

National Bank for Agriculture and Rural Development
Head Office, Mumbai

RFP for Data Management, Analytics and Business Solution

- Ref.: (1) NB.HO.DDMABI/209/01/RFP/2021-22 dated 01 January 2022
(2) CPP Portal Tender ID: 2021_NABAR_640358_1
(2) Corrigendum dated 19 January 2022
(3) Response to Pre-Bid Queries dated 31 January 2022

1. This Corrigendum is issued for guidance and to bring more clarity to prospective Bidders.
2. There is no change in the last date for submission of bids (21 February 2022 by 3.00 PM). No request for extension of date will be entertained.
3. Annexure XX (inadvertently not enclosed to our Response to Pre-bid Queries on 31 January 2022) giving details of Returns being submitted by NABARD/Subsidiaries to RBI/Other Institutions is enclosed. These returns are being submitted in various formats (NOT UNDER ADF OR XBRL FORMAT).
4. No reports under ENSURE are required to be submitted on mobile device in respect of supervised entities to NABARD. Bidders may assume that input data will be captured by automated extracts from client entities. Only subjective information not available in Core Banking Solutions of Client Institutions will be collected through web forms designed for the purpose.

Sr. No.	RFP Reference Page No.	RFP Clause No/PBQ Reference	Issue	Clarification
1	34	4.2.8	ENSURE related Scope in the RFP	The bidder may make the following assumptions: <ol style="list-style-type: none">1. Initially, ENSURE may be treated like another source system.2. As part of integration of ENSURE functionality, data from the client institutions (part of their respective Core Banking Solution) and regional offices will be provided in form as an automated extract.3. Web forms will be limited to only subjective data that cannot be captured directly from the Core Banking System / IT applications.

2.	49	5.1.3 PBQ 725	Wet signature on Bid documents	Digital signature of Authorised Person on the Bid document will be allowed with printout submitted in hard copy. It may be ensured that each page in the Bid document is authenticated with initials of authorised signatory.
3.	PBQ	Query 322, 323 & 324,330	Environment for Training	The development environment may be leveraged for training. Sizing estimates may be provided for training separately.
4.	PBQ	Query 432	VPN Access	VPN will be provided by NABARD for remote connection
5.	47	4.4.2	Hardware and Software Requirements	Vendor may suggest a backup solution. It can be a separate licensed software or based on a set of scripts that will be developed by the successful bidder.
6.	198	APPENDIX III –Non-functional Requirements – Technical, Sr.No:8	Backup Policy	<p>We don't have a backup policy. The bidder may suggest good retention schedule. For the purpose of estimation, bidder may make the following assumptions:</p> <ol style="list-style-type: none"> 1. Daily backups may be kept for 1 week in local storage. 2. Weekly backup of may be kept for 8 weeks in remote storage. <p>The details of the known estimates of data growth are given in the responses to pre-bid queries</p>
7.	PBQ	PBQ-46	ITSM Software/ Tool	<p><u>Problem / Incident Management</u></p> <p>The proposed tool should offer proactive, unified, and automated incident and problem management to help address IT issues before the impact escalates and reaches end-users. The tool should have the capability for users to log tickets, capture tickets through emails and also automatically generate tickets based on the anomalies in the scheduled batch jobs. The tool should have the capability to generate email / sms alerts to designated individuals based on specific events.</p>

				<p><u>Configuration Management</u> The tool should allow for maintenance, update of accurate and up-to-date information of all configuration items. The tool should have configuration management database to manage real-time changes.</p> <p><u>Knowledge Management</u> The tool should offer workflows to publish, manage and utilize growing knowledge assets, help reduce the service burden on IT and an effortless self-service experience for the user community,</p> <p><u>Metrics and Reporting</u> The proposed tool should allow creation of useful dashboards using out-of-the-box templates. The reporting solution should help answer key business questions, guiding ongoing improvements in IT service delivery.</p>
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