Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
1	Licenses shall be supplied in the name of NABFINS.	Section 6 - Scope of Work Subsection 6.1.1 - Functional Requirements Part A - Core MFI Solution Point e	26	If you are expecting Core MFI solutions (LMS, LOS and other solutions) to be licensed along with ADV & APM then it is not a SaaS model. We are OK to provide the Core MFI application on Term License but post the contract NABFINS must pay additional transfer fee or procure perpetual license of Craft Silicon's software applications.	Core MFI solution- subscription in the name of nabfins ADV- LICENSED MODEL (License in the name of NABFINS) APM- to be deployed by the bidder CSP- Services (Dedicated Instance** for NABFINS) HSM- Services or Physical devices - Bidder to right size and design, however, the compliance to the UIDAI & GOI guidelines is bidder's responsibility.

**Dedicated instance for the purpose of this RFP should be read as Dedicated Logical/virtual Infrastructure, such as VMs/Storage/ memory/network etc., exclusively allocated to NABFINS for hosting the proposed applications. The Dedicated Logical/virtual Infrastructure provisioned on cloud for NABFINS should not be shared with other clients/users. |
| 2 | The risk, title and ownership of the goods supplied under this contract shall be transferred on to NABFINS on installation & acceptance of goods at NABFINS's site. | Section 8 - Terms and Conditions Subsection 8.43 - Risk and Title | 85 | During Exit, If NABFINS is expecting the above clause then it is not subscription model. | Please be guided by the RFP, no change in the RFP clause. As a market practice, Subscription model/subscription licenses does not require the transfer of title of the said product/services to the client/buyer at the end of the contract. |
| 3 | Subscription Cost for Core MFI | Section 7 - Payment Terms | 67 | NABFINS wants all software applications & infra to be licensed in the name of NABFINS and bidder must provide the managed services of maintaining the cloud infra. If Yes, then why is it mentioned as "Subscription Cost for Core MFI" in RFP page 67? Kindly provide clarity on the engagement model.

Example: Enterprise License model or SaaS Dedicated model? If SaaS Dedicated: ADV & APM will be licensed in NABFINS name and term license would be provided for Core MFI solutions. During exit or end of contract Core MFI solution license will not be transferred to NABFINS only the license procured in the name of NABFINS and Data shall be transferred. If Enterprise License: All Software applications would be licensed to NABFINS and NABFINS will deploy & manage infra on their cloud environment. | Core MFI solution- subscription in the name of nabfins ADV- LICENSED MODEL (License in the name of NABFINS) APM- to be deployed by the bidder CSP- Services (Dedicated Instance** for NABFINS) HSM- Services or Physical devices - Bidder to right size and design, however, the compliance to the UIDAI & GOI guidelines is bidder's responsibility.

**Dedicated instance for the purpose of this RFP should be read as Dedicated Logical/virtual Infrastructure, such as VMs/Storage/ memory/network etc., exclusively allocated to NABFINS for hosting the proposed applications. The Dedicated Logical/virtual Infrastructure provisioned on cloud for NABFINS should not be shared with other clients/users. |

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
4	Bidder shall facilitate and/ or handover the Device to NABFINS or its authorized representative for investigation and/or forensic audit	Section 6.1 - Detailed Scope of Work Point aa	22	Read Only access will be provided, please confirm	During the forensic audits/audit required by the regulators, the bidder has to provide the access as required by the auditor. For the other audits, the bidder is required to provide view/read-only access
5	It is the responsibility of the Bidder to ensure security features viz. audit trail, access control, password control, and report extraction control etc. in line with the IT & Security policies of NABFINS	Section 6.1 - Detailed Scope of Work Point - hh Subpoint - i	23	Please share NABFINS security policy	The Policy/Details shall be shared with successful bidder
6	Bidder to ensure that all system(s) shall provide tracking of the client's IP and network interface address	Section 6.1 - Detailed Scope of Work Point - hh Subpoint - x	23	Kindly confirm if client IPs and network interface address are of end user details or system details?	Client refers to any bidder, bidder appointed personnels, NABFINS officials, NABFINS appointed personnels, and end-users/customers accessing the applications
7	Specific users from NABFINS will be granted the right to monitor throughout the entire contract duration via the Enterprise management solution (EMS) tool provided by the CSP to monitor the dedicated VMs and Storage space of NABFINS	Section 6.1 - Detailed Scope of Work Section 6.1.3 Cloud and CSP Requirements Point b	28	Read Only access will be provided, please confirm	Yes, the understanding is correct. NABFINS would required an access to EMS to view and download the reports related to the solution and infrastructure(all environment) proposed for NABFINS
8	Bidder should arrive at the sizing independently. In case, the sizing quoted by the Bidder fails to meet the necessary services. NABFINS will not bear any cost for upgrades or replacements and the same should be provided by bidder at no additional cost to NABFINS. Also, during the contract period, growth of NABFINS should be considered and thus, the hardware proposed should have enough CPUs, memory, storage, network & connectivity etc. available to accommodate the predicted sizing required.	Section 6.1 - Detailed Scope of Work Section 6.1.3 Cloud and CSP Requirements Point g	29	Infra & License sizing will be on the business projection provided in RFP. If there is increase in the business projection additional cost will be charged	Please be guided by the RFP
9	Bidder is required to perform regular backup and recovery tests as per NABFINS's backup & retention policy, to ensure that logical segregation and controls are effective.	Section 6.1 - Detailed Scope of Work Section 6.1.3 Cloud and CSP Requirements Point q	29	Please share NABFINS backup & retention policy	The Details shall be shared with successful bidder
10	Provide NABFINS or its designee(s) a complete copy of NABFINS's IP that are in Bidder's possession and Bidder's IP that NABFINS is licensed or otherwise authorized to use.	Section 6.1 - Detailed Scope of Work Section 6.1.10 - Other In-Scope Services Part b - Exit Management Plan Point m	61	need more clarity	IP in this clause refers to IPR (Intellectual Property Rights). Any customisations on a licensed product or any documentations/any material created as an obligation under this project by the bidder for NABFINS shall be the IPR of NABFINS

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
11	Project Timelines	Section 6.2 - Project Timelines	65	There are dependencies on NABFINS team & current vendor for Project to Go-Live and delay from either party will delay project Go-Live. Project implementation timeline Penalties should only be applicable for delay reasons solely attributable to Bidder.	Please be guided by the RFP
12	NABFINS reserves the right to add, delete, modify, or alter all or any of these terms and conditions in any manner, as deemed necessary before signing the final agreement.	Section 8 - Terms and Conditions	68	T&C will be added, deleted modified with mutual consent	NABFINS reserves the right to add, delete, modify, or alter all or any of these terms and conditions in any manner, as deemed necessary before signing the final agreement with mutually agreed terms
13	The bidder agrees that NABFINS has +/-25% limit on the additions or deletions on the items for the period of the contract. Further the bidder agrees that the prices quoted by the bidder would be adjusted on pro rata basis with such additions or deletions in quantities.	Section 8 - Terms and Conditions Subsection 8.5 - Right to Alter Requirements	69	% has to be mutually agreed as per the business projection	Please refer the addendum for revised clause
14	The proposed solution shall be proposed on subscription model, the licenses shall be supplied in the name of NABFINS and shall be deployed on a dedicated instance (Dedicated Logical Infrastructure) for NABFINS.	Section 6.1 - Detailed Scope of Work Section 6.1.1 - Functional Requirements Point e	26	Our understanding is only Aadhar Vault & APM software would be licensed and supplied in the name of NABFINS - Core MFI solution, applications, Infra related (server/DB/OD etc.) are not licensed to NABFINS - please confirm	Core MFI solution- subscription in the name of nabfins ADV- LICENSED MODEL (License in the name of NABFINS) APM- to be deployed by the bidder CSP- Services (Dedicated Instance** for NABFINS) HSM- Services or Physical devices - Bidder to right size and design, however, the compliance to the UIDAI & GOI guidelines is bidder's responsibility. **Dedicated instance for the purpose of this RFP should be read as Dedicated Logical/virtual Infrastructure, such as VMs/Storage/ memory/network etc., exclusively allocated to NABFINS for hosting the proposed applications. The Dedicated Logical/virtual Infrastructure provisioned on cloud for NABFINS should not be shared with other clients/users.
15	If the sizing is found inadequate and causes any performance issues, then the Bidder must provision additional IT Infrastructure & solutions/services as necessary at no additional cost to NABFINS.	Section 6.1 - Detailed Scope of Work Section 6.1.6 - Other Requirements Part C - Develoment and Installation Point xiii	37	sizing is done based on the business projections provided in RFP - if there is increase in business in the particular year additional cost has to be borne by NABFINS - Please confirm	Please be guided by the RFP, No change in the RFP clause

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
16	**Exit Plan Management** Bidder shall within 30 days of notification from NABFINS, deliver to NABFINS a plan specifying the Termination/Expiration Assistance including functions and services of Bidder necessary to accomplish the transfer of responsibility of the Services from the Bidder to NABFINS or a Third Party. In the event of Term Expiration or termination of this Agreement, the plan shall at minimum contain Bidder's detailed plan for Operational and Knowledge Transfer requirements and list of documentation.	Section 6.1 - Detailed Scope of Work Section 6.1.10 - Other In-Scope Services Part b - Exit Management Plan Point f	60	Bidder will only transfer or handover the Data & software license procured for NABFINS - please clarify what is meant by transfer of responsibility of the services?	As a part of the RFP, the bidder is front ending services from the other third party tech providers/CSP etc. for NABFINS. During exit mangement, if NABFINS wishes to continue the services of the third party, bidder has to arrange the transfer and transition of the services to NABFINS.
17	Knowledge Transfer and Handover of Services	Section 6.1 - Detailed Scope of Work Section 6.1.10 - Other In-Scope Services Part b - Exit Management Plan Point h	60	need more clarity	As a part of the RFP, the bidder is front ending services from the other third party tech providers/CSP etc. for NABFINS. During exit mangement, if NABFINS wishes to continue the services of the third party, bidder has to arrange the transfer and transition of the services to NABFINS.
18	**Transfer of Agreements** On request by NABFINS or its nominated vendor, the current vendor shall effect such assignments, transfers, innovations, licenses and sub-licenses in favour of NABFINS or its nominated vendor, in relation to any equipment lease, maintenance or service provision agreement between existing vendor and nominated vendor, and which are related to the services and reasonably necessary for the carrying out of replacement services.	Section 8 - Terms and Conditions Subsection 8.42 - Exit Management Part B - Transfer of Agreements Point 1	84	Bidder will only transfer or handover the Data & software license procured for NABFINS - please clarify what is meant by transfer of responsibility of the services?	As a part of the RFP, the bidder is front ending services from the other third party tech providers/CSP etc. for NABFINS. During exit mangement, if NABFINS wishes to continue the services of the third party, bidder has to arrange the transfer and transition of the services to NABFINS.
19	NABFINS and its appointed nominees shall have the Right of Access to premises where the assets are hosted or from where services are being provisioned.	Section 8 - Terms and Conditions Subsection 8.42 - Exit Management Part B - Transfer of Agreements Point 2	85	Right to access to premise is subject to CSP agreement	This clause shall be applicable as per MeITY or other regulatory/statutory guidelines. The Agreement with CSP is bidder's responsibility, appropriate measures to be undertaken by bidder to ensure the compliance to the requirement stated in the RFP
20	**Risk & Title** The risk, title and ownership of the goods supplied under this contract shall be transferred on to NABFINS on installation & acceptance of goods at NABFINS's site.	Section 8 - Terms and Conditions Subsection 8.43 - Risk and Title	85	NABFINS will own only the licensed software (ADV & APM) & Data and the same will be transferred during exit of contract or transfer of agreement. At the end of contract period will NABFINS be paying transfer price or will NABFINS procure perpetual license?	All the requisite cost have to be factored by the bidder, no additional cost shall be payable by NABFINS

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
21	availability of L1 (Level 1) & L2 (Level 2) resource 24*7*365 Support for the solution to meet the Service Levels	Section 6.1 - Detailed Scope of Work Point t	21	All Priority 1 tickets would be handled on 24X7 basis	Please be guided by the RFP
22	Escrow Clause	Section 8.23 Contract Period	78	ESCROW – NABFINS must propose the ESCROW service provider	Bidder to propose the escrow company as a part of the BOM and associated cost of the same is to be factored in by the bidder. NABFINS at its discretion during the contract may change the escrow company and the associated bidder has to transition.
23	Payment Terms	Section 7 Payment Terms	67	Billing monthly – Instead of Quarterly payment in arrears kindly consider monthly payment is arrears	Please refer the addendum for revised payment terms
24	12. The Proposed Solution for Aadhaar Data Vault should have been implemented by at least 1 Public Sector BFSI company in India. 13. The Proposed Solution for Application Performance management solution should have been implemented by at least 1 Public Sector BFSI company in India.	Section 5 Eligibility Criteria Point 12 and 13	18	Relaxation on eligibility Criteria for ADV & APM solution providers to have at least 1 installation in a Public Sector BFSI company in India	Please refer the addendum for revised clause
25	The proposed solution* (LOS, LMS and Collections) should have been successfully implemented (Live solution) in at least 2 NBFC-MFI (having at least INR 200 Cr. AUM) in India within last 5 years as on the date of bid submission.	Section 5 - Eligibility Criteria Point 9	17	We request Nabfin also consider that The proposed solution* (LOS /LMS / Collections) should have been successfully implemented (Live solution) in at least 2 Bank (Since bank also offer JLG/SHG Loans) in India within last 5 years as on the date of bid submission.\n\nEither\nWe request Nabfin also consider that The proposed solution* (LOS /LMS / Collections) should have been successfully implemented (Live solution) in at least 2 NBFC (Since NBFC also offer JLG/SHG Loans) in India within last 5 years as on the date of bid submission.	Please be guided by the RFP, No change in the RFP clause
26	The Proposed Solution (LOS/ LMS/ Collections) should have been implemented on cloud in at least 2 organization (NBFC-MFI /NBFCs/Banks/FIs) in India	Section 5 - Eligibility Criteria Point 10	17	We request Nabfin to consider that Bidder/ OEM can give self-declaration of their proposed solution is cloud ready for implementation since Our existing implementation are in client Premises / their own Cloud due to their compliance policy.	Please be guided by the RFP, No change in the RFP clause

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
27	The bidder should have executed at least 2 projects in Microfinance domain (JLG/ SHG etc.) in a client in India within last 5 years as on the date of bid submission. The contract value of each of the projects should be more than INR 2 crores.	Section 5 - Eligibility Criteria Point 11	17	we have executed projects in microfinance domain in Bank / NBFC (JLG/SHG etc) in a client in India from last 5 years. The engagement we have done with client was purely to make the quality product as per requirements and functionalities. The contract Structure / Model differs from client to client requirement. Hence cannot be measured in the contact Value of 2 Cr. But we assure the functionalities and feature are worth more than this. We request you to omit the criteria.	Please be guided by the RFP, No change in the RFP clause
28	The Proposed Solution for Aadhaar Data Vault should have been implemented by at least 1 Public Sector BFSI company in India	Section 5 - Eligibility Criteria Point 12	18	Aadhaar Data Vault is provided by Fintech companies and we are bidding with fintech companies. They have experience in aadhaar Data Vault. Submitting their reference will that be considered.?	Bidder is required to design and propose the OEM of Aadhaar data vault complying the requirement stated in the RFP
29	The Proposed Solution for Application Performance management solution should have been implemented by at least 1 Public Sector BFSI company in India.	Section 5 - Eligibility Criteria Point 13	18	We request Nabfin to provide more details on Application Performance Management Solution. As bidder / OEM we have experience in implementing our solution and also monitor our application performance on regular basis by our Team & Tool. We request nabfin to consider self declartion for application performance management solution.	Please be guided by the RFP
30	Bid Security Deposit (EMD) All MSEs having registration as per provisions of the Public Procurement Policy for Micro and Small Enterprises i.e. District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME and Start-ups (recognised by DIPP) are exempted from submission of EMD only. Relevant certificates should be submitted by the bidder in this regard to avail exemption.	Section 2 - Key Information	10	We request Nabfin to consider Udyam Certificate for MSE Exemption. Please confrim	Udyam Certificate is accepted with valid number and valid date of registration for MSE exemption

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
31	Agentless Installation - ability to rapidly deploy and eliminate risk on production database server	Appendix- 1B-Technical Specifications APM Sheet Point 42	-	We request Bank to Remove this clause This point is specific for agent on database server. To monitor database specific metrics, such as database queries, DB locks, agent needs to be installed on Database servers. This wil ensure the APM is working in Live Banking environment.	Please refer addendum for the revised clause
32	Eligibility criteria for APM	NA	-	We Request NABFINs to Add the following "The Proposed Solution should have been opted by minimum of 3 PSU Banks using Finacle/ TCS BaNCS CBS in India. " This will ensure that the Vendor is well established in APM space.	Please refer the addendum for revised clause
33	Eligibility criteria for APM	NA	-	We request NABFINS to add "The Software OEM should have presence in India – both development & support center – to help address issues on time and proven track record of providing APM solutions in the Indian Banking industry /Indian PSU sector for over 5 years at least"	Please be guided by the RFP, No change in the RFP clause
34	Eligibility criteria for APM	NA	-	We Request NABFINs to add "Indian Govt norms under "Make in India" initiatives will be applicable, please refer annexure"	Please be guided by the RFP, No change in the RFP clause
35	Eligibility criteria for APM	NA	-	We Request NABFINs to add "Bidder should provide proof that the proposed APM solutions has been monitoring at an Indian PSU bank with at least 2000 branches & minimum transaction load of 1000+ Transactions per second overall in that environment." This will ensure that the Vendor is well established in APM space and understadn Banking space. This will lso ensure that the Tool can scale.	Please be guided by the RFP, No change in the RFP clause
36	The Bidder should have an average annual turnover of INR 15 crore in the past two financial years i.e. 2022-23, 2023-24	Section 5 - Eligibility Criteria Point 3	15	FY 22-23 Our turnover was lesser than 15cr However, FY 23-24 We had a turnover of more than 15 CR, FY 24-25 we are projected to have more that the Previous year. Could this be considered instead?	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
37	The bidder should have a positive net worth in the past two financial years i.e., 2022-23, 2023-24	Section 5 - Eligibility Criteria Point 4	16	We currently have a negative turn over,. However, we can get a letter from our promoter group company providing guarentee. Could this be considered?	Please be guided by the RFP
38	The proposed solution* (LOS, LMS and Collections) should have been successfully implemented (Live solution) in at least 2 NBFCMFI (having at least INR 200 Cr. AUM) in India within last 5 years as on the date of bid submission	Section 5 - Eligibility Criteria Point 9	17	Can this be considered for 2 NBFCs Instead of NBFC MFI?	Please be guided by the RFP
39	The bidder should have executed at least 2 projects in Microfinance domain (JLG/ SHG etc.) in a client in India within last 5 years as on the date of bid submission. The contract value of each of the projects should be more than INR 2 crores.	Section 5 - Eligibility Criteria Point 11	17	We currently have this implemented in 1 NBFC. Can it still be considered?	Please be guided by the RFP
40	The Proposed Solution for Aadhaar Data Vault should have been implemented by at least 1 Public Sector BFSI company in India.	Section 5 - Eligibility Criteria Point 12	18	Assuming the service provider will have integrations with a third party service providers.	Please be guided by the RFP
41	The Proposed Solution for Application Performance management solution should have been implemented by at least 1 Public Sector BFSI company in India.	Section 5 - Eligibility Criteria Point 13	18	Need clarity on the requirement	Please be guided by the RFP
42	Aadhaar Data Vault	Section 6.1 - Detailed Scope of Work Section 6.1.1 - Functional Requirements Part B - Aadhaar Data Vault	26	we have an existing vender integration in place to manage this request. Vendor: Veri5digital. Please specify if there is a preferred vendor.	Bidder is required to design the solution and propose the software based on their design, size and compliance to SOW and other terms of the RFP. NABFINS do not have any preference and alignment to the solution provider or the OEM.
43	Bidder is required to perform the data migration activities and will be responsible for extracting, loading and transforming the data in the proposed systems/ solutions. Bidder is required to liaise with the existing vendor for extraction of the data. Data shall be provided to the bidder as extracted from the table, it is the responsibility of the bidder to transform and load the data and enabling in validating the correctness of the data.	Section 6.1 - Detailed Scope of Work Point - e	20	1. Who is the existing vendor? 2. In data migration - do we need to migrate for closed loan accounts also. if yes - do you need static data as on cut off date or do you need transaction wise data with SOA. For active loan accounts: do you want to migrate the data on the cut off date or old transactional data also. 3. What is the current no. of loan accounts and current assets under management or principal outstanding.	1. Please refer Annexure 20: Existing Infrastructure and solution details 2. All existing data available in the existing vendor system is required to be migrated 3. Please refer Annexure 20: Existing Infrastructure and solution details

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
44	Bidder is required to perform end to end activities related to Core MFI Solution which includes designing, sizing, procuring, development, customization retrofitting, configuring, parameterizing, implementing, integrating, training and maintenance of the proposed solution.	Section 6.1 - Detailed Scope of Work Point - a	20	1. Can you clarify what is expected in customization retrofitting	Enhancing the proposed functionality in the proposed product with the functionality/parametrization/customization performed by NABFINS in there existing solution
45	Bidder is required to Build interfaces/data transfer mechanisms and integrate the proposed applications with existing, new as well 3rd party techs.	Section 6.1 - Detailed Scope of Work Point - h	20	1. Can the finite list be provided along with the preferred vendor list for each requirements.	Please be guided by the RFP
46	Communication management	Section 6.1 - Detailed Scope of Work Section 6.1.1 - Functional Requirements Point - c Subpoint - xiv	25	Please provide clarity on the expecations regarding Communication management.	Please be guided by the RFP
47	image-based document processing	Section 6.1 - Detailed Scope of Work Section 6.1.1 - Functional Requirements Point - c Subpoint - xxvi	26	Please provide clarity on the expecations regarding image-based document processing	Please be guided by the RFP
48	Fintech services through Integration with FINTECHs	Section 6.1 - Detailed Scope of Work Section 6.1.1 - Functional Requirements Point - c Subpoint - xxxiii	26	Please share the list of integration required	Please be guided by the RFP
49	Bidder is required to Conduct transition of existing application, IT Infrastructure & services from existing vendor and perform data migration activities.	Section 4.2 - Project Objective	14	Since as per the scope of RFP all the applications and Infrastructure & services will be supplied, implemented and maintain by the successfully bidder. Please let us know what all needs to be done during transition. Do we need to maintain the existing system and infrastructure during implementation period or are there any other applications / infrastructure which is not getting replaced and we need to take handover of the same from the existing vendor.	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
50	Public Sector BFSI company	Section 5 Eligibility Criteria	18	Please confirm if the regulatory & statutory bodies like RBI, NPCI etc. will be eligible for PSU BFSI company Also please clarify those entities which have more than 50% investment from PSU company will be treated as PSU BFSI	Please refer the addendum for revised clause
51	Either the bidder on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the said RFP. In a situation where multiple bids from the same Core MFI solution (OEM Make) are received, all the bids of the same OEM product shall be liable for rejection.	Section 5 Eligibility Criteria Subsection - Notes	19	As per this clause one OEM can partner with only one bidder and this is applicable for the OEM solutions asked in the RFP. Please confirm	Please be guided by the RFP
52	1) Bidder is required to perform the data migration activities and will be responsible for extracting, loading and transforming the data in the proposed systems/ solutions. Bidder is required to liaise with the existing vendor for extraction of the data. Data shall be provided to the bidder as extracted from the table, it is the responsibility of the bidder to transform and load the data and enabling in validating the correctness of the data. 2) Bidder will be responsible to extract, transform and load the data in the proposed systems. 3) Bidder must coordinate with NABFINS 's vendor(s) of different applications to understand the data structure and field level mapping to extract the data. NABFINS will only facilitate the coordination	1) Section 6.1 - Detailed Scope of work Point e 2) Section 4.2 - Project Objective 3) Section 6.1.6 Other Requirements Part A - Requirements Analysis Point - iii	20	In this clause bank has mentioned that extracted data will be provided to bidder in table and bidder needs to transform and load while in page 14 under heading 4.2. Project Objective and Page 34 point iii it is mentioned that extraction is also the scope of bidder. Please confirm who will be responsible for the extraction of data. Generally, it is always existing vendor responsibility to provide the data since they manage all the system SLA till system sunset.	Bidder is responsible for data migration activities defined in the RFP. NABFINS will assist the bidder liaisioning with the existing Core MFI vendor. The responsibility of obtaining the required data as well as transforming and loading the same in the new proposed system is bidder's responsibility.
53	Bidder is required to Build interfaces/data transfer mechanisms and integrate the proposed applications with existing, new as well as 3rd party techs.	Section 6.1 - Detailed Scope of work Point h	20	The new application refer here is the one which bidder is proposing or the one which bank will be procuring their own. If those application are the one which bank is going to procure their own, please specify the application quantity so that accordingly efforts can be calculated	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
54	Bidder is required to Rollout the proposed applications and provide handholding support.	Section 6.1 - Detailed Scope of work Point i	20	Please specify the handholding support will be centralized or physical presence in branches is required. If physical presence is required, please clarify below 1) For all the branches physical presence is required or it can be in hybrid mode. 2) please specify the number of branches in which physical presence is required 3) Please specify the handholding timelines 4) Please specify the number of resources required in each branch for handholding	Please be guided by the RFP
55	Bidder is required to provide Training and Knowledge Management to NABFINS's management and personnel designated by NABFINS.	Section 6.1 - Detailed Scope of work Point j	20	Bank has asked for Knowledge management, is bank looking for an KMS tool. please confirm what all activities are required under Knowledge Management	Please be guided by the RFP
56	Bidder is required to provide helpdesk support from NABFINS's premise in Bangalore for the proposed applications. NABFINS reserves the right to shift the location within Bangalore during the contract duration, Bidder is required to continue the services from new location at no additional cost to NABFINS. Bidder should integrate the tool with the call center agents for enabling the tickets to be logged in the tool for any technical & functional issues/concerns.	Section 6.1 - Detailed Scope of work Point k	20	Please clarify below 1) Bank has asked for the helpdesk support from Bengaluru office. We assume that all the infrastructure required like sitting arrangement, workstation, telephone line etc. will be provided by the Bank 2) "Bidder should integrate the tool with the call center agents" which tool needs to be integrated with the call center agents. Who will provide the secure tunnel for integration of the tool. How many calls center agent will be accessing the tool. 3) We understand that call center agents are already there will bank, and we only need to do the integration 4) If bank is looking for the ticketing tool to be provided as part of the overall scope on cloud infra. if yes please confirm below 5) Will this is a licensed tool or this needs to be provided as a bundle service. 6) what all features are required from this tool as there are no specifications mentioned	1) Details shall be shared with successful bidder 2) Details shall be shared with successful bidder 3) Details shall be shared with successful bidder 4) Bidder is required to propose the required tool/service to to capture the ticket online, the incident logging should be done in the system by the helpdesk team proposed by bidder, access (view and dashboard) should be provided to NABFINS. 5) Bidder is required to propose the required tool/service to to capture the ticket online, the incident logging should be done in the system by the helpdesk team proposed by bidder. 6) Please be guided by the RFP
57	Bidder is required to provide RCA for all Critical and key issues for the in-scope applications and hardware within 48 hours of the issue being identified/ notified and for significant issues, bidder is required to submit the RCA report within the timelines defined by NABFINS.	Section 6.1 - Detailed Scope of work Point o	21	For significant issues, will the timelines be discussed and mutually agreed during contracting. Please confirm	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
58	The support for the solution at no extra cost to NABFINS should include the following: • All minor version upgrades during the period of contract • Program updates, patches, fixes and critical security alerts as required. • Documentation updates • availability of L1 (Level 1) & L2 (Level 2) resource 24*7*365 Support for the solution to meet the Service Levels	Section 6.1 - Detailed Scope of work Point t	21	1) We assume that the minor upgrades here are the dot version upgrades which does not have any impact on the software license and does not require any additional hardware. Please confirm 2) Bank has mentioned 24*&*365 support. Please confirm if bank wants to have the onsite support as per the window mentioned and the no. of resources throughout the support window has to be same. Please confirm	Please be guided by the RFP
59	Bidder to arrange for any updates/upgrades required in the system to meet the changes suggested by RBI/ IRDAI /Govt. of India/ regulatory & statutory authorities towards compliance as part of O&M(including the support from the OEM) at no extra cost to NABFINS for the entire contract period within the timelines defined by RBI/IRDAI/ Govt. of India/ regulatory & statutory authorities. It is the sole responsibility of the bidder to assist NABFINS in meeting and complying with the Guidelines / Notifications of regulator & statutory authorities by making necessary changes within the timeframes defined by regulator & statutory authority. Regulatory or statutory fines imposed by a government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to NABFINS, provided such guidelines were brought to the notice of bidder, shall be imposed on the bidder for reasons solely attributable to the bidder	Section 6.1 - Detailed Scope of work Point v	21	In case if the updates / upgrades require any extra software, license or hardware bank will provide extra cost for the same which will be over and above of the TCO. Please confirm Now a days requirement is getting to change on a very fast pace and assuming the infra requirement for the same is not feasible. We as an SI are ready to bear the cost of the implementation but we request bank to bear the cost pertaining to Software and hardware	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
60	All requirements identified by NABFINS in the RFP and/or requirement communicated by NABFINS till SRS signoff are to be implemented by the bidder, at no additional cost to NABFINS. Any requirement pertaining to regulatory & statutory requirement, cyber security, data security, cloud security and cloud hosting, highlighted, advised, or published by NABFINS, regulatory & statutory body, RBI, IRDAI, and GOI must be provisioned & implemented by bidder during the contract period at no additional cost to NABFINS.	Section 6.1 - Detailed Scope of work Point w	22	All the technical and functional requirement already mentioned in the RFP by the bank please let us know if there are any other requirement apart from the mentioned once's so that all bidders can factor the efforts accordingly. Since it is mentioned that any required published by NABFINS apart from the regulator should also be done. We request bank to please change the same and it should be done on CR basis	Please be guided by the RFP
61	Bidder shall ensure that services are performed in a physically protected and secure environment which ensures confidentiality and integrity of NABFINS data and artefacts, including but not limited to information (on customer, account, transactions, users, usage, staff, etc.), architecture (information, data, network, application, security, etc.), programming codes, access configurations, parameter settings, executable files, etc., which NABFINS representative may inspect. Bidder shall facilitate and/ or handover the Device to NABFINS or its authorized representative for investigation and/or forensic audit.	Section 6.1 - Detailed Scope of work Point aa	22	Bank has mentioned that all the work needs to be done in protected and secure environment. Please clarify below 1) is there a provision of working from the remote site and bank will allow access to their infra over secure tunnel 2) Will bank be allowing our laptop in their premises / LAN and WAN, or bank is going to provide their laptop for working	Details shall be shared with the successful bidder
62	It is the responsibility of the bidder to provide integration with various FinTech services as part of the contract without any limitation on the number of integrations, number of API calls etc. and also provide the related support requirements.	Section 6.1 - Detailed Scope of work Point cc	22	As part of the RFP bank has mentioned around 13 Fintech and existing applications. Please list if any other needs to be integrated. We request bank to please modify the clause for future integration as "All the future integration will be done on CR basis"	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
63	The system shall provide daily activity logs as well as history logs (6 months online, post which, the logs should be archived). It is the responsibility of bidder to ensure the Storage, retention and offsite backup of the logs (as per section 6.1.10 point f: data backup).	Section 6.1 - Detailed Scope of work Point hh - Security Features Subpoint - viii	23	Clause 6.1.10 point f only talks about the data backup which needs to be sent to bank through SFTP. Point does not talk about a) Where the archival needs to be done. IF bank is looking for any data archival solution. b) What does retention means here, do we need to delete the logs after 180 days so bank is having any system on which we need to dump these logs c) Bidder responsibility will be to send the data backup of the application through SFTP but downloading and storing the same will be banks responsibility. Please confirm	a) Bidder is required to design the solution ensuring the availability of solution with the said functionality for the duration of the contract. Bidder is required to take regular backups as per the policy of NABFINS (backup to be also stored on the archival storage, proposed by the bidder, on cloud) b) Bidder is required to archive the logs for the duration of the contract on the archival storage(to be proposed by the bidder) on the cloud . All the Logs needs to be handed over to NABFINS and on need basis, analysis have to be provided to NABFINS as and when required c) The Backup is to be downloaded on NABFINS provide device/drives by the personnel positioned by bidder in NABFINS HO Bangalore.
64	The Bidder will be responsible for ensuring that relevant and required logs for each of the items such as servers, databases, networks and security are recorded and analyzed. Any suspicious or concerned activities should be immediately informed to NABFINS and corrective actions must be taken by the Bidder in concurrence with the CSP to resolve the issue. Bidder is required to provide security expert to resolve such issues identified/ notified.	Section 6.1 - Detailed Scope of work Point hh - Security Features Subpoint - xv	23	Please confirm if Bank is looking for SIEM and SOAR services on the cloud. Please confirm on the same. Since bank has mentioned that bidder needs to do the security and Cyber security as per the bank's policy, we request to share the same so that accordingly solutions can be factor in the bid otherwise after contracting this will not be able feasible	Bidder to provision and provide all the services as required and mentioned in the Technical specification document.
65	Bidder is required to perform security baselining, hardening, implementation of security related patches in OS or firmware before putting the application into production. VAPT or Application Security Testing would be done post implementation of security parameters at SIT / sandbox environment. In case of there is an observation by testing agency, Bidder is required to perform the necessary changes to comply to the security parameters and Requirement as identified by testing agency within stipulated timelines.	Section 6.1 - Detailed Scope of work Point hh - Security Features Subpoint - xvii	24	We assume that VAPT and application security testing will be done by bank, or its appointed vendor and it is not in bidder scope. Please confirm	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
66	NABFINS at its discretion may take the FINTECH/3rd party services directly from the FINTECH/3rd Party agencies, and bidder is required to integrate the same with the proposed solution. It is the responsibility of the bidder to ensure that all the integration & interfacing is performed to meet the Scope, Functional & technical requirements, and other terms of the RFP. In case of replacement of FINTECH service provider during the contract period, bidder shall undertake the integration & interfacing as and when change is sought by NABFINS.	6.1. Detailed Scope of work	24	If bank is taking the FinTech/ 3rd party services outside the bidder scope, then we can only help to expose our API which Fintech or 3rd party can consume. Since the vendor is not onboarded by the bidder will not be responsible for their performance

So we request you to please change the clause, also this will be a one-time activity if bank is looking to change multiple vendors in future ewe request to change the same as mutually agreed efforts | Please refer to Section 6.1 Detailed Scope of Work Point v and w |
67	The proposed Core MFI Solution shall be a unified platform catering to all lending products (current & future) of NABFINS.	Section 6.1.1 Functional Requirement Part A - Core MFI Solution	25	Since Bidder / OEM and bank is not aware of the future product and when that product will be coming so can we assume that all the products mentioned in page 25 under functional requirement will only be provided as part of this scope. Any other future requirement will be on CR basis. Please confirm	Please refer section 6.1.1 Functional Requirement, Point A
68	Lead Health Check	Section 6.1.1 Functional Requirement Part A - Core MFI Solution Point - c Subpoint - iii	25	As part of CORE MFI solution Bank has asked to provide a lead health check module. Please explain in detail what functionalities are required as part of this module	Please be guided by the RFP
69	Insurance	Section 6.1.1 Functional Requirement Part A - Core MFI Solution Point - c Subpoint - xxiii	25	As part of CORE MFI solution Bank has asked to provide an insurance module. Please explain in detail what functionalities are required as part of this module	Please be guided by the RFP
70	The proposed solution shall comply with all the policies of NABFINS including but not limited to Loan policy of NABFINS, B&DC & B&DF policy, Information security policy, Data retention policy, Password policy, etc.	Section 6.1.1 Functional Requirement Part A - Core MFI Solution Point - d	26	Since Bidder and OEM is not aware of the current policies of the bank so either bank provide the policies or allow bidder to come with the general market trend policies	Details shall be shared with the successful bidder
71	The proposed Aadhaar Data Vault solution shall be on a license model, the licenses shall be supplied in the name of NABFINS and shall be deployed on a dedicated instance (Dedicated Logical Infrastructure) for NABFINS	Section 6.1.1 Functional Requirement Part A - Aadhaar Data Vault Point - d	27	Since bank has asked for the ADV on cloud so it will be better and cost effective for bank to take the same as a service. Please confirm on the same	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
72	Bidder is required to provide the HSM devices which will be deployed at proposed CSP primary and secondary sites. HSMs would be used to store the keys for encryption of Aadhaar data vault and cannot be shared with any other agency / legal entity. Security of the partitions storing Aadhaar data vault keys need to be ensured. Bidder to ensure the compliance to the requirement mentioned in Appendix 1A and Appendix 1B as well as the guidelines issued by GOI, RBI and other regulatory & statutory body from time to time with no exception or deviations	Section 6.1.1 Functional Requirement Part A - Aadhaar Data Vault Point - c	27	Bank has asked for HSM device deployment at CSP site 1) NO CSP allow any foreign equipment to be placed in their datacenter 2) In commercial template bank has asked HSM as a service which is contradictory to this statement We request bank to modify the clause accordingly	HSM- Services or Physical devices - Bidder to right size and design, however, the compliance to the UIDAI & GOI guidelines is bidder's responsibility.
73	Scalability - All components of the solution must support scalability to provide continuous growth to meet the requirements and demands of NABFINS. The Solution should scale in a linear fashion and behave consistently with growth in data, number of concurrent users etc.	Section 6.1.2 Non Functional Requirements	27	Sine bank has mentioned that all the solution should be scalable however the other point ADV and APM has been asked as a license software and not as service. In case of license software, it will not be scalable until new license is procured. Please confirm ADV and APM is required as a license software or as a service	Please be guided by the RFP
74	Bidder to enable NABFINS in performing audit/review IT controls of the CSP as and when required by NABFINS.	Section 6.1.3 Cloud and CSP Requirements Point - c	28	CSP have their own controls and auditors and they do not allow any other to enter their data center physically. Please request to change the same	This clause shall be applicable as per MeITY or other regulatory/statutory guidelines

The Agreement with CSP is bidder's responsibility, appropriate measures to be undertaken by bidder to ensure the compliance to the requirement stated in the RFP |
| 75 | Bidder to also submit an independent review report for the audit/review IT controls from CERT-IN empaneled security consultant, to ensure it meets NABFINS information security requirement, the same shall be submitted by bidder/CSP as and when required by NABFINS. | Section 6.1.3 Cloud and CSP Requirements Point - e | 28 | Bank has mentioned that review report on Audit needs to be submit by CERT-IN empaneled vendor. Please clarify below

1) We are a CERT-IN empaneled company and we have a different and very vast practice of Audit. So can we do this review and submit the report 2) IF we need to engage a different vendor, please specify the frequency and no of reports which needs to be submitted, accordingly commercials need to be factored. Also please add this line item in commercial so every one factor the same. | 1) Bidder/CSP has to appoint the 3rd party cert In empanelled provider 2) Please be guided by the RFP, bidder to ensure the compliance to the requirement |
| 76 | Bidder shall have provision to provide and support additional VM requirements and related services. | Section 6.1.3 Cloud and CSP Requirements Point - h | 29 | Please clarify which extra VM bidder needs to provision and for which application | Please be guided by the RFP |

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
77	Bidder is required to provision other applications /tools/ solutions for configuration management, change management, release and deployment management, application performance monitoring, service level monitoring, infrastructure monitoring, security & access management etc.	Section 6.1.3 Cloud and CSP Requirements Point - p	29	Please clarify which all tools Bank is looking for as this statement is very generic and all the bidders will not be having same stack. So, to make all the bidders quote for same number of tools please specify exact requirement	Please be guided by the RFP
78	Bidder to ensure the availability and sharing of the backup copy of data and logs (in the format agreed with NABFINS) to be handed over to NABFINS's team at regular interval (as defined by NABFINS). Bidder to share the data backup as per the requirement defined in Section 6.1.10, point f: Data backup	Section 6.1.3 Cloud and CSP Requirements Point - r	29	As per point 6.1.10 backup needs to send to NABFINS on SFTP and NABFINS will store that same 1) Logs are generated at several stage of whole infra (Server, storage, backup service, application, security tool etc.) please clarify which all logs are required by NABFINS. 2) Every system generate Logs in their specific format and bidder will not be able to change the format.	a) Bidder is required to archive the logs for the duration of the contract on the archival storage(to be proposed by the bidder) on the cloud . All the Logs needs to be handed over to NABFINS and on need basis, analysis have to be provided to NABFINS as and when required b) The Backup is to be downloaded on NABFINS provide device/drives by the personnel positioned by bidder in NABFINS HO Bangalore.
79	Bidder is required to ensure all security controls as laid down by NABFINS in there IS policy and as recommended by NABFINS, and regulatory & statutory body shall be implemented in NABFINS's Cloud environment.	Section 6.1.3 Cloud and CSP Requirements Point - y	30	This is a very generic statement, and all the bidders will not quote for all the security solutions. We request Bank to please specify which all security solutions bank is looking for so that every bidder should be on same page, and it will also easy the evaluation of solution of all bidders	Please be guided by the RFP
80	Non-Production Environment: Test Environment at Primary site (10% of the production DR) -To be made available throughout the contract period Training environment at secondary site (10% of the production DR) which shall be made available till the Go-live of respective solutions. MIS and analytics at primary site (50% of the production DR, standalone)-To be made available throughout the contract period Development Environment at primary site (10% of the production DR)-To be made available throughout the contract period	Section 6.1.3 Cloud and CSP Requirements	30	Please clarify below points 1) Bank has mentioned 10% of the production DR- If this clause is only for the resources like CPU, RAM Storage or this is applicable for DB size also. Can we assume that if Bank is having 30 GB DB in production, then we need to factor only 10% of the same i.e. 3 GB database size for all this Environment. Please confirm 2) Bank has asked Test, MIS & Analytics and Development at primary site so can bidder factor all the environment on the same VM or Bank required all the environment should be on separate VM. Please confirm	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
81	Providing and maintenance of Compute, Storage, Networking, Network & Platform security, IDAM, Other security solutions	Section 6.1.4 Responsibility Matrix:	31	This is a very generic statement, and all the bidders will not quote for all the security solutions. We request Bank to please specify which all security solutions bank is looking for so that every bidder should be on same page, and it will also easy the evaluation of solution of all bidders	Please be guided by the RFP
82	The Bidder shall share detailed information security incident report(s) with the detail of corrective actions taken if such a situation arises. NABFINS reserves the right to visit/audit the proposed CSP sites, CSP primary sites & secondary site, Bidder's premises and any contractor sites & premises either in person or through nominated representatives	Section 6.1.5 Security requirements Point - s	33	None of the hyperscale CSP vendor allow physical visit of any person in their data center so please modify this clause	This clause shall be applicable as per MeITY or other regulatory/statutory guidelines The Agreement with CSP is bidder's responsibility, appropriate measures to be undertaken by bidder to ensure the compliance to the requirement stated in the RFP
83	6.1.5 Security requirements	Section 6.1.5 Security requirements	33	All the clause mentioned under this heading are very generic and does not point any particulate solution which bidder needs to propose as part of stack apart from encryption. This gives a gap to all bidder to factor less or no security solution which later on during evaluation will be a big challenge for bank. We request Bank to please specify which all security solutions bank is looking for so that every bidder should be on same page	Please be guided by the RFP
84	But the bidder should not limit the requirements to this functional requirement list. NABFINS may add additional functionalities during the requirement gathering stage which has to be customized, parameterized, and implemented by bidder at no additional cost.	Section 6.1.6 Other requirements Part A - Requirement Analysis Point - i	34	This is a fixed price bid and for doing the commercial calculation bidder can factor efforts as per the scope mentioned in the RFP. Adding any requirement during implementation or requirement gathering phase apart from Functional and technical requirement mentioned in RFP will have impact on commercial as well as on implementation timelines. Please request bank to please modify this clause and this can be done on CR basis	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
85	Additionally, FRSM will also include functionalities which will be required by NABFINS in future.	Section 6.1.6 Other requirements Part A - Requirement Analysis Point - iv	34	FRSM document contain those requirements which is going to implemented in the system during implementation phase so that bank can map the requirement during Testing and Sign off phase. For future requirement the same document can be appended as and when the CR is provided by the bank during sustenance phase	Please be guided by the RFP
86	The bidder shall develop multi-lingual and device agnostic responsive Core MFI solution for NABFINS users, partners as well as customers.	Section 6.1.6 Other requirements Part B - System Design Point - v Subpoint - c	35	Please confirm how many and which all languages bank is looking in multilingual so that we can factor the solution accordingly	Please be guided by the RFP
87	iv. Processes shall be in place to allow for recovery to a disaster recovery hardware platform, and the bidder shall provide Estimates of recovery time. v. Proposed method of recovering the logical state of the production service, Likely extent of data loss in the event of such recovery being required	Section 6.1.6 Other requirements Part F - System Recovery Point - iv and v	38	We request bank to please clarify on these 2 points. What exactly is the requirement here. Is bank looking to test the services at DR site while the DC site is still functioning. Please confirm on the same. This type of functionality cannot be achieved without an ADR solution in place, is bank looking to propose an ADR solution on cloud as part of the proposal, please confirm	Please be guided by the RFP
88	An escalation process (RIGHT UPTO THE CEO) shall be defined to ensure that NABFINS can escalate unresolved faults when necessary.	Section 6.1.6 Other requirements Part F - System Recovery Point - x	39	As part of the bid and during Kick off we will submit the proper governance structure and escalation matrix. None of the escalation matrix is defined up to CEO they are up to project Sponsor, so we request to please modify the clause	Please be guided by the RFP
89	O&M Phase	Section 6.1.6 Other requirements Part G - Resource Requirement	41	1) Bank has not defined the number of Shift in which resources are required onsite 2) For L2 and L3 bank has mentioned that it be deployed onsite / offsite while in "Note" it has mentioned that L1, L2, L3 should be deployed on premises during business hours. Please clarify if the resources have to be onsite or offsite	Please be guided by the RFP
90	Bidder is required to optimize resource allocation to ensure that each shift maintains a minimum quantity of resources as indicated in the table above	Section 6.1.6 Other requirements Part G - Resource Requirement	42	Please define the number of shift and the minimum no of resources (L1, l2, L3) in each shift	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
91	Providing tools for creating knowledge repository for the bugs identified, resolution mechanism, version upgrade, future upgrade etc. of Application software, tools, OS, RDBMS, application server software, web server software, interfaces, integrations, customization, reports etc.	Section 6.1.6 Other requirements Part H - Facilities Management Point - h Subpoint - iii	44	If bank is looking for KMS tool as part of EMS tool or bank is already having any KMS tool which bidder can leverage. Bidder can create a shared repository where document can be stored and will be available for future use, please confirm if bank is looking for a tool only or a shared repository can also be created for compliance to this point	Please be guided by the RFP
92	Service Desk and Managed Services Levels: i. Level 1 Service desk ii. Level 2 Service desk iii. Level 3 Service desk	Section 6.1.6 Other requirements Part H - Facilities Management Point - ee	48	Bank has mentioned that helpdesk / service desk needs to be in Bengaluru, please clarify below 1) We assume that Bank will be providing the seating facility for the agents during the contract period 2) All the infra required for helpdesk like phone, printer, Desktop will be provided by the Bank 3) Will the service desk agent (L1) is same as the L1 resource mentioned in the resource requirement sheet. Will 1 l1 resource will be sufficient to cater the call of all the users	Details shall be shared with successful bidder
93	Transition involves one-time activities required to transfer responsibility for the IT Infrastructure, Solution, Applications, services, including processes, facilities, technology and other knowledge to the bidder. The bidder is required to complete the transition within the timelines defined in Section 6.2: Project Timelines. The bidder should ensure the smooth transfer of the services so as to continue to meet NABFINS' business requirements in a way that minimizes unplanned business interruptions. The bidder will be responsible for planning, preparing and submitting a Transition Plan to NABFINS.	Section 6.1.7 Transition & Migration	51	As per the scope of the RFP all the application, software, hardware will be procure, configure and implement by the selected bidder, please clarify during transition what actually needs to be transition between existing SI and the selected bidder. Also on page 20 detailed scope of work bank has mentioned that extracted data will be given to selected bidder. Please confirm the scope of this phase	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
94	. Test Preparation i. Design Testing strategy for UT, SIT, load testing and as required by NABFINS ii. Setting up of test environment which consists of IT infrastructure, software, and applications. iii. Preparation of test data for all combinations to be tested iv. Identification of test cases/scripts for which an automated script can be created, if applicable v. Dry run test cases/scripts to verify that test cases are executing properly vi. Finalize test plans / scripts / data	Section 6.1.9 Testing Part A - Quality Assurance Point - a	54	As per the scope of the RFP doing the testing is in the scope of NABFINS but as per this clause bidder is responsible to define all the strategy as well as preparation of test cases is also responsibility of the bidder. Both are contradictory hence please modify the clause. In this clause point 3 it is mentioned that test data needs to be prepare by the bidder which is again a contradictory point as test data is prepared by the person who perform the testing In this clause it is mentioned that automated test scripts needs to be identified and run them, please confirm if NABFINS is looking for any automated testing tool or manual testing will be done by NABFINS	Please be guided by the RFP
95	b. Test Execution i. Retest of failed test cases / scripts or modified scripts for testing the defect / deviation correction, if applicable ii. Recording, tracking, and reporting all defects/deviations, as well as resolving script and test defects. iii. Test results to be provided in an agreed-upon format that meets the standards and criteria specified by NABFINS iv. Final executed test scripts to be provided in a format that meets the standards specified by NABFINS v. Review and/or approval of the test results based on criteria defined in NABFINS standards for executed test scripts vi. Review and/or approval of the test results based on criteria defined in NABFINS standards for executed test scripts vii. Test summary report, including scanned copies of executed test scripts, consisting of screen prints and reports, in a format acceptable to NABFINS	Section 6.1.9 Testing Part A - Quality Assurance Point - b	54	As per the scope of the RFP UAT needs to be done by NABFINS but as the clause mentioned all the testing related steps like Retest, test result recording, submitting test result, final execution, taking test result approval etc. are put as bidder responsibility. Please clarify who will be doing the testing and who will be responsible for all the point mentioned under heading TESTING, TEST EXECUTION and UNIT TESTING	Please be guided by the RFP
96	The bidder shall provide necessary information, tools and scripts to NABFINS users and their appointed consultants/vendors	Section 6.1.9 Testing Part C - User Acceptance testing Point - ii	56	Please confirm if bank is looking for any automated testing tool to be provided as part of the commercial or it is choice of the bidder to provide the same or not and bank is comfortable with the manual testing within the timelines defined for UAT in RFP	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
97	the Load testing have to be performed on the UAT signoff solution (including the customization performed specifically for NABFINS). Any performance bottleneck has to be resolved.	Section 6.1.9 Testing Part C - User Acceptance testing Point - vi	56	There are only 20 days which has been reserved for UAT in which NABFINS needs to execute all the UAT test cases and also bidder needs to perform all the Load and regression testing which is not possible as load testing is very time-consuming activity. We request bank to please keep at least 60 days of timelines for UAT and Load testing	Please be guided by the RFP
98	Data testing with the help of automation tool on pre & post migration state of data is part of the scope of the bidder. The bidder will have to report on field level variances, if any.	Section 6.1.9 Testing Part D - Data testing	57	As per page 31 clause "6.1.4 Responsibility Matrix" data migration Audit (pre & post) is NABFINS responsible however in this clause bank as asked to provide an Automation tool for data migration as well as the responsibility of doing the testing is also responsibility of bidder. Both clauses are contradictory. Please clarify 1) Who will be responsible for Data Migration testing and Audit 2) Do bidder needs to provide any automated tool for the data migration testing and Audit and If any tool needs to be provided please add the same in commercial template 3) if Data testing is not to be done by the bidder then please delete all clause of data testing	Please be guided by the RFP
99	Application performance monitoring:	Section 6.1.10 Other In-Scope Services Point - a. Additional Software Tools Subpoint - i	59	The license version of APM has been asked as part of the commercial however all the reputed APM solutions are also available as a service on all major cloud service provider. Taking APM as a service will be a cost-effective solution and bank need to pay for the usage only. We request bank to modify the clause accordingly	Please be guided by the RFP
100	Business process re-engineering	Section 6.1.10 Other In-Scope Services Point - a. Additional Software Tools Subpoint - ii	59	Since bank has mentioned a full BPR needs to be taken as part of implementation process, but the timelines mentioned for completing the BPR process with other activities like project plan, SRS etc. is only 45 days which is very less. We request bank to please extend the timelines for BPRF for at least 30 days	Please be guided by the RFP
101	DR should be 100% replica of the production setup	Section 6.1.10 Other In-Scope Services Point - d. DR Setup Subpoint - ii	63	In this clause bank has mentioned that DR should be replica of DC however in page 30 under heading 6.1.3 Cloud and CSP Requirements it is mentioned that DR should be stand alone. Please clarify DR should be replica of DC or it should be stand alone	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
102	To ensure proper rollback, bidder has to ensure that the old setup at all the locations is as-is as per the agreed timelines during migration strategy formulation.	Section 6.1.10 Other In-Scope Services Point - d. DR Setup Subpoint - iv	63	Since the old setup is going to be handle by the Old SI of the bank so maintenance of the same during migration and implementation of new solution is the responsibility of the bank's existing SI. Please clarify which old setup bidder needs to manage	Please refer to the addendum
103	It is the responsibility of the bidder to conduct the training as per the requirement detailed below and as per the training details mentioned Appendix 2: Commercial Bill of Material	Section 6.1.11 Training Point - d	64	Bank has mentioned that these training needs to be provided at bank premises and as per the training details in commercial format however there is no line item in commercial format for providing the applicable commercial as well as there are no payment terms defined for the same. We request bank to add the same in payment terms as well in commercial format	The Training cost has to be a part of overall implementation cost
104	Subscription Cost for Core MFI Subscription cost would be paid quarterly in arrears post complete Go Live of system Quarterly in arrears, Post review of the submitted Invoice and documentation relevant to the calculation. Cost shall be payable post Go-live of the respective solution	Section 7 Payment Terms Point 1	67	The application subscription cost is payable only after Go-Live that too quarterly in areas. We request bank to please modify the clause as below Subscription cost will be paid from the day the base version is installed quarterly in advance	Please refer the addendum for revised payment terms
105	Cloud Infrastructure Cost Maintenance cost of Cloud including provisioning & installation cost of Cloud infrastructure at all proposed sites (primary & secondary site) and environments (including nonproduction as well) Quarterly in Arrears, Post Go-live of entire solution	Section 7 Payment Terms Point 3	67	CSP payment terms are on Monthly basis and from the day infrastructure is getting utilized so we request bank to modify the clause as below Maintenance cost of Cloud including provisioning & installation cost of Cloud infrastructure at all proposed sites (primary & secondary site) and environments (including nonproduction as well) will be paid Monthly in arrears from the day Infrastructure is provision for NABFINS	Please refer the addendum for revised payment terms
106	The bidder shall, at its own cost and expenses, defend and indemnify NABFINS against all third-party claims (subject to notice in writing within 30 days of receipt of claim) arising out of the infringement of Intellectual Property Rights, including patent, trademark, copyright, cyber-security and Information security breaches arising from the performance of the contract that is directly attributable to the bidder in concurrence with the Vendor's Liability.	Section 8 terms and Conditions Subsection 8.8 Indemnity	70	Bank has mentioned only one side Indemnity we request bank to please allow indemnification on both side and please modify the clause where bidder shall also be indemnified by the Client for any third party claims and for claims arising due to any fraud, misrepresentation or omission of facts by the Client or its personnel.	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
107	NABFINS can conduct any third-party inspection / audit for any phase. The bidder must make all necessary changes as mentioned by the results of these audits. NABFINS will incur the cost of appointment of a third party for audit. The bidder must ensure that the findings of the audit are successfully closed by the bidder within a mutually agreed timeline.	Section 8 terms and Conditions Subsection 8.15 Audits	74	GT been also in same line of business of Auditing so any Auditor appointed by the bank can be a competitor, so we request that any such appointment should be done after having a consent from bidder	Please be guided by the RFP
108	The prices shall be quoted in Indian Rupees (INR) only up to 2 decimal places and shall not have any effect from variations / fluctuations of any other currency.	Section 8 terms and Conditions Subsection 8.16 Prices	75	All the hyper scaler CSP like AWZ, Azure, Google etc. charge in USD for their infra and USD gets fluctuate every day and accordingly the price of CSP get fluctuate. So, we request bank to modify the clause just only for the CSP payment	Please be guided by the RFP
109	The average of percentage rate applied by the bidder to arrive at ATS/subscription cost, mentioned in commercial bid, for support period respectively will be applicable to avail renewed services by the NABFINS in subsequent years after the contract period (Extended period) for the implemented solution.	Section 8 terms and Conditions Subsection 8.23 Contract Period	77	Since the contract period is almost 5.5 years for which bank has asked for commercial and on top of that if extension happen bank will be taken in the commercial from the existing price only. NO OEM and CSP provide and fixed there commercial for such a long duration so we request bank to please modify the clause as below Bank will renew the contract on the basis of mutual terms and conditions	Please refer the addendum for revised clause
110	Bidder is required to sign the Escrow within 3 months of the execution of Contract with NABFINS and escrow period shall be for the entire duration of the contract (Implementation + support period) including the extension, if any. Escrow contract has to be signed between NABFINS, escrow service provider and the bidder	Section 8 terms and Conditions Subsection 8.23 Contract Period	78	Bank has mentioned that tripartite agreement needs to signed for Escrow and the escrow agent will be finalized between Bank and bidder. Since all the cost will be borne by the bidder and we need to factor the commercial so the agent should be finalized by the bidder only so that cost can be factor well in advance in commercials Also please modify the payment term and commercial template to add Escrow	Bidder to propose the Escrow to ensure the compliance to the clause and terms and conditions mentioned in the RFP. Bidder to factor this in the TCO.
111	All confidential information (from either party) is deemed as confidential within 15 days of disclosure by the disclosing party. This confidentiality restrictions shall be for the term of the resultant contract and for a period of two years thereafter. This restriction does not limit the right to use information for any other purpose other than requirement for meeting the scope of the RFP.	Section 8 terms and Conditions Subsection 8.26 Confidentiality	78	We request bank to add Compelled Disclosure as an exception to the Confidentiality clause.	Please refer Section 8.27 Compelled Disclosure

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
112	NABFINS shall reserve the right to revise the transition period, transition period is 6 months. There shall be no escalation of cost during the transition period	Section 8 terms and Conditions Subsection 8.42 Exit Management	84	As per the commercial template, cost of implementation + sustenance period which 5.5 years will be submitted, so we assume that this 6-month transition will be part of this period only. Please confirm Is this transition is beyond this period that is 5.5 years then bank will be paying the bidder as per clause 8.23 contract period. please confirm	Reverse transition period can be within the contract period or can extend beyond the contract period. The payment shall be made as per the terms of the RFP
113	NABFINS plans to hold a pre-bid meeting as per Schedule mentioned in Section 2 at the address specified in Bid details under introduction note to bring utmost clarity on the scope of work and terms of the RFP being floated. The Bidders are expected to use the platform to have all their queries answered. Interested Bidders will be allowed to participate in the Pre-Bid meeting. NABFINS will allow a maximum of 2 representatives from each Bidder (including OEM partners) to participate in the pre-bid meeting.	Section 9 General Instructions Subsection 9.2 Pre-Bid Meeting	85	1) We request bank to please allow online participation in pre bid meeting so that maximum number of interested bidder can join 2) Since this RFP require tools and solution from many different OEM so we request bank to not limit the participant	Please be guided by the RFP
114	Certifications by bidder ▪ CMMI Level 3 or above ▪ ISO 9001:2015 ▪ ISO 20000-1:2018 ▪ ISO/IEC 27001:2013	Section 10 Evaluation Process Subsection 10.7 Technical Bid Evaluation Criteria Point 1c	94	Our ISO 20000-1:2018 is expired in the Month of May 2025. However, we have applied for re-certification. Please confirm if an Undertaking from the bidder for re-certification with the expired certification can be submitted to fulfill the clause	Please be guided by the RFP
115	Term: This Agreement shall be effective from the date hereof and shall continue till expiration of the Purpose or termination of this Agreement by NABFINS, whichever is earlier. The Vendor hereby agrees and undertakes to NABFINS that immediately on termination of this Agreement it would forthwith cease using the Confidential Information and further promptly return or destroy, under information to NABFINS, all information received by it from NABFINS for the Purpose, whether marked Confidential or otherwise, and whether in written, graphic or other tangible form and all copies, abstracts, extracts, samples, notes or modules thereof. The Vendor further agree and undertake to NABFINS to certify in writing upon request of NABFINS that the obligations set forth in this Agreement have been complied with.	Section 13 Annexures Annexure 11 NDA Format	147	The Bidder shall be permitted to retain copies of such Confidential Information as it is required to retain for legal or professional regulatory purposes. The Bidder's confidentiality obligations shall continue throughout the time, such Confidential Information is retained notwithstanding the termination of the Agreement.	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
116	13.2.16. Annexure 16: Sizing Adequacy Letter (On OEMs Letter Head)	Section 13 Annexures Annexure 16 Sizing Adequacy Letter	164	The solution asked by the bank are mainly Core MFI, ADV, HSM and APM. Annexure 16 needs to be submitted by these OEM only or there are any other OEM for which this letter is required, please confirm	Please be guided by the RFP
117	Annexure 17: OEM Declaration for Bug Free Software (On OEMs Letter Head)	Section 13 Annexures Annexure 17 OEM declaration for Bug free Software	165	The solution asked by the bank are mainly Core MFI, ADV, HSM and APM. Annexure 17 needs to be submitted by these OEM only or there are any other OEM for which this letter is required, please confirm	Please be guided by the RFP
118	Current no: of loan accounts: 9,80,000	Section 13 Annexures Annexure 20 Existing Infrastructure and solution details	168	Please confirm if this figure has both closed and active accounts	Closed - 30,00,000 Plus Active - 10,00,000 plus
119	The Proposed Solution for Aadhaar Data Vault should have been implemented by at least 1 Public Sector BFSI company in India.	Section 5 Eligibility Criteria Point 12	18	We request to accept references from either at least 1 public sector BFSI company or any government entity in India. This adjustment will broaden the scope of eligible references while still ensuring that the solution has been tested and proven in similar high-security environments within the country. Hence request you to change the clause as "The Proposed Solution for Aadhaar Data Vault should have been implemented by at least 1 Public Sector BFSI/Govt company in India."	Please refer the addendum for revised clause
120	Security: Proposed solution should provide role-based security, encryption of data-at-rest, data in use, data-in-transit, and data on backup media.	Section 6.1.2 Non Functional Requirements	28	Please let us know how many DB instances & file/folder servers would be there on which data at rest encryption would be applied	All environment where any aspect of the client customer data is stored has to be encrypted
121	2. Alignment of Cloud Infrastructure for NABFINS at development environment: T0+30 days	Section 6.2. Project Timelines	65	Please make hardware delivery timeline as 45 days & change all subsequent timelines for signoff and development accordingly	Please be guided by the RFP
122	Ability to ensure that all necessary postings from various other modules are posted to the ledger before starting the closing run (closing could be on daily basis)	Appendix-1A-Functional-Specifications Point 37	Loan Accounting	Which are the other modules that are mentioned here. Are they external integrations	All modules that are part of Core MFI solutions
123	Accounting – GSTN requirement - Direct Interface to GST Solution as and when implemented by Government	Appendix-1A-Functional-Specifications Point 59 Accounting GSTN Requirement Subpoint h	Loan Accounting	Bank has mentioned this feature as must have even when this interface is not possible as of now. Please modify the clause	Please refer the addendum

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
124	System to automatically transfer the amounts to a particular general ledger head based on user definable parameters I.e. matured deposits over "x" period, NPA accounts etc.	Appendix-1A-Functional-Specifications Point 60 Accounting Master Configuration Subpoint k	Loan Accounting	Please define What are the user definable parameters expected here	Parameters shall be defined during SRS stage and shall be shared with successful bidder
125	System to update the GL's maintained for different business units / branches through an automated interface with those systems	Appendix-1A-Functional-Specifications Point 60 Accounting Master Configuration Subpoint m	Loan Accounting	Please clarify if there are any other external systems which needs integration here	Core MFI modules only for seeking the required information pertaining to Loan accounting
126	Ability to allow information to be consolidated within and across general ledgers for (month end) reporting purposes	Appendix-1A-Functional-Specifications Point 2	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	Core MFI modules only for seeking the required information pertaining to Loan accounting
127	Ability to restrict posting in specified account codes by the branches/ CPC/ any other parameter	Appendix-1A-Functional-Specifications Point 14	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
128	Ability to provide facility to amend and disable the entities (e.g.: - department, division) and its relationship	Appendix-1A-Functional-Specifications Point 15	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
129	Ability to display GL account balance in multiple views as follows: - Statutory - Responsibility (e.g.- Cost center, division/departmental reporting) - Geographical - Regulatory - MIS/ BI and others And final outcome should be a 360-degree view.	Appendix-1A-Functional-Specifications Point 17	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
130	Ability to attach the supporting Documents to the respective entry	Appendix-1A-Functional-Specifications Point 18	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
131	Maintain financial transactions history as per the rules and regulations applicable to NABFINS as per RBI, NABARAD, ICAI, Income Tax Act and any other statutory act which will be binding on NABFINS within the contract period	Appendix-1A-Functional-Specifications Point 19	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
132	Ability to - Copy account codes between entities/branches/CPC etc. - Close account codes - block/ mark for disabling as per authorization matrix	Appendix-1A-Functional-Specifications Point 22	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
133	Ability to provide facility of Look up accounts number and descriptions during journal entry	Appendix-1A-Functional-Specifications Point 29	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
134	Allow amendment or deletion to recurring transactions prior to posting	Appendix-1A-Functional-Specifications Point 34	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
135	Ability to request for authorization of transaction exceeding maximum or transaction limits by user-defined authority	Appendix-1A-Functional-Specifications Point 36	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
136	Ability to automatically generate the provisions for administrative expenses, materials/services received but invoice not received as well as invoice received not paid	Appendix-1A-Functional-Specifications Point 38	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
137	Ability to automatically carry forward balances at the end of the year to the balance sheet and reset all profit and loss account.	Appendix-1A-Functional-Specifications Point 39	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
138	Ability to prevent inactive accounts (if it does not have any balance) from appearing on reports and financial statements	Appendix-1A-Functional-Specifications Point 41	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
139	Ability to automatically update the closing balance of the previous accounting period and opening balance of the current accounting period with prior accounting period transaction postings when the accounts have not been closed for all ledger balances. (e.g.: - actual, budget, statistical)	Appendix-1A-Functional-Specifications Point 46	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
140	Ability to process the following types of transactions: - Current period transactions in the current period - Prior year transactions for the previous accounting period posted in the current period	Appendix-1A-Functional-Specifications Point 47	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
141	Ability to allow for user-defined rules to facilitate consolidation for similar and dissimilar chart of accounts	Appendix-1A-Functional-Specifications Point 48	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
142	Facility to make adjustment/provision entries to the consolidated Trial Balance with consequent impact on individual unit Trial Balance without manual intervention at unit level/granular level i.e., - branch, state, company as a whole	Appendix-1A-Functional-Specifications Point 49	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
143	Ability to: - Consolidate at multi levels - Consolidate actual and budget at balance sheet, profit/ loss account, cash flow statement, expenses and revenue account levels - Automate generation of elimination transactions - Automatic generation of inter unit balances	Appendix-1A-Functional-Specifications Point 50	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
144	Ability to fully integrate account receivables to the general ledger and the cash book with a 360-degree view	Appendix-1A-Functional-Specifications Point 51	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
145	Ability to manage: - - import dishonored cheque details in an electronic media supplied by the bank - sending email, SMS alert to the debtor party, party whose cheque has been bounced and internal stakeholders in case of dishonored cheque, with reason for dishonor - Post adjustment into the entity account. e.g.: - reverse the original payment transaction to reinstate the original debt	Appendix-1A-Functional-Specifications Point 56	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
146	The System should allow the users to define the input the parameters also system should extract relevant data from Core system for performing the ECL analysis as per latest IFRS and IndAS standards	Appendix-1A-Functional-Specifications Point 57	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	Please refer the addendum Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
147	The System should perform the data cleansing as required before feeding the data into the ECL engine	Appendix-1A-Functional-Specifications Point 58	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	Please refer the addendum Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
148	Ability to produce the following financial reports in multiple levels (e.g. whole organization, reporting units such as division) and for a user-defined period (for the month, year to date), but should not limited to: - Profit and loss account - Balance sheet - Trial Balance - Cash flow and Funds flow statement - Notes to the financial accounts (account breakdowns) - Any IRDA requirements (from financials or from core)	Appendix-1A-Functional-Specifications Point 59 Part A - Statutory Reporting System Subpoint - 1	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
149	Ability to produce user defined GST, TDS etc. statutory Reports. These reports should contain all the usual details (E.G. For TDS report, PAN #, Employer's TAN #, Deducted TDS amounts etc. details should be present.)	Appendix-1A-Functional-Specifications Point 59 Part A - Statutory Reporting System Subpoint - 2	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
150	Ability to provide for generating REGULATORY & statutory reports as per prevailing laws	Appendix-1A-Functional-Specifications Point 59 Part A - Statutory Reporting System Subpoint - 3	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
151	The Integrated Solution should be able to generate financial statements under IFRS and Indian GAAP seamlessly at any point of time with detailed reconciliation between the two as reconciled through the Integrated Solution.	Appendix-1A-Functional-Specifications Point 59 Part A - Statutory Reporting System Subpoint - 4	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	Please refer the addendum Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
152	Ability to provide profit/loss reports by various dimensions like profit center wise, insurer wise	Appendix-1A-Functional-Specifications Point 59 Part B - Management Reporting Subpoint - 1	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
153	System should have all other reports required as per Statutory/Regulatory authorities	Appendix-1A-Functional-Specifications Point 59 Part C - Accounting GST Reports Subpoint - 6	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
154	System should generate Trial Balance, P & L A/c & Balance Sheet, Cashflow statement, schedules forming part of Balance Sheet and consolidate the same at profit center level and at corporate level.	Appendix-1A-Functional-Specifications Point 59 Part d - Accounting Reports Subpoint - 1	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
155	System to generate Accounting Trial Balance such as: • standard trial balance as on date, • trial balance with date range, and • trial balance with opening balance for with opening, transactions summery and closing balance.	Appendix-1A-Functional-Specifications Point 59 Part d - Accounting Reports Subpoint - 5	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
156	System to generate financial statements along with notes to financial statements as per GAAP (Generally Accepted Accounting principles) and IFRS (Indian Financial Reporting Standards).	Appendix-1A-Functional-Specifications Point 59 Part d - Accounting Reports Subpoint - 6	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	Please refer the addendum Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
157	System to provide reports as specified by Nabfins as on a particular date / range of dates including at least the following: • Trial balance by reporting currency, by branch, by state, Head Office and consolidated at Organization level • Balance sheet by branch, by profit center and consolidated • Profit and loss by branch, by profit center and consolidated • Cash flow statement by branch, by profit center and consolidated • Detailed journal • List of accounting entries by batch • Listing of profit and charges entries posted • Age analysis of suspense accounts • Total credit and debits gone to GL account during a user specified period • Statement of maturity analysis of loans, advances, leasing, etc. on a time scale with values. • Movement of user specified GL accounts for reserves and provisions • Deposit analysis by branch, by age, by rate • Advances analysis by branch, by age, by rate	Appendix-1A-Functional-Specifications Point 59 Part d - Accounting Reports Subpoint - 8	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
158	System to generate a report for each general ledger account, sub - account, product / scheme for reconciliation. The system should generate warning messages in event the individual account / product totals do not match the GL totals	Appendix-1A-Functional-Specifications Point 59 Part d - Accounting Reports Subpoint - 15	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
159	Data capturing of State wise GSTIN Number for Nabfins	Appendix-1A-Functional-Specifications Point 59 Accounting GSTN Requirement Point - a	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
160	Data Capturing of GSTIN Number for the customer	Appendix-1A-Functional-Specifications Point 59 Accounting GSTN Requirement Point - b	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
161	Tagging of Income & Expenditure Heads within the Profit & Loss Accounts in Nabfins	Appendix-1A-Functional-Specifications Point 59 Accounting GSTN Requirement Point - c	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
162	Transactions for the charges to enable the GST Transaction for the customer	Appendix-1A-Functional-Specifications Point 59 Accounting GSTN Requirement Point - d	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
163	Tagging of transactions for the GST.	Appendix-1A-Functional-Specifications Point 59 Accounting GSTN Requirement Point - e	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
164	Invoicing of the customer for the transactions.	Appendix-1A-Functional-Specifications Point 59 Accounting GSTN Requirement Point - f	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
165	Data generation for Submission into format required by Tax Authorities.	Appendix-1A-Functional-Specifications Point 59 Accounting GSTN Requirement Point - g	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
166	Reversal of tax for specific customer	Appendix-1A-Functional-Specifications Point 59 Accounting GSTN Requirement Point - i	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
167	Returns for GST for the customer / Nabfins Data.	Appendix-1A-Functional-Specifications Point 59 Accounting GSTN Requirement Point - j	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
168	Manual tagging / de tagging of the GST transaction within the Transactions.	Appendix-1A-Functional-Specifications Point 59 Accounting GSTN Requirement Point - l	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
169	The system should be able to group the GST state wise under various GL heads which will be further tagged under the companies GL code	Appendix-1A-Functional-Specifications Point 59 Accounting GSTN Requirement Point - o	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
170	The Accounting system should support IND AS standard accounting system	Appendix-1A-Functional-Specifications Point 60 Account Master Configuration Point - a	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	Please refer the addendum Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
171	Main General ledger with the facility to generate sub-general ledgers based on profit center	Appendix-1A-Functional-Specifications Point 60 Account Master Configuration Point - f	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
172	The proposed System shall have provision to define accounts e.g. accounts with only debit balances, accounts with credit balances, nil balances etc.	Appendix-1A-Functional-Specifications Point 60 Account Master Configuration Point - b	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
173	System should support creation of cost centers for all expenses / losses based on Nabfins policy	Appendix-1A-Functional-Specifications Point 60 Account Master Configuration Point - j	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
174	System to automatically transfer the amounts to a particular general ledger head based on user definable parameters I.e. matured deposits over "x" period, NPA accounts etc.	Appendix-1A-Functional-Specifications Point 60 Account Master Configuration Point - k	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
175	System to automatically retransfer the amounts from the respective general ledger heads once the accounts have been re- classified as normal / regular accounts	Appendix-1A-Functional-Specifications Point 60 Account Master Configuration Point - l	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
176	System to update the GL's maintained for different business units / branches through an automated interface with those systems.	Appendix-1A-Functional-Specifications Point 60 Account Master Configuration Point - m	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
177	The proposed accounting system should have provision to accept effective date of posting (entry) from the system	Appendix-1A-Functional-Specifications Point 61 Accounting - Transaction Payment Point - a	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
178	System to support GLs where manual intervention is required and certain GLs where all the entries would be posted by the System.	Appendix-1A-Functional-Specifications Point 61 Accounting - Transaction Payment Point - b	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
179	System to restrict direct posting to defined accounts	Appendix-1A-Functional-Specifications Point 61 Accounting - Transaction Payment Point - c	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
180	System to handle value date facility unless the accounts is freeze.	Appendix-1A-Functional-Specifications Point 61 Accounting - Transaction Payment Point - f	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
181	Generation/ creation of statutory reports.	Appendix-1A-Functional-Specifications Point 61 Accounting - Transaction Payment Point - i	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
182	Ability to pop up Error message (e.g.- cash balance becoming negative, Date format)	Appendix-1A-Functional-Specifications Point 61 Accounting - Transaction Payment Point - o	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
183	System to ensure the cash account balance is 0 at the end of every month, if not automated reminders to be sent to the branches to account for the remittance entry	Appendix-1A-Functional-Specifications Point 61 Accounting - Transaction Payment Point - q	Loan Accounting	The functionality asked as part of the load accounting module is more of the proper GL / ERP module functionality which bank has already removed from this RFP. We request bank to please delete this clause as this is part of the G ERP module	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
184	Solution does not disable monitoring functionality as a compromise to limit product overhead	Appendix-1B-Technical-Specifications Point 15	APM	We request bank to please delete this clause as this will be advantage to bank only in case of any unseen reason if the production server is over utilizing the APM load can be removed from server till it gets back to its normal utilization. It will allow application to process request even if the load is increased	The funtionality shall be provided in the solution with respect to loan accounting and loan book management. Any data/information that is required by third party soltion (F&A) related to loan accounts shall be shared with the F&A solution through integration
185	Agentless installation - ability to rapidly deploy and eliminate risk on production database servers	Appendix-1B-Technical-Specifications Point 42	APM	The agent less deployment will allow any solution to capture the parameters like database activity profile, wait on database etc. which has been asked as part of the specifications. So, we request to please delete this clause	Please refer addendum for the revised clause
186	General Query	Section 6.1.1 Funtional Requirements Part A. Core MFI Solution	25	Does NABFINS provide services other than JLG, SHG, Individual Loan, MSME and Trader Loan? If "Yes", Kindly mention the services provided	Please refer section 6.1.1 Functional Requirement, Part A, Point b for the list of products
187	All 3 Modules of the proposed solution (covering all 3 modules- LOS, LMS and Collections) should have been implemented/under-implementation in INDIA in last 5 years* in a single client.	Section 10 Evaluation Process Subsection 10.7 Technical Bid Evaluation Criteria Point - 3a	95	Since the solutions (LOS, LMS and Collections) are provided globally to various clients, we request the Organization to consider the relevant experience in this regard.	Please be guided by the RFP
188	Bidder should have provided services in Microfinance domain (involving JLG/ SHG etc.) with value more than INR 10 cores in India in last 5 years in a single client.	Section 10 Evaluation Process Subsection 10.7 Technical Bid Evaluation Criteria Point - 3d	97	Request Bank to consider our global experience of providing solutions to Micro-Finance domain. Also, in the eligibility criteria the bank has mentioned the contract value of INR 2 crores. Kindly confirm the same.	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
189	The proposed solution* (LOS, LMS and Collections) should have been successfully implemented (Live solution) in at least 2 NBFC-MFI (having at least INR 200 Cr. AUM) in India within last 5 years as on the date of bid submission.	Section 5 Eligibility Criteria Point 9	17	Bank have already considered the NBFC/NBFC MFI/Banks in the scoring pattern. Request Bank to consider the same in eligibilty criteria as well in lieu of only NBFC-MFI. Since the solutions (LOS, LMS and Collections) are provided globally to various clients, we request the Organization to consider the relevant experience in this regard.	Please be guided by the RFP
190	All three Modules of the proposed solution (modules- LOS, LMS and Collections) should have been implemented/under-implementation in INDIA in a single client. Bidder to highlight only 1 Credential to be considered for this Evaluation Criteria	Section 10 Evaluation Process Subsection 10.7 Technical Bid Evaluation Criteria Point - 3a	95	The bank has mentioned 2 NBFC -MFI in the eligibility criteria and in the evaluation criteria the bank has mentioned a single client. Kindly confirm the same. Since the solutions (LOS, LMS and Collections) are provided globally to various clients, we request the Organization to consider the relevant experience in this regard.	1) Credentials for technical evaluation should be over and above the credentials provided in the eligibility criteria for scoring purpose. 2) Please be guided by the RFP
191	The Proposed solution* (LOS/LMS/Collections) should have been implemented/under-implementation in INDIA on cloud. Bidder to highlight only 1 Credential to be considered for this Evaluation Criteria	Section 10 Evaluation Process Subsection 10.7 Technical Bid Evaluation Criteria Point - 3b	96	The bank has mentioned the Proposed Solution (LOS/ LMS/ Collections) should have been implemented on cloud in at least 2 organization (NBFC-MFI /NBFCs/Banks/FIs) in India in the eligibility criteria and in the evaluation criteria the bank has mentioned a single client. Kindly confirm the same.	Credentials for technical evaluation should be over and above the credentials provided in the eligibility criteria for scoring purpose.
192	How will be the Network Connectivity between the DC & DRC to Head Office and Bracnhes. Private Connectivity or Public Connectivity	NA	-	Request Bank to provide the details for the network connectivity	The Access to the application would be through Internet
193	If Private Connectivity then kindly share the below reqired details Location details - Address with Pincode Number of Users per location	NA	-	Request Bank to provide the Location details	No Private connectivity is there
194	Bidder is required to perform the data migration activities and will be responsible for extracting, loading and transforming the data in the proposed systems/ solutions. Bidder is required to liaise with the existing vendor for extraction of the data. Data shall be provided to the bidder as extracted from the table, it is the responsibility of the bidder to transform and load the data and enabling in validating the correctness of the data.	Section 6.1 Detailed Scope of Work Point - e	20	Request bank to confirm the format of data file i.e. sequential or data file with data structure.	The data migration has to be performed in full and incremental/sequential as required during the implementation phase.
195	General Query	NA	-	Can you please provide details on the security components needed at both the DC and DR sites, such as firewall, WAF, antivirus, SIEM, DDOS protection, etc.?	Bidder to provision and provide all the services as required and mentioned in the Technical specification document.

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
196	Link (locations) / Bandwidth	NA	-	What would be the mode of access for users to this setup, whether MPLS, VPN, or Internet? If MPLS is being used, could you please confirm the number of links that will terminate at the DC & DR site? Please confirm the required internet bandwidth for accessing the setup.	Internet would be the mode of access of the application
197	Existing Location	NA	-	Kindly confirm at which location existing system is currently hosted.	Details will be shared with successful bidders
198	General Query	NA	-	Kindly Confirm RPO And RTO?	Please refer Section 12.4 Performance Measurements, page 113
199	General Query	NA	-	Kindly confirm no. of DR Drills required.	Every Quarter or as required by NABFINS/Regulatory & statutory body during the support period
200	General Query	NA	-	Kindly Confirm the Backup Policy eg.(Incremental, Daily, weekly full)	Please refer Section 6.1.10 Other In-Scope services, point e - Data backup, page 63
201	General Query	NA	-	Kindly confirm the Retention Period	All the data has to be retained for the duration of the contract
202	The proposed solution shall be proposed on subscription model, the licenses shall be supplied in the name of NABFINS, and shall be deployed on a dedicated instance (Dedicated Logical Infrastructure) for NABFINS.	Appendix-2 - Commercial Bill of Materials	Subsciption Cost sheet	The Bank has mentioned in the subscription cost sheet that "The proposed solution shall be proposed on subscription model, the licenses shall be supplied in the name of NABFINS" Kindly confirm whether the bank is looking for Core MFI Solution in subscription model or license model.	Core MFI solution- subscription in the name of nabfins ADV- LICENSED MODEL (License in the name of NABFINS) APM- to be deployed by the bidder CSP- Services (Dedicated Instance** for NABFINS) HSM- Services or Physical devices - Bidder to right size and design, however, the compliance to the UIDAI & GOI guidelines is bidder's responsibility. **Dedicated instance for the purpose of this RFP should be read as Dedicated Logical/virtual Infrastructure, such as VMs/Storage/ memory/network etc., exclusively allocated to NABFINS for hosting the proposed applications. The Dedicated Logical/virtual Infrastructure provisioned on cloud for NABFINS should not be shared with other clients/users.
203	Agentless Installation - ability to rapidly deploy and eliminate risk on production database server	Appendix-1B-Technical-Specifications Point 42	APM	We request Bank to Remove this clause This point is specific for agent on database server, since most of the monitoring tool install agents on application / web servers but to monitor database specific metrics, such as database queries, DB locks, agent needs to be installed on Database servers.	Please refer addendum for the revised clause

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
204	The bidder is requested to ensure that adequate controls and governance are implemented. Audit trail and logs of the corresponding solution and/or application and/or software and/or hardware and/or networking components and/or security components must be logged, reported, monitored and made available to NABFINS for further analysis. The transfer of audit trail and logs, of the in-scope components mentioned above, to NABFINS's Security Operations Center or to NABFINS's custodian, may be fulfilled on real time basis or store & forward basis, as decided by NABFINS.	Section 8 Terms and Conditions Subsection 8.45 Security	85	We request Bank to share the data retention period so that accordingly hardware resources can be sized. Please confirm the duration for which performance data should be retained for?(e.g., 30 days, 90 days, 1 year, etc.)

Please confirm the duration for which detailed trace data should be retained for 7 days, 15 days or 1 month?

Are there any specific compliance or regulatory requirements that impact data storage (e.g., GDPR, HIPAA)? | a) Bidder is required to design the solution ensuring the availability of solution with the said functionality for the duration of the contract. Bidder is required to take regular backups as per the policy of NABFINS (backup to be also stored on the archival storage, proposed by the bidder, on cloud)
b) Bidder is required to archive the logs for the duration of the contract on the archival storage(to be proposed by the bidder) on the cloud . All the Logs needs to be handed over to NABFINS and on need basis, analysis have to be provided to NABFINS as and when required
c) The Backup is to be downloaded on NABFINS provide device/drives by the personnel positioned by bidder in NABFINS HO Bangalore. |
| 205 | Extension of RFP | NA | - | Request bank for extension of 15 working days atleast | Please refer addendum for revised dates |
| 206 | HSM: Bidder is required to provide the HSM devices which will be deployed at proposed CSP primary and secondary sites. | Section 6.1.1 Functional Requirements Part B - Aadhaar Data Vault Point - c | 27 | This point mentions that the HSM device will only be deployed at Primary and Secondary Site. The same point also menitons that ADV is required to be implemented on Primary Site, Secondary Site and Non-Production Site. The last point also mentions that the bidder is required to provide HSMs for all environments of ADV. Kinldy confirm if the the Bidder required to supply HSM for Non Production site also. | Please be guided by the RFP. Bidder to provide HSM devices for all environments of ADV.

HSM- Services or Physical devices - Bidder to right size and design, however, the compliance to the UIDAI & GOI guidelines is bidder's responsibility. |
| 207 | Primary Site - HSM boxes should be in HA (Active-Passive) | Section 6.1.1 Functional Requirements Part B - Aadhaar Data Vault Point - c | 27 | Does this mean that the Bidder is required to implement two instances of ADV in the Primary Site? | All the proposed solution should be deployed meeting the requirement stated in the section 6.1.3 Cloud and CSP Requirements |
| 208 | The proposed Aadhaar Data Vault solution shall be on a license model | Section 6.1.1 Functional Requirements Part B - Aadhaar Data Vault Point - d | 27 | In the bidder expected to provide the source code of the ADV and Masking applications to NABFIS | Bidder is required to ensure the escrow only for Core MFI solution |
| 209 | ADV should provide Masking and tokenization capabilities to protect sensitive data during processing. | Section 6.1.1 Functional Requirements Part B - Aadhaar Data Vault Point - b Subpoint - iii | 27 | A) Is The The bidder also expected to provide and intergate Aadhaar Masking Solution to NABFIS in addition to providing ADV
B) Is NABFIS expecting The Masking functionality to be iomplemented on Secondary a non produciton site? | 1)The Bidder is required to proposed the solution to meet the requirement stated in the RFP.
2)The solution should be implemented on Non-production which is similar to the production and is complying the requirement of Regulatory & statutory body as well as terms of the RFP |

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
210	Bidder should arrive at the sizing independently	Section 6.1.3 Cloud and CSP Requirements Point - g	29	We will need NABFIS to share share the following detials to zise the underlying infrastructure : A) Total Aadhaar Numbers in the legacy database of NABFIS that are required to be vaulted / tokenised in ADV B) Average number of maximum Aadhaar Numbers expected to be recieved every month (Ongoing Data) C) Does NABFIS plan to store the response XML received from UIDAI in the ADV? D) What is the total Number of eKYC response XML in the legacy database of NABFIS which is required to be vaulted / tokenised in ADV E) What is the Average number of maximum eKYC Response XMLs expected to be recieved every month (Ongoing Data) ? F) Is NABFINS planning to use ADV for storing the copies of the eAadhaar / Scanned copies of Aadhaar Cards collected from the end users? G) What is the total Number of eAadhaar / Scanned copies of Aadhaar Card in the legacy database of NABFIS which is required to be vaulted / tokenised in ADV H) What is the Average number of maximum eAadhaar / Scanned copies of Aadhaar Cards expected to be recieved every month (Ongoing Data) ?	Please refer Annexure 18: Growth Projections & Volumetrics
211	The escrow agreement shall ipso-facto would get terminated on delivery of source code to either of the parties upon the terms & conditions mentioned in source code escrow agreement.	Section 8 Terms and Conditions Subsection 8.23 Contract Period	78	Does NABFIS require the bidder to provide the source code of the Masking and ADV applications or is this Escrow mechanism only planned for contingency purpose?	Bidder is required to ensure the escrow only for Core MFI solution
212	The Bidder should have an average annual turnover of INR 15 crore in the past two financial years i.e. 2022-23, 2023-24	Section 5 Eligibility Criteria Point 3	15	Our average turnover for the past 2 years is slightly short of the 15Cr mentioned (14.5Cr) - would this be acceptable?	Please be guided by the RFP
213	The proposed solution* (LOS, LMS and Collections) should have been successfully implemented (Live solution) in at least 2 NBFC-MFI (having at least INR 200 Cr. AUM) in India within last 5 years as on the date of bid submission.	Section 5 Eligibility Criteria Point 9	17	Being a start-up, we have only smaller NBFC-MFI clients on our portfolio so far even though our solution is quite mature - we do have 90+ other NBFCs as clients with substantial portfolios. Considering these points are already affecting our score in the 'Relevant Experience' section of the tender, is it still necessary as an Eligibility Criteria?	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
214	The bidder should have executed at least 2 projects in Microfinance domain (JLG/ SHG etc.) in a client in India within last 5 years as on the date of bid submission. The contract value of each of the projects should be more than INR 2 crores.	Section 5 Eligibility Criteria Point 11	17	SaaS contracts realize revenue over a period of time and not outright as compared to a perpetual license contract - would such a contract, or the TCO over 3/5 years, be acceptable to meet the value of contract required by this point of the Eligibility Criteria?	The Revenue/Total Contract Value over the period of the contract shall be considered for arriving at the contract value.
215	General Query	NA	-	As a DIPP registered start-up, what are the exceptions, if any, that can be considered for the tender?	Please be guided by the RFP
216	The Bidder should have an average annual turnover of INR 15 crore in the past two financial years i.e. 2022-23, 2023-24	Section 5 Eligibility Criteria Point 3	15	As the present threshold of 15 crore is very low for such a critical core application requirement, we suggest the annual turnover to be increased to INR 500 crore

The Bidder should have an average annual turnover of INR 500 crore in the past two financial years i.e. 2022-23, 2023-24 | Please be guided by the RFP |
| 217 | The bidder should have at least 50 technical (Information Technology) personnel on its payroll. | Section 5 Eligibility Criteria Point 7 | 16 | Considering the critical and regulatory(CFSS) nature of the requirement the bidder should have scale and depth within the organization to support NABFINS. Hence,we suggest to increase the number of technical personnel to 500

The bidder should have at least 500 technical (Information Technology) personnel on its payroll. | Please be guided by the RFP |
| 218 | The proposed solution* (LOS, LMS and Collections) should have been successfully implemented (Live solution) in at least 2 NBFC-MFI (having at least INR 200 Cr. AUM) in India within last 5 years as on the date of bid submission. | Section 5 Eligibility Criteria Point 9 | 17 | We suggest to have the credentials from Bidder or OEMs

The proposed solution* (LOS, LMS and Collections) should have been successfully implemented (Live solution) in at least 2 NBFCMFI (having at least INR 200 Cr. AUM) in India within last 5 years as on the date of bid submission.
*Bidder/OEM can submit credentials from single or multiple clients in INDIA highlighting their experience in each of the proposed solution i.e., LOS, LMS, Collections. In case any of the products (LOS/LMS/Collection) is under-implementation, the credential shall be considered as underimplementation and will not be considered for evaluation. | Please be guided by the RFP |

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
219	The bidder should have executed at least 2 projects in Microfinance domain (JLG/ SHG etc.) in a client in India within last 5 years as on the date of bid submission. The contract value of each of the projects should be more than INR 2 crores.	Section 5 Eligibility Criteria Point 11	17	We suggest to have the credentials from Bidder or OEMs The bidder/OEM should have executed at least 2 projects in Microfinance domain (JLG/ SHG etc.) in a client in India within last 5 years as on the date of bid submission. The contract value of each of the projects should be more than INR 2 crores.	Please be guided by the RFP
220	The Proposed Solution for Aadhaar Data Vault should have been implemented by at least 1 Public Sector BFSI company in India.	Section 5 Eligibility Criteria Point 12	18	We suggest to remove Public sector The Proposed Solution for Aadhaar Data Vault should have been implemented by at least 1 Public Sector BFSI company in India.	Please refer the addendum for revised clause
221	The Proposed Solution for Application Performance management solution should have been implemented by at least 1 Public Sector BFSI company in India.	Section 5 Eligibility Criteria Point 13	18	We suggest to remove Public sector The Proposed Solution for Application Performance management solution should have been implemented by at least 1 Public Sector BFSI company in India.	Please refer the addendum for revised clause
222	The Bidder should have an average annual turnover of at least INR 15 crore in the last two financial years i.e., 2022-23, 2023- 24. Scoring: >= INR 15 Crores & < 25 Crores – 25 Marks >=INR 25 Crores & <= INR 50 Crores – 35 Marks >INR 50 Crores - 50 Marks	Section 10 Evaluation Process Subsection 10.7 Technical Bid Evaluation Criteria Point 1a	94	As the present threshold of 15 crore is very low for such a critical core application requirement, we suggest the annual turnover to be increased to INR 500 crore The Bidder should have an average annual turnover of at least INR 500 crore in the last two financial years i.e., 2022-23, 2023- 24. Scoring: >= INR 500 Crores & < 1000 Crores – 25 Marks >=INR 1000 Crores & <= INR 2000 Crores – 35 Marks >INR 2000 Crores - 50 Marks	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
223	All three Modules of the proposed solution (modules- LOS, LMS and Collections) should have been implemented/underimplementation in INDIA in a single client. Scoring for Implemented solution: i. In NBFC-MFI client with 200 Cr. AUM – 50 Marks ii. In NBFC/Bank client with 200 Cr. AUM– 40 Marks Under-implementation: i. In NBFC-MFI client with 200 Cr. AUM – 40 Marks ii. In NBFC/Bank client with 200 Cr. AUM– 30 Marks Bidder to highlight only 1 Credential to be considered for this Evaluation Criteria	Section 10 Evaluation Process Subsection 10.7 Technical Bid Evaluation Criteria Point 3a	95	We suggest to revise the scoring matrix. All/any of three Modules of the proposed solution (modules- LOS, LMS and Collections) should have been implemented/underimplementation in INDIA in a single client. Scoring for Implemented solution: i. In NBFC-MFI client with 200 Cr. AUM – 50 Marks LOS - 15 marks LMS - 15 Marks Collections - 15 marks If all modules are implemented in a single client ,additional 5 marks will be awarded. Hence the total marks will be 50 marks ii. In NBFC/Bank client with 200 Cr. AUM– 35 LOS - 10 marks LMS - 10 Marks Collections - 10 marks If all modules are implemented in a single client ,additional 5 marks will be awarded. Hence the total marks will be 35 marks Marks Under-implementation: i. In NBFC-MFI client with 200 Cr. AUM – 40 Marks LOS - 12 marks LMS - 12 Marks Collections - 12 marks If all modules are implemented in a single client ,additional 4 marks will be awarded. Hence the total marks will be 40 marks	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
224	Bidder should have provided services in Microfinance domain (involving JLG/ SHG etc.) in India in a single client. Scoring: i. 2 Cr. < Contract Value < 5 Cr. – 20 marks ii. 5 Cr.< Contract Value < 10 Cr. – 30 marks iii. 10 Cr.< Contract Value – 40 marks Relevant Copy of Contract/PO along with the Self-undertaking from the bidder confirming that they are/have executing/executed the projects. Also, Self-Undertaking/CA certificate confirming the project value should be submitted. Bidder to highlight only 1 Credential to be considered for this Evaluation Criteria	Section 10 Evaluation Process Subsection 10.7 Technical Bid Evaluation Criteria Point 3d	97	We suggest to have the credentials from Bidder or OEMs Bidder/OEM should have provided services in Microfinance domain (involving JLG/ SHG etc.) in India in a single client. Scoring: i. 2 Cr. < Contract Value < 5 Cr. – 20 marks ii. 5 Cr.< Contract Value < 10 Cr. – 30 marks iii. 10 Cr.< Contract Value – 40 marks Relevant Copy of Contract/PO along with the Self-undertaking from the bidder confirming that they are/have executing/executed the projects. Also, Self-Undertaking/CA certificate confirming the project value should be submitted. Bidder/OEM to highlight only 1 Credential to be considered for this Evaluation Criteria	Please be guided by the RFP
225	The bidder shall, at its own cost and expenses, defend and indemnify NABFINS against all third-party claims (subject to notice in writing within 30 days of receipt of claim) arising out of the infringement of Intellectual Property Rights, including patent, trademark, copyright, cyber-security and Information security breaches arising from the performance of the contract that is directly attributable to the bidder in concurrence with the Vendor's Liability.	Section 8 Terms and Conditions Subsection 8.8 Indemnity	70	This will be mutually discussed and agreed while contracting	Please be guided by the RFP
226	The vendor's liability in case of claims against NABFINS resulting from wilful misconduct of the Vendor, its employees and subcontractors, gross negligence, or from infringement of patents, trademarks, copyrights or such other Intellectual property rights or breach of confidentiality (excluding liability for personal sensitive data), shall be unlimited.	Section 8 Terms and Conditions Subsection 8.22 Vendor's Liability Point ii	77	This will be mutually discussed and agreed while contracting	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
227	This is to confirm that we have submitted a no deviation bid and unconditionally accept all requirements, Payment Terms, Integrity Pact, SLAs and the Terms and Conditions as mentioned in the said RFP including all corrigendum/ amendment floated by NABFINS pertaining to Selection of vendor for supply, implementation, maintenance, and management of Core Micro-Finance solution on Cloud.	Section 13 Annexures Annexure 6: Confirmation of Terms and Conditions	131	As per section 10.10 point 3, we understand that the deviation can be listed in the technical bid. However the annexure 6 is contractidatory as it asks for a no deviation confirmation. **We request for a allowing for deviation in the technical proposal which can be mutually agreed during contracting with the selected bidder.**	Please be guided by the RFP
228	Subscription cost would be paid quarterly in arrears post complete GoLive of system	Section 7 Payment terms Point 1	67	We suggest to revise the payment terms Subscription cost would be paid quarterly monthly in arrears post complete GoLive of system	Please refer the addendum for revised payment terms
229	Quarterly in Arrears, Post Go-live of entire solution	Section 7 Payment terms Point 3	67	We suggest to revise the payment terms: Quarterly in Arrears advance, Post Go-live of entire solution	Please refer the addendum for revised payment terms
230	The Bidder is required to integrate the following solution with NABFINS existing as well future applications: 1. NABFINET – Intranet/HRMS 2. Existing Finance & Accounting Solution 3. ERP solution (Finance & Accounting) 4. Corporate website of NABFINS 5. FIU India 6. NABARD Data Warehouse 7. UIDAI 8. CERSAI 9. Insurance Portals 10. VKYC 11. FINTECHs 12. SMS Gateway 13. Email Gateway	Section 6.1 Detailed Scope of Work Subsection 6.1.6 Other Requirements Part B - System Design Point - xii	36	We request you to provide the solution providers for the mentioned solutions	Details shall be shared with the successful bidder
231	Bid submission last date and time - 26.07.2024 at 3:00 PM	Section 2 Key Information	11	Requesting an extension of the bid submission deadline by at least 3-4 weeks post pre-bid query response from NABFINS to allow sufficient time for comprehensive RFP response	Please refer addendum for revised dates

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
232	The proposed solution* (LOS, LMS and Collections) should have been successfully implemented (Live solution) in at least 2 NBFC-MFI (having at least INR 200 Cr. AUM) in India within last 5 years as on the date of bid submission.	Section 5 Eligibility Criteria Point 9	17	We request to revise the clause as follows - The proposed solution* (LOS, LMS and Collections) should have been successfully implemented (Live solution) in **at least 1 NBFC-MFI** (having at least INR 200 Cr. AUM) in India **within last 10 years** as on the date of bid submission.	Please be guided by the RFP
233	The bidder should have executed at least 2 projects in Microfinance domain (JLG/ SHG etc.) in a client in India within last 5 years as on the date of bid submission. The contract value of each of the projects should be more than INR 2 crores.	Section 5 Eligibility Criteria Point 11	17	The bidder should have executed at least **1 project** in Microfinance domain (JLG/ SHG etc.) in a client in India **within last 10 years** as on the date of bid submission. The contract value of each of the project **should be more than INR 1 crores.**	Please be guided by the RFP
234	The bidder should have executed at least 2 projects in Microfinance domain (JLG/ SHG etc.) in a client in India within last 5 years as on the date of bid submission. The contract value of each of the projects should be more than INR 2 crores.	Section 5 Eligibility Criteria Point 11	17	We seek clarification on the definition of contract value. Specifically, we need to understand whether the contract value can include a combination of implementation costs, license fees, software recurring charges, and manpower supply to the project. Please provide detailed guidance on what components should be included and what should be excluded when calculating the contract value. This will help ensure accurate compliance with the RFP requirements.	Please be guided by the RFP
235	Bidder is required to perform the data migration activities and will be responsible for extracting, loading and transforming the data in the proposed systems/ solutions. Bidder is required to liaise with the existing vendor for extraction of the data. Data shall be provided to the bidder as extracted from the table, it is the responsibility of the bidder to transform and load the data and enabling in validating the correctness of the data.	Section 6.1 Detailed Scope of Work Point - e	20	Responsibiliy of provideing the source data will be with NABFINS. Nelito will provide migration template, and NABFINS will need to supply the source data in the specified template to Nelito.	Bidder is responsible for data migration activities defined in the RFP. NABFINS will assist the bidder liaisioning with the existing Core MFI vendor who will provide the required data. The responsibility of obtaining the required data in the required template/format as well as transforming and loading the same in the new proposed system is bidder's responsibility.

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
236	All requirements identified by NABFINS in the RFP and/or requirement communicated by NABFINS till SRS signoff are to be implemented by the bidder, at no additional cost to NABFINS. Any requirement pertaining to regulatory & statutory requirement, cyber security, data security, cloud security and cloud hosting, highlighted, advised, or published by NABFINS, regulatory & statutory body, RBI, IRDAI, and GOI must be provisioned & implemented by bidder during the contract period at no additional cost to NABFINS.	Section 6.1 Detailed Scope of Work Point - w	22	We seek clarification on the scope and duration of the requirements related to regulatory and statutory compliance, cyber security, data security, cloud security, and cloud hosting. These requirements, as highlighted or advised by NABFINS, regulatory bodies (RBI, IRDAI), and GOI, will be implemented by Nelito to NABFINS at no additional cost **only for a period of 30 days each year**	Please be guided by the RFP
237	It is the responsibility of the bidder to provide integration with various FinTech services as part of the contract without any limitation on the number of integrations, number of API calls etc. and also provide the related support requirements.	Section 6.1 Detailed Scope of Work Point - cc	22	Please provide clarification on the exact number of integrations expected and more details on the scope of these integrations? Additionally, since the contract mentions "without any limitation on the number of integrations and API calls," we need further clarification on the extent and specific requirements for these integrations during the contract period.	Please be guided by the RFP
238	Payment for Fintech services would be on "Pay as per use" model depending upon actual transactions being done if the services are availed/routed through	Section 6.1 Detailed Scope of Work Point - dd	22	Kindly confirm the responsibility for the payment of FinTech services under the "Pay as per use" model. Specifically, we need to know whether NABFINS or Nelito will be accountable for the costs associated with these services. This clarification is essential for understanding the financial obligations and accurately estimating the project budget. Nelito will provide NABFINS details of service wise transactions	NABFINS will pay the bidder on Fintech services based on the usage of actual service
239	Bidder is required to perform security baselining, hardening, implementation of security related patches in OS or firmware before putting the application into production. VAPT or Application Security Testing would be done post implementation of security parameters at SIT / sandbox environment. In case of there is an observation by testing agency, Bidder is required to perform the necessary changes to comply to the security parameters and Requirement as identified by testing agency within stipulated timelines.	Section 6.1 Detailed Scope of Work Point hh Security Requirements Subpoint - xvii	24	We request that the testing agency provides a detailed VAPT report along with specific observations and recommended solutions. This will ensure that our team can effectively address and comply with the security parameters and requirements identified by the testing agency within the stipulated timelines.	The Report as generated by Security testing agency of NABFINS would be shared, all observations/concerns/issues highlighted by the agency have to be resolved and compliance against each pointer have to be submitted by the bidder

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
240	Communication Management	Section 6.1 Detailed Scope of Work Subsection 6.1.1 Functional Requirements Part A - Core MFI Solution Point - c Subpoint - xiv	25	Could you please provide more details about the Communication Management module, including its specific requirements, functionalities, and any expected integration points?	Please be guided by the RFP
241	Business Rule Engine	Section 6.1 Detailed Scope of Work Subsection 6.1.1 Functional Requirements Part A - Core MFI Solution Point - c Subpoint - xxviii	26	Could you please provide more details about the Business Rule Engine module, including its specific requirements, functionalities, and any expected integration points?	Please refer Appendix 1-A Functional Specifications for detailed Business Rule Engine requirements
242	Vernacular language support	Section 6.1 Detailed Scope of Work Subsection 6.1.1 Functional Requirements Part A - Core MFI Solution Point - c Subpoint - xxxv	26	Could you please specify which vernacular languages are required for support in the proposed solution?	Please be guided by the RFP
243	Liveliness Check module	Section 6.1 Detailed Scope of Work Subsection 6.1.1 Functional Requirements Part A - Core MFI Solution Point - c Subpoint - xxxviii	26	Could you please provide more details about the Liveliness Check module, including its specific requirements, functionality, and any integration points?	Please be guided by the RFP
244	Customer Interface	Section 6.1 Detailed Scope of Work Subsection 6.1.1 Functional Requirements Part A - Core MFI Solution Point - c Subpoint - xxxix	26	Could you please provide more details about the Customer Interface module, including its specific requirements, functionalities, and any expected integration points?	Please refer Appendix 1A: Functional specification
245	VAPT & IS Audit	Section 6.1 Detailed Scope of Work Subsection 6.1.4 Responsibility Matrix Point 17	31	Kindly Confirm if Nabfins is a responsible for VAPT and IS Audits?	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
246	Resource Requirment > Experience > Willing to work in 24X7 environment	Section 6.1 Detailed Scope of Work Subsection 6.1.6 Other Requirements Part G - Resource Requirement	41	Could you please clarify if the resources are required to work in three shifts to ensure round-the-clock support? Additionally, please provide details on the expected 24x7 environment support mechanism, including the rotation schedule, shift timings, and any specific requirements for maintaining continuous support. This information will help us plan resource allocation effectively	It is bidder's responsibility to right size the deployment of its resources in shift in order to meet the terms of the RFP and adhere to the defined services levels on Onsite/offsite model. Onsite Deployment of the key personnel's specified in the RFP have to be during the working hours of NABFINS (9 AM TO 6 PM). Bidder to right size the deployment in case onsite deployment is required of other resources during other shifts
247	The Bidder is required to provide support and applicable patches as and when released during the contract period. Any observation raised by Regulators/NABFINS/Other Agencies from time to time should be rectified and fixed by the bidder at no additional cost to NABFINS post approval from NABFINS for deploying the same Support & Maintenance	Section 6.1 Detailed Scope of Work Subsection 6.1.6 Other Requirements Part G - Facilities Management	43	Any new observations, enhancements, or modifications are applicable at no additional cost to NABFINS only for 30 days in a year. If not, kindly provide details on the scope and frequency of such no-cost changes throughout the contract period.	Please be guided by the RFP
248	Project Timelines	Section 6.2 Project Timelines	65	We request an extension of the project timelines **to atleast 12 Months**	Please be guided by the RFP, no change in the RFP clause
249	For all solution(s), application(s), software(s), hardware/ networking component(s) and security component(s) that the bidder provides as part of the requirements of this RFP, the bidder is requested to ensure that adequate controls and governance are implemented. Audit trail and logs of the corresponding solution and/or application and/or software and/or hardware and/or networking components and/or security components must be logged, reported, monitored and made available to NABFINS for further analysis. The transfer of audit trail and logs, of the in-scope components mentioned above, to NABFINS's Security Operations Center or to NABFINS's custodian, may be fulfilled on real time basis or store & forward basis, as decided by NABFINS.	Section 8 Terms and Conditions Subsection 8.25 Security	85	Please clarify following queries 1. We request you to share the data retention period so that accordingly hardware resources can be sized. 2. Please confirm the duration for which performance data should be retained for?(e.g., 30 days, 90 days, 1 year, etc.) 3. Please confirm the duration for which detailed trace data should be retained for 7 days, 15 days or 1 month? 4. Are there any specific compliance or regulatory requirements that impact data storage (e.g., GDPR, HIPAA)?	All the data has to be retained for the duration of the contract
250	Geographical Presence - The Bidder should have office/ service/support centre located in Bengaluru. Undertaking from Bidder	Section 10 Evaluation Process Subsection 10.7 Technical Bid Evaluation Criteria Point 1b	94	We do not have a geographical presence in Bengaluru, We would be provide onsite support at NABFINS in Bengaluru.	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
251	Certifications by bidder	Section 10 Evaluation Process Subsection 10.7 Technical Bid Evaluation Criteria Point 1c	94	Our ISO 270001 : 2013 is under renewal process and certificate is expected by August 2024. Will the renewal letter suffice the requirement as supporting document a the time of Bid Submission? We will provide in due course of time	Please be guided by the RFP
252	Solution should have provision for Capturing COD and also should have facility to revision of COD along with subsequent change in different modules	Appendix 1A: Functional Specifications Core MFI Sheet Point 172 Loan Lifecycle Management	-	Please provide more details and clarifications regarding the requirements for capturing and revising COD. Specifically, how should the solution handle the subsequent changes in different modules when a revision of COD occurs?	Details shall be shared with the successful bidder
253	Solution should have provision to handle changes in commercial operation date and support to subsequent change in other related modules	Appendix 1A: Functional Specifications Core MFI Sheet Point 178 Loan Lifecycle Management	-	Please provide detailed clarifications on how the solution should handle changes in the commercial operation date (COD) and support subsequent changes in other related modules. Specifically, we need to understand the scope of these changes and the extent of integration required between the modules when a COD revision occurs.	Details shall be shared with the successful bidder
254	Agentless Installation - ability to rapidly deploy and eliminate risk on production database server	Appendix 1B: Technical Specifications APM Sheet Point 42	-	We request to Remove this clause - This point is specific for agent on database server, since most of the monitoring tool install agents on application / web servers but to monitor database specific metrics, such as database queries, DB locks, agent needs to be installed on Database servers.	Please refer addendum for the revised clause
255	General Query	NA	-	Can you please provide details on the security components needed at both the DC and DR sites, such as firewall, WAF, antivirus, SIEM, DDOS protection, etc.?	Bidder to provision and provide all the services as required and mentioned in the Technical specification document.
256	Link (locations) / Bandwidth	NA	-	What would be the mode of access for users to this setup, whether MPLS, VPN, or Internet? If MPLS is being used, could you please confirm the number of links that will terminate at the hosting site? Please confirm the required internet bandwidth for accessing the setup. (E.g 10 Mbps or 1 TB)	Internet would be the mode of access of the application
257	Existing Location	NA	-	Kindly confirm at which location existing system is currently hosted.	Details shall be shared with the successful bidder
258	General Query	NA	-	Kindly Confirm RPO And RTO?	Please refer Section 12.4 Performance Measurements, page 113
259	General Query	NA	-	Kindly confirm no. of DR Drills required.(eg. 2 Drills yearly)	Every Quarter or as required by NABFINS/Regulatory & statutory body during the support period

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
260	General Query	NA	-	Kindly Confirm the Backup Policy eg.(Incremental, Daily, weekly full)	Please refer Section 6.1.10 Other In-Scope services, point e - Data backup, page 63
261	General Query	NA	-	Kindly confirm the Retention Period	All the data has to be retained for the duration of the contract
262	Undertaking for bidder being an CSP or CSP authorized partner or authorized reseller of the CSP	Section 5 Eligibility Criteria Point 16	18	We are registered for APN (AWS partner network) Q1) Can we submit the undertaking? Q2) AWS is world's most comprehensive and broadly accepted CSP. Its data centers are spread all across the world. AWS is accepted as cloud service provider by big reputed companies as well as startups. AWS cannot provide the authorization certificate to us. Please confirm if it will suffice the eligibility criteria or do we need to partner with another CSP?	Please be guided by the RFP.
263	CSP should be empaneled with the Ministry of Electronics and Information Technology (MeiTY) as on the date of bid submission for the sites proposed for this RFP	Section 5 Eligibility Criteria Point 18	19	AWS cannot provide the undertaking for this. Please confirm if it will suffice the eligibility criteria or do we need to partner with another CSP?	Please be guided by the RFP.
264	The CSP should have experience of provisioning Services on their Cloud for at least 3 clients in India (Private/ PSU/ Central Govt/ State Govt. or any other Organization or agencies) of which 1 should be a PSU/ Central Govt/ State Govt and 1 should be a BFSI during last 5 years as on the date of bid submission	Section 5 Eligibility Criteria Point 19	19	We have not yet received list of current customers from AWS as its confidential data as per AWS. We are working to arrange the same. AWS being a big organization, they are not giving us undertaking stating confidentiality of data. Please confirm if it will suffice the eligibility criteria or do we need to partner with another CSP?	Please be guided by the RFP.
265	The Primary Site and secondary site of CSP proposed for the project should be in two different seismic Zone in India.	Section 5 Eligibility Criteria Point 20	19	AWS being a big organization, they are not giving us undertaking(regarding the site address) stating confidentiality of data. Please confirm if it will suffice the eligibility criteria or do we need to partner with another CSP?	Please be guided by the RFP.
266	General Query	NA	-	As this implementation is on-cloud and SaaS , infrastructure account will be owned / rented by bidder. Please clarify.	Bidder has to engage cloud partner for insfrastructure.

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
267	Service Levels and Penalties	Section 12	105	SLA and penalties are too stringent as its not possible to fix an issues within hours. We can suggest workaround for critical issues only. Kindly consider the SLA mentioned below. This are the standard SLA which we adhere with all our existing client. Severity 1. (IST Business Hours), Initial Response=8 hrs, Workaround<=24 hrs, Permanent Fix< 7 days Severity 2. (IST Business Hours), Initial Response<24 hrs, Workaround<3 days, Permanent Fix< 30 days Severity 1: includes issues involving downtime of application (application crash etc.) Severity 2: includes issues involving abnormal behaviour of certain functionalities (run time errors, coding defects etc.)	Please be guided by the RFP
268	Resource Requirement	Section 6.1.6 Other Requirements Part G - Resource Requirement	40	As this implementation is on cloud , please consider our request to the implementation remotely. Dedicated team will be available remotely for the implementation and after Go-live support as mentioned in the RFP. Our team can visit the NABFIN office / premises as and when required during the implementation and after Go-live phase We have done all our other clients' implementations / rollouts in the same manner. We will be happy to discuss this in more detail.	Please be guided by the RFP
269	General Query	NA	-	Do we need to finalize the master service agreement before submitting the bid? Is NABFIN open for discussion regarding the contract agreement before or after awarding the contract?	Please be guided by the RFP, no change in the RFP clause
270	Appendix 1-A Functional Requirements	Appendix 1-A Functional Requirements	-	Are all the features mentioned in Appendix 1(Functional requirement) are mandatory for Go-Live? Or some of them can be taken after Go-Live also?	All the features & functionalities have been marked with the preferences in the sheet, all the features & functionalities have to be implemented within the Go-live period defined in the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
271	General Query	Section 2 Key Information	10	Requesting to extend the timeline by 15 days i.e 10th Aug	Please refer the addendum
272	Service Levels and Penalties	Section 12	105	On SLA's and Penalties listed , would want that to be reviewed (if possible once selection happens of the vendor can this be concluded and discussed then ?)	Please be guided by the RFP, no change in the RFP clause
273	General Query	Appendix 1: Functional Specification	Accounting	A reconfirmation – Hope Accounting required is Portfolio level accounting and not organisation level accounting ?	The Accounting Modules here is only for the Loan Accounting and Loan Books management
274	The Bidder should have an average annual turnover of INR 15 crore in the past two financial years i.e. 2022-23, 2023-24	Section 5 Eligibility Criteria Point 3	15	Request Clause for Start ups. Consideration of Turnover of Rs 1.00 Crore for DPIIT approved Start Ups	Please be guided by the RFP, no change in the RFP clause
275	The Bidder should have been in operation for at least 05 years as on as on date of bid submission.	Section 5 Eligibility Criteria Point 2	15	Request Clause for Start ups. Consideration for 3 years and above	Please be guided by the RFP, no change in the RFP clause
276	The bidder should have at least 50 technical (InformationTechnology) personnel on its payroll.	Section 5 Eligibility Criteria Point 7	16	Request Clause for Start ups. Consideration for 10 and above personnel. As start ups will hire based on project requirements	Please be guided by the RFP, no change in the RFP clause
277	The proposed solution* (LOS, LMS and Collections) should have been successfully implemented (Live solution) in at least 2 NBFC- MFI (having at least INR 200 Cr. AUM) in India within last 5 years as on the date of bid submission.	Section 5 Eligibility Criteria Point 9	17	Request Clause for Start ups	Please be guided by the RFP, no change in the RFP clause
278	The Proposed Solution (LOS/ LMS/ Collections) should have been implemented on cloud in at least 2 organization (NBFC-MFI/NBFCs/Banks/FIs) in India	Section 5 Eligibility Criteria Point 10	17	Request Clause for Start ups	Please be guided by the RFP, no change in the RFP clause
279	The bidder should have executed at least 2 projects in Microfinance domain (JLG/ SHG etc.) in a client in India within last 5 years as on the date of bid submission.The contract value of each of the projects should be more than INR2 crores.	Section 5 Eligibility Criteria Point 10	17	Request Clause for Start ups	Please be guided by the RFP, no change in the RFP clause
280	The proposed solution should enable NABFINS to do straight-through processing (STP) and automation that NABFINS required to efficiently produce regulatory reports	Section 6.1 - Detailed Scope of Work Point - ff	22	In line with the clause, it's assumed that the channel through which a loan application will be initiated will be Branch Walkin, Portal and Mobile. Please confirm if the assumption is correct and specify if any other channel of initiation will be required?	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
281	Bidder is required to perform the data migration activities and will be responsible for extracting, loading, and transforming the data in the proposed systems/ solutions.	Section 6.1 - Detailed Scope of Work Point - e	18	As per our understanding NABFIN will provide data in OEM/ Bidder defined format for data migration. Please confirm our understanding?	Bidder is responsible for data migration activities defined in the RFP. NABFINS will assist the bidder liaisioning with the existing Core MFI vendor who will provide the required data. The responsibility of obtaining the required data in the required template/format as well as transforming and loading the same in the new proposed system is bidder's responsibility.
282	General	Annexure 18- Growth Projections & Volumetric	166	Requesting NABFIN to provide the total number of users as per the following who will be accessing the proposed solution: (a) Number of users (External Customer and Dealers) that will use the platform through Web Portal for Loan request initiation (b) Back Office internal NABFIN Users using the proposed LOS Solution (c) Number of scanning users at branch level to scan Loan documents for request initiation for assisted journey (d) Total number of Bank DSA users accessing the application through tablets and mobile (e) Total number of field agents (FI/ Legal valuation) using the proposed solution over Portal/ mobile devices (f) Number of NABFIN internal users accessing loan management system (g) Number of Agents who will be accessing collections solution via mobile (h) Number of collections back office users	Please refer Annexure 18: Growth Projections & Volumetrics
283	It is the responsibility of the bidder to provide integration with various FinTech's, Tech services as part of the contract without any limitation on the number of integrations, number of API calls etc. and related support requirements	Section 6.1 - Detailed Scope of Work Point - cc	22	Requesting NABFINS to provide the list of third applications that needs to be integrated with proposed solution? Also, request NABFINS to provide list of items/services for which FinTech integration is required?	Bidder to ensure the integrations required as per Scope of Work, Appendix 1A Functional requirements, Appendix 1B-Technical requirements, and Appendix 3-Fintech Details

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
284	Document Management System	Appendix 1A – Functional Specification	Point # 283	Do NABFINS have an existing DMS Solution? If yes, please clarify integration with existing DMS is part of scope. It is assumed that implementation of document management solution is also in part of scope. Please confirm if the assumption is correct? If implementation of DMS is in part of scope please specify the number of users who will be accessing the proposed DMS solution for uploading and retrieving of documents?	The Bidder is require to propose the module as a part of the core MFI solution. Existing Documents are stored in the DMS module of Core MFI solution provided by the existing vendor. Implementation of Core MFI solution is part of the scope of the bidder. Please refer Annexure 18: Growth Projections & Volumetrics
285	General	NA	-	Does NABFINS have existing OCR tool for extraction of data from documents or Implementation of OCR tool is also in part of scope? Please clarify the type of documents such as Aadhar Card, Pan card, Form 26 AS, Salary Slip etc. from where the data needs to be extracted? Also, Please provide the monthly volume of structured documents over which extraction is to be applied to extract data	1) Currently, No separate OCR tool is available. Bidder is required to Implement functionalities and solution as sought in the RFP (including FRS, TRS) 2) All the documents which are scanned/images uploaded would be utilising the OCR/ICR functionality 3) All loan applications and loan management document would be required to extract key information which are uploaded on the system
286	General	NA	-	Requesting NABFINS to provide the average size of documents per transactions (E.g.: KYC, Application Forms, Photo etc.)	Details shall be shared with the successful bidder
287	General- Presanction documentation	Na	-	Requesting NABFINS to provide the number of document templates that needs to be generated like CAM letter, Sanction letter etc. Please specify the count?	Details shall be shared with the successful bidder
288	General	NA	-	Requesting NABFINS to provide the number of monthly communications that will be sent to customer? Requesting NABFINS to provide different medium of communication such as SMS, Email, Whatsapp? Also, requesting NABFINS to confirm if they have any existing SMS, Email gateway and Whatsapp Services for communication?	SMS and Email gateway shall be provided by NABFINS, bidder is required to integrate the same with proposed solution.

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
289	Bidder should design, conceptualize, implement, and manage the technology architecture that provides for secure container-based data management	Section 6.1 - Detailed Scope of Work Point - f	20	Requesting NABFINS to clarify if micro service based architecture is in part of scope and should bidder needs to provide containerized based deployment along with the underlying container platform such as RedHat, OpenShift?	Please be guided by the RFP, solution have to be implemented with the functionalities and features as sought in the RFP
290	The Bidder should have been in operation for at least 05 years as on as on date of bid submission.	Section 5 - Eligibility Criteria Point 2	15	Since, OEM is the product owner and responsible for product devlopment and support therefore OEM must have similary eligibility criteria as bidder. Therefore, request NABFIN to modify the clause as "The bidder/ OEM the proposed LOS, LMS , Coll solution should have been in operation for at least 10 years as on as on date of bid submission."	Please be guided by the RFP
291	The Bidder should have an average annual turnover of INR 15 crore in the past 02 financial years i.e., 2022-23, 2023-24	Section 5 - Eligibility Criteria Point 3	15	We undersand the project is quite critical fro NABFINs therefore, both bidder/ OEM of the proposed LOS. LMS, Coll solution must be financially sound to implement and support the project therefore, request NABFIN to modify clause as " The Bidder /OEM should have an average annual turnover of INR 50 crore in the past 02 financial years i.e., 2022-23, 2023-24	Please be guided by the RFP
292	The bidder should have a positive net worth for each of the past 02 financial years i.e., 2022-23, 2023-24	Section 5 - Eligibility Criteria Point 4	16	Request NABFIN to modify clause as "The bidder /OEM of the proposed LOS, LMS , Coll Solution should have a positive net worth for each of the past 02 financial years i.e., 2022-23, 2023-24 "	Please be guided by the RFP
293	The Bidder should not have been blacklisted at the time of submission of the bid by any Regulator / Statutory Body/ any Government Department/ PSU/ PSE/Financial Institution in India.	Section 5 - Eligibility Criteria Point 5	16	Request NABFIN to modify clause as "The Bidder /OEM of the proposed LOS, LMS, Coll solution should not have been blacklisted at the time of submission of the bid by any Regulator / Statutory Body/ any Government Department/ PSU/ PSE/Financial Institution in India."	Please be guided by the RFP
294	The proposed solution* (LOS, LMS and Collections) should have been successfully implemented (Live solutions) in at least 2 NBFC- MFI (having at least INR 200 Cr. AUM) in India within last 5 years as on the date of bid submission.	Section 5 - Eligibility Criteria Point 9	17	We request NABFINS to consider references in NBFCs and other financial institutions like Scheduled Public/Private sector banks , Small finance banks , Cooperative , Payment Banks. The LOS, LMS and collection solution are fundamentally similar in nature for all above mentioned financial institutions and hence we feel such references should also be considered by NABFINS. Further more we have experience of implementing LOS / LMS / collections in varied financial institutions. Request NABFINS to clarify if we can submit individual references for each of these products.	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
295	The Proposed Solution (LOS/ LMS/ Collections) should have been implemented on cloud in at least 2 organization (NBFC-MFI /NBFCs/Banks/FIs) in India	Section 5 - Eligibility Criteria Point 10	17	We request NABFINS to consider cloud implementation in one organisation (NBFC - MFI/NBFCs/Banks/Fis) because most of the Financial Institutions today have their deployments on-prem and cloud is more of a recent phenomenon .	Please be guided by the RFP
296	The Proposed Solution for Aadhaar Data Vault should have been implemented by at least 1 Public Sector BFSI company in India.	Section 5 - Eligibility Criteria Point 12	18	Since there are separate OEMs for ADV in the market , request NABFINs to de link this from the current RFP and limit the scope to the Core MFI solutions only, which aligns with the core business functions of NABFINS	Please be guided by the RFP.
297	The Proposed Solution for Application Performance management solution should have been implemented by at least 1 Public Sector BFSI company in India	Section 5 - Eligibility Criteria Point 13	18	Since there are separate OEMs for APM in the market , request NABFINs to de link this from the current RFP and limit the scope to the Core MFI solutions only, which aligns with the core business functions of NABFINS	Please be guided by the RFP.
298	Bidder is required to design and implement the Core MFI solution on Cloud.	Section 6.1 Detailed Scope of work Point - b	20	Request NABFINS to clarify if they have a preferred specifications/ vendor .	The specifications have been shared in Appendix 1A-Functional Specifications and 1B-Technical Specifications.
299	The proposed solution should cover the following process: Security and Collateral Management Fintech services through Integration Liveliness Check Module Vernacular language support Chatbot for all interfaces including Mobile apps and Web Portal Insurance Cyber-Security	Section 6.1.1 Functional Requirement Part A - Core MFI Solution Point c	25	Request NABIN to clarify scope of follwing modules- Security and Collateral Management Fintech services through Integration Liveliness Check Module Vernacular language support Chatbot for all interfaces including Mobile apps and Web Portal Insurance Cyber-Security	The Requirement are self explanatory. Please refer the specification (Appendix 1A: Functional Specifications and Appendix 1B: Technical specifications for further details)
300	Key resources: Implementation Phase: Project Manager – Implementation, Microfinance Domain SME, Data & System Architect- Implementation, SME - Cyber Security & Regulatory Compliance and O&M Phase: Project Manager – O&M	Section 6.1.6 Other Requirements Part G - Resource Requirements	40	Request NABFINS to convey the rationale for onsite resources' deployment since the scope includes management of the end to end application by OEM/bidder. Since the solution is hosted on Cloud , having dedicated on site resources will make the proposal more expensive .	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
301	All 3 Modules of the proposed solution (covering all 3 modules- LOS, LMS and Collections) should have been implemented/under-implementation in INDIA in a single client. Scoring for Implemented solution: i.In NBFC-MFI client with 200 Cr. AUM – 50 Marks ii. In NBFC/Bank client with 200 Cr. AUM– 40 Marks Under-implementation: i. In NBFC-MFI client with 200 Cr. AUM – 40 Marks ii. In NBFC/Bank client with 200 Cr. AUM– 30 Marks Bidder to highlight only 1 Credential to be considered for this Evaluation Criteria	Section 10.7- Technical Bid Evaluation criteria Point 3a- Relevant Experience	95	Request NABFINS to modify the clause as " Either of the 3 Modules of the proposed solution (LOS/ LMS /Collections) should have been implemented/under-implementation in INDIA in a single client. Scoring for Implemented solution: i. In NBFC-MFI client with 200 Cr. AUM – 50 Marks ii. In NBFC/Bank client with 200 Cr. AUM– 40 Marks Under-implementation: i. In NBFC-MFI client with 200 Cr. AUM – 40 Marks ii. In NBFC/Bank client with 200 Cr. AUM– 30 Marks Bidder to highlight only 1 Credential to be considered for this Evaluation Criteria	Please be guided by the RFP
302	MSME Loan	Section 6.1.1 Functional Requirement Part A - Core MFI Solution Point b	25	NABFINS is requested to confirm the total list of generic and schematic credit facilties that it is planning to process under the MSME section.	Details shall be shared with the successful bidder
303	12. Go Live, Knowledge Sharing to NABFINS's T0+160 days T0+180 days	Section 6.2 Project Timelines	65	Request NABFINS to modify the project timelines to T0+270 days as from our past experience, we feel 9 months is a reasonable timeline to complete the project of this magnitude.	Please be guided by the RFP
304	General- AI based models	NA	-	Whether NABFINS requires any AI based models associated with credit decision making / scoring / rating. If yes, whether NABFINs plans on providing the model, logic and test cases or requires th vendor to do so by arranging it from a consultant.	Please refer Appendix 1-A Functional Specifications, Point 67 of Business Rule Engine. The model, logic and test cases should be provided by the bidder, reviewed and approved by the NABFINS. During the requirement gathering stage, bidder to gather and document the existing processes and tech available in the system and ensure to guide NABFINS wherever other than NABFINS suggested items/modules where AI/ML/STP can be implemented
305	General- Vendor Portal	NA	-	Requesting NABFINS to clarify: A two way communication vendor portal would be required which can be used for sending valuation and title search requests and to receive the observations and report. If yes, how many such vendors to be provided the portals.	Please be guided by the RFP.

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306	Solution will have omnichannel customer journey from start, resume and completion ability cross platform i.e. Web Portals, Mobile Apps.	Appendix 1A – Functional Specification Point 7	Core MFI Sheet	Requesting NABFINS to clarify: If only summary lead generation ability or a proper journey seeking credit application related information is required in the portal. If it is the latter, how many products and schemes are required to be configured in such a journey. Whether ability is required for two way communication i.e. receiving loan application as well as - exception handling through document request and query raising by NABFIN's user, submission of responses by borrower and then document pushing by NABFINs and digital sign off by the borrower.	Please be guided by the RFP
307	Solution must have generative AI Capabilities to be able to identify patterns across auditors responses across branches	Appendix 1A – Functional Specification Point 260	Core MFI Sheet	Requesting NABFINS to clarify: Whether NABFINS plans on providing the model, logic and test cases aor requires th vendor to do so by arranging it from a consultant.	The model, logic and test cases should be provided by the bidder, reviewed and approved by the NABFINS. During the requirement gathering stage, bidder to gather and document the existing processes and tech available in the system and ensure to guide NABFINS wherever other than NABFINS suggested items/modules where AI/ML/STP can be implemented
308	The proposed solution should enable NABFINS to do straight-through processing (STP) and automation that NABFINS required to efficiently produce regulatory reports. Solution should streamline the operational and NABFINS reporting process. Solution should build and maintain a comprehensive library of regulatory & statutory requirements in jurisdiction.	Section 6.1 Detailed Scope of work Point - ff	22	Please confirm - 1. No of reports to be generated monthly	Please be guided by the RFP. Further details shall be shared with the successful bidder.
309	Aadhar Data Vault	Section 6.1.1 Functional Requirement Part B - Aadhaar Data Vault	26	Requesting NABFINS to confirm if complete end to end aadhar vault solution is required or integration of Core MFI solution with aadhar data vault would be required as part of requirement?	Please be guided by the RFP.
310	API Integrations	Generic	-	Please confirm the total number of APIs to be used with their names. Also, confirm whether the NABFINS has their own API vendors or is it to be arranged by Newgen?	Please be guided by the RFP.
311	Channels Required (Mobile, Branch, Portal)	Generic	-	Please confirm the channels required along with bifurcations product wise, also confirm the users of Mobile App/Portal.	All the products has to be made available on all the channels

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
312	Geo-Tegging/Geo-Fencing/Geo-Tracking	Generic	-	Please confirm for which product/process/module does the geo-fencing/geo-tagging/Geo-Tracking is required?	Please refer Appendix-1A Functional Specifications. The feature should be available in the Core MFI solution and should be made available on all the products sought by NABFINS
313	AI & ML Capabilities	Generic	-	Please confirm the numbers of AI/ML models required, also confirm their names. Data to train model will be provided by NABFINS, please correct if our understanding is wrong.	Bidder to right size and provide the models required for completing the Scope, Functional & technical requirement, Service levels and other terms of the RFP
314	Regulatory Reporting	Generic	-	Please confirm how many regualtory reports are required to be generated by the System along with their names. Also, the format of these reports shall be required from NABFINS side, please correct if the understanding is wrong.	All the reports mentioned in the RFP as well any regulatory & statutory reports have to be provided by the bidder. Format of the report shall be provided to the successful bidder during the SRS stage.
315	Products	Section 6.1.1 Functional Requirement Part A - Core MFI Solution Point b	25	Please confirm the Loan Products covered under MSME and Staff Loans as mentioned in the RFP.	Details shall be shared with the successful bidder.
316	Business Rule Engine - Solution will flag discrepancies in the Leads on the basis of BRE parameters and will route leads (loan applications) which require clarifications and/or is with discrepancies to proper credit assessment hierarchy.	Appendix - 1A- Functional Requirement Point 65	Core MFI Sheet	As per our understanding, parameters of the rules will be provided by NABFINS. Please correct if the understanding is correct.	Please be guided by the RFP
317	Loan Lifecycle Management- System should enable in capturing and tracking each Employee, B&DC/B&DF wise tours and travel expenses and re-imbursement and same should be tagged with respective lead/loan. The data should flow to overall finance and accounting solution of NABFINS for payments	Appendix - 1A- Functional Requirement Point 98	Core MFI Sheet	As per our understanding, this requirement should be processed by the existing HRMS system of NABFINS. Please correct if the understanding is correct?	Please be guided by the RFP
318	Loan Lifecycle Management- The Solution should provide features for visualization, navigating and drilling into listed alerts, rules that triggered the alert and information from the solution on the account/customer impacted by the alert	Appendix - 1A- Functional Requirement Point 186	Core MFI Sheet	Requesting NABFINS to elaborate the query along with use-case.	Please be guided by the RFP

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319	Loan Lifecycle Management- Proposed Solution should be able to know Money laundering patterns and fraud patterns like structuring, circulation of fund etc. Proposed Solution should have no limits to parameterize these patterns based on the banks experiences in money laundering and fraud	Appendix - 1A- Functional Requirement Point 190	Core MFI Sheet	Requesting NABFINS to define use-case and also the source of data.	Please be guided by the RFP
320	Collections & Reconciliation- Solution must have provision for inputting collector(DSA/ BC/RO) capacity each month based on leave schedules, new hiring, attrition etc. The same should be configurable and parametrizable from the GUI	Appendix - 1A- Functional Requirement Point 234	Core MFI Sheet	Requesting NABFINS to elaborate the query along with use-case.	Please be guided by the RFP
321	Document Management System- Solution should support associating metadata to records.	Appendix - 1A- Functional Requirement Point 286	Core MFI Sheet	Requesting NABFINS to elaborate the query along with use-case.	Please be guided by the RFP
322	Document Management System- Solution should have the OCR/ICR ability to process documents based on images for customer acquisition and lead generation. The platform should receive and process documents in file formats including but not limited to PDF, XML, XLS, CSV, WORD, JPEG, PNG etc. and tag them with the respective leads (loan applications). Using OCR/ICR, the data fields should be auto populated.	Appendix - 1A- Functional Requirement Point 290	Core MFI Sheet	Please define the use-case. Also confirm the Documents upon which the facility of OCR/ICR is required.	Details shall be shared with the successful bidder.
323	Document Management System The solution should support version control mechanism to track the documents while also allowing rollbacks	Appendix - 1A- Functional Requirement Point 296	Core MFI Sheet	Please elaborate 'Rollbacks' along with use-case.	Please be guided by the RFP
324	Document Management System The solution should support smart archival of documents of multiple and varying formats	Appendix - 1A- Functional Requirement Point 298	Core MFI Sheet	Please elaborate the term 'Smart Archival' along with use-case.	Please be guided by the RFP
325	Audit Trail Management The system should be able to document the history of all interactions and communications for each loan account. This shall include a mechanism for field agents to log customer visits with date, time, and purpose, a selectable list of predefined interaction types or activities and a remarks section for free-text notes, and the ability to associate all documented interactions with the relevant loan account.	Appendix - 1A- Functional Requirement Point 313	Core MFI Sheet	Requesting NABFINS to povide the use case for history of all interactions and communication for each loan account including mechanism for field agents	Please be guided by the RFP, data shall be shared with the successful bidder

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326	Grievance Management System should have Chatbot that would be accessed by users on the portal and mobile app would be accessible without even logging in the system for providing relevant information to the borrower/agents and would become the first level resolution touch point of NABFINS	Appendix - 1A- Functional Requirement	317	Please confirm the name of Chatbot with which NABFINS want to integrate. Also, confirm if NABFINS is already having the license of this Chatbot.	Please be guided by the RFP
327	Subscription Cost for Core MFI - Subscription cost would be paid quarterly in arrears post complete Go-Live of system	Section 7 Payment Terms	67	Request Nabfins to modify the payment terms as "100% in advance at the beginning of the respective year" since the softwar product licenses will have to be billed in its totality at the time of license issuance/delivery	Please be guided by the RFP
328	Cloud Infrastructure Cost - Maintenance cost of Cloud including provisioning & installation cost of Cloud infrastructure at all proposed sites (primary & secondary site) and environments (including non-production as well)	Section 7 Payment Terms	67	Request Nabfins to modify the payment terms as "100% in advance at the beginning of the year" in line with the industry practice.	Please be guided by the RFP
329	Performance Bank Guarantee	Annexure - 12	149	Please confirm if all the participating bidders have to provide this or only successful has to provide post bid evaluation	Performance Bank guarantee has to be provided by the successful bidder as per the terms of the RFP
330	The Proposed Solution* (LOS,LMS and Collections) should have been successfully implemented (Live solution) in at least 2 NBFC-MFI (having at least INR 200 Cr.AUM) in india within last 5 years as on the date of bid submission. *Bidder can submit credentials from single or mutliple clients in India highlighting their experience in each of the proposed solution ie LOS, LMS, Collections. In case of any products (LOS/LMS/Collection) is under implementation, the credential shall be considered as under implementation and will not be considered for evaluation.	Section 5 Eligibility Criteria Point 9	17	We request you to ammend the clause as below "The Proposed Core MFI Solution (LOS/ LMS/ Collections) should have been implemented in at least 1 NBFC-MFI (having at least INR 1000 Cr.AUM) in India within last 5 years as on the date of bid submission The largest NBFC MFI is using the proposed solution for more than 5 years with an AUM of more than INR 25,000 Crores Please let us know if the in-flight engagement (where the implementation is under progress can be considered for the 2nd reference)	Please be guided by the RFP

Sl. No	RFP Clause	Reference	RFP Page No.	Query	Reply
331	The Proposed Solution (LOS,LMS and Collections) should have been implemented on cloud in at least 2 organization (NBFC-MFI /NBFCs/Banks/FIs) in India	Section 5 Eligibility Criteria Point 10	17	We request you to ammend the clause as below "The Proposed Solution (LOS/ LMS/ Collections) should have been implemented in at least 1 organization (NBFC-MFI /NBFCs/Banks/FIs) in India" having either their DC or DR on cloud OR any global references where the proposed solution has been implemented on Cloud The proposed solution is offered globally on a SaaS model globally and and is being used by client across multiple geographies	Please be guided by the RFP, no change in the RFP clause
332	The bidder should have executed at least 2 projects in Microfinance domain (JLG/ SHG etc.) in a client in India within last 5 years as on date of bid submission. The contract value of the projects should be more than INR 2 crores.	Section 5 Eligibility Criteria Point 11	17	We request you to ammend the clause as below "The bidder/OEM should have executed at least 1 project in Microfinance domain (JLG/ SHG etc.) in a client in India within last 5 years as on the date of bid submission. The contract value of the projects should be more than INR 2 crores. The largest NBFC MFI is using the proposed solution for more than 5 years with an AUM of more than INR 25,000 Crores Please let us know if the in-flight engagement (where the implementation is under progress can be considered for the 2nd reference)	Please be guided by the RFP, no change in the RFP clause
333	Bid submission last date and time is 26th July 2024 at 3:00 PM	Section 2 Key Information	17	Considering the scope of work of the RFP, request NABFINS to extend the bid submission date by 4 weeks	Please refer the addendum