

<b>Expression of Interest for Centralized Loan Management and Accounting System – Answer to Bidders' Queries</b>					
<b>Sl. No.</b>	<b>Clause No.</b>	<b>Page No.</b>	<b>Eol Terms</b>	<b>Query / Request</b>	<b>NABARD's Response</b>
1	1.11	3	The last date for submission of the expression of interest is March 25, 2011 13:00 IST.	What is the last date for submission?	The last date is March 29, 2011 13:00 IST, as already clarified in the addendum to the Eol posted in NABARD's website on 14 <sup>th</sup> March 2011.
<b>Centralized Transaction and Accounting System</b>					
2	4.1.1	14	The transaction and accounting system should account for all the payments and receipts from various channels.	What are the channels for transactions envisaged?	Channels in this clause refer to the user-channels and <b>not payment channels</b> , like cheques, drafts, online transfer, etc. The illustrative list of users are indicated within brackets in the same sentence in clause no. 4.1.1 of the Eol.
				Does NABARD need an end-to-end Deposits solution to manage its deposits coming in from various channels?	It is not needed at present. Bidders may provide additional information as to whether the solutions to be proposed by them have the capability to integrate with end-to-end deposit solutions.
				Please provide current volumes and future expected volumes for NABARD.	The transactions are not voluminous at present, as the clients are principally financial institutions, and not individuals. NABARD is going through a repositioning exercise. New products and clients will drive future volumes, the details of which will be furnished in RFP.
3	4.1.5	14	The system should provide one single integrated platform. It should therefore integrate data from across different departments and make available MIS as needed, pulling out information from various sources.	Is NABARD looking at a BI tool to manage this requirement?	No, MIS requirements should generally be met from the transactions to be made in the Loan Management and Accounting System.
				Whether bidders need to propose MIS applications?	
4	4.1.6	14	It should support Hindi fonts as some of the MIS are required to be in bilingual.	Are the bi-lingual requirements only Hindi and are they purely for reporting?	Bilingual means Hindi and English. Requirement of Hindi fonts will be chiefly for report generation. Details in this regard will be given in the RFP.

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5	4.2.1	15	All payments made by General Administration Department towards maintenance of premises, payments of external vendors, payment to employees for various benefits should get recorded in the system. The system should also automate calculation of depreciation for assets purchased by the Bank and provide MIS for tax calculation.	Does NABARD require system for Account Receivables, Account Payables and Fixed Asset Management?	Systems for Account Receivables and Account Payables are in the scope of the current Eol. However, a full-fledged Fixed Asset Management is not in the scope of the present Eol. The proposed Accounting system will account for the fixed assets under appropriate heads in the General Ledger, and also handle depreciation, profit / loss on account of sale / disposal of such assets.
				Is a procurement, inventory management solution also in scope of this EOI?	No. A full-fledged inventory management system will be implemented in future. However, the Accounting system should account for the inventories under appropriate heads in the General Ledger.
				What is the indicative spread of users of the General Ledger across various departments of NABARD?	The users are spread across 15 departments at Head Office and their counterparts in 33 accounting units spread across the country. Details will be given in the RFP.
				Will all these departments use the proposed Loan Management solution?	All departments will not use the Loan Management solution. Apart from the Accounts Dept., the following departments will use the Loan Management solution - Investment Credit Dept., Production Credit Dept., State Projects Dept., Micro Credit Innovations Dept., Dept. of Coop. Revival and Reforms, Development Policy Dept.(Farm Sector), Development Policy Dept.(Non-Farm Sector), Financial Inclusion Dept., Institutional Development Dept., Finance Dept.

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6	4.2.1	15	All transactions made by the Finance Department pertaining to borrowings and investments should be accounted for under appropriate head in the General Ledger.	For the transactions relating to investments and borrowings done by NABARD is there any specific Treasury Solutions being used by NABARD which would provide the entries for the General Ledger?	At present, there is no specific Treasury solution which is fully functional in the Bank. The SAP-CFM version 4.7, that was used some time back, is non-functional at present. The Bank will implement a comprehensive treasury solution as part of its IT roadmap in due course. The present Accounting system should be able to account for all transactions made by the Finance Department pertaining to borrowings and investments under appropriate heads in the General Ledger. The details in this regard will be covered in the RFP.
				Kindly elaborate on the details of the investments requirements as part of the system including the accounting requirements.	The investments which have to be accounted for are G-secs, Treasury bills, CBLO, Commercial papers, Certificate of Deposits, Bank Deposits, Debt instruments, Money market instruments, Mutual funds, Corporate bonds, Non-Convertible Debentures, Derivative Products and Venture capital. The details will be provided in the RFP.
			The system should provide a link to the payment gateways such as RTGS, NEFT, etc.	Is the payments gateway and its infrastructure already available with NABARD OR does it come under bidder's scope?	It <b>does not</b> come under the bidders' scope.
7	4.2.1	15	All payments made by General Adm. Department towards maintenance of premises, payments of external vendors, payment to employees for various benefits should get recorded in the system. The system should also automate calculation	What are the different types of tax calculation to be envisaged as part of this requirement?	Government taxes, Central / State, where TDS is required to be effected and remitted to the respective Governments.

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			of depreciation for assets purchased by the Bank and provide MIS for tax calculation.		
<b>Loan Origination System with Work flow</b>					
8	4.2.2	15	Provide ability to track status of each application online.	Is NABARD looking at a Portal?	No separate portal is envisaged at present, as the clients are institutions. For the time being, tracking of the applications will be allowed through a GUI for Web Services, with a high level of security.
				Who will be the users who would seek such access?	The indicative list of users is given in clauses 3.1.3, 3.2.3, 3.3.3, 3.4.3, 3.5.2, 3.6.3 and 3.7.3 of the Eol.
9	4.2.2	15	It should support different application origination channels.	What channels are envisaged.	Channels here include physical documents, e-mails, faxes, adobe forms, file uploads, intranet, etc.
				Are they in scope?	Yes, they are in scope.
10	4.2.2	15	Should support all types of loan and grant-based activities of the Bank – refinance, co finance, direct lending, grants (loan cum grant or grant), revolving fund assistance (RFA), working capital, term loan, etc.	Kindly provide more details on the functionality for more clarity on grant, loan-cum-grant, revolving fund assistance, co-finance.	Grants, loan-cum-grants and revolving fund assistance are products, which involve three broad functions, viz., financial tracking, project reporting and compliance monitoring. The work flow includes receipt and acknowledgement of application, preliminary scrutiny, queries, appraisal, approval or rejection, offer, contract, payment (advance and progress-linked) and monitoring.  Cofinance is similar to any project finance jointly by two lenders with specific commitments from both parties – appraisal, sanction, documentation, finance, monitoring and recovery.
11	4.2.2	16	Should enable one to control and monitor various steps in loan processing using digital imaging technology.	Please clarify if digital imaging technology is related to document management system.	Not envisaged now.

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<b>Current State of IT in the Bank</b>					
12	6.1	19	SAP – CFM is implemented for Treasury Management. The proposed centralized loan management and accounting system is expected to replace these legacy applications at NABARD.	Does replacement of legacy applications also include treasury and ALM applications?	There is no legacy application for ALM. A Treasury application, SAP-CFM version 4.7, is non-functional. The CLMAS proposed now will eventually replace all legacy applications mentioned in this clause. However, no ALM or treasury solution will be part of the proposed solution.
<b>Qualification Criteria</b>					
13	7.1.13	22	The bidder or the prime bidder along with other members of consortium should have experience in end-to-end implementation - design, implementation, customization, support and maintenance - of the proposed centralized accounting and loan management solutions in India.	Can the clause be revised to include “proposed or similar centralized accounting and loan management solutions” in place of “proposed”?	No.
15	7.1.13.1	22	The proposed centralized transaction and accounting systems should have been implemented in at least three banks / financial institutions in India.	Can this be relaxed to “one” or “two” bank/financial institution in stead of “three”?	No.
16	7.1.13.1	22	The bidder should have experience in end-to-end implementation of the proposed solutions in at least one public sector bank/public sector financial institution in India with at least 100 branches. The	Can this criterion be dropped?	No.

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			system should have been in place for at least 2 years from the date of Go Live stage and should be currently in use		
17	7.1.13.2	22	The proposed loan management solutions should have been implemented in at least three banks / financial institutions in India.	Can this be relaxed to “one” or “two” bank/financial institution in stead of “three”?	No.
<b>Solution Information</b>					
18	Form - II	30	The Bidder should provide information only for proposed solutions for meeting centralized loan management and accounting system requirements at NABARD.	Does the bidder need to zero-in on the proposed solution at the EOI stage? As a part of EOI response, can the bidder propose multiple options based on qualification criteria?	The bidder has to propose appropriate solution(s) which best suit NABARD's requirements as per the functional details outlined in the Eoi. The bidder may propose multiple solutions at this stage. However, all qualification criteria have to be met with.
				Can the final proposed solution be submitted once detailed requirements are provided in the RFP?	Yes, the final solution can be proposed at the RFP stage. But, at the present, the bidder has to provide solution information for all the proposals in the prescribed form. Short listing of bidders will be done based on such information.

Sd/-  
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