Response to Pre-Bid Queries for RFP					
RFP Ref. No.	CPCM-37/2026-27 Dated: 21-Aug-2026 GEM Bid No. - GEM/2026/B/7947125				
RFP Name	RFP for Requirement of Anti Money Laundering (AML) Solution at StockHolding				
Sr. No.	**Page No.**	**RFP Clause**	**Clause Description**	**Query**	**StockHolding Response**
1	11 & 28	ELIGIBILITY CRITERIA (Documents to be Submitted Online)	2. Bidder should have an average annual turnover of at least ₹1.1 crores per annum for last three audited financial years (i.e. 2022-23, 2023-24 and 2024-25). It should be of individual company and not of Group of Companies	In the Eligibility Conditions, the RFP requires a minimum turnover of ₹1.10 Crore. However, under Annexure-3 – Technical Evaluation Criteria, the RFP specifies a turnover of ₹1.10 Crore specifically from AML Software. It appears that these to requirements are not aligned with each other. Kindly clarify whether the ₹1.10 Crore turnover requirement is applicable as overall company turnover as specified in the eligibility or specifically as turnover generated from AML Software.	The bidder must first meet the eligibility criteria specified in the RFP in order to qualify for technical bid evaluation. Only those bidders who comply with the eligibility requirements will be considered for technical evaluation, where scores will be assigned based on the parameters outlined in Annexure-3.
	14 & 30	Technical Bid Evaluation	Turnover from AML Software Solution services: Bidder having an average annual turnover of at least ₹1.1 crores per annum for last three audited financial years (2022-23, 2023-24 and 2024-25). It should be of individual company and not of Group of Companies		
2	3	Interest free Earnest Money Deposit (EMD) [*]	4. Bidders registered under Micro & Small Enterprises (MSE) for specific trade are exempted from EMD. Bidders shall upload the scanned copy of necessary documents as part of eligibility criteria documents.	The bidder is an MSME and holds an Udyam registration certificate. Could you please confirm if MSMEs are eligible for EMD exemption? Additionally, please confirm if the Udyam registration certificate is the appropriate document to attach for this purpose.	Bidders registered under Micro & Small Enterprises (MSE) for specific trade are exempted from EMD. Bidders shall upload the scanned copy of necessary documents as part of eligibility criteria documents.
3	15	A. Technical Bid Evaluation	5. The bidder holding valid ISO 27001 (or the latest version) or SOC 2 Type 2 certification.	We respectfully request the institution to consider providing a relaxation for the certification clause. The proposed application is built on a robust and secure architecture with strong controls. The solution follows OWASP guidelines and aligns with industry standards. Furthermore, the vendor shall provide an appropriate undertaking confirming its commitment to maintain applicable industry standards and security best practices for the solution. Kindly confirm if this is acceptable.	Either one certifcation is required.
4	10	Scope of Work (SOW)	The proposed solution shall be delivered under an Unlimited User licensing model, ensuring unrestricted access for all designated users within the organization. This model must remain valid and fully supported for the entire contract duration of five (5) years, thereby guaranteeing scalability, flexibility, and continuity of service without additional user-based licensing costs during the agreement period.	Requesting the institution to provide the maximum number of users they would require for the solution.	25
5	18	Scope of Work (SOW) D] Data Feeds -	D] Data Feeds	The proposed solution can integrate with all the data feeds mentioned, provided the necessary access is enabled by the institution. Could you please clarify whether the scope of the requirement involves integrating with the mentioned feeds, or if Stockholding expects the bidder to provide them?	Data feeds to be provided by Vendor
6	19	Scope of Work (SOW) E] Transaction Monitoring –	4) Case Manager with workflow b) Big Picture summary and allowing the user to get a complete view from background details, • KYC Details – Age, occupation, risk, income, net worth, list of key persons, • Transaction details. • WWW check – Any articles regarding the customer. • History – Historical cases generated in past.	The proposed solution can perform adverse media checks, provided the institution has the necessary access or subscriptions. Kindly confirm if the institution is currently subscribed to any adverse media database or has a provider.	Institution does not have Adverse media database or suscription to such provider. Solution provider is expected to have it.
7	20	System Specifications / Requirements: Compatibility	The proposed solution must be compatible with the existing hardware, operating systems, and applications to ensure seamless integration	Requesting the institution to share the current existing hardware, operating systems, and applications details	VM ware and Oracle Data Base
8			2) For on-premise solutions must be compatible with our IT infrastructure constraints like Linux / Windows OS with Oracle Data Base. For Saas based solution, we need only Restful APIs with all security measures as per the SEBI guidelines on cloud solutions.	The proposed solution can be hosted in one of the following ways: 1. On-premise (infrastructure to be provided by the institution) 2. Private cloud (infrastructure to be provided by the institution) 3. SaaS model Could you please confirm your preferred deployment model?	We have on-prime private cloud, hence we are ok with on-Premise and SaaS model.

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9	21	Project Milestones:		Based on our understanding, the expected timeline for the project's implementation is four months (one month for implementation and three months for integration). Could you please confirm if this timeline is correct?	The project should be up and running /completely operational / Live in production by November 1, 2026
10	22	Response Time:	Maximum time allowed for acknowledging reported issues is 30 Minutes.	Requesting institution to consider a slightly longer response time, preferably 60-90 mins.	No
11	22	Penalty Terms	Reimbursement of any Penalty imposed by Regulator or Compensation to third Party on account of Disruption / Delay in service. Note on Penalty Terms: a) Applicable taxes on all the penalty amounts mentioned above shall be payable. b) The total penalty shall be subject to a maximum of 10% of the total contract value.	Requesting the institution to consider a reduced percentage of the total contract value as a penalty, preferably 3-4% of the total contract value.	The user requirment is very clear from the beginning- if there is any penalty from the regulator which is attributal to the AML solution provider, entire amount to be recovered from the vendor.
12	22	A. Payment Milestones		Requesting you to consider the following payment terms: License Year 1 Advance with PO - 50% On completion of Go-Live -50% License year - 2 onwards paid at the beginning of the year-100% Implementation Advance with PO-50% On completion of Go-Live-50%	No Change
13	33	ANNEXURE – 4	Notes: Price to be quoted is for 05 (Five) years including GST while uploading financial bids on GeM portal	Requesting institution to consider pricing exclusive of GST as per Bidder's company policy	Bidders are required to submit their quotations strictly in the Commercial Format provided under Annexure-4 of the RFP. While uploading bids on the GeM portal, the quoted price must be for a period of five (5) years, inclusive of GST, and this consolidated price will be considered for evaluation purposes.
14	NA		Hardware Sizing	Requesting the institution to kindly provide the below details for hardware sizing:	
				1.Total number of customers:	7 Lakh approx
				2.Total Number of accounts:	9 Lakh approx
				3. Average number of transactions per day:	40,000
				4.Peak number of transactions per day:	60,000
				5.Average number of customers on-boarded daily:	200 approx
				6. Total number of branches:	200
				7. Is branch access required (yes/no)	No
				Sources	
				1.Number of source systems to be integrated with for screening and transaction monitoring: 2.Name of source systems: 3.Core system being used: 4.Name of the legacy system (if applicable): 5.Legacy migration requirement: 6. Location of deployment: 7. Names and number of lists used for sanction screening: 8.Products offered – corresponding to source systems:	1. Two products with 5-10 source systems 2. Can be provided during vendor onboarding 3. All are in-house developed DP and NPS 4. all are in-house developed DP and NPS related applications 5. N.A. 6. Navi Mumbai 7. All SEBI / AML approved watch lists 8. Demat and NPS services
				Users	
				1. No. of system users that will access application's frontend:	25
				2. Average no. of concurrent system users that will access application's frontend:	20
				Data	
				1. Data growth rate to be considered (E.g., 20% year-on-year data growth):	10%
				2. Data retention period:	8 Years
15	General	Data Migration		Is the Data Migration required. If yes, Request Stockholding to provide the data size and type of data to be migrated.	Data Migraton is not required

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16	General	General		Request to provide following details Total No. of Users: No. of Branches: No. of Customers: Total No. of Accounts: No. of Transaction Per Day: Y-o-Y Growth:	Already provided above for point no. 14
17	General	General		We assume that Stockholding will be providing required infrastructure including hardware, operating system licenses, database license required and configuring a physical load balancer to support the Anti-money laundering (AML) system, kindly clarify	Yes StockHolding will provide Hardware , OS and Data Base licences in case of on-premise / Cloud soluton.
18	General	General		We assume that Stock holding will provide the SDK / API to integrate with desired application and systems.	API or Data base access can be provided
19	General	General		We understand that Stockholding will provide SSL certificate for Load Balancer configuration.	Yes.
20	General	General		Kindly provide location for DC and DR	DC : Navi Mumbai and DR : Bangalore
21	22	Terms and Conditions A. Payment Milestones:	Cost for software licenses/subscription along with AMC/ATS charges for a five-year period	Request to modify the payment terms as: 100% after Installation or Configuration or on UAT Start	Pls refer to reply to sr.no. 12 above
22	21	Delivery Milestone	**Implementation Timeline** Solution installation and configuration within one month after PO issuance	We request bank to modify the clause as below: Solution installation and configuration within one month after PO **Acceptance.**	The project should be up and running /completely operational / Live in production by November 1, 2026
23	21	Delivery Milestone	**Integration Timeline** Integration with back office in three months after PO issuance	We request bank to modify the clause as below: Integration with back office in three months after PO **acceptance.**	The project should be up and running /completely operational / Live in production by November 1, 2026
24	11	Eligibility Clause 5 – Track Record/Experience	"The bidder must have prior experience in implementing at least one proposed solution related to AML / Client Screening / Transaction monitoring solutions for BFSI's within the last 5 years. The Solution implemented should be – live and running successfully (and/or) completed as on date of RFP."	We (the bidder) have prior experience **implementing** AML/Client Screening/Transaction Monitoring solutions for BFSI clients, where the underlying software/product was developed by a third-party OEM (we propose to bid as the OEM's Authorized Partner per Clause 7). Clause 5 requires experience "implementing" such a solution but does not specify that the bidder must have built the underlying product. Kindly confirm whether implementation experience of an OEM's AML product satisfies this criterion, and specify acceptable supporting documents (e.g., implementation Work Order, Completion Certificate, OEM Authorization Letter) in this scenario.	The bidder must demonstrate the necessary experience in implementing the OEM's AML/Client Screening/Transaction Monitoring product. To establish compliance, the bidder is required to submit supporting documents such as work orders, completion certificates, OEM authorization letters, or other relevant evidence.
25	14	Technical Bid Evaluation (Stage 2)	Turnover from AML Software Solution services: Bidder having an average annual turnover of at least ₹1.1 crores per annum for last three audited financial years (2022-23, 2023-24 and 2024- 25). It should be of individual company and not of Group of Companies a) INR 1.1 crores to INR 5 Crores: 8 Marks b) More than INR 5 Crores and less than INR 10 Crores: 10 Marks c) More than INR 10 Crores and less than INR 20 crores: 12 Marks d) More than INR 20 crores: 15 Mark	As part of the Technical Evaluation, we would request the RFP Issuing Authority to consider a CA Certificate for the turnover from the Software Solutions business for the financial years 2023–24, 2024–25, and 2025–26 for scoring against the turnover criteria.	The bidder must submit a certificate duly certified by the statutory auditor/ CA or the audited balance sheet of the company, clearly specifying the annual turnover from AML Software Solution services for the relevant financial years.