

Revised Format 6.18 : Technical Functionality : Should be Available

SR.NO	TECHNICAL PARAMETERS	Bidder's Confirmation (YES / NO)	Remark
A.	Base Platform		
i)	User interface and experience (UI/UX)		
ii)	Product configuration and management		
iii)	Login management and Dashboards solutions (for applicants, channel partners and internal users)		
iv)	Tablet application:		
	(Key features: e-KYC, Bar/QR code scanning, OCR capability, various calculator etc.)		
v)	Mobile Application		
vi)	Workflow Engine		
vii)	Loan Processing and Life Cycle Management:		
	(Credit appraisals and technology based underwriting, pre-populated documents generation, collection, recovery and digital payment)		
viii)	Management Information System (MIS) and Audit trails		
ix)	Customer Assist:		
	(Chat bot, communication via e-mail, SMS, missed call etc.)		
x)	Notification and Alerts:		
	(for Channel partners, feet on street, internal users)		
xi)	Analytics		
B	Integrations and Digital Marketing		
i)	Digital marketing tools and services		
	(own/acquired)		
ii)	Lead Generation Management		
	(Including tagging leads to sources, lead gen module)		
iii)	Integrations: (Internal and External)		
	Internal and External		
iv)	Application Program Interface (API) Management: (Internal and external)		

		Credit bureau, UIDAI-Aadhaar, CKYC, GSTN, employer detail verification, Rating Agencies, EPFO, Income Assessment, EPFO, Income Assessment, MCA portal, DIN Verification, e-documentation, e stamp, e sign, e nach / si, Financial Statement , bank statement analysis OCR capabilities		
	v)	Channel Partners Management:		
		(On-boarding, performance and payout management)		
C		Campaign Management (SMS , E-Mails , any other digital channel)		
D		Customer Relation Management		
E		Service Management		
F		360 Degree View of Customer		
G		Complaint Management		

We confirm that all above functionality are available with us and /or with the consortium partner/s.

Signature with company seal :

Name of Authorised Representative : Designation :

Date:

Note : Apart from self- declaration , Bidder should provide proof like PO / Contract copy / successful implementation letter (with full details of Scope) from the client to confirm availability of above functionality.