

Bid Addendum

Attention	:	All Prospective Bidders
From	:	Supply Chain Management
Date	:	17 February 2023
Issue	:	Second (2 nd) Issue
Bid Number	:	RFB 18/22
Bid Title	:	APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE A SOLUTION FOR A LOAN APPLICATION SYSTEM FOR A PERIOD UP TO 36 MONTHS.

1. ISSUE ADDENDA

Supply Chain Management policy states... *"When any additions, deletions or changes are made to any part of the original bid documentation, all potential vendors, which collected a bid document, must be notified of these changes. It should be noted that amendments must allow bidders enough time to adjust their offers before submitting the bid to ITHALA. Any additions, deletions or changes must be done in writing and records should be maintained in the relevant file; and Bidders must acknowledge receipt of the amendments"*

2. YOU ARE HEREBY ADVISED OF THE FOLLOWING OMISSION

Questions raised by bidders before the closing date:

1. The closing date and time for the above RFB will be extended to **Friday, 10th of March 2023 @11:00**
2. How many Qlik users will be on the SOC environment? Please specify Professional, Analyser and Capacity user numbers. **5 Professional, 40 Analyser and 12 Capacity.**
3. Are we looking at adding the reporting component - e.g. NPrinting to the environment? **Yes**
4. Which are the critical reports mentioned in Section 2.3? **Regulatory/Compliance/Finance – specifications will be extracted closer to project implementation.**
5. Please confirm if only Retail Loan origination solution is in scope or bank would like to procure Corporate Loan Origination Solution as well to service MSME and Wholesale/Business banking customers as well? **Retail Loan Origination for now**
6. Please provide the details of Customer Master Systems used by the bank for onboarding of Customer and creation of Customer Information File **Bespoke Core Banking System developed on IBM Iseries platform using RPG/DB2 and Lotus Notes/Domino for LMS.**
7. Please confirm if loan servicing or loan management solution is in scope of this RFP in addition to loan origination solution ? **No**
8. Please provide the details of the core banking solution which is used by the bank for collection of installment and disbursement of amount from/to bank's transaction accounts? **Bespoke systems developed on IBM Iseries platform using RPG/DB2 and Lotus Notes/Domino. Based on the Bankmaster foundation.**
9. Please provide the details of the payment hub or payment engine which is used by the bank for disbursement/repayment from to/other bank accounts? **Payments engine include Core Banking and EFT via Bankserv.**
10. Please provide the details of the document management solution used by the bank for storage/retrival of soft copy documents submitted by the customer? **None**
11. Please provide the details of document generation solution used by the bank for preparation of various term and conditions and contract documents related to approved loan applications? **None**

12. Please provide the list of solutions which will be replaced by the bank as part of this RFP? 'None for now. The original LOS developed on Opentext was decommissioned.
13. Please confirm if the bank is using any enterprise reporting or business intelligence solution to which feeds can be provided for generation of reports? Reporting done off the Core Banking and Lotus Notes platforms. Intention is to implement an Enterprise Data Warehouse.
14. Please provide the details of the solution used by the bank for computation of credit score, risk score, risk grade of the customers? Currently using the scores from a Transunion, which is a Credit Bureau.
15. Please confirm if the bank is going to use the loan origination solution for origination of term loans only or overdrafts, operating lease, financial lease account origination are also in scope? Term loan for now
16. Please confirm which solution is used by the bank for sending SMS/Email alerts to the customers? None for now. Intend implementing an Email and SMS Gateway.
17. Please confirm the details of the digital channel and agency banking solutions used by the bank for sourcing the credit applications from self service channels and external partners/loan originators? None
18. Please confirm that loan funding is same as loan drawdown and done by the bank in bank's loan servicing system after opening of the loan account? Yes
19. How Loan Origination Solution will integrate with Core banking solution, what is integration mechanism for integration with core banking solution for loan account opening? Integration must be determined by the implementation strategy, could be SOAP, Restful etc.
20. Generally the disbursement happens in CBS/Loan servicing application, what is the expectation from Loan Origination Solution? Will be done off the Core Banking System.
21. Please provide details of interface, data points, inbound/outbound call details for this integration? To be workshopped on appointment. Currently interfaces are to Loan Originators, LMS, Core Banking. This will be dependent on solution to be deployed.
22. Please provide the list of integration systems which proposed solution needs to be interfaced. Also, elaborate on the integration touch points high level. Either SOAP, restful, or ODBC for data exchanges.
23. Please suggest if bank has any preference towards any specific Cloud Service Provider. Micorsoft Azure
24. What are the expected HA expectations on the cloud? Is there any specific Far DR requirements from cloud deployment model? Please note that this will also impact the overall cost construct. This has not been factored into pricing but is an option that will be considered based on consumption and support.
25. In continuation to above, in case Far DR setup is required, please share the expected HA in the same? Will it be exact replica of production or it can be a reduced HA model (single AZ, non-multinode)? Exact replica.
26. Please provide the details of the collateral management solution which is used by the bank for collateral maintainance and which will be used for secured/Mortgage loan products. Collateral Management is currently run off the LMS and Core Banking.
27. Provide a detailed implementation timeline is repeating twice in the RFP document kindly let us know what is the actual point ? This is a typo error. Please ignore. A timeline is required for the Methdology and Security Control meaures.
28. Loans Orignnation solution will require following API's/datafeeds from the host application/core banking solution/loan servicing solution, please confirm that the existing host application/core banking solution/loan servicing solution has the capability in this regard. Interest rate fetch, Charges fetch, Product expose and Amortisation schedule. Yes
29. Loans Orignnation solution will require following API's/datafeeds from the host application/core banking solution/loan servicing solution, please confirm that the existing host application/core banking solution/loan servicing solution has the capability in this regard. Customer Information, Loan a/c history, Collateral master Data and Existing collateral details. Yes
30. Does the bank have any caps regarding budgets towards Total Cost of Ownership of this project? It would help if the bank can share a range. We are unable to disclose this information
31. Please elaborate on decision engine for granting of the loan applications. This will be developed as part of the BRD, which will be done on appointment.
32. Please confirm, is this application citizen centric. Yes
33. Please explain/give examples of external loan originators. Do we get API's to integrate with external originators/systems. Yes. Currently using Loan Originators viz. SwitchX and Comcorp
34. Please confirm on number of users and approximate applications that will be received in a month/year to estimate the sizing and costing of solution.

- 35. We hope that successful bidder will provided with required API's to integrate with 3rd party solutitons. **Yes**
- 36. We are proposing a no-code low-code platform for the imlementation Load Application System for Ithala SoC Ltd. Generally, these platforms does not generate any source code. However, we will deliver source code wherever it is generated for this perticular application. **Agreed**
- 37. Please confirm, is this RFB scope inclusive of Phase 1 & Phase 2, 3 also (or) exclusively for Loan Application System as per requirements given in Section 2.
- 38. Please confirm, is there any requirement of on-site deployment or on-site support during the period of contract. **Dependent on Support, could be on site, remote or hybrid.**

NB: Cover quoting sometimes referred to as “*shadow quoting*” or “*bid rigging*” is an offense, which represents both corruption and acquisition of fraud. It undermines the fair determination of a supplier, corruptly eliminating free and open competition. Therefore, it is not allowed.