

Existing clause	RFP Clause Description	clarification sought	Response
Qualification Criteria Clause iii. for RFQ Page No 6	The Bidder should have proven experience of providing e-Sign services during the last three years, preferably in BFSI sector in India. [Purchase Orders for the same to be submitted]	Relax experience criteria	3 years' experience other than BFSI is acceptable
Annexure II- Scope of Work Page 11	GUI based desktop application, smartphone application (iOS and Android both) and web portal for e-signing of document	1. Please confirm various processed in NABARD where the users will be using eSign.	To sign - Interview Letter, Appointment Letter, Form-16, Provident Funds, Payslips, Credit Slip, Identity Certificate for Passport, Form 60 , Purchase Order, Contract, Agreement, SLA, NDA, Legal & Secretarial, Tax Filings, All other letter, Invoices, Agreements, MOUs, Company Law Filings, Circulars, IOM, IDM, Loan, grant sanctions/applications, Forms etc.
		2. Kindly also confirm the existing applications being used in NABARD where these eSign will be used.	eSign shall not be integrated with any application, Bidder should supply GUI based desktop application, smartphone application (iOS and Android both) and web portal for e-signing of document.
		3. Are these applications available on web or mobile apps to the users?	
		4. Are these mobile apps/web applications managed by in house technical team or outsourced vendors?	

2. Qualification Criteria Clause iii. for RFQ Page No 6	<p>The Bidder should have proven experience of providing e-Sign services during the last three years, preferably in BFSI sector in India. [Purchase Orders for the same to be submitted]</p> <ul style="list-style-type: none"> <li>ü Copy each of the Letters of Awards/Purchase Orders.</li> <li>ü Certificates are to be enclosed while submitting the bids.</li> </ul>	<p>We request you to kindly consider the copy of invoices instead of Certificates. Kindly modify the clause as</p> <p>The Bidder should have proven experience of providing e-Sign services during the last three years, preferably in BFSI sector in India. [Purchase Orders for the same to be submitted]</p> <ul style="list-style-type: none"> <li>ü Copy each of the Letters of Awards/Purchase Orders.</li> <li>Certificates/<b>Invoices</b> are to be enclosed while submitting the bids.</li> </ul>	Accepted
Annexure V	<p>Financial Bid</p> <p>Number of Subscribed Users-200</p> <p>Price/User/Year</p>	<p>Kindly provide the volume/number of transaction per user per year so that all bidder's quote the price bid with same quantity. It will give a fair chance to all bidder's to quote. Kindly consider our request.</p>	NABARD requires per user based pricing rather than transaction based pricing

Scope of Work Page 11	The vendor should ensure that all systemic changes or new requirements necessitated out of government/other regulatory guidelines or NABARD requirements as per the RFQ are made available from day one of the RFQ going live at no additional cost during the period of contract.	Kindly confirm the total period of contract.	<b>Three years from the date of start of services.</b>
9. Terms of Payment Page No 10	Payment shall be made against Invoices. All applicable taxes, if any, at the time of release of payments, shall be deducted at source as per prevailing rate while making any payment. Payment would be made as per rate quoted in the range of the number of subscriptions availed by NABARD.	We understand Payment will be released within 2 weeks from submission of Invoices. Kindly confirm.	Accepted
General	General	We understand Tender Fee and Earnest Money Deposit is not applicable for this RFQ. Kindly confirm.	NO EMD for RFQ, however successful bidder has to submit Performance bank Guarantee 3% of contract price.
Clause 2(ii) page no 6	The Bidder should be certified by Controller of Certifying Authorities (CCA), Ministry of Electronics and Information Technology, Government of India. Copy of CCA certificate and Certificate of registration or	i) Certifying Authority licensed by CCA, could offer a third party ESIGN service solutions from its approved vendors or CA should be OEM of the ESIGN services	In such case Bidder should have agreement with OEM for providing service on behalf of OEM. Agreement should have explicit clause that in case of breach OEM is liable.

	Incorporation should be submitted as proof	proposed to be offered.	
		ii) Workflow e-sign doesn't require to be CCA certified or CA, we are ISO27001 certified company and comply with IT Act 2000 of India, eIDAS complied, GDPRA, complaint. Please exclude the clause and allow other bidders to participate	No change