

Response to Prebid Queries

Sl.	Page No.	Clause	Clause No.	RFP Term	Clarifications and Amendments sought	NABARD Comments
1	7	Tender Details	Last date & time for submission of Bid	09-01-2023 at 15:00 hours	Request the Bank to give more 15 day's time from the date of publishing the Pre-bid clarifications on the Bank's website	Request is considered.
2	15	Chapter-2	Objective i	The primary objective of the project is to collect data available in different source of CI's/Internal departments in predefined formats at regular intervals on a single platform at NABARD from where MIS reports can be generated.	Is data collection required to be done directly from the source system DBs or API. Whether we will be allowed for connecting to CIs CBS DB directly.	No. The collection would be through web forms initially with provision built in for data collection through ADF.
3	15	Chapter-2	Objective iv	Implement a solution that will validate the correctness of data, eliminate the redundant data & help in tracking and revision of data.	Will NABARD be providing validation rules? Request NABARD to clarify the required validation. Is PPI and geo spatial data to be validated/	Validation rules would be provided by NABARD.
4	16	Statement of Work	vi.	The solution should be compliant with any guidelines and related documents on ADF issued by RBI or other relevant entities during the project period for data capture and the selected Vendor will enable/implement generation of various EWS (Early Warning Signals) reports through a user interface, as per requirement of the Bank.	Request NABARD to clarify that who will be the user of this EWS.	NABARD and CIs are the users of EWS.
5	17	Statement of Work	vii.	Vendor should also be prepared to provide enhancements/modifications keeping in view the fresh/future requirements of NABARD or Regulatory/Statutory Authorities.	Request NABARD to clarify if the timelines specified for implementation of reports/returns as per Annexure V, will be extended proportionately for development efforts of fresh/future requirements.	Timeline mentioned for development of returns/reports indicated in Annexure-V would be as per Chapter 5 - Delivery and payment schedule Point 5.1.4 on page 29. Fresh/future requirements during the implementation phase would be decided seperately. Fresh/future requirements post implementation and go-live, would be done by onsite engineers.
6	17	Data Migration	vii.	e) Enter into Tripartite agreement with NABARD and existing SI for Data migration activity.	Request NABARD to clarify, that the migration activity be independent of the implementation timelines as specified by the RFP as the migration activity involves a 3rd party (existing SI) on which the successful bidder has no control and therefore the successful bidder should not be held responsible for the delay due to the existing SI. Further no cost will be borne by the successful bidder. The Bidder shall perform activities of data migration as per the defined SOW in this Agreement and therefore any other agreement with another party should not be required.	Tripartite agreement is required to be entered among the existing vendor, new vendor and NABARD for smooth Data migration.
7	17	Data Migration	vii. (g)	Be responsible for migrating the data to new system (DCMS 3.0 or any other solution) on expiry of contract period.	Is data migration from DCMS 2.0 to DCMS 3.0 a one-time event?	Yes
8	17	USER Management	viii.	The user shall have option to select the role (Maker/checker/Normal user/Advanced user/Admin) assigned by Admin/Super user.	Is user should be allowed for multiple roles	Yes

9	18	USER Management	viii.	Users should be able to reset/retrieve their passwords through forgot/reset password feature using Email and SMS.	Is SSO feature to be provided, also in one of the points in RFP it is mentioned that we have to integrate with Office 365, Is a proprietary user management could be provided.	A proprietary user management for the solution can be provided but it should have capability to integrate SSO functionality.
10	19	REPORT generation methodology	x.	a) All the reports will be developed using PowerBI. The required licenses for PowerBI will be provided by NABARD.	Can the reports could be released in web page using proprietary application?	No
11	19	REPORT generation methodology	x.	c) Ability to generate aggregate reports at sector/regional/country level etc as per requirement of departments at HO and RO.	Is this visibility to be enabled in PowerBI?	Yes
12					Whether the POWERBI reports will be presented to all branches/CIs?	Yes
13	19	REPORT generation methodology	x.	e) Drill Down facility for all reports should be made available	Whether Drill down facility should be provided as common facility or should be customized per report?	As per Business requirement
14	19	REPORT generation methodology	x.	g) Report should be able to be generated for any input period / For any CI /for any pre-defined geographical areas like state, region etc. with flexibility in selecting parameters for generation of reports for purpose of data blending.	What is the data retention period?	As per NABARD Data retention policy. No data deletion without prior written approval from NABARD
15	20	REPORT generation methodology	xiv.	The data collected through DCMS must be stored in a centralised database. Further, data should be accessible using interfaces such as SQL Enterprise Manager, TOAD etc.	what is the CDR database?	As defined in RBI guidelines
16		REPORT generation methodology	xiv.		Whether CIMS platform solution required	No
17		REPORT generation methodology	xiv.		Whether XBRL generation software is required for filing returns to RBI	As per the applicable RBI guidelines
18	22	REPORT generation methodology	xxix.	The vendor should provide maintenance (AMC) for the entire installation (software and database given as part of the solution) for a period of two years post warranty period. All the current and valid documentation from OEM/Vendor during the project period to be shared.	However on page number 25 under “Deliverables:” it has been mentioned as “Licenses for DB and Operating system shall be provided by the Bank”. Please clarify this contradictory statement.	Bidder has to provide warranty and/or AMC along with all DB and OS licenses for the entire project period . If spare capacity for any kind of licenses is available with the bank, it will be reduced later from the Bills of Material and NABARD will provide for the same. In case, licenses are arranged by NABARD corresponding AMC and renewals shall be provided by NABARD.
19	23	Web-access Requirements	iii	Bank will provide Hardware in the NABARD Data Centre on Nutanix Acropolis HCI in Windows or Linux Server for hosting. All other requirements/licenses required to support the application shall be procured/ implemented/ configured by vendor in coordination with NABARD team. SSL Certificate will be provided by NABARD, the same will be installed by vendor at DC and DR Site.	Kindly let us know whether NABARD is having Unlimited License Agreement (ULA) for Oracle Database License and the same will be provided to the successful bidder. We also request NABARD to provide all the required licenses such as IBM MQ.	Please refer corrigendum to see updated clause
20	25	Deliverables	6	Perpetual Licenses with latest version of Application software or any other software required for development /deployment as well as maintaining the application post Go Live. (Licenses for DB and Operating system shall be provided by the Bank, as sufficient number of Microsoft licenses are available with the Bank)	Request NABARD to provide the name of DB licenses which will be provided by the Bank.	Please refer corrigendum to see updated clause
21	28	Commercial Evaluation	3.3	Name of the Projects/Individual components: 1. DCMS software along with necessary licenses for a minimum three year warranty (Hardware to be provided by NABARD)	Request the Bank to modify this clause as “DCMS / MIS / CIMS/ ADF / similar software along with necessary licenses for a minimum three year warranty (Hardware to be provided by NABARD)”	Accepted provided the software meets the requirements as spelt out in RFP

22	32	Onsite Engineer cost	5.2.5	Shall be paid quarterly in the month following quarter.	Request NABARD to make the make monthly payments.	No change
23	32	AMC cost	5.2.6	Shall be paid quarterly in the month following quarter.	Request NABARD to pay the AMC cost in advance of the quarter.	No change
24	32	Payment terms	5.2	All payment will be made on quarterly basis.	Request the Bank to make the payment on monthly basis.	No change
25	42	Letter of Authorisation to Bid	Annexure-B	Certified Xerox copy of Power of Attorney (P/A) of the person authorising such person is duly submitted.	Request the Bank to accept Board Resolution or Power of Attorney.	Accepted. The document should satisfactorily meet the requirements
26	60	Bidder's Minimum Eligibility Criteria Check list	Annexure-H	1. Supporting documents required as proof to be submitted: (i) Copy of the certificate of incorporation and certificate of commencement of business issued by the Registrar of Companies.	Commencement of Business: Extract of Section 10A. Commencement of business etc. (1) A company incorporated after the commencement of the Companies (Amendment) Ordinance, 2018 and having a share capital shall not commence any business or exercise any borrowing powers unless— (a) a declaration is filed by a director within a period of one hundred and eighty days of the date of incorporation of the company in such form and verified in such manner as may be prescribed, with the Registrar that every subscriber to the memorandum has paid the value of the shares agreed to be taken by him on the date of making of such declaration; and (b) The company has filed with the Registrar a verification of its registered office as provided in sub-section (2) of section 12. (2) If any default is made in complying with the requirements of this section, the company shall be liable to a penalty of fifty thousand rupees and every officer who is in default shall be liable to a penalty of one thousand rupees for each day during which such default continues but not exceeding an amount of one lakh rupees. (3) Where no declaration has been filed with the Registrar under clause (a) of sub-section (1) within a period of one hundred and eighty days of the date of incorporation of the company and the Registrar has reasonable cause to believe that the company is not carrying on any business or operations, he may, without prejudice to the provisions of sub-section (2), initiate action for the removal of the name of the company from the register of companies under Chapter XVIII.]] As per the above provisions, The ordinance came into force on 2nd Nov 2018 therefore all the provisions of this section become applicable from 2nd November 2018. Therefore every company having share capital incorporated after 2nd November 2018 has to file declaration for commencement of business. Our company was incorporated on 2nd June, 2004 as a private limited company and later on converted into an unlisted public limited company on 15th March, 2017. As both these activities were done before 2nd November, 2018, the provisions of SECTION 10 A of Indian Companies Act, 2013 – Hence COMMENCEMENT OF BUSINESS CERTIFICATE is not applicable to our company.	Service provider may provide relevant documentation in accordance with extant law and furnish an undertaking duly signed by the authorized signatory along with supporting documents for the purpose. However, the acceptance of the bid is subject to satisfactorily meeting the requirements of NABARD
27	60	Bidder's Minimum Eligibility Criteria Check list	Annexure-H	Supporting documents required as proof to be submitted: Statutory auditor certificate indicating that bidder is in DCMS services in India for last three years.	Request the Bank to accept the minimum experience / certificate from clients / banks for DCMS / similar solutions instead of certificates from statutory auditor.	Please refer corrigendum to see updated clause

28	78	Commercial Bid Form	Annexure-L	5. Onsite Engineer cost#: v. vi. vii. viii. ix	Request the Bank to clarify if whether the cost should be mentioned monthly or yearly or full contract period?	The cost will be for the entire contract period for the total resources under each row (row 5.v to 5.ix) items. The billing for onsite team starts from "Go Live" till end of the contract period. In addition to above, number of resources and rate per resource may be indicated on per annum basis. This may be read along with Point no 7 of Deliberable (Page no 25)
29	78	Commercial Bid Form	Annexure-L	AMC cost (AMC period would commence after expiry of warranty period).	Request the Bank to clarify if whether the AMC cost should be mentioned yearly or total contract period?	AMC cost to be indicated for the total AMC period. However AMC cost per annum, along with component wise details if any may also be separately indicated. This may be read along with Chapter 5 - Delivery and Payment Schedule para 5.1 serial no 5 (page 31)
30	85	Document Check List	Annexure-Q	Bidder's should submit following documents as part of Technical & Commercial Bid:- Non-Disclosure Agreement	However on page number 38, under "22. Non-Disclosure Information" it has been mentioned as "The Selected Bidder shall be required to sign a Non-Disclosure Agreement with the Bank as per the prescribed format provided in Annexure-E." Request the bank to clarify if the NDA is to be submitted only by successful / selected bidder.	Bidder's should submit Non-Disclosure Agreement documents as part of Bid submission documents.
31	110	ESCROW ARRANGEMENT	26	NABARD and the service provider shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, inter alia, the events of the release of source code and the obligations of the escrow agent. Costs for the escrow will be borne by the Service provider. As part of the escrow arrangement, the service provider will provide a detailed code documentation of the solution, which has been duly reviewed by an external independent organisation for its validity.	Request NABARD to bear the cost of Escrow agreement. The Bidder shall not share its original source code.	The successful bidder and NABARD will share the cost on 50:50 basis
32	15	Purpose	Chapter 2	"It should be able to create various reports required by NABARD, RBI and other government and regulatory authorities in the manner, format and language "	How many such reports are there in scope?	On an average 5% increase per year is observed in the Returns/Reports during the past.
33	15	Purpose	Chapter 2	Application with existing applications and upcoming applications, along with future upgrades, through APIs/web services etc. This would envisage parameterization, historical data management, verifying data quality, migrating data, user acceptance testing, Performance & Stress testing, documentation, training, knowledge transfers and support.	How many existing applications are there? Could we have a list of APIs and specifications through which integration is expected currently? It is assumed that future integration will be carried out as per change management process	Please refer Page 24: APIs and Data Integration requirements
34	16	Objective	Point ii	The ADF should be capable to integrate with major CBS (Core Banking Solution) of Cis.	Could we get a list of CBS in scope?	List of CBS shall be provided during implementation phase.
35	16	Objective	Point ii	Selected vendor to undertake pilot study of 10 Banks identified by NABARD for ADF implementation using 20 sample regulatory/ statutory returns.	Is it pilot study or implementation? Any work at the bank's side be covered separately with the banks or should that effort be included here?	Source System study is a part of the scope of pilot study
36	17	Data Migration	vii. (b)	Successful Bidder shall: a) be responsible for migrating the data from the existing DCMS solution in NABARD to the new system.	Can we get further information on historical data volume and if entire historical data is stored in uniform manner?	Data volume is less than 1 TB. Data may be migrated in phases (legacy + incremental data during the implementation period)

37	20	RETURN creation/modification	xv	There is a mention of SAP BO/Jasper etc.	Please confirm if apart from Power BI, SAP BO and Jasper tool will also be used for reports generation. Also, are there any other tools to be considered and their license mechanisms	Reporting tool shall be Power BI.
38	22	RETURN creation/modification	xxx	The Vendor should be able to provide uninterrupted services at various offices of NABARD. The support team of the Bidder should ensure remote/online support to users of any RO/TE/CIs.	It is assumed that support will be provided remotely in addition to the support provided by 2 support engineers who would be deputed at NABARD office as per the point #7 of page 25. Kindly confirm	Yes
39	27	Role of Onsite Engineers		Role of onsite engineers	It is assumed that additional reports etc. can be developed by the engineers as per the available capacity. They will comply with leave policy of with NABARD or service provider	Agreed number of onsite support/development/report engineers to be available during working hours of NABARD . However if required, onsite support may be provided beyond working hours and on holidays. Leave policy of deployed resources is not in the purview of NABARD.
40	27	Helpdesk		Helpdesk	It is assumed that call centre facility is not part of scope. Could you share the current volume of helpdesk activities (number of monthly tickets)?	Help Desk scope of work as mentioned at Page 27 of RFP
41	72	Other Mandatory Technical Features	Point 17	The AMC support shall develop/modify Returns and Reports.	Could you indicate max count, or can we assume a cap on effort?	No maximum count of development/ modification of reports and returns can be provided. However, an increase of upto 5% has been assessed during the past. It is just indicative.
42	72	Other Mandatory Technical Features	Point 54	Availability of a chat bot on the dashboard to combine the functionality of Escalation management, Help section and the Contact Us feature.	Is there any existing chatbot?	No
43	74	Other Mandatory Technical Features	Point 62	The solution should be capable of auto updates, if approved	Could you please elaborate?	The clause is removed from the scope. Please refer to the Corrigendum.
44	74	Other Mandatory Technical Features	Point 64	System should support Multiple platforms viz. Windows, Linux, AIX OS.	Will there be a need for testing with these OS to confirm?	Yes
45	74	Other Mandatory Technical Features	Point 64	The system shall support highly scalable storage capacity	It is assumed that NABRAD will facilitate hardware capacity enablement. Please confirm	Yes.
46	15	Scope of work	Chapter 2	Scope of work	1. Is it allowed to have one prime bidder and others as their OEM partners? With OEM authorization provided to the prime bidder?	Please refer page 11, Clause D: Two firm / company / organization shall not partner with each other to bid jointly for this project
47		Scope of work	Chapter 3	Scope of work	2. What are the different source systems of the CIs/ Internal Departments? or should we consider that all the CIs and Internal departments have same source systems?	The list of CBS of CIs shall be shared during implementation. Internal Departments of NABARD have a single Source System.
48		Scope of work	Chapter 4	Scope of work	3. Is it expected to provide automation of the data from the various source systems of the CIs? considering each CI would have different source systems?	Yes.
49		Scope of work	Chapter 5	Scope of work	4. Do we need to consider the latest RBI 'CIMS' reporting requirements along with the ADF reporting guidelines?	As per the applicable RBI guidelines

50		Scope of work	Chapter 6	Scope of work	5. How many CIs and Internal departments to be considered for the end-to-end automation of the data and reporting?	The details of internal departments given in Annexure - U. For the purpose of automation, all the client institutions to be considered in the scope.
51		Scope of work	Chapter 7	Scope of work	6. Do we need to factor in the commercials for all the CIs/ internal departments or for now the commercials are limited to 10 CIs initially?	Scope of commercials as per the scope of work defined in the RFP
52	60	Bidder's Minimum Eligibility Criteria Check list	Annexure H	Bidder's Minimum Eligibility Criteria Check list	Can NABARD considering relaxing the mandatory condition for the bidder to have ISO 9001 certification in case of MSME company.	No change
53	15	Scope of Work	Chapter-2:	It should be able to create various reports required by NABARD, RBI and other government and regulatory authorities in the manner, format and language as required by each one of them periodically or as and when required with facility to transmit through interface as well as manual, with their systems or upload.	How many requests we will get in a year?	On an average 5% increase per year is observed in the Returns/Reports during the past.
54	17	Statement of Work	v.	Vendor should also be prepared to provide enhancements/modifications keeping in view the fresh/future requirements of NABARD or Regulatory/Statutory Authorities.	A maximum cap should be defined in order to finalize our scope of work and commercials.	On an average 5% increase per year is observed in the Returns/Reports during the past.
55	22	Statement of Work	ii.	Ability of Multi Database Connectivity for pull/push of Data.	It would be better if DB is known prior submission of commercial. Does the vendor need to implement this for the DCMS 2.0?	No change
56	16	Statement of Work	ii	NABARD is seeking push/pull mechanism as an implementation methodology for setting up DCMS with ADF integration at NABARD & CIs. (Note: Client Institutions/Agency may not be capable at this point). The data will be submitted by CIs/Internal Depts or pulled from CI's system and pushed to NABARD's Systems in an automated manner. The push/pull will be triggered at a set frequency as per requirement of Bank without manual intervention. The ADF should be capable to integrate with major CBS (Core Banking Solution) of CIs.	Is NABARD open for open-source technologies (like MySQL, Tomcat, JRE etc.) at Bank Licensee site?	Open-source technologies with enterprise version/license backed by professional support. Also the product should be under Long Term Support (LTS) covering the entire project period and extended period if any. Service provider may ensure that the proposed solution complies with NABARD's business continuity, even in case of any component of the solution offered becomes obsolete during the project period and extended period if any.
57					In case different DB / source system (Like SQL, Oracle, MySQL etc..) then solution will be implemented on generic or dynamic platform?	To be proposed by the successful bidder
58					How data will be resubmitted on ADF DB and DCMS DB	The Service provider may devise appropriate mechanism for resubmission of data through ADF and Web platform. And for ADF, it has to comply with RBI guidelines and directives.
59	17	Data Migration	vii. (f)	Be responsible for migrating the data from DCMS 2.0 solution to Data Warehouse (DW) if required.	We would like to know whether the data migration to Data Warehouse include all the return mentioned in Annexure - V	Yes
60	17	vii. Data Migration	vii (g)	Be responsible for migrating the data to new system (DCMS 3.0 or any other solution) on expiry of contract period.	At the end of the expiry, we will come to know no. of returns which we have to migrate to DCMS 3.0, so at this movement effort cannot be visualized. We would like to know the maximum cap for data migration activities.	On an average 5% increase per year is observed in the Returns/Reports during the past. However, it is only indicative.
61	19	ix. RETURN creation/modification	1 (c)	The module shall allow Return submission through: Automated Data Flow (ADF) channel	Kindly explain the scope of Automated Data Flow in detail	The scope of ADF as indicated in page 74 and also as per the applicable RBI guidelines

62	19	ix. RETURN creation/modification	m	Exception Rules: Flexible prescription of due dates for the Returns by Super User at Front End on request.	Please explain in detail	The Super user should be able to prescribe publishing parameters through Front End facility on portal
63	21	DASHBOARD	xxiv. (a)	Dashboard should have standard features and options to generate reports/outputs in various formats such as TEXT, MSWORD, MS- EXCEL, XML, XBRL, JSON, PDF, PPT or any other formats as per requirement of NABARD.	Who will provide XBRL taxonomy? XBRL should be removed Type and count of dashboard we would like to know for which we have to provide the requested functionalities.	XBRL taxonomy will be as per RBI/NABARD requirement.
64	21	DASHBOARD	xxiv. (b)	The Solution should provide facility for ad-hoc/self-service report generation to facilitate report design, generation, distribution, and archiving. The solution should enable users to generate their own reports through queries on variety of parameters. Capability to store the already generated queries for future use should be available.	This functionality can easily made available through Power Bi, does NABARD want separate feature on DCMS 2.0 or not?	The service provider should ensure fulfillment of requirement through Power BI tool.
65	22	DASHBOARD	xxviii.	The vendor should provide application maintenance for error fixes, additions / modifications to the software to cater to changes to data sources and/or new reporting requirements during warranty and AMC period of the contract.	Does this mean all future customizations are to be done free of cost during the tenure of RFP. How does NABARD expect the vendor to estimate effort?	No change.
66	22	DASHBOARD	xxix.	The vendor should provide maintenance (AMC) for the entire installation (software and database given as part of the solution) for a period of two years post warranty period. All the current and valid documentation from OEM/Vendor during the project period to be shared.	Explain All the current and valid documentation from OEM/Vendor during the project period to be shared?	No change
67	21	DASHBOARD	xxxi (d)	Ability for Concurrent extraction of multiple source data streams.	Clarity on Scope for ADF	The scope of ADF as indicated in page 74 and also as per the applicable RBI guidelines
68		DASHBOARD	(e)	Ability to load full / incremental Data on required frequency.	Kindly provide the list of source application, it will help us to estimate efforts.	
69		DASHBOARD	(f)	Ability for Data Quality check & Cleansing.		
70		DASHBOARD	(g)	Capable of generating Data Gap report (Missing Data/incomplete Data).		
71		Deliverables		Perpetual Licenses with latest version of Application software, DB, Operating system etc.	All the software/s cost should be borne by vendor or NABARD will provide?	Please refer corrigendum to see updated clause
72	33	Chapter-6	4	The Bank is at liberty to terminate the contract by giving 30 days' 'Notice' on failing to provide satisfactory services. If the bidder provides remedy within 30 days of termination notice, NABARD may reconsider its decision of termination.	We propose 90 days' notice for termination of contract.	No change

73	34	Indemnity	6 (iii)	The indemnification is only a remedy for the Bank. The Selected Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential, and incidental damages. However, indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.	Indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers should not be on the bidder as the proposed solution is web based.	No change
74	51	Confidential Information	1	In the event System Integrator is legally compelled to disclose any Confidential Information, System Integrator shall give sufficient notice of 45 days to NABARD to prevent or minimize to the extent possible, such disclosure. System Integrator shall disclose to third party i.e., any Confidential Information or the contents of this Agreement without the prior written consent of NABARD.	In the event System Integrator is legally compelled to disclose any Confidential Information, System Integrator shall give sufficient notice to NABARD to prevent or minimize to the extent possible, such disclosure.	No change
75	71	Other Mandatory Technical Features	11	Super user should be able to generate user metrics	What kind of user metrics?	User metrics such as: No of concurrent users, User statistics based on Role/submitted entity etc
76	80	Annexure-N		We hereby agree to indemnify and keep indemnified and harmless NABARD, its Officers, servants, agents and other authorised persons against any action that may be brought against us for infringement of the right of property or other intellectual property or copy rights in respect of the said systems package supplied by us to NABARD and will defend the same at our cost and consequences and will pay or reimburse NABARD, its officers, servants, agents and other authorised persons from all costs and other expenses that they may be put to or incur in that connection in accordance with the terms as provided for within the end User License Agreement that accompanies the said systems.	We indemnify and keep indemnified and harmless NABARD, its Officers, servants, agents, and other authorised persons. NABARD shall intimate and update the list of authorized persons (involved in this project) from time to time.	No Change
77	80	Annexure-N		We shall further indemnify NABARD against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on NABARD for malfunctioning of the equipment or software or deliverables at all points of time.	This being a software is subject to bugs arising from time to time which will be rectified as per your SLA. Hence, we suggest deleting this clause.	No change
78	93	ANNUAL MAINTENANCE CONTRACT (AMC)	5-3	AMC support shall be provided on 24 x 7 x 365 basis.	AMC support shall be provided on 9 x 5 basis for all NABARD working days	No change
79	104	WARRANTIES POST SLA EXPIRY	20	SERVICE PROVIDER warrants that the Support services will be performed by appropriately qualified personnel with due care and diligence and to such high standards of quality as it is reasonable for Service Provider to expect in all the circumstances post the SLA expiry.	WARRANTIES POST SLA EXPIRY will be at mutually agreed cost.	WARRANTIES POST SLA EXPIRY(Annual maintenance charges) will be at mutually agreed cost.
80	105	INDEMNIFICATION	22 (a)	Service Provider shall indemnify and agrees to defend and to keep NABARD and its Affiliates and agents, officers, directors, employees' successors and permitted assigns indemnified, from any and all Losses suffered	a) Service Provider shall indemnify and agrees to defend and to keep NABARD and its Affiliates and agents, officers, directors, employees' successors and permitted assigns indemnified, from any and all direct Losses suffered	No change
81	105	INDEMNIFICATION	22 (b)	The Service Provider shall, at his own expense, defend and indemnify NABARD against any Losses in respect of any damages or compensation payable in relation to any non-compliance with Applicable Law	Any direct losses arising will be borne by the service provider	No change

82	105	INDEMNIFICATION	22 (b)	ii) any Losses arising out of or in relation to any accident or injury sustained or suffered by the Service Provider's workmen, contractors, subcontractors, Service Providers, agent(s), employed/ engaged otherwise working for the Service Provider or by any other third party resulting from or by any action, omission, or operation conducted by or on behalf of the Service Provider.	Any direct losses arising will be borne by the service provider	No change
83	110	ESCROW ARRANGEMENT	26	NABARD and the service provider shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, inter alia, the events of the release of source code and the obligations of the escrow agent. Costs for the escrow will be borne by the Service provider. As part of the escrow arrangement, the service provider will provide a detailed code documentation of the solution, which has been duly reviewed by an external independent organisation for its validity.	Cost for escrow arrangement to be borne by NABARD	The successful bidder and NABARD will share the cost on 50:50 basis
84	112	MISCELLANEOUS	30 (f)	Service Provider shall provide, if asked, copy of necessary valid compliance certificates with details of validity period from time to time as well as and when there is a change.	Please explain in detail	The compliance certificates related to statutory, regulatory etc. to be provided by Service provider
85	118	Type of support mode	b	Support Window - Email 24Hrs, Call – 8 AM to 8 PM 24 x 7 (Excluding Holidays & Sundays unless any administrative exigencies arise)	9x5 Support window will be provided on all NABARD Working days	No change
86	60	Annexure-H	4	The Bidder should be profitable organization on the basis of Operating PAT for last 3 financial years.	The Bidder should have positive net worth over 500 Crores for last 3 financial years 2018-19, 2019-20 and 2020-21	Please refer corrigendum to see updated clause
87	60	Annexure-H	4	The Bidder must have an average turnover of minimum Rs.50 crore during last three financial year(s) 2018-19, 2019-20 and 2020-21	The Bidder must have an average turnover of minimum Rs.100 crore during last three financial year(s) 2018-19, 2019-20 and 2020-21	Please refer corrigendum to see updated clause
88	31	Chapter -5	5.1	The project should Go-Live within 180 days of issue of Purchase Order and not later than 270 days under any circumstances.	180 and 270 working days? We suggest certain relaxation of Go-Live date. We propose 365 working days	No change
89	24	Web-access Requirements	iv	The methodology will be adopted from case to case basis. In cases where external data can-not be fetched directly from CI's systems through implemented API/Solution, vendor will ensure that implemented solution is provisioned with facility to directly upload the delta/gap-data through maker/checker facility at CIs.	How many such upload/GUI needs to be provided for eliminating the data gap?	Depends on the situation and requirement during the implementation period.
90	24	Deliverables	i,ii,iii	For integration with Statutory/Regulatory bodies or any organisation authorized by NABARD for data sharing through API/webservices at no extra cost.	How many API to be written? Can you share formats?	Pleaser refer to the Corrigendum on Role of Onsite Resource Team
91	23	Web-access Requirements	3	Bank will provide Hardware in the NABARD Data Centre on Nutanix Acropolis HCI in Windows or Linux Server for hosting.	Will NABARD provide the same for UAT server?	Yes
92	16	Statement of Work	iii	Selected vendor to undertake pilot study of 10 Banks identified by NABARD for ADF implementation using 20 sample regulatory/ statutory returns.	By the word "Pilot", do we have to understand extension of ADF to all banks will be outside the scope of work?	Extension of ADF to all banks is within scope of work
93	16	Statement of Work	ii	The ADF should be capable to integrate with major CBS (Core Banking Solution) of CIs.	Does it mean that Vendor is responsible/within the scope of work for direct integration ADF with CBS at CI level ?	Yes

94	16	Statement of Work	i	Selected Vendor shall study and understand the existing Data collection and Management System (DCMS 1.0 as explained in Annexure T) and Data Analytics requirement of NABARD and provision requisite Input and Output/Report formats, which are required to be captured/produced through proposed solution with Automatic Data Flow system wherever applicable. The Vendor shall develop the returns/reports given in Annexure V in mutually agreed timelines.	Is NABARD Planning to collect Transaction level or Consolidated level data?	Data will be captured as per the requirement of User departments of NABARD
95	17	Data Migration	(d)	Design the migration solution including the mapping of source data fields to destination data fields and ETL tools required during the process.	a) How much data is there to be migrated?	Data volume is less than 1 TB. Data may be migrated in phases (legacy + incremental data during implementation period)
96		Data Migration	(d)		b) Will migration include data cleansing?	Yes
97					c) Will additional column data be added by NABARD?	Yes
98					d) Will there be physical data to be migrated or entered ? Hence data entry operator required ?	No physical data involved, so requirement of data entry operator not anticipated.
99	22	DASHBOARD	xxviii.	The vendor should provide application maintenance for error fixes, additions / modifications to the software to cater to changes to data sources and/or new reporting requirements during warranty and AMC period of the contract.	What is the extent of change that may be required? Adding or removing of columns would be considered as a huge change.	No change
100					What percent of the change would be acceptable by the department?	As per the business requirements
101	23	Training	i	Classroom training for NABARD and CI: The class room training shall involve theoretical and Hands on approach using UAT link. The Vendor shall share training material in soft copy to NABARD, which on review and acceptance from NABARD, shall be shared with participants of training.	a) Can training be done online ?	No change
102					b) Will retraining be required ?	Please refer to training section point (i) - In addition to the above mentioned batches, any additional batches if required during the project period and extension if any will be arranged at the same cost.
103					c) Will training be an ongoing process ?	
104	32	Onsite Engineer cost	5.2.5	Shall be paid quarterly in the month following quarter	Suggest AMC to be paid monthly	No change
105	15	Statement of Work		How will any modification to RBI Guidelines be notified to us? In case the guidelines require a change in design, that needs substantial effort, what is the Change Request Process?		We will notify any modification to RBI Guidelines directly to the successful vendor. However, the vendor may take efforts to keep itself informed from time to time.

106		Statement of Work		For bidding, the migration plan is pre-requisite. So, will NABARD provide the architecture and support us in data mapping for the following internal applications? - ECM/DW/FAMS/CLMAS (NABARD's Core Banking Solution)/ Empower/RADP/NabNet/ERMS/SuperSoft etc for push/pull data.	d) Will there be physical data to be migrated or entered ? Hence data entry operator required ?	No
107		Data Migration			Is there a documentation on the existing integration and interfaces?	No.May be part of system requirement study for the incoming vendor.
108		Data Migration			Do you have any preferred any integration technology?	No
109		Data Migration			In case there is no documentation, would you provision us with access to system developed by the previous vendor. If this is going to the approach, can we factor these efforts into proposal for commercial outcomes.	Please refer to Point vii in page 17
110		Data Migration	2.16		For designing the migration plan, what are the underlying technologies being used? Databases, EDI/Interfaces, End points and APIs	Existing Database is MS SQL
111		Data Migration		Annexure V	Can all reports mentioned in Annexure V be generated internally or data needs to be fetched externally (DCCBs)? Further to clarify do we need to fetch data from other systems to generate the required reports?	Generally, No external data fetching requirements for report generation other than the data captured in DCMS 2.0. However integration with external APIs, other enterprise systems, etc may be kept provisioned
112		Data Migration	2.16	Successful Bidder shall: a) be responsible for migrating the data from the existing DCMS solution in NABARD to the new system.	Data fetched contains a lot of PII (Personal Identification Identifier), does it need to be encrypted during storage?	All PII data to be encrypted and all applicable guidelines may be adhered to.
113	16	User Management		Role management of users	Who is responsible for the storage of User Credential Info? NABARD or Service Provider?	Service Provider
114		Reports	a	All the reports will be developed using PowerBI. The required licenses for PowerBI will be provided by NABARD.	Please confirm if your choice of reporting in Power BI and if you have calculated the cost of data volume for processing and the license cost.	Yes
115		Reports			Have you considered Embedded Power BI approach? https://powerbi.microsoft.com/en-us/power-bi-embedded/	Yes
116		APIs and Data Integration requirements	i.	For integration with internal applications like ECM/DW/FAMS/CLMAS(NABARD's Core Banking Solution)/ Empower/RADP/NabNet/ERMS/SuperSoft etc for push/pull data.	In order to develop the solution, if we require to use any software framework (such as Angular or React or MS SQL) how long does NABARD Cert-In process take? What is their usual standard ETA?	45 to 60 days for VAPT of the solution
117		APIs and Data Integration requirements			SSIS and SASS tool may be required for migration b/w source and target systems - Is there any restriction on it? We can also work with Azure migration tools as an alternative.	As per the approved technical solution proposed by the successful vendor
118	22	Reports	xxv	BiLingual	Do you provide translation copy or do we need to source translators ourselves?	Draft bi-lingual version to be furnished for vetting by NABARD
119	22	Reports	2.26	Report Generation Methodology	How is the data being transferred among the entities (like Cooperative banks , DCCBs, etc) - as messages or files?	Files
120	22	Reports		Report Generation Methodology	If message - what is maximum message size that can be pulled and pushed?	Not Applicable
121	22	Reports		Report Generation Methodology	How are the messages encrypted?	Not Applicable

122	22	Reports		Report Generation Methodology	If Files - Is there any MFT used? Will Integration be scope of it?	MFT not in use currently
123	22	Reports		Report Generation Methodology	Will parsing of data be part of scope?	Parsing is required and part of scope
124	22	Reports		Report Generation Methodology	Are there any restrictions on the network / firewall of NABARD & RBI?	As per the Information Security Policy of NABARD
125	22	Reports		Report Generation Methodology	In case of message/file being stuck in underlying infra, who will lead the resolution mechanism?	Successful vendor
126	22	APIs and Data Integration		Report Generation Methodology	What is the messaging technology used in NABARD?	https api technology
127	22	APIs and Data Integration		Report Generation Methodology	Is there any integrator present?	Yes
128	24	APIs and Data Integration			Is there any current alerting tool and does DCMS 2 also needs to use the same tool?	Currently alerts are raised using SMS & Email
129	24	APIs and Data Integration requirements			The DCMS software will have multiple connections to other systems, softwares, infrastructure. In case of any issues, where there is a dependency on other entity, how the issue resolution going to be coordinated? How the SLA compliance will be managed by the vendor?	As per the mutually agreeable terms of implementation
130	24	APIs and Data Integration requirements			Do you have a central IT helpdesk?	Yes
131	24	APIs and Data Integration requirements			Do you have any central dashboard on system availability?	Not yet
132	24	APIs and Data Integration requirements			Datacentre Bandwidth Capacity – Internet.	200 Mbps
133	24	APIs and Data Integration requirements			Please elaborate data centre bandwidth capacity of internet.	200 Mbps
134	24	APIs and Data Integration requirements			Does NABARD has any existing ticketing tool ?	Yes
135	27	Ticketing			Alternatively we use a third-party tool like Freshdesk as Ticketing System	Not Applicable
136	27	Ticketing			Please confirm the Business hours during which support is required – is it 09:00 AM to 06:00 PM or 08:00 AM to 08:00 PM	Onsite support is during working hours and otherwise offsite support to be provided. However if required, onsite support may be provided beyond working hours and on holidays. Working hours of NABARD: 09.00 AM to 05.15 PM
137	96	Warranty	9		The overall uptime of the application DCMS II is dependent on multiple entities, and we strongly feel there is a need for APM tool.	May be suggested as a part of the Technical solution
138	116	System Maintenance & Support Services	PART C		If the application DCMS II is not performing for any of the dependent entities, the downtime of the application – DCMS II, should not be considered. Need further assurance.	Based on the mutually agreed terms in the Service Level Agreement