RFP for selection of Technology Service Provider (TSP) for Supply, Implementation, Customization, Integration and Maintenance of Account Aggregator (AA) Solution for a period of 5 years

Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s) and Addendum

Sr. No.	Page No.	Clause No.	Clause as per RFP	Description of Query/ Clarification sought by Bidder	Modified Clause / Bank's Response
1	53	Annexure 02 Eligibility Criteria - A1	Bidder must be a Government Organization / PSU / PSE / Partnership Firm / LLP or Private / Public Limited company in India at least for the last 3 years. (As on RFP date)	Can a company which was LLP earlier and have converted to Private Limited in last 1 year be eligible to submit bid? We were LLP since 2017 and converted to company in 2020. So can there be any relaxations for this criteria?	Bidder or Bidder's parent company (in case bidder is wholly owned subsidiary of the parent company) must be a Government Organization / PSU / PSE / Partnership Firm / LLP or Private / Public Limited company in India at least for the last 3 years. (As on RFP date)
				We request the bank to allow consortium bidding for this RFP	Clause stands as per RFP.
2	53	Annexure 02 Eligibility Criteria - A2	The proposed Account Aggregator Solution should have been successfully implemented / under implementation by bidder/ TSP in at least one Schedule Commercial Bank / BFSI / NBFC in India in last 3 years. (As on RFP date)	This should be any solution to Banks	Clause stands as per RFP.
				Can this eligibility criteria be waived?	
				We have strategic partnership with the company which has experience in implementing AA solution in banks in India. We at Clayfin have more than 20 years' experience in implementing digital banking solutions (Retail/ Corporate) and have been working with banks like HDFC Bank, Bandhan Bank, JSFB plus 5 more banks in India alone. Since AA is new solutions and most certified AA vendor's would not meet the financial and other criteria of this RFP can we Clayfin bid as primary partner/bidder who is authorised to bid by the (OEM) and still pass the eligibility with the experience of partner company.	
3	53	Annexure 02 Eligibility Criteria - B1	The Bidder must have registered average annual turnover of Rs. 5 Crores or above (from Indian Operations only) during the last three completed financial years – 2018-19, 2019-20 and 2020-21* (Not inclusive of the turnover of associate companies). OR The below clause is applicable for Bidders who fall under the category of Micro & Small Enterprise (MSEs) or Start-ups (Necessary valid documentary proof certifying the bidder as an MSE or a Start-up needs to be submitted by the bidder) Bidder must have registered average annual turnover of Rs. 1 Crore or above (from Indian Operations only) during the last three completed financial years - 2018-19, 2019-20 and 2020-21* (Not inclusive of the turnover of associate companies)	What will be the documentary proof that will be required to be submitted to justify that entity is a startup or MSE?	Documentary proof certifying the bidder as an MSE or a Start-up needs to be submitted issued by competent authority.
				Please give exemption for DIPP recognized startups	Clause stands as per RFP.
4	54	Annexure 02 Eligibility Criteria - B2	The Bidder must be net profit (after tax) making entity (from Indian operations only) continuously for the last three years that is financial years - 2018-19, 2019-20 and 2020-21*. OR The net worth of the bidder should be positive as on RFP date AND also should not have eroded by more than 30% (thirty percent) in the last three years that is financial years - 2018-19, 2019-20 and 2020-21*.(As on RFP Date)	We request the bank to remove the net profit or Net worth clause as most of the TSP's are very new in the market and this clause will not make eligible for this RFP	Clause stands as per RFP.
5	41	4.22 Provident Fund	Bidder need to ensure that their all employees are covered under PF. Bidder need to submit PF coverage letter for their employees issued by the Employees Provident Fund Organization as part of their bid response.	Not applicable to us as per EPF rules.	Clause stands as per RFP.
6	65	Annexure 11 Scope - A5	On receipt of customer consent, Solution should enable Bank to act as FIU, fetch required information provided by other Financial Information Providers and facilitate decryption of data received through the Account Aggregator ecosystem. The decrypted data (Bank statement / GSTN etc.) fetched as part of FIU shall be utilized by Bank for further data analytics, basis the applicable use cases. The successful bidder shall include all such integration scopes as part of the commercials quoted.	Should analysis be a part of the solutioning?	Analytics is not the part of solution, however integration requirements includes related integrations with Banks/Analytics solution
7	65	Annexure 11 Scope - A7	Solution should have consent management module which should be able to request customer consent, store the customer consent securely. The consent module shall be available for integration with Bank various systems (both web (all technologies) / mobile (Android / iOS versions)).	No clear on this, FIU integrates with all the systems and systems provide the UI.	RFP requirements are clearly defined.
8	65	Annexure 11 Scope - A8	The proposed Solution should have browser based user friendly and robust interface for branches and have user friendly and robust interface for customers.	What is the intent of this? Is it a BO operations?	Any of the Bank's unit shall able to use Browser based solution as part of the FIU
9	66	Annexure 11 Scope - A17	Detailed MIS reports should be available as per the Bank's requirement.	There is a standard MIS format prescribed by Sahamati, this shall be provided as part of the solution deployment.	Bidder to provide 5 to 10 customizable reports over and above standard MIS format prescribed by Sahamati.
10	66	Annexure 11 Scope - A18	The solution should support 150 TPS and should highly scalable to meet the future requirement. The bidder will perform performance testing and provide the certificate before going live.	1. 150 TPS is too high and would require substantial hardware from banks end. 2. Kindly help us understand what certificate is required? Is it self issued certificate?	Bank would horizontally scale up the Hardware to meet the stated TPS requirement. Self issued certificate suffices, however any failure to meet the Bank requirements will attract penalties including termination of the contract .
11	66	Annexure 11 Scope - A19	The proposed solutions should compatible with all the Account Aggregators. The successful bidder need to integrate with all licensed Account Aggregators as on RFP date under the current scope. However, future integration with other aggregators will be done @integration cost quoted by arriving at pro-rata cost of one aggregator.	1. As of now there are 5 AA which have operational license from RBI, are these 5 under the current scope of integration	YES. RFP requirements are clearly defined

12	66	Annexure 11 Scope - A22	The Bidder needs to size the infrastructure (hardware, Operating System, Database, Storage and other related software/hardware) for the proposed solution (for both Production and UAT environment) the same as part of their technical bid submission. The basic Infrastructure (Server, OS, DB, Storage etc.) will be provided by the Bank. The Bidder is responsible to arrive at the sizing independently based on the performance measures and SLA indicated in the RFP. The Bank is not responsible for any assumption made by the Bidder with respect to the sizing. In the event the sizing proposed by the Bidder does not meet the performance / service levels of the Bank the Bidder will at their cost carry out the necessary upgrades / replacements. The Bank has the right to deduct / recover from the Bidder the required additional expenses which Bank may incur on account of such upgrades / replacements.	The current Hardware spec available with the bank needs to be shared and since active passive switch over is expected, same h/w has to be provided in both DC & DR?	RFP requirements are clearly stated and bidder to provide the Hardware sizing . Initially Bank may deploy minimum required Hardware and incrementally add as per the overall sizing requirements given by the vendor to meet the required TPS. The proposed system Architecture should be horizontally scalable
13	67	Annexure 11 Scope - A28	The bidder will be responsible for successful completion of certifications required to become a part of Account Aggregator Ecosystem as FIP & FIU.	Is bank onboarding the Certifying Authority or the Bidder has to bring as a part of the solution?	Bank will be separately engaging the certifying authorities
14	67	Annexure 11 Scope - A29	Desired: The Solution should support data analytics of the data received from Account Aggregator ecosystem using AI/ML techniques.	We understand that data analytics is a fundamental requirement which the banks need as the raw data provided by the FIU module is of no use with out meaning full analytics Analytics of the data is done on a per transaction basis, in the current commercial structure there, transaction pricing is not part of the bid. Will this be signed up separately by the bank	The bidder solution shall be integrated with Bank's Data Analytics Solution.
15	65	Annexure 11 Scope - A5	On receipt of customer consent, Solution should enable Bank to act as FIU, fetch required information provided by other Financial Information Providers and facilitate decryption of data received through the Account Aggregator ecosystem. The decrypted data (Bank statement / GSTN etc) fetched as part of FIU shall be utilized by Bank for further data analytics, basis the applicable use cases. The successful bidder shall include all such integration scopes as part of the commercials quoted.	What are the data analysis would be done on data extracted. Need the details of the integration scopes.	Analysis of Bank statement, GSTN etc. for both assets/ liabilities analysis.
16	66	Annexure 11 - Scope	20.The successful bidder needs to setup UAT, DC & DR environment with high availability and secure infrastructure for the solution. DC & DR setup should support high availability in Active Passive mode and should support real time DC – DR replication so that in case of any unforeseen events, the switch over to DR can take place and the application can work seamlessly as before. The proposed system must be capable of and compatible for Disaster Recovery Implementation with Recovery Point Objective (RPO) - 30 minutes and Recovery Time Objective (RTO)- 90 minutes.	Hope the current Bank's DC& DR environment can be used.	YES
17	66	Annexure 11 Scope - A23	Bidder will have to integrate with any new use case introduced in the AA ecosystem during the contract period of 5 years at the mutually agreed cost. The Proposed solution should have the capability to provide integrations for fetching additional customer parameters/ data points from any future addition to the AA Ecosystem such as GSTN, TRAI data etc. as and when applicable. The commercials for the same will be mutually decided by the bank and the successful bidder at the time of implementation of the same	What are the new use case expected to be integrated in the future ?	Its is a continues evolving system hence requirement given by the Bank from time to time to be provided by the bidder .
18	68	Annexure 11 Scope - C3	The onsite resource will manage and monitor the Account Aggregator setup for day to day activity. Daily backup of the proposed solution and restoration of the same as per Bank's policy is also the responsibility of onsite resource.	If DC & DR are available for access from remote area then why is onsite resource required ?	Bidder to quote onsite support cost, Bank at its discretion may avail the services .
22	65	Annexure 11 Scope - A1	The Technical Service Provider is expected to provide solution for FIP/ FIU modules and integrate it to the Account Aggregator ecosystem	Can we have the list of Account Aggregators with whom bank has arrangements	Kindly visit RBI/SAHAMATI website for the details
23	66	Annexure 11 Scope - A19	The proposed solutions should compatible with all the Account Aggregators. The successful bidder need to integrate with all licensed Account Aggregators as on RFP date under the current scope. However, future integration with other aggregators will be done @integration cost quoted by arriving at pro-rata cost of one aggregator.	Can we have the list of Account Aggregators with whom bank intend to tie up with.	All approved AAs present and future .
24	66	Annexure 11 Scope - A20	The successful bidder needs to setup UAT, DC & DR environment with high availability and secure infrastructure for the solution. DC & DR setup should support high availability in Active Passive mode and should support real time DC – DR replication so that in case of any unforeseen events, the switch over to DR can take place and the application can work seamlessly as before. The proposed system must be capable of and compatible for Disaster Recovery Implementation with Recovery Point Objective (RPO) - 30 minutes and Recovery Time Objective (RTO)- 90 minutes.	Whether bank will provide necessary HW, OS, System SW and bidder scope is restricted to provide sizing. Need clarity	YES. Bank will provide the Hardware, OS(Windows/ RHEL), DB(Oracle/MS SQL). Any other requirements to be made part of the commercials
25		General		Can we submit with deviations other than on the commercials part (Like Legal Clauses) as we could see there is no deviation allowed on Commercials section. Need clarity	NO
26	66	Annexure 11 Scope - A18	The solution should support 150 TPS and should highly scalable to meet the future requirement. The bidder will perform performance testing and provide the certificate before going live.	Can we have volumetric projections. Is this TPS expected from Y1 onwards for all the 5 years.	Bank would horizontally scale up the Hardware to meet the stated TPS requirement. RFP requirements are clearly stated and bidder to provide the Hardware sizing . Initially Bank may deploy minimum required Hardware and incrementally add as per the overall sizing requirements given by the vendor to meet the required TPS. The proposed system Architecture should be horizontally scalable