REQUEST FOR PROPOSAL for Design, Development, Implementation & Maintenance of Enterprise Loan Origination System (LOS) at Bank's DC And DR Site Including all Required Software Licenses Covering Retail, Agriculture, And Loans Against Specified Securities (OD/Term Loans/Demand Loan)

RFP Reference No: RFP # NTB/IT/LOS/2026/09/28 Dated: 05-09-2026

CORRIGENDUM #1

Dated: 10-09-2026

Following are the changes / clarification in the RFP terms. All the bidders are requested to refer the "Corrigendum #1 / Revised Terms" column as below:

RFP Reference: RFP # NTB/IT/LOS/2026/09/28

Pre-Bid Meeting Date: September 9, 2026, at 03:00 PM via Microsoft Teams

General Instruction and Guidelines for RFP # NTB/IT/LOS/2026/09/28

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1. Commercial pricing is required for the initial three (3) years only. Any AMC (Annual Maintenance Contract) applicable thereafter shall be considered separately, as per the terms and conditions of the RFP.
2. The implementation timeline shall commence from the date of acceptance of the Purchase Order (PO). Go-Live shall be completed within 45 days from the date of PO acceptance, followed by training, which shall be completed within 15 days thereafter.
3. The base bid shall be for on-premises deployment at the Bank's Data Centre (DC) and Disaster Recovery (DR) site only. Private Cloud/SaaS deployment is not included in the current scope.
4. Bidders are requested to ensure that the latest/updated versions of all Annexures, as provided in the uploaded updated RFP, are duly filled in and submitted along with their bid.
5. Page 44, Clause 4.1.3 (5): The requirement for LOS implementation experience in at least one Cooperative Bank and at least one Small Finance Bank has been removed. However, the requirement that the proposed OEM should have supplied and implemented LOS in at least five (5) scheduled commercial banks / NBFCs / other eligible financial institutions in India shall remain mandatory. Out of these five (5) implementations, at least three (3) should have been live/UAT for a minimum period of two (2) years.
6. Accordingly, bidders are not required to have prior LOS implementation experience specifically with a Cooperative Bank or Small Finance Bank. The requirement of at least five (5) qualifying LOS implementations shall remain unchanged.
7. The bidder shall include all integration and implementation costs for e-KYC, UIDAI, DigiLocker, V-CIP, OCR, APIs, middleware, and other third-party integrations in the TCO.
8. However, recurring API/transaction-based charges payable to UIDAI, CKYC, DigiLocker, bureaus, government agencies, SMS/email gateways, and other third parties shall be borne by the Bank on actuals and shall not form part of the bidder's TCO.
9. Section 4.1.3 Customer reference emails or written confirmations issued by authorized client personnel shall be accepted as equivalent supporting evidence, provided they clearly establish the client type, relevant lending segment(s), nature/scope of engagement, and implementation/ completion or go-live status.
10. Where required, bidders/OEMs may also submit duly countersigned self-certifications or redacted PO/work order/completion extracts, subject to verification by the Bank, where original documents cannot be shared due to customer confidentiality or NDA restrictions.
11. Section 4.1.3 / 4.1.4- Please confirm that any one valid certification is mandatory for eligibility, while additional certifications are only for scoring.
12. The official clarification strictly supersedes the original text; therefore, you are legally required to provide a **20% Performance Bank Guarantee (PBG)**.
13. **Removal of Clause:** Please be informed that **Clause 3.8.12 (e)** of the Request for Proposal (RFP) document has been **formally removed** with immediate effect.

Bidders General Queries and Bank's Clarification

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1. **CMMI Certification Relaxation**

- **Observation: Marking:** Bidders highlighted the discrepancy in marking/weightage, where CMMI certifications were assigned higher technical marks (2, 3, or 4 marks respectively for Levels 3, 4, or 5) compared to ISO certifications (1 mark each for ISO 9001 and ISO 27001). Bidders requested the Bank to consider ISO/IEC 27001:2022 at par with CMMI, as it encompasses similar process-maturity and quality controls, and to reconsider additional weightage given to CMMI to prevent unequal evaluation.
- **Bank's Clarification**
  Harmonization of Eligibility Clauses: The Bank clarifies that there is no contradiction. In alignment with the primary eligibility criteria, CMMI Maturity Level 3 is **not strictly mandatory** if the bidder or OEM possesses either of the other two valid certifications specified in the RFP. Possessing **any one** of the specified valid certificates (CMMI Maturity Level 3 or above, ISO 9001, or ISO/IEC 27001:2022) as on the last date of bid submission is sufficient to meet eligibility.
  Technical Scoring Matrix Retention: The technical scoring matrix and specific weightages assigned to each certification remain unchanged. The scoring is designed to objectively evaluate process maturity and quality frameworks. While holding any one certificate makes a bidder eligible, cumulative marks will be awarded based on the specific certificates possessed by the Bidder/OEM (CMMI Level 3 = 2 marks, Level 4 = 3 marks, Level 5 = 4 marks; ISO 9001 = 1 mark; ISO 27001 = 1 mark) to reward higher-level process frameworks

2. **Sizing of Users and Concurrent Users**
- **Observation:** Bidders sought precise volumetrics regarding baseline active users, concurrent users, back-office users, and daily application volumes to formulate technical sizing.
  Bank's Clarification: The Bank has provided the following baseline sizing details for Phase
  - **Customer Portal Users:** Approximately 200 total active users, with an estimated **75 concurrent users**.
  - **Back-Office Users:** Approximately **20 back-office users** in total (allocated as 6 users each across the Head Office and Regional Offices).
  - **Transaction Volumes:** Average of **10 applications per day**, with a peak daily load of **60 to 70 applications**.

3. **Agriculture Loan Query and Scope**
- **Observation:** Clarifications were requested on the exact lending segments and products covered under the Phase 1 rollout.
- **Bank's Clarification:** The Bank has confirmed that the LOS is being launched initially **only for retail lending products, which explicitly include Agriculture (Agri) Loans and staff loans**.
  - *Phase 1 Products:* Vehicle Loans, Housing Loans, Education Loans, Personal Loans, and Agriculture/Allied schemes.
  - *Excluded from Phase 1:* Corporate and MSME lending workflows are not part of the initial implementation scope.

4. **Stamp Duty & Stamp Paper Value**
- **Observation:**Several bidders requested clarification regarding the applicable stamp paper values, execution guidelines, and formal templates required for executing the Non-Disclosure Agreement (NDA), Integrity Pact, and other legal documents.
- **Bank's Clarification**
  Applicable Stamp Duty:

The Bank acknowledges that stamp duty rates are governed by the respective State Stamp Acts and can vary significantly depending on the state where the document is executed. Therefore, vendors are advised as follows:

- Jurisdictional Compliance: If the state in which the vendor executes these documents mandates a higher stamp duty rate for such legal agreements, the vendor must comply with the local state requirements. The vendor is responsible for ensuring that the stamp paper value adheres to the applicable local State Stamp Act to ensure the document is legally enforceable.

5. **Chargeability of Future Changes**

- **Observation:** Vendors requested boundaries regarding whether subsequent enhancements, regulatory adaptations, or new features would be treated as chargeable Change Requests (CR).
- **Bank's Clarification:**
  - *Non-Chargeable:* All workflow adjustments, business rule configurations, statutory/regulatory updates, bug fixes, patches, and enhancements falling **within the agreed scope** of the solution must be carried out by the vendor **without any additional cost** to the Bank during the warranty and support period.
  - *Chargeable:* Any modifications or requirements **beyond the agreed scope** (such as entirely new functional modules or major custom development outside the signed FDD) will be treated as a formal Change Request (CR) and priced based on mutually agreed commercials and man-day rates.

6. **Mode of Bid Submission (Physical vs. Hand-Delivery)**

- **Observation:** Bidders asked if hand-delivery or physical drop-off of bid envelopes at the Head Office is permitted.
- **Bank's Clarification:** As per the strict instructions in the RFP Document Control Sheet, the Bid Envelope **must be sent via Courier, Registered Post, or Speed Post** to the Head Office address:
  - *Address:* IT & Projects Department, The Nainital Bank Limited, Head Office, Seven Oaks Building, Mallital, Nainital, Uttarakhand – 263001.
  - *Tracking Requirement:* The dispatch receipt must indicate a date on or before the bid submission deadline, and the tracking ID must be emailed to the RFP Coordinator. Hand-delivery directly to officials is not accepted to maintain a transparent, officially logged transit record.

7. **Time Relaxation / Extension for Bid Submission**

- **Observation:** The majority of participating vendors requested a time relaxation/extension of 1 to 2 weeks for compiling their bid responses due to the exhaustive compliance documentation required.
- **Bank's Clarification:** RFP terms remain the same

8. Bidders highlighted that due to tight bid compilation timelines, obtaining physical signed credentials, formal reference letters, or original hard-copy Purchase Orders (POs) from existing banking and financial institution clients is highly challenging. They requested relaxation in the mode of submitting proof of existing customer credentials to meet the eligibility criteria.

Bank's Clarification:

- **Relaxation on Proof of Work/POs:** To facilitate bidders under the constrained timeline, the Bank has agreed to relax the submission format requirements for proof of work.
- **Acceptance of Email / Electronic POs:** Bidders are permitted to submit copies of Purchase Orders, Work Orders, or Letters of Intent (LoI) that have been obtained or received electronically through official corporate email channels.
- **Email Confirmations as Valid Proof:** An official email confirmation from the client's designated authority (originating from their official corporate email domain) validating the project execution, scope, and status will be accepted at par with a physical completion certificate for eligibility verification.
- **Submission and Attestation:** All such electronic proofs and email correspondences must be clearly printed, self-attested by the bidder's authorized signatory, and included in the technical bid envelope.
- ***Disclaimer:*** The Bank reserves the right to independently verify the authenticity of these email-based documents with the respective financial institutions during the technical evaluation.

Apart from the responses to the general pre-bid queries, clarifications, and corrigenda issued, all prospective bidders are requested to thoroughly go through the updated RFP document uploaded on the Bank's website along with this corrigendum.

Following are the changes / clarification in the RFP terms. All the bidders are requested to refer the "Corrigendum #1 / Revised Terms" column as below:

S.No	Page No.	Clause No.	RFP Clause	RFP Revised Clause
1.	44	4.1.3 Sr.No 4	5. LOS experience- The proposed OEM should have supplied and implemented in LOS in at least five scheduled commercial banks / Small Finance Banks / Cooperative Banks / major NBFCs in India, of which at least three should be live/UAT for two years. The cited implementations must collectively demonstrate experience in (i) Large Corporate lending, (ii) MSME lending, (iii) at least one Small Finance Bank, and (iv) at least one Cooperative Bank.	LOS experience- The proposed OEM should have supplied and implemented in LOS in at least five scheduled commercial banks / Small Finance Banks / Cooperative Banks / major NBFCs in India, of which at least three should be live/UAT for two years. The cited implementations must collectively demonstrate experience in (i) Large Corporate lending, (ii) MSME lending, (iii) Small Finance Bank, and (iv) Cooperative Bank.
2.	18	2.15.2	b. Technical / Functional Specifications (Annexure 2A)	b. Technical / Functional Specifications (Annexure B6) and Technical / Functional Specifications (Annexure B6 – Detailed Technical Specifications & Compliance Matrix Of LOS and Annexure B7- Technical Specifications – Information Security Compliance.
3.	9,10,14	Section 1 Section1.1 Section 2.6 (b)	Section 1 RFP Reference Number RFP # NTB/IT/LOS/2026/09/27 Section 1.1 Tender Reference No. RFP # NTB/IT/LOS/2026/09/27 Section 2.6 b. b. Email Subject: Pre-bid Queries - RFP # NTB/IT/LOS/2026/09/27- Name of the Firm Excel Format Bid Ref. No.: RFP # NTB/IT/LOS/2026/09/27	Section 1 RFP Reference Number RFP # NTB/IT/LOS/2026/09/28 Section 1.1 Tender Reference No. RFP # NTB/IT/LOS/2026/09/28 Section 2.6 b. b. Email Subject: Pre-bid Queries - RFP # NTB/IT/LOS/2026/09/27- Name of the Firm Excel Format Bid Ref. No.: RFP # NTB/IT/LOS/2026/09/28
4.	85,88	Section 9.7	1. The Vendor shall ensure continuous and reliable availability of the LOS deployed at the Bank's DC and DR sites on the Bank's infrastructure, with a minimum monthly uptime of 95%. The Vendor shall proactively monitor the solution and promptly address any availability-related issues. Failure to meet the prescribed uptime shall constitute a breach of SLA and shall attract penalties and other remedies, including corrective and preventive actions, as determined by the Bank.	1. The Vendor shall ensure continuous and reliable availability of the LOS deployed at the Bank's DC and DR sites on the Bank's infrastructure, with a minimum monthly uptime of 99.5%. The Vendor shall proactively monitor the solution and promptly address any availability-related issues. Failure to meet the prescribed uptime shall constitute a breach of SLA and shall attract penalties and other remedies, including corrective and preventive actions, as determined by the Bank.

			6 . The Vendor shall provide an LOS capable of supporting multiple currencies, products, branches, and organizational structures through a common platform. The solution shall support flexible centralized, decentralized/localized, and hub-and-spoke deployment architectures. It shall provide configurable workflow capabilities for the automatic and manual assignment, reassignment, routing, and escalation of tasks across branches, zones, departments, and other organizational units.	The Vendor shall provide an LOS capable of supporting multiple (Retail Products), branches, and organizational structures through a common platform. The solution shall support flexible centralized, decentralized/localized, and hub-and-spoke deployment architectures. It shall provide configurable workflow capabilities for the automatic and manual assignment, reassignment, routing, and escalation of tasks across branches, zones, departments, and other organizational units.
5.	38	3.8.34	d. Multi-Environment Support: Support Development, SIT, UAT/Staging, Training and Production environments.	d. Multi-Environment Support: Support Development, SIT, UAT and Production environments.
6.	78	Section 9.5 Annexure B4	Server Component • UAT	Server Component • UAT(App server, Data Server, Web Server)
7.	94	Section 10.2 Commercial C2	Post Go-Live, any further customization or modification of the LOS required to meet the business needs of the Bank during the 3 year warranty and support period, for a total of 90 man-days.	**Post Go-Live, any further customization or modification of the LOS required to meet the business needs of the Bank during the 3 year warranty and support period, for a total of 90 man-days.**
8.	39	Section 3.9.1(b)	Comprehensive REST/SOAP APIs with OpenAI/Swagger documentation for integrations and future channel/system requirements.	Comprehensive REST/SOAP APIs with documentation for integrations and future channel/system requirements.
9.	46	4.1.4	5. Live LOS Implementations 15 3 live for 2 years = 5 marks; 4–5 = 10marks; >8 = 15 marks	5. Live LOS Implementations 15 3 live for 2 years = 5 marks; 4–5 = 10, 6-7 years marks= 12; >8 = 15 marks
10.	55	Section 7.25	The quoted cost should include licensing and monitoring services provided through the vendor's Loan Operating System (LOS) on a 24x7x365 basis. Additionally, the cost must cover the integration of the bidder's Security Information and Event Management (SIEM) solution with the Bank's existing devices, as no separate charges will be paid for this integration.	The quoted cost shall include all licensing and monitoring services provided through the Vendor's Loan Operating System (LOS), on a **24x7x365 basis**. Additionally, the LOS must be capable of integrating with the Bank's Security Information and Event Management (SIEM) solution, **IBM QRadar**, to facilitate centralized security event monitoring, logging, and analysis.
11.	87	Section 9.7 Annexure B6	47. The proposed solution must support current industry-standard and stable web browsers like Internet Explorer, Google Chrome, Microsoft Edge, Mozilla Firefox and Safari, etc.	47. The proposed solution must support current industry-standard and stable web browsers like, Google Chrome, Microsoft Edge, Mozilla Firefox and Safari, etc.
12.	54	Section 7.24(a)	a. The term of Contract shall commence from and shall be for period of 3 years. It may be extended for an additional two years at the sole discretion of the Bank. The Bank reserves the exclusive right to grant any extension to the aforementioned	a. The term of Contract shall commence from and shall be for period of 3 years. It may be extended for an additional two years at the sole discretion of the Bank with mutual agreed terms. The Bank reserves the exclusive right to grant

			term and shall notify the Bidder in writing at least six months before the expiration, indicating whether an extension will be granted. The decision to grant or refuse the extension shall be at the Bank's discretion.	any extension to the aforementioned term and shall notify the Bidder in writing at least six months before the expiration, indicating whether an extension will be granted. The decision to grant or refuse the extension shall be at the Bank's discretion.
13.	50	Section 7.4	a. There will be only one vendor. At the same time as the Bank notifies the successful Bidder that its bid has been accepted, the Bank will send the Bidder the Proforma of Contract. Within 30 days of receipt of the Proforma of Contract, the successful Bidder shall sign and date the Contract and return it to the Bank along with the Bank Guarantee favoring The Nainital Bank Ltd. of 10% of the Work/Purchase Order Value for contract performance. The contract period will commence from the date of signing and will be valid for 3 years, which may be extended for an additional 2 years at the sole discretion of the Bank.	a. There will be only one vendor. At the same time as the Bank notifies the successful Bidder that its bid has been accepted, the Bank will send the Bidder the Proforma of Contract. Within 30 days of receipt of the Proforma of Contract, the successful Bidder shall sign and date the Contract and return it to the Bank along with the Bank Guarantee favoring The Nainital Bank Ltd. of 20% of the Work/Purchase Order Value for contract performance. The contract period will commence from the date of signing and will be valid for 3 years, which may be extended for an additional 2 years at the sole discretion of the Bank with mutual agreed terms.