engine) to an SCB count toward this 5 SCB requirement, or must each engagement be a full end-to-end journey?</p> <p>(c) Do Private Sector Scheduled Commercial Banks (e.g., ICICI, HDFC, Axis) count toward the 5 SCB requirement, or is it limited to Public Sector Banks?</p>	<p>The clause is modified as under:</p> <p>"The Bidder should have an experience of implementing at least 1(one) end to end journey for unsecured loan products in any type of engagement in lending, such as Digital lending/Co-lending/Pool buyout/LOS/LMS in a Scheduled Commercial Bank. The Bidder should have implemented / undergoing implementation (*) the above-mentioned solutions in at least three (3) Scheduled Commercial Banks (SCBs) in India.</p> <p>Accordingly, the response to the query is as under:</p> <p>(a) Minimum 1(one) end to end journey for unsecured loan products. The remaining 2 can include any type of lending engagements.</p> <p>(b) 3 SCBs requirement consist of atleast 1 end-to-end journey in the SCB. The remaining 2 can be for providing specific lending infrastructure components in SCBs.</p> <p>(c) Yes, Scheduled Commercial Banks include Private sector banks as well.</p>
4	Section 3.2, Product Category 1 (Unsecured) - Experience in On-Premises Implementations	Page 11	"The Bidder shall have prior experience in implementing and supporting on-premises solutions for at least 1 SCB in India."	<p>Please clarify:</p> <p>(a) Does a hybrid deployment model where the application is deployed on the bank's private cloud / bank's data centre (not public cloud) but managed by the bidder qualify as "on-premises"?</p> <p>(b) If the bidder's solution is deployed within the bank's network perimeter on bank-owned infrastructure (e.g., bank's DC/DR), does this satisfy the on-premises requirement even if the underlying technology stack is containerized/cloud-native?</p> <p>(c) Would a VPN-connected dedicated deployment within the bank's secured environment qualify?</p>	<p>a) Yes, Bank's private cloud/Bank's data centre (not public) will be considered.</p> <p>b) Yes</p> <p>c) Yes</p>
5	Section 4 – Product Category (Secured)	14	"Should have existing integration capabilities with the core banking system..."	Will PSB Alliance provide a unified/standardized API layer for member banks, or should vendors integrate point-to-point per bank?	Vendors are expected to integrate point-to-point per bank as per the respective Bank's requirement.

6	Section 1.2 - Project Objective	7	"The Digital lending partner and the Company will work on a revenue sharing basis. The fee payable to the Company and other modalities will be decided on a case-to-case basis at a later stage."	<p>Could PSB Alliance provide indicative guidelines on the revenue sharing structure? Specifically:</p> <p>(a) Is the revenue share calculated on the loan disbursement value, processing fee collected, or the technology service fee charged to the bank?</p> <p>(b) What is the indicative range of revenue share percentage that PSB Alliance typically retains? This will help bidders assess commercial viability during the empanelment stage.</p>	The fee payable to the Company and other modalities will be decided on a case-to-case basis at a later stage as no commercial bid is called in this RFP.
7	Section 3.1, Criteria 6	10	"The offered solution should have local content compliance as per MII guidelines."	<p>Please clarify:</p> <p>(a) Which specific MII (Make in India) guidelines or order is being referenced — is it the DPIIT Public Procurement (Preference to Make in India) Order, 2017 (as amended)?</p> <p>(b) For a software/SaaS product developed entirely in India by an Indian company with Indian IP, what documentary proof is required beyond the self-declaration?</p> <p>(c) Is there a minimum local content percentage threshold applicable?</p>	<p>Compliance with local content guidelines is mandatory for all procurements of goods, works, and services exceeding ₹5.00 Lakhs.</p> <p>Notification no P-45021/2/2017-PP (BE-II)-Part(4) Vol.II dated 19.07.2024 issued by Department for Promotion of Industry and Internal Trade, Ministry of Commerce, GoI</p>
8	Section 5 – Terms & Conditions / SLA Ownership	16, 22, 27	"Separate SLA/contract per member bank; PSBA as intermediary."	Operational governance: Who owns production SLAs and approves fixes/changes—PSB Alliance or the respective member bank? How will ticketing & escalations be routed in BAU?	This service level obligation shall be as per the Service Level Agreement (SLA) or contract awarded by the respective member bank.
9	Section 5.41 Security	27–28	"Immediate reporting to PSB Alliance of any security incident, as per RBI/CERT-In timelines."	Please confirm the incident reporting SLA expected by PSB Alliance (e.g., within 6 hours of detection as per CERT-In) and the notification chain (member bank vs PSBA vs both).	This service level obligation shall be as per the Service Level Agreement (SLA) or contract awarded by the respective member bank.
10	Section 6.12–6.14 Submission & Bid System	31–32	"Only Technical Bid at this stage; bank-specific contract post empanelment."	At the bank-level selection (post-empanelment), will there be commercial evaluation among empanelled vendors per SOW? Please confirm if the empanelment itself remains zero-commercial.	Yes. Post empanelment there will be a commercial / techno-commercial evaluation as per the SOW and requirement of the Bank.
11	Section 6.14 - Submission to Company	Page 31-32	"The RFP response must be submitted as hard-bound paper copies along with one electronic copy (pen drive, PDF format)"	<p>Please clarify:</p> <p>(a) Should the supporting documents (ISO certificates, purchase orders, financial statements, etc.) be included as part of the same hard-bound volume, or can they be submitted as a separate bound annexure volume?</p> <p>(b) Is a single hard-bound copy sufficient, or are multiple copies required?</p> <p>(c) Can the electronic copy on pen drive include documents in formats other than PDF (e.g., Excel for financial data)?</p>	<p>a) All documents will be the part of hard-bound documents.</p> <p>b) Single hard copy is sufficient.</p> <p>C) Documents should be in PDF and if any documents which cannot submit in PDF form then it can be submitted in any other form.</p>

12	Schedule of Events - Pre-Bid Meeting	3	"Pre-bid meeting in person would be preferred. However, in the event any Bidder prefers to attend the pre-bid meeting via any on-line mode then the Bidder as part of the pre-bid queries must request the same through email communication only."	We would like to request the option to attend the Pre-Bid Meeting on 16/03/2026 via online mode (video conference). Please share the meeting link at our correspondence email ID. We will also endeavour to attend in person if feasible.	The online link for pre-bid meeting has been communicated.
13	Section 3.1, Criteria 2	10	"MSME and Start Up's should have a minimum annual turnover of Rs. 15 Crores each year"	<p>Please clarify:</p> <p>(a) For availing Startup relaxations, is DPIIT Startup recognition required, or does Udyam Registration as an MSME suffice?</p> <p>(b) Can a company avail relaxations under both MSME and Startup categories simultaneously if it holds both registrations?</p> <p>(c) The RFP mentions MSME exemptions for ISO (any 1 of 3), CMMI (exempted), employee count (exempted), and EMD/tender fee (waived). Are there any other relaxations available for MSME/Startup bidders that are not explicitly stated?</p>	<p>a) Udyam Registration as an MSME will suffice.</p> <p>b) Anyone registration will suffice.</p> <p>c) Please refer the RFP.</p>
14	Section 5.10 Performance Bank Guarantee	18	PBG of ₹2,00,000 for empanelment	Will additional PBG be required per bank SOW and what will determine its value?	Yes, it will be required. This will be as per the respective bank SLA Terms and Conditions.
15	5.41 (Security Pt. 6)	28	<p>All project-related data, configurations, documentation, source code, and digital assets shall be securely transferred to PSB Alliance/Bank through approved secure channels (such as encrypted SFTP, VPN, or encrypted cloud storage) upon request or at project completion</p> <p>Prevention of unauthorized copying, modification, transmission, or distribution of data, applications, source code, documents, reports, and system configurations.</p>	Will the Bank need the source code or is it ok if bidder does a source code escrow?	This will be as per the respective bank SLA Terms, escrow arrangements and conditions.
16	5.4	17	Declaration of unconditional acceptance of all terms and conditions contained in this RFP.	Requesting to share the list of terms and conditions as additional Annexure or Annexure 9.6	Format is already provided as Annexure 9.6. However, on a case to case basis, the vendor will also have to abide with the terms and conditions of the respective bank for the respective Scope of Work.

17	5.10	18	1. The successful Bidder shall furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) of ₹2,00,000 (Rupees Two Lakhs only) valid for the entire duration of the empanelment, with additional claim period of Twelve (12) months.	As this is an RFE (Empanelment only) and there are no work & commercials involved. We request you to delete the clause of PBG.	No Change
18	5.36 Earnest Money Deposit	24	MSME Bidders availing this exemption must also submit a self-declaration undertaking that, if awarded the contract, failure to sign the agreement or provide the PBG within the specified deadline shall result in suspension for three (3) years from participation in PSB Alliance tenders.	Requesting deletion of this clause as this is RFE and there will be no monetary transaction and no PO issuance against this RFE	No Change
19	8 Service Levels & Penalties	36	This service level obligation shall be as per the Service Level Agreement (SLA) or contract awarded by the respective member bank.	Requesting deletion of this clause as there is no scope of work pertaining to hardware Management, deployment methodology is mentioned as this is RFE is only for Empanelment and not for Providing any contract. If not please share The SLA Parameters for Response and resolution time on severity basis in 3 to 4 levels	No Change. Bidder should be aware that this service level obligation shall be as per the Service Level Agreement (SLA) or contract awarded by the respective member bank.
20	5.16	20	Indemnity:	Request to exclude "Indirect, Consequential, and Punitive damages" from the scope of indemnity.	Clause 5.16 on Indemnity states that "This service level obligation shall be as per the Service Level Agreement (SLA) or contract awarded by the respective member bank."
21	5.19	20	Vendor Liability.	Request to cap the total aggregate liability to 100% of the contract value (fees paid).	Clause 5.19 on Vendor's liability states that "This service level obligation shall be as per the Service Level Agreement (SLA) or contract awarded by the respective member bank."
22	5.20	20	Intellectual Property Rights (IPR).	Please confirm that the bidder retains IP of the platform.	Clause 5.20 on Intellectual Property Right states that "This service level obligation shall be as per the Service Level Agreement (SLA) or contract awarded by the respective member bank."
23	5.26	22	Integrity Pact.	Is the Integrity Pact required at the time of bid submission or only for the empanelled vendors? If we need to submit it at the time of bid submission, will we get a counter signed copy?	Integrity Pact will be signed during the empanelment process of the selected vendors.
24	Annexure 9.10	50	NDA format.	Request the NDA to be "Mutual" .	No Change

25			The clauses under this service level obligation shall be as per the Service Level Agreement (SLA) or contract awarded by the respective member bank.	This clause has been mentioned approximately 22 times in the RFP. We would like to understand the expectation of this clause	Since, the contract will be awarded by the respective bank, the bidder should be aware of any additional SLA clauses that may be incorporated by the Bank.
26			The Bidder should have a minimum annual turnover of Rs. 150 Crores each year during the last three financial years (i.e., 2024-25 & 2023-24 & 2022-23).MSME and Start Up's should have a minimum annual turnover of Rs. 15 Crores each year during the last three financial years (i.e., 2024-25 & 2023-24 & 2022-23)	The Bidder should have a minimum annual turnover of Rs. 150 Crores each year during the last three financial years (i.e., 2024-25 & 2023-24 & 2022-23).MSME and Start Up's should have a minimum annual turnover of Rs. 3 Crores each year during the last three financial years (i.e., 2024-25 & 2023-24 & 2022-23)	The clause is modified as under: "The Bidder should have a minimum annual turnover of Rs. 150 Crores each year during the last three financial years (i.e., 2024-25 & 2023-24 & 2022-23). MSME should have a minimum annual turnover of Rs. 10 Crores each year during the last three financial years (i.e., 2024-25 & 2023-24 & 2022-23) and Start-Ups should have a minimum annual turnover of Rs. 3 Crores each year during the last three financial years (i.e., 2024-25 & 2023-24 & 2022-23)." Relevant valid certifications should be provided by the bidder.
28	3.1 General Eligibility Criteria	10	The Bidder should have a minimum annual turnover of Rs. 150 Crores each year during the last three financial years (i.e., 2024-25 & 2023-24 & 2022-23). MSME and Start Up's should have a minimum annual turnover of Rs. 15 Crores each year during the last three financial years (i.e., 2024-25 & 2023-24 & 2022-23).	Request: Proposed Clause-1 Would request that Minimum Annual turnover for MSME and Start Up's to be relaxed to be Rs. 10 Crores during each of the last three financial years. Alternate Proposed Clause: Recently most of the Public Sector Banks allow Start Up's to participate basis undertaking that Start Up registration is Valid and Turnover has not crossed Rs 100 Crores which is as per DPIIT Criteria on Start Up qualification which would encourage participation from other Start Up's also. As Start Up and MSME we are meeting all the other General & Product Specific Eligibility Criteria and have experience in the Digital Lending Platform domain with multiple banks in India.	The clause is modified as under: "The Bidder should have a minimum annual turnover of Rs. 150 Crores each year during the last three financial years (i.e., 2024-25 & 2023-24 & 2022-23). MSME should have a minimum annual turnover of Rs. 10 Crores each year during the last three financial years (i.e., 2024-25 & 2023-24 & 2022-23) and Start-Ups should have a minimum annual turnover of Rs. 3 Crores each year during the last three financial years (i.e., 2024-25 & 2023-24 & 2022-23)." Relevant valid certifications should be provided by the bidder.
29	General	General	Scope of work	The scope of work is not defined in the RFP. Can we get a rough idea about the expectations of projects with the 5-year time frame?	Broad scope of work is mentioned under Section 4 of the RFP. Section 1.2 of the RFP clarifies the RFP objective.
30	6.14 Submission to Company	32	6.14 Submission to Company	Is it necessary to submit the bidding documents and by hand delivery, can we courier the Bidding documents? If No, any individual from concerned organization can submit the same?	Only hand delivery is permitted. A drop-box will be available at the Company's reception area to submit the bids.
31	5.13 Project Timeline	19	5.13 Project Timeline, Point 2 (i)	Empanelment does not automatically qualify the Partner for contracts with member banks. How will it work?	Please refer section 1.2 (Project Objectives) of the RFP

32	3.2.1	11	The Bidder should have an experience of implementing at least 1(one) end to end journey for unsecured loan products in any type of engagement in lending, such as Digital lending/Co-lending/Pool buyout/LOS/LMS in a Scheduled Commercial Bank. The Bidder should have implemented / undergoing implementation (*) the above-mentioned solutions in at least five (5) Scheduled Commercial Banks (SCBs) in India.	For Unsecured, kindly consider relaxation of condition to total relationship with 3 SCBs instead of 5 SCBs. Please also define end to end loan journey. Kindly confirm our understanding e.g. Only Personal Loan LOS if running in To be decided number of SCBs will qualify.	The clause is modified as under: "The Bidder should have an experience of implementing at least 1(one) end to end journey for unsecured loan products in any type of engagement in lending, such as Digital lending/Co-lending/Pool buyout/LOS/LMS in a Scheduled Commercial Bank. The Bidder should have implemented / undergoing implementation (*) the above-mentioned solutions in at least three (3) Scheduled Commercial Banks (SCBs) in India." Customer Onboarding/Loan Origination, Loan Processing, Underwriting constitute an end to end journey.
33	3.2.1	11	ISO Certifications and CMMI Maturity Level	Kindly consider ISO 20000-1:2018: IT Service Management to be considered against ISO 20000:2018, ISO 9001:2015, CMMI Level 3 compliance. Please note ISO 20000-1:2018 is an overall certification for IT service providers including quality.	This can be considered
34	3.2.2	12	The Bidder should have an experience of implementing at least 2(two) end to end journeys for secured loan products in any type of engagement in lending, such as Digital lending/Co-lending/Pool buyout/LOS/LMS in a Scheduled Commercial Bank. The Bidder should have implemented / undergoing implementation (*) the above-mentioned solutions in at least five (5) Scheduled Commercial Banks in India.	For Secured, kindly consider relaxation of condition to total relationship with 3 SCBs instead of 5 SCBs. Please also define end to end loan journey. Kindly confirm our understanding e.g. Vehicle Loan and LAP LOS if running in To be decided number of SCBs will qualify.	The clause is modified as under: "The Bidder should have an experience of implementing at least 1(one) end to end journeys for secured loan products in any type of engagement in lending, such as Digital lending/Co-lending/Pool buyout/LOS/LMS in a Scheduled Commercial Bank. The Bidder should have implemented / undergoing implementation (*) the above-mentioned solutions in at least three (3) Scheduled Commercial Banks in India." Customer Onboarding/Loan Origination, Loan Processing, Underwriting constitute an end to end journey.
35	6.12	31	The Bidder must submit hard copy and soft copy (pen drive) of the Technical Bid	Kindly consider soft copy bid submission by email instead of pen-drive	No change. The Bidder must submit hard copy and soft copy (pen drive) of the Technical Bid.
36	NA	NA	NA	Seek extension of bid submission timeline for consolidating all necessary bid documents	The revised timeline is as under: Last date for submission of RFP Response: 30/03/2026 till 3.00 PM Date of Opening of Bids: Not Applicable