

BOB Financial Solutions Limited

RFP #: BFSL/Fraud&Risk RFP/19-20/01

Sr. No	Section & Clause Ref. No./Appendix no/Annexure no	Page No.	RFP text	Query	Response to query (to be left blank by the vendor)
1	4.0. High Level Roll out:- Point 2	16	Delivery of hardware & other items (if any) at DC and DRS (Implementation of Phase 1).	Is the Hardware to be configured in DC and DR as standalone systems or is a High Availability configuration required?	Hardware will be under the scope of BFSL
2	4.0. High Level Roll out:- Point 2	16	Delivery of hardware & other items (if any) at DC and DRS (Implementation of Phase 1).	Is any active passive configuration required	Hardware will be under the scope of BFSL
3	3.0 scope of works. Project objective Point 2	11	The design, supply, configuration, customization, integration, testing, user acceptance, documentation, training, warranty support and post warranty maintenance support for all the solution components including software/ hardware/ database/ licenses/ tools provided for the fulfillment of Terms & Conditions, Technical specifications and Scope of Work mentioned elsewhere in the RFP.	Does the bank have any preferred Database?	Hardware will be under the scope of BFSL, Mandatory listing as mentioned in Addendum 2 , subscription is with BFSL . However Training, UAT ,Integration and other relevant requirement will be with Bidder
4	3.0 scope of works. Project objective Point 2	11	The design, supply, configuration, customization, integration, testing, user acceptance, documentation, training, warranty support and post warranty maintenance support for all the solution components including software/ hardware/ database/ licenses/ tools provided for the fulfillment of Terms & Conditions, Technical specifications and Scope of Work mentioned elsewhere in the RFP.	Does the bank have any Unlimited License Agreement with any database Vendor? So that we can use this in the project and reduce cost of ownership.	License will be taken care by BFSL for Hardware
5	2.3	10	The selected vendor will be responsible for successful data integration with existing customer data available with the Company	In which format is the data available? Roughly, what is the size of the data?	Data is maintained in Oracle.
6	2.4	10	Interface/Other Scope related details: b) Third party interface c) CCMS,LMS,merchant interface	1. What are the credit card management and loan management solutions that need interfacing with? 2. Can the Bank please give a list of all the 3rd party systems with which the proposed system has to interface?	1) CCMS & LMS are internal to BFSL. Bidder should have capability to integrate there system with BFSL. 2)Thirty party systems can be like subscription listing integration.
7	3.1	11	File Based (SFTP) Mode – Straight Through Process: Transactions files ... at periodic intervals ... System ... giving real time alerts ... BFSL intends to integrate ... interfaces in real-time/hear real-time ...	Can the Bank please clarify whether the proposed system should raise alerts in batch or real time/near real time, or all three modes?	Pre boarding real time and post boarding batch
8	3.1	11	The proposed solution shall scrub the uploaded data with various caution lists & rules...	Do "caution lists" refer to UNSCR, OFAC and PEP lists, and Bank's own lists of retail and corporate entities?	Caution List includes all watch list including UNSCR, OFAC, AL Qaida, Taliban and PEP etc.
9		12	8. Any enforcement/penalty imposed by the Law Enforcement Agencies	What is the proposed system expected to do with respect to the enforcement/penalty by LEA? Can the Bank please explain?	Bidders system must be able to integrate with listing of LEA, etc and provide information.
10	3.2 - 1	14	Based on the contents of the RFP, the selected vendor shall be required to independently arrive at a RFP for Selection of vendor for Sanction Screening, STR/CTR/CBWT etc. , Transaction Monitoring and Reporting, which is suitable for the Company, after taking into consideration the efforts estimated for implementation of the same and the resource and the equipment requirements.	Can the Bank please clarify the expected functionality?	BFSL wants bidders to have capability to work towards finalization and fulfillment of RFP scope and implementation.
11	Appendix 1	218	The tool should allow users to Capture screenshots and share comments with others.	Can the Bank please clarify the expected functionality? The user can use normal screen capture tools like Print Screen and Snipping Tool. Is any additional feature required? If so, can we get some clarification?	No. Additional feature required.
12	Appendix 1	221	Support for advanced search techniques to search data provided by enforcement agencies. It should enable the user to enter the match score, sub string search, inclusion of various search parameters to refine the search.	Through what source and what format will this data be provided by enforcement agencies? How will it be provided to the AML system?	Bidder system should be able to read all the fields provided in the watch list/ Caution list. BFSL wants to have advance search functionality to filter out the data using multiple parameters. (eg. Name,DOB,Address code,PAN etc)
13	Appendix 1	224	Address the challenges in statutory reports "submission by automating the process from data extraction to submission to FIU before cut-off date. Various reports like List screening report for new and existing customers, transaction report, transactions in High-risk countries report, kyc gap reports etc. There should be an option to download reports in various formats like xls, rtf, pdf etc.	Should the system generate the reports automatically?	YES

14	3.1 / Clause 2 / RFP	11	The design, supply, configuration, customization, integration, testing, user acceptance, documentation, training, warranty support and post warranty maintenance support for all the solution components including software/ hardware/ database/ licenses/ tools provided for the fulfillment of Terms & Conditions, Technical specifications and Scope of Work mentioned elsewhere in the RFP.	Is Jocata required to procure both the hardware & software licenses towards the implementation of the project?	No! Hardware will be provided by BFSL alongwith licenses
15	3.1 / Phase 1 / RFP	11	System should be capable of, among other things, giving real time alerts to front end users for prevention/detection of suspicious transactions. BFSL intends to integrate the following interfaces in real-time/near real-time using Straight through Process (API, SFTP etc) without any manual intervention to monitor the transactions and minimise the risk.	What is the real time transaction monitoring use case here ?	Pre boarding real time and post boarding batch
16	3.1 / Phase 1 / File based (SFTP) mode	11	File Based (SFTP) Mode – Straight Through Process: Transactions files shall be generated by the BFSL systems (CMS/LOS/MMS etc.) at periodic intervals and shared through Secured File Transfer Mode. The proposed AML system should pick the files without any manual intervention and process the same.)	What is MMS ? - mentioned in Page 11 of the RFP	BFSL internal acquirer system - Merchant Management System
17	3.1 / Phase 1	11	Phase 1	Phase 1 is mentioned. What is Phase 2 , defined in the RFP but not explained ?	Please refer Phase 1. Phase 2 has been deleted, since its not required in RFP.
18	Appendix 1 - 102	102	The proposed solution should have a functionality to display various lists like DOW-JONES, list provided by regulatory authorities, Bank watch list which are used to scrub for Customer on-boarding or for batch processing. The display should include date of original upload, last updation date with time stamp.	Does BoBFL have subscription already for any negative lists?	Subscription is under the scope of BFSL. Bidder system must be able to integrat with such subscription.
19	Appendix 11	1	The title says Appendix 12 : Experience	Please clarify the mismatch in the numbering	Please read it as Appendix 11 : Experience format
20	Appendix 12	1	The title says Appendix 12 : Project Team Profiles	Please clarify why Appendix 12	There is No change here, its Appendix 12 : Project Team Profiles
21	7.11 / Compliance Statement/ RFP	32	The Data sheet as per Appendix 06 – Comments on Terms & Conditions shall also be submitted	Pls explain what this data sheet is ? And what is expected to be done.	Comments on Terms & Conditions is not required.
22	7.11 / Compliance Statement/ RFP	32	Data on Terms & Conditions comments and they shall also indicate the Page number in the bid, at which additional information are enclosed in the brochures, manual, documents etc.	What is expected to be done here . Should the Integrity document be signed by the Bidder and sent along with the RFP response ?	Comments on Terms & Conditions is not required.
23	8.2.3a/Techno-Functional features evaluation and Demonstration /RFP	36	In ideal scenario, the Company would expect the Bidder to propose the LMS Solution which would have all line items with Bidder score as "S"	What is LMS in this context ?	This is not required currently. But can be part of furture requirement and Bidder system must be able to integrate with internal BFSL system - Loan Management System.
24	3.1 - Phase-1/RFP	11	System should be capable of, among other things, giving real time alerts to front end users for prevention/detection of suspicious transactions. BFSL intends to integrate the following interfaces in real-time/near real-time using Straight through Process (API, SFTP etc) without any manual intervention to monitor the transactions and minimise the risk.	Is real time transaction monitoring required with the capability to block transactions if required ?	Alerts to be generated by the bidder system but none of the transaction Should be blocked.
25	Appendix 1/SI.No. 10	1	The Solution should come with access capabilities to consolidate enterprise- wide data. The solution should come with Data Manipulation & Predictive Analytics Capability.	Are Neural Networks, Predictive Analysis, Machine Learning & Artificial intelligence mandatory ?	Not as of now, but its good to have functionality for furture usage.
26	Appendix 1/SI.No. 43	1	Provision for identifying the Multiple customers IDs (Card/supplementary card/Personal Loan) and group them in to one CIF's.	Is the Dedupe process of identifying Multiple CIF's of same customer mandatory ?	Its not Dedupe bidder system should be able to consolidate all the products available against the customer in BFSL system and should be provided under one umberalla (CIF)
27	Appendix 1/SI.No. 44	1	The solution should have ability to archive cases offline and restore case as needed.	The solution should have ability to archive cases offline and restore case as needed. Should the archival be at a database level or is it soft archival and what is the period of retention of archival data	The bidder has to provide a solutions which provides quick retrieval
28	2.1 / YoY Projections/RFP	9	*The above projections are only indicative figures	What is the expected current base of customers and accounts ? And what is the incremental growth expected in the same ?	Projections are already provided in RFP rest of the details will be shared with shortlisted bidder.
29	Appendix 1/SI.No. 64	1	The bulk mail facility with email templates should be made available	Bulk Customer Communication via Mail is mandatory ?	Currently not required.

30	Section 3.1; Point 15 under Functional Compliance;	12	15. Mandatory Requirement A) Sanction screening list: A1) OFAC List A2) The "ISIL (Da'esh) & Al-Qaida Sanctions List", which includes names of individuals and entities associated with the Al-Qaida. A3) The "1988 Sanctions List", consisting of individuals (Section A of the consolidated list) and entities (Section B) associated with the Taliban b) Section 311 list c) Global PEP List (to ensure Indian PEP list) d) FBI List e) Interpol List f) BIS / BISN / BoFE g) AUSTRAC List / Australian National Security List. h) CBI India List i) Indian Ministry j) Chinese Ministry / China National Central Bureau / GWL Companies List k) Export Control Organisation UK l) World Bank Debarred List m) UN Sanctions List / Travel Restrictions / Armed Conflicts List / Enhancement list n) UK Home List / HM Treasury Financial Sanctions / Enhancement list o) HKMA List / SFC List / Customs & Excise List of HK p) Mauritius FSC Revocations q) Iran Sanctions Act (ISA) List r) Malaysian Ministry of Home Affairs List s) OCC / OCC Counterfeit List t) UK Home Office list u) European Union List v) Canadian List w) French List x) Lists declared by Individual Jurisdictions y) Adverse Media/Negative Media z) Embargoes lists aa) FATF Deficient Jurisdictional List cc) Syria EDD List dd) OCC / OCC Counterfeit List ee) Thailand	For the list to be provided with the AML solution BFSL must identify the sources and the download options for all these lists.	We have revised the Mandatory list. Please refer Addendum 2.
31	Section AML Solution; Point 76; Appendix - 1 Technical Bid STR CTR	Appendix-1 excel sheet is in 'Annexure & Appendix. zip' file.	76. Auto-Update facility should be there in the new software for automatic updation of lists provided by various organizations and several Regulators from time to time	For the provision of auto-update feature, BFSL must identify the sources and the download options for all lists required.	Bidder need to identify the source of listing for Mandatory listing will be in scope of Bidder, rest listing will be under subscription
32	Appendix no 1 Point no 96		The solution should integrate multiple lists provided by list provider such as Dow Jones World check, Factiva etc. or any other such list and also be able to integrate list from different regulators like the lists provided by FATF, FIU, RBI, Office of Foreign Assets Control Specially designated nationals (OFAC SDN), Politically Exposed People (PEP) lists, National Criminal Intelligence Service (NCIS), Office of the Superintendent of Financial Institutions (OSFI), UN sanctioned list etc. Should be possible to add new lists as and when they are introduced in future. Online downloads / checks from such sites should be possible.	The System is capable of integration with Multiple List provided BFSL bears the subscription on the this lists	Subscription is under the scope of BFSL. But bidder system should have capability to integrate. In future if BFSL decides to have listing through Bidder, BFSL will bear additional cost.
33	Appendix no 1 Point no 98		The proposed solution should match new/existing customers on the basis of name, Date of Birth, identification details, etc. in database against Dow-Jones, list provided by regulatory authorities, BFSL watch list for the KYC parameters defined by the BFSL and generate reports/alerts as per BFSL requirement (online and offline). (*)	The System is capable of integration with DOW Jones List provided BFSL bears the subscription on the this lists	Subscription is under the scope of BFSL. But bidder system should have capability to integrate. In future if BFSL decides to have listing through Bidder, BFSL will bear additional cost.
34	RFP 4.0 Point no 2	16	Delivery of hardware & other items (if any) at DC and DRS (Implementation of Phase 1)	Is the vendor expected to deliver the infra if Yes than this is not included in the BOM	NO, Infra is under the scope of BFSL.
35	RFP 6.4 Point no II		The successful vendor shall provide a Performance Guarantee within 45 days from the date of receipt of the order or signing of the contract whichever is earlier in the format as provided in Appendix-05 to the extent of 10% of the total contract value (5 times of the year 1 TCO) for the entire period of the five year contract plus 6 months and such other extended period as the Company may decide for due performance of the project obligations. The guarantee should be of that of a Scheduled Commercial Bank only.	Since the contract is for 3 years do the successful bidder have to submit the PBG for 5 years	PBG will be provided for contract period of 3 year
36	Annexure 01 Point no 2		Bidder should have an annual turnover of more than INR 50 Crore in each of the last three financial year (i.e. - 2016-17, 2017-18, 2018-19). Further, their net profit should be positive in the last three financial years. This must be the individual company turnover and not of any group of companies / subsidiaries.	We are a 11 year old company and are registered Under MSME with an average turnover of 15 Crores approx forr the last 3 financial years. Will BFSL relax this clause for companies registered as MSME	We have revised the turnover clause, please refer Addendum 2
37	Appendix 2		Commercial Bid	Option to quote for onsite resources is not available. Request BFSL to revisit the commercial bid.	Revised commercial bid with onsite resource cost has been updated, Please refer Revised Appendix 2 Commercial Bid