

ऋण समूहक (लोन एग्रीगेटर) पोर्टल की विकास, रखरखाव हेतु प्रस्ताव का आमंत्रण - पूर्व बोली स्पष्टीकरण
Pre bid Queries on RfP for Development & Maintenance of Loan Aggregator Portal

क्र. सं/ Sr. No.	पृष्ठ सं/ Page #	अनुभाग/ Section #	धारा / Clause #	निविदा धारा / RFP Clause	बोलीकर्ताओं का प्रश्न / Query from Bidders	स्पष्टीकरण / Response
1	19	Key Features of the platform	3.1.2.3	Application forms are currently available in Hindi and English. Audio visuals for Applicants / Bankers are available in 10 other languages besides Hindi and English for demonstration of the Portal.	Will the whole portal be in bilingual (English/Marathi)? Or just application forms will be in bilingual? If the whole portal will be bilingual, then who will be responsible for data translation?	The portal shall be bilingual (Hindi/English) based on evolving requirements. The translation shall be provided by SIDBI.
2	22	Scope of Services,Point 3,Process Flow Improvements	4	Process Flow Improvements: Process flow to be re-designed to remove bottlenecks in the existing system. The bidder shall manage the development of the portal for a period indicated in the bid.	What are the major bottle necks in currnet process as identified by you ?	There has been feedback from stakeholders (both demand and supply side) for ease of access example one page format.
3	22	Scope of the services Minimum Expectations from Bidder	4A	Marketing Strategy: The Bidder shall furnish digital marketing plan for the portal during the currency of assignment (the cost / expenses to be incurred towards marketing of the portal / platform shall be borne by SIDBI).	will it be vendor's responsibility to create content and manage digital marketing? Also who will incur the expenses for digital marketing?	Please refer to 4th clause of Section 4.A of the RfP (Page No. 22).

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4	22	Scope of Services Point 2, One Page Form	4	One Page Form - User journey to be made more user-friendly and simple by designing a one page application format.	What should be the minimum amount of time that a user should spend on the said application ? Or what are the minimum fields that will be required ?	Fields should be such that it takes not more than 3-4 minutes.
5	22	Scope of Services, Point , Marketing Strategy	4	Marketing Strategy: The Bidder shall furnish digital marketing plan for the portal during the currency of assignment (the cost / expenses to be incurred towards marketing of the portal / platform shall be borne by SIDBI).	Should it focus on existing users of portal only or should it be wide ranged?	Wide ranged focussing on any type of fresh loan seekers.
6	23	Other guidelines	C	Bidder should adhere to the compliance with regulatory guidelines	What are these regulatory guidelines?	refers to those which are applicable to Fintechs/ platform rendered by Fintech.

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7	24	Other guidelines		Bidder will ensure that the evolved system is certified and is in compliance with the applicable standards.	Other than Cert-in Security audit, if any other audit is required please specify. Also who will bear the cost of these audits?	The Standard/Certification will be the latest version as at the time of implementation. In case any standard/certification is withdrawn or replaced with a new standard/ certification, the bidder has to ensure that the new standard/certification is taken within defined timelines or within 6 months of declaration of such change. Cost relating to compliance with the above standards/certification including documentation and certification fees etc. to be borne by the bidder.
8	26	Change Management & Support		24 x 7 unlimited Support through customer care.	When do you mean by 24x7 unlimited support? Do you require support during night shift?	The solution should be live 24x7. The bidder will provide 9 hrs x 6 days support to portal users.
9	26	The responsibilities of the bidder include,		The operation support (360 degree).	Kindly elobrate	This will include entire operational support to all stakeholders of the portal.
10	26	The responsibilities of the bidder include,		Support for the platform during 8 AM to 8 PM during all the days through an onsite support team.	Will sidbi provide infra required for on-site resources?	Yes. SIDBI shall provide sitting arrangement for the onsite resource in its premises. However, cost towards laptop, call, internet etc. shall be borne by the bidder.

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11	25	Integration/Interface Requirements			What would be the other platforms with which the new application would be integrated in future?	The implementation of the offered Platform shall be required to be integrated, based on emerging requirements or on advise of SIDBI, with other interfaces, which can be customer systems/ facilitator systems / SIDBI's systems.
12	25	Integration/Interface Requirements			Will the integration process be within or out of the solution which would be proposed?	Yes, APIs for connecting to these interfaces/ services to be developed.