

Sl No.	RFP Reference Page no.	RFP Clause No	Existing Clause Details	Clarification sought	Response
1	77	3	Copies of POs (with commercials masked, if required) and a Letter from the Customer confirming the successful implementation of the solution in their organisation should be submitted. The letter should indicate the Start and End date of services. Contact Details of SPoC from the three organisations should also be furnished.	We humbly request bank to revise the clause as below: "Copies of POs (with commercials masked, if required) or a Letter from the Customer confirming the successful implementation of the solution in their organisation should be submitted. Contact Details of SPoC from the three organisations should also be furnished."	No change
2	162	18.14.	Bidder should submit hardware requirement for both DC and DR in Technical Bid.	Request bank to confirm whether High Availability (HA) is required in DR Site	Passive DR, real time replication between DC and DR.
3	162	18.14	<ul style="list-style-type: none"> Hardware required for implementation for project would be provided by NABARD. Software and its component, OS, Middleware, Database or any other component should be compatible with Nutanix HCI and Oracle Database Appliance. 	We understand that NABARD will provide the requisite hardware and the bidder has to procure only the OS, Middleware & DB. Is our understanding correct?	Yes
4	162	18.14	Software and its component, OS, Middleware, Database or any other component should be compatible with Nutanix HCI and Oracle Database Appliance.	Request bank to elaborate more on Nutanix HCI and the exact requirement.	All components licensing should be as per licensing policy for Nutanix

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5	162	18.15	Supply, Installation, Integration, Implementation of the proposed Nab Treasury Application solution on the Bank provided virtual server(s) as per Banks' infrastructure/set up	We understand that the proposed solution will be installed On-Premises in Bank's environment. Is our understanding correct?	Yes, Solution will be installed On-Premises in Bank's environment
6	162	18.14	Software and its component, OS, Middleware, Database or any other component should be compatible with Nutanix HCI and Oracle Database Appliance.	We understand that it will be NABARD's responsibility to completely maintain, manage & support the OS, Middleware & DB and the bidder has to only procure the same. Is our understanding correct? If no, request bank to specify and elaborate what all activities to be covered by the bidder in maintaining, managing & supporting the OS, Middleware & DB.	NABARD team will maintain, manage and support OS, middleware & DB. However, if any subscription/ licenses required for support from OEM should be supplied by bidder. Licences to be supplied as per proposed technical solution and ATS.
7	81	5	Bidder is required to furnish the commercial details in following formats. Cost is to be mentioned in INR. Rows may be added in the following tables based on requirement.	Our understanding is that the Warranty for the proposed solution, OS, Middleware & DB is 3 years & the AMC is for 4 years post warranty. Is our understanding correct? As Section 5. Commercial Bid denotes warranty of 1 year and the same is included in 2nd, 3rd, 4th & 5th year as well. Request bank to clarify on the Warranty period & AMC period required for proposed Application, OS, Middleware & DB	Project period is 5 year (1 year warranty and 4-year AMC), which may extend for one more year as per terms and condition in RFP.

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8	42	10.4.2	<ul style="list-style-type: none"> • 50% on completion of training to NABARD officers. • 20% on acceptance of soft copy of training material from DIT • 30% on Online Training module Go-Live 	We humbly request bank to consider 100% advance payment terms for training	No change
9	42	10.4	Payment Schedule	<p>As standard practice for on-premise solutions, we humbly request Bank to consider the following payments terms:For NTA Software/proposed solution For License fees:• 50% on Contract Signing• 50% on Delivery of Paper License and Media Copy or 15days from contract signing.For Implementation and Customization fees:• 20% on Contract Signing• 20% on completion of product walkthrough • 20% on Product Fitment Document (PFD) signoff • 25% on Product deployment for Commencement of Customer Testing• 10% on UAT Completion • 5% on Go-Live For Extended Customer Managed Activity Support(UAT & Go Live):• MonthlyFor Travel and related expenses: • At Actuals to be charged separatelyFor Taxes and Statutory Levies:• GST and other taxes to be paid at actualsFor OS, Middleware & DB100% advance (as the partner vendor mandates this requirement)</p>	No change

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10	83	G	The vendor will also make services of one support engineer available on-site for one year at NABARD after final acceptance of the solution to ensure availability of solution and coordination with other stakeholders as per requirement of the Bank	The requirement of one on-site support engineer for one year is required post go-live of the solution. Is our understanding correct?	Yes, Please refer to RFP
11	124	9	Warranty support shall be covered for three years from the date of Go-Live of the project in NABARD. During the warranty period, Service Provider will provide the On-Site Implementation Support for the software\	Request bank to clarify on the on-site support required during implementation as Section G on page 83 describes one support engineer for one year & section 9, Warranty describes on-site implementation support during the warranty period i.e for 3 years Request bank to clarify whether one on-site support engineer required for 1 year or on-site support required for 3years from the date of Go-live.	Please refer to corrigendum
12	124	9	Warranty support shall be provided on 24 x 7 x 365 basis with predefined timelines during office Hours i.e. 9 AM to 6 PM and Beyond office hours as per administrative exigencies (As per agreed time lines).	We request bank to clarify whether bank requires 24x7x365 support required or 9am to 6pm support on 5 business working days	Onsite support during working hour, 24*7*365 support on email, phone and remote support through VPN, Teams etc.

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21			<ol style="list-style-type: none"> 1. Special Terms and Conditions 2. General Terms and Conditions 3. Annexure XVI - SLA 	<p>In the RFP, there are 3 sections which consist of terms and conditions:</p> <ol style="list-style-type: none"> 1. Special Terms and Conditions 2. General Terms and Conditions 3. Annexure XVI - SLA <p>Since there are many clauses (such as audit, limitation of liability, indemnity, etc.) that are repetitive in each of these sections; We request the bank to provide the order of precedence as to which section will prevail over the other, this will help us in reviewing the RFP and provide the legal comments/deviations in a better way.</p>	SLA will prevail over the other
22	83	F	The Vendor should submit migration audit report from the third party before UAT of migration.	We humbly request NABARD to appoint a third party vendor of their choice for migration audit and the bidder will provide all necessary support to this third party during this activity.	NABARD will appoint a third party vendor to carry out migration audit and any issues/ rectification that may arise are required to be fixed/ rectified by the bidder at no additional cost to the Bank.
23	18	3.4.1	The period of Contract would be 5 years from the execution of the Contract. This period of Contract may be extended mutually by one year.	Request bank to clarify on the Contract period as we understand that Warranty required is for 3years and AMC is for 4 years making the total TCO of 7 years.	Please refer to corrigendum

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24	12	3.2	Subsidiary/Associate Organizations of NABARD	Request bank to clarify whether the Proposed Application is required only for only 1 entity i.e NABARD (parent entity) or is it required for all the subsidiary entities (7 entities) as well including NABARD (parent entity) totalling to 8 entities. If yes, is a separate installation/deployment expected for each of these subsidiary?	Only for NABARD
25			Submission	For providing NABARD with the most appropriate responses, request you to extend the submission timeline of the RFP by 3 weeks from the current submission date.	Please refer to Corrigendum
26	77	S No. 2 of ANNEXURE III : Minimum Eligibility Criteria	Financials The Bidder should have a minimum annual turnover of Rs.75.00 crore and should also be in operating profit during the last three financial years, viz., 2018-19, 2019-20 & 2020-21. The Net worth of the Bidder should be positive as on 31 March 2021	Kindly inform the concession in turnover available for a MSE (Micro & Small Industries) having NSIC certificate or to a Start up having certificate from DPIIT	MSE/ Start Up are exempted from EMD only.

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27	77	S No. 3 of ANNEXURE III : Minimum Eligibility Criteria	The Bidder must have completed at least three project of proposed Treasury solution implementation in an entity in BFSI** sector in India anytime during last seven years (i.e. Since April 2014). References of top three projects atleast one of Rs.10 Cr or above (in term of size of the solution) of the Bidder should be submitted. Reference of all such experiences where the implementation activity is complete as on the last date of submission of bids, will only be considered.	Kindly inform the concession in implementation of project. As we are a 4 year old Startup, will POs be considered for us considering us being a MSE having NSIC certificate or to a Start up having certificate from DPIIT. We would also request to reduce the project size of solution for MSE/ Startups.	No relaxation
28	153	18. Annexure XVIII – Scope of Work	e. Interface with NABARD CBS i.e CLMAS, ERMS, CCIL managed applications, E-Kuber, RBI managed applications, NSE/BSE EBP , NSE eSteady website, AMFI website, FBIL/ FIMMDA website, F-TRAC website, MS-Excel, Reuters and Bloomberg, Cogencis, NSE Bhavcopy or any other market feed NABARD may use in future	Cost of market data feed is to be included in pricing or shall be paid separately by NABARD directly to these agencies. We would also require clarification that data feeds shall be required for real time/ with delay or at EOD as the prices are different for real time and data with time delay or EOD.	All subscriptions shall be paid directly to agencies by NABARD, Data feed may be real time, On EOD or otherwise based on requirement

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29	21	4.2	Service Provider shall evaluate each Change Request. The rates and charges payable for executing the Change Requests shall be determined on prorata basis as per the rates used to determine the Contract Price	Are there any existing changes to be taken into account ?	As per RFP
30	22	4.3.4.	Deployment of resources and tools to achieve the objectives of this RFP.	What are the expected number of resources by Nabard to be deployed ? Should all the resources be onsite ? If offshore resources are allowed then can they be billed like onshore resources ?	Support staff as per RFP
31	65	11.29.2.	If a Force Majeure Event arises, the Service Provider shall promptly notify the Bank in writing of such condition, the cause thereof and the change that is necessitated due to the conditions. Until and unless otherwise directed by the Bank in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure Event. If NABARD determines it is commercially or technically infeasible to cure the Force Majeure Event and so notifies the Service Provider , then NABARD may terminate the Contract effective immediately upon delivery of notice of termination to the Service Provider	a) What is the payment terms in case of "Force Majeure" b) Will resources be allowed to operate from remote in case of "Force Majeure"	(a) Payment terms remain same (b) As per government instructions

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32	124	10. TRAINING SERVICES	<p>a. Service Provider to offer training to NABARD's employees and Client Institutions as defined in the RFP on the software/hardware covering features, facilities, operations, implementation, trouble shooting, system administration, audit, MIS including report generation, etc.</p> <p>b. Service Provider shall provide handholding support during pre and post implementation and rollout phases with the adequate number of competent support persons for the period as specified in the RFP</p>	<p>a) How many resources have to be trained ?</p> <p>B) Will training be ongoing process ?</p> <p>C) Can training be done online ?</p>	<p>As per RFP.</p> <p>Place of Training will be at NABARD, Head Office, Mumbai</p>
33	126	14. ADDITIONAL SERVICES	<p>b. NABARD regularly undertakes periodic checks and VAPT exercises to identify any vulnerabilities in the system. The Service Provider shall make suitable changes as per the recommendations emerging from VAPTs emerging within the contract period at no additional cost to NABARD. The vulnerabilities so identified may be fixed by the Service Provider within the predefined timeline as follows:</p>	<p>How many VAPT would be required in a year ?</p>	<p>Two</p>
34	128	17. SUBCONTRACTING	<p>a. Service Provider may engage the services of sub-contractors to perform any of its duties with the prior written permission of NABARD. Unless otherwise agreed in writing, no sub-contracting of such duties shall relieve Service Provider of responsibility for their due performance.</p>	<p>How many sub-contractors would be allowed ?</p>	<p>On discretion of NABARD</p>

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35	152	Annexure XVIII	Scope of Work	Please provide trade volumes by product type in terms of number of trades per day, week or month (whichever is appropriate)	Around 500 transactions (end to end) per week.
36	152	18.2	Fixed Income Book - Bond with 2 coupons	Request you to kindly elaborate on the requirement	Structured deals for staggered redemption with 1 normal coupon followed by additional fixed interest along with instalments - HCC
37	153	Annexure XVIII	Interfaces - Reuters & Bloomberg	Please provide details on which Reuters & Bloomberg products are to be interfaced with for the purpose of NAB Treasury implementation, and which protocols would be used for the data flow between the Treasury and Reuters / Bloomberg	Standard protocol used by Reuters / Bloomberg will be followed and necessary dataflow subscription will be taken by NABARD
38	155	18.4	Derivatives - calculation of variation margin & collateral requirement	Request you to clarify for which derivative products is variation margin to be computed.	In case of Cross Currency Swaps and cross currency forwards daily margin to be computed.
39	159	18.8	ALM	Request NABARD to clarify which reports - regulatory & non-regulatory are required from the ALM system, which is to be a part of this project.	Interface with ALM system is required.
40	159	18.11	Alternate Investment Funds	Is this an immediate requirement at NABARD or part of future scope?	It is an immediate requirement.

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41	160	18.12	Subsidiaries	Request NABARD to clarify on how the investment would be done in its subsidiaries. Will the 7 subsidiaries be treated as constituents to the parent entity while buying and selling bonds only and not for any other asset classes. Alternatively, is the NTA solution/proposed solution to be implemented at the subsidiaries as well?	NABARD Treasury software will not have investment portfolio of subsidiaries in its book. Only workflow for NABARD's equity investment in such subsidiaries is required. Some of the subsidiaries may have its CSGL account with NABARD and CSGL requirement is already part of the scope of work.
42	152	Annexure XVIII	Detailed list of requirements	Request NABARD to provide a detailed list of functional requirements, preferably in an excel sheet, which can then be submitted in the proposal as an annexure.	May be taken from RFP.
43		4.1.3.11.	Automated trigger for messages based on a business rule engine should also be in place which would generate and forward messages as per the defined rules.	What is the kind of messaging service expected?	Popup in system, integration with Microsoft Exchange server for message services as also SMS . Alerts to be generated on various important phases of the instruments servicing.
44		4.1.3.13.	The migration of the data from the legacy system(s)	How much data is there to be migrated? Is there any hard data to be entered?	Most of the data is in database form. Some data entry may be required for additional parameters which are not captured in current system.