NABFINS
Annexure I - Responses to Pre-bid queries

Query Reference No	RFP Section (point number)	Page no. of RFP	RFP Excerpt	Query Description/ Clarification sought	Remarks
1	Overview	13	4.1	Could you please list down all the banks required for integration	List will be shared with the successful bidder.
2	Overview	14	4.2	Could you please provide more details on "Bidder will be responsible for extraction of data"	Bidder/ OEM must coordinate with existing vendor and extract the data from the legacy system. NABFINS will facilitate this process.
3	5 Eligibility Criteria	15	The Bidder should have an average annual turnover of INR 03 crore in the past three financial years i.e. 2022-23, 2023-24, 2024-25 with a positive net worth in at least 02 years and OEM should have average annual turnover of INR 300 crore in the past three financial years in India.	The OEM Turnover criteria of ₹300 crores effectively restrict participation of OEMs with MSME status in this tender. We request NABFINS to facilitate MSME participation in line with Government of India guidelines, which promote MSME inclusion in all tenders. While experience criteria can remain, the Turnover criteria should not bar MSME OEMs from bidding. Further, in cases where the MSME OEM itself acts as the implementation partner, we request that the Turnover criteria for the Implementation Partner be applied to the MSME OEM bidder.	Please be guided by the RFP.
4	Eligibility Criteria(Point No.4)	15	The Bidder should have an average annual turnover of INR 03 crore in the past three financial years i.e. 2022-23, 2023-24, 2024-25 with a positive net worth in at least 02 years and OEM should have average annual turnover of INR 300 crore in the past three financial years in India.	Please consider the following relaxation considering the case where Bidder is the OEM. The Bidder should have an average annual turnover of INR 03 crore in the past three financial years i.e. 2022-23, 2023-24, 2024-25 with a positive net worth in at least 02 years and OEM should have average annual turnover of INR 100 crore in the past three financial years in India.	Please be guided by the RFP.
5	Section 5: Eligibility Criteria, Point 4	16	"The Bidder should have an average annual turnover of INR 03 crore in the past three financial years i.e. 2022-23, 2023-24, 2024-25 with a positive net worth in at least 02 years ..."	As the Bidder/Implementation Agency, we request you to revise the minimum turnover criteria to an average of INR 1 crore for the past three financial years.	Please be guided by the RFP.
6	5> Eligibility Criteria > Point 6	16	The bidder should be authorized partner of the OEM	Can we remove this clause and have the option for bidder to submit the proposal for implementation only and OEM submit the proposal to NABFINS directly for product licenses?	Please be guided by the RFP.
7	Eligibility Criteria(Point No.7)	16	The proposed solutions (F&A, HRMS) should be from a single OEM. OEM/System Integrator (SI) should have experience in the end-to-end implementation of the proposed solution.	We request you to consider Finance & Accounting (F&A) Solution and HRMS System which has been built using open source technologies/Custom-developed solutions (built from scratch)by the bidder/OEM. This will enable wider participation and allow NABFINS to consider more innovative and cost-effective options.	Please be guided by the RFP.
8	Section 5: Eligibility Criteria, Point 4	16	"The Bidder should have an average annual turnover of INR 03 crore in the past three financial years i.e. 2022-23, 2023-24, 2024-25 with a positive net worth in at least 02 years ..."	As the Bidder/Implementation Agency, we request you to revise the minimum turnover criteria to an average of INR 1.5 crore for the past three financial years. This will enable wider participation while ensuring capable bidders. Please confirm if relaxation can be considered.	Please be guided by the RFP.
9	Eligibility Criteria, Part B (Cloud Service Provider Mandate)	18	"CSP should be empanelled with MeiTY ... Primary site and secondary site of CSP proposed for the project should be in two different locations in India."	If infrastructure is hosted on its own globally certified data centers, will NABFINS accept proposed CSP infrastructure in India (without MeiTY empanelment but with equivalent global ISO certifications)?	Please be guided by the RFP.

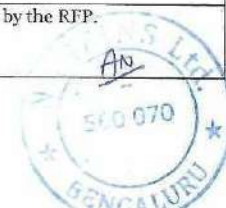|					
10	E	19	Bidder is required to perform the data migration activities and will be responsible for loading and transforming the data in the proposed systems/ solutions. Bidder is required to liaise with the existing vendor for extraction of the data. Data shall be provided to the bidder as extracted 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.	For statutory compliance, how many past years of data need to be migrated into the new 'FA & HRMS' system?	Eight years
11	E	19	Bidder is required to perform the data migration activities and will be responsible for 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.	From how many legacy systems previously used by NABFINS does the master and transaction data need to be migrated to the new 'Financial Accounting' system?	Data is to be migrated from one legacy system for F&A and one legacy system for HRMS.
12	E	19	Bidder is required to perform the data migration activities and will be responsible for 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.	From how many past systems previously used by NABFINS does the master and transaction data need to be migrated to the new 'HRMS' system?	Data is to be migrated from one legacy system for F&A and one legacy system for HRMS.
13	6.1 Detailed scope of work> Point K	19	Bidder should integrate the tool with the call center agents for enabling the tickets logged....	Please explain the expectation for integration with call center agents? Understand that expectation is to have bidder bring their ticketing tool. Beyond that any other integration is expected?	Solution must be capable of integrating with the ticketing tool.
14	Point 6, 6.1 Detailed Scope of Work	19	"Bidder is required to design and implement the F&A Solution and HRMS on Cloud. "	Please clarify if required Solution is expected is on cloud or on-premise. This clause contradicts with Point 7 Payment schedule (pg 62 of 151) as License cost has been mentioned there. If on cloud then it should be subscription based.	NABFINS is expecting license to be issued in the name of NABFINS and the solution is to be deployed on Cloud.
15	6.1 Detailed scope of work> Point r	20	Availability of L1 & L2 resource 24*7*365 Support for the solution to meet the Service Levels	Please clarify if the expectation is to have 24*7 support for all category of issues? Can this clause be relaxed ?	Please refer Section G - Pg. 36 and Section 12.2. Response and resolution time as per different category of issues as specified in Section 12.1 may be ensured.
16	6.1. Detailed Scope of work Point Z	21	It is the responsibility of the bidder to provide integration with various Tech 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.	Please provide the list of APIs in NABFINS' LMS system through which LMS data is to be pushed into the new 'Financial Accounting' system.	Please be guided by the RFP - Section B xi.- Pg. 32
17	6(ee Security Features)	21	"It is the responsibility of the bidder to comply with the Government of India Guidelines andAct on DPDP (Digital Personal Data Protection) and other acts/guidelines issued by GOI on regular basis"	Please specify the rules you require us to adhere to, once it is officially notified.	Since NABFINS is regulated by RBI/ NABARD/ IRDAI/ GoI etc., any acts/ guidelines released for NBFC/ MFI sector must be adhered to.

18	xvii	22	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 / UAT environment. In case 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.	Does NABFINS require the OEM to provide a separate UAT Environment (comprising Application VMs and Database VMs) for testing of customizations and patches under the project?	Dedicated VMs for UAT environment may not be required, but UAT environment is required.
19	6.1.1 Functional Requirement	23	The proposed F&A solution for NABFINS.....	Please confirm the number of legal entities for NABFINS that needs to be implemented.	No
20	Section 6.1.1: Functional Requirement – Finance & Accounting Solution	24	"The Finance & Accounting Solution will digitize and optimize key modules including ... v. ECL computation ..."	We seek clarification if NABFINS will accept ECL computation to be configured/customized as part of the solution.	Yes
21	HRMS	24	pt xii	Integration with Equifax (No direct integration is possible)	Integration is to be done with Equifax Employer Portal
22	6.1.2 Non-functional requirements	25	The solution should be implemented as per best industry practices. It should be customized to meet NABFINS's requirements.	Is the 'FA & HRMS' software required to be customized by the OEM as per the specific requirements of NABFINS?	Please be guided by the RFP.
23	6.1.2 Non-functional requirements	25	The solution should be implemented as per best industry practices. It should be customized to meet NABFINS's requirements.	If a customized version of the 'FA & HRMS' software is required by NABFINS, is the OEM also required to implement regular product updates to the customized version from time to time?	Yes.
24	6.1.3. Point - e	26	The Bidder shall be responsible for provisioning required compute infrastructure (server/virtual machines), storage for hosting the proposed application. The bidder must manage and maintain the VM's including underlying Hardware, Operating systems, antivirus etc. for the contract period.	Please confirm whether NABFINS requires the FA & HRMS application instance to be hosted on dedicated VMs in DC and DR, ensuring it is not accessed through a common URL shared with other OEM customers.	Please be guided by the RFP.
25	Cloud and CSP Requirement	26	pt f	"Bidder should be responsible for sizing independently" (Before seeing the data it would be difficult to tell if any add ons will be required or not)	Please refer to the Corrigendum for the additional clause.
26	6.1.4 Responsibility Matrix Point> 11. Data Migration	28	Data Migration - Bidder and OEM	Please confirm that the extraction of data from the legacy environment will be managed by NABFINS	Bidder/ OEM must coordinate with existing vendor and extract the data from the legacy system. NABFINS will facilitate this process.
27	6.1.6 Other requirements Point iii	31	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.	Please confirm whether the FA & HRMS application will be accessed only from NABFINS branches and Head Office, or if it will also be accessed by field users.	F&A will be used by Head Office and Branches. HRMS will be used all NABFINS employees.

28	B. System Design Point xi	32	The Bidder is required to integrate the solution with NABFINS existing as well future applications: 1. Core MFI Solution (Existing and new) 2. NABARD Data Warehouse 3. SMS Gateway 4. Email Gateway 5. Banking Systems 6. Payment Gateways 7. Treasury Solutions 8. SIEM tool integration 9. Any additional integrations shall be as per NABFINS requirements	Will the SMS pack for sending messages from the 'FA & HRMS' application be provided by NABFINS, or is it to be arranged by the OEM?	SMS pack for sending messages from F&A and HRMS will be provided by NABFINS.
29	6.1.6 Other requirements>System Design> Point x	32	The bidder shall ensure flexibility to enrol third party / fintech companies / other bidders for data capturing / data validation / any other purpose	If any third party needs to be onboarded like GSP service provider for integration withg GST portal, will that be the responsibility for bidder? Assume NABFINS will own the commercial implications of onboarding such third parties?	Bidder will be responsible for any third party integration as per NABFINS requirement and no additional cost will be provided.
30	F. System recovery Point 3	34	Bidder is responsible for performing DR drills between the proposed primary (DC) & secondary site (DR). Also, bidder to participate and assist NABFINS in their DR drill (planned & unplanned) and ensure the availability of solution during NABFINS's drills.	Kindly confirm whether the OEM is required to conduct a dedicated DR Drill for the FA & HRMS solution exclusively for NABFINS under the monitoring of the NABFINS IT Team, rather than conducting it jointly with other OEM customers.	Please be guided by the RFP.
31	6.1.6 Other requirements>Resource requirement	36	F&A Domain SME - Offsite Full Time	For effectiveness of solution design it is suggested that SMEs and solution architects have some inperson onsite coverage for the critical phases of design , testing and cutover. Also in previous sections it was mentioned about L1/Helpdesk support from onsite, hence request clarity for onsite/offsite expectation.	Please be guided by the RFP.
32	18	42	Backup & restoration management of application server	Does NABFINS require periodic verification of the 'Database Backup & Restoration' facility on the provided Datacenter? If yes, kindly specify the expected frequency of such verification	As per regulatory/ statutory requirements
33	dd. System administration services	44	Backup File Retention 1. Creating backup schedule 2. Performing backups and restoring files 3. Storing backups, Bidder should take backups for the entire period of contract.	Does NABFINS require periodic download of the 'FA & HRMS' database backup for statutory compliance purposes? If yes, kindly specify the required frequency of such downloads.	Please be guided by the RFP.
34	6.1.7 Migration	47	Data migration is primarily concerned with the transfer of data from the source system to the target system. It is a subset of Implementation. Bidder will be responsible for migration of applications including data from the existing application to the proposed applications. Bidder is required to migrate the master data, operational and transactional data, documents, and any other data/logs from the current system to the proposed system.	Is the 'Financial Application' module required to import master data (e.g., Loan Accounts, Ledger Data for Loan Accounts) from NABFINS' LMS system?	Yes.
35	6.1.9 Testing	49	Policies and security review of firewall, servers, routers and desktops	Kindly confirm whether all NABFINS branches and the Head Office are equipped with firewall devices capable of establishing VPN connectivity with the dedicated network firewall to be deployed by the OEM at DC and DR. If yes, please provide the make and model details of these firewalls at the respective branch and H.O. locations.	Please be guided by the RFP.
36	P	56	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.	As part of statutory compliance, does NABFINS require the OEM to provide licenses of the 'FA & HRMS' software on its servers at the Head Office, along with permission to restore the database backup?	Documentation as per statutory requirements may be shared.
37	c. Security Management	56	The Solution should be enabled with multi-factor authentication for access and performing the obligations.	Is Two-Factor Authentication required for application user login? If yes, please specify the preferred second factor of authentication (e.g., OTP, QR Code, etc.).	Please be guided by the RFP.

38	c. Security Management Point 8	57	The solution should support the following platform security & reliability: Data stored is encrypted in the platform database. Application access credentials should not be stored locally.	Kindly confirm whether the FA & HRMS data generated through NABFINS' application usage is required to be stored in a dedicated database at DC and DR, and not within a common database shared with other OEM customers.	Please be guided by the RFP.
39	6.2 Project Timelines> Sr No 15	60	Go Live, Knowledge Sharing to NABFINs	The expectation of post Go Live support period is for 20 days and this can be extended to 3 years as separate contract on an annual basis. Pls confirm if this understanding is correct.	Please be guided by the RFP.
40	Payment schedule	62	Solution Implementation Cost (Solution Implementation cost including the cost of all development, integrations, parameterization, customization, updates, upgrades, training NABFINS & their appointed agents/ officials and other scope requirements)	In the event that the FA & HRMS application is to be accessed by field users or field agents, kindly clarify whether NABFINS requires the OEM to provide SSL VPN clients for such users. If yes, please specify the number of users for whom the SSL VPN clients are to be provisioned.	Application to be accessible with a public URL.
41	Point 7 Payment Terms	62	F&A, HRMS and Email Solution	In Payment Schedule it is mentioned in Sl.no.1 that Email solutions is one of deliverable item but in functional requirement is not mentioned against it. Please confirm.	Email solution requirements is included in HR functional requirements.
42	8.15 Audits	69	8.15 Audits	Kindly specify the IS Audit requirements for accessing the FA & HRMS software under this project. Will the application be accessible through a public URL (open access) or through a private URL restricted to NABFINS branches and devices via VPN (IPSec/SSL) connectivity with the Datacenter and DR Center?	Application to be accessible with a public URL.
43	8.15 Audits	69	The Successful Bidder(s) should recognize the right of regulator & statutory authority to conduct an inspection on Successful Bidder(s) / service provider and its books and accounts by designated person(s). One week of prior intimation shall be shared with the bidder, regarding the audit so as to notify bidder any potential conflict of interest.	Does NABFINS IT Team require access to the 'FA & HRMS' database for statutory compliance and/or reporting purposes?	Please be guided by the RFP.
44	8.15 Audits	69	8.15 Audits	Is the 'FA & HRMS' OEM required to provide an undertaking of compliance with NABFINS' IS Audit requirements? If yes, kindly share the prescribed format for the same.	Undertaking of compliance with NABFINS IS Audit requirements is to be provided by the OEM/ Bidder. Prescribed format will be
45	Escrow	72	NABFINS and the bidder shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code, data structure and DB backup for the software product supplied/ procured by the Bidder to NABFINS in order to protect its interest in an eventual situation.	To comply with statutory requirements, is the OEM required to escrow the source code of the 'FA & HRMS' software? If yes, please specify the frequency at which the source code needs to be updated in escrow.	As per regulatory requirements/ guidelines.
46	Other Terms & Conditions	76	Bidder (in case the bidder is not the OEM) is allowed to utilise the personnel of OEMs during the implementation as well the support period of the project. It's bidder responsibility to backline with the OEM(s) and CSP. The bidder will sign agreements with OEMs and CSP for any support services required from them and shall be responsible for any SLA in this regard according to the terms of agreement between NABFINS and the bidder.	Could you please clarify if there is any classification and defined TAT for the resolution of technical support points/issues? Additionally, is there any penalty applicable to the OEM for non-resolution of technical support requests/issues within the specified TAT?	Please be guided by the RFP - Section 12.5 - Pg. no. 104.
47	8.36 Adherence to Laws and Standards	77	Bidder must ensure that the proposed products/services are compliant to all such applicable existing regulatory guidelines of GOI / RBI and adheres to requirements of the IT Act 2000 (including amendments in IT Act 2008), Digital Personal Data Protection Act 2023 and Payment and Settlement Systems Act 2007 and amendments thereof as applicable)	Please specify the rules you require us to adhere to, once it is officially notified.	Since NABFINS is regulated by RBI/ NABARD/ IRDAI/ GoI etc., any acts/ guidelines released for NBFC/ MFI sector must be adhered to.

48	Technical Evaluation 1. Organization Strength	89	**1.a)Organization Financial Strength** The Bidder should have an average annual turnover of at least INR 03 crore in the last three financial years i.e., 2022-23, 2023-24, 2024-25 with positive net worth and OEM should have average annual turnover of INR 300 crore in the past three financial years in India. In case OEM is the bidder, only part (b) will be applicable and will calculated proportionately.	**1.a)Organization Financial Strength** The Bidder should have an average annual turnover of at least INR 03 crore in the last three financial years i.e., 2022-23, 2023-24, 2024-25 with positive net worth and OEM should have average annual turnover of INR 100 crore in the past three financial years in India. In case OEM is the bidder, only part (b) will be applicable and will calculated proportionately.	Please be guided by the RFP.
49	Technical Evaluation 1. Organization Strength	89	**1.a)Organization Financial Strength** Copies of audited balance sheets and P&L statements AND CA Certificate for the year 2022-23, 2023-24 and 2024-25	**1.a)Organization Financial Strength** Copies of audited balance sheets and P&L statements AND CA Certificate for the year 2022-23, 2023-24 and 2024-25 (Please consider provisional balance sheet for 2024-2025 as you had considered it in eligibility Criteria laso)	Please refer the Corrigendum for the revised clause.
50	3.a)Relevant Experience	90	**3.a)Relevant Experience** The Bidder should have experience in at least one project in India in BFSI/ PSU/ PSE/ Govt. Organization/ Financial Services within last 5 years as on the date of bid opening with the number of projects a. > 02 & <=03 projects – 50 Marks b. >03 & <= 04 projects –75 Marks c. > 05 projects – 100 Marks	Please consider the relaxation to the following: **3.a)Relevant Experience** The Bidder/OEM should have experience in at least one project in India in BFSI/ PSU/ PSE/ Govt. Organization/ Financial Services within last 5 years as on the date of bid opening with the number of projects a. > =01 & <=03 projects – 50 Marks b. >03 & <= 04 projects –75 Marks c. > 05 projects – 100 Marks	Please be guided by the RFP.
51	10.8 Commercial Evaluation Process	92	Bidder (L1) quoting the lowest bid will be selected on the basis of Total Price post commercial bid evaluation.	Please provide clarity about the final evaluation process,whether it is L1 based criteria or QCBS(as QCBS is mentioned in page number 94)	QCBS criteria will be followed. Please refer the Corrigendum Dated 15.09.2025 for the revised clause
52	10.9 Final Evaluation – QCBS Evaluation	94	The Proposals will be finally ranked according to their combined Technical Score(s) and Financial Score	Please provide clarity about the final evaluation process,whether it is L1 based criteria or QCBS(as L1 is mentioned in page number 92)	QCBS criteria will be followed. Please refer the Corrigendum Dated 15.09.2025 for the revised clause
53	12.1. Uptime Rules	98	The proposed solution must satisfy the performance requirements of the RFP. Service Levels should be complied with irrespective of the customizations that the applications would undergo during the tenor of the Contract.	Could you please clarify if there is any classification and defined TAT for the incorporation of customization points in the project? Additionally, is there any penalty applicable to the OEM for non-completion of these customization points within the specified TAT?	Please be guided by the RFP.
54	13.1.19: Annexure 18: Growth Projections & Volumetrics	150	USERS - Number of users of Finance Department	Please provide clarity on how many users will raise PRs and how many buyers will be there to process POs	Please be guided by the RFP.
55	13.1.19: Annexure 18: Growth Projections & Volumetrics	150	Number of Users (NABFINS) (Staff)	Please confirm if the functionality to claim expense reimbursement will be provisioned for the entire organization ?	Yes. Feature is to be available for all employees of NABFINS.
56	General	General	General	Kindly clarify whether the mentioned requirements are specific to the dedicated setup to be provisioned for NABFINS or applicable to the common cloud-based services offered by the OEM. Further, since NABFINS is governed by NABARD and RBI statutory audit requirements, we request detailed clarification on the IS Audit and Compliance expectations under this project.	Dedicated database and storage mandatory. Compliance to IS Audit as per statutory/ regulatory requirement.
57	General	General	General	Please clarify whether a dedicated network firewall is required to be deployed at DC and DR for this project, and whether exclusive firewall logs specific to NABFINS are to be maintained for IS Audit purposes.	Dedicated network firewall not be required but WAF report and logs to be submitted as and when required by NABFINS.

58	General	General	General	Do any reports generated from the 'Financial Accounting' system need to present individual loan accounts and their transactions?	No
59	General	General	General	Is the 'FA & HRMS' system required to be customized to support Single Sign-On (SSO) for users along with the LOS and LMS systems?	As specified by NABFINS.
60	Appendix 1(B)	kk	Solution should comply with all IT policies (IT Security Policy, IT Policy, Cloud Policy, Data Migration Policy etc.) of NABFINS	Please note that we have our own internal Privacy Policies, and Security Policies. Kindly share your Security Policies, and IT Policies to review and confirm.	Policy will be shared with the successful bidder.
61	Appendix 1(B)	Sr. no. 25	e. Bidder should follow all IT/ IS policies of NABFINS Controls related to Operations Security shall be implemented for ensuring Secure Configuration, Application, OS, DB, Web Server, Back-up & Recovery, Change Management, Capacity & Demand Management, Protection against Malicious Code and Monitoring, Auditing & Logging security requirements and any other as per regulatory requirement and as required by NABFINS on cloud.	e. We have our own IT/IS policies that is followed in our Organization. Please let us know the specific policies so that we can check and confirm on the compliance. We already have the security controls that are mentioned here.Please let us know the specific requirements so that we can check and confirm.	Specific policies will be shared with the successful bidder.
62	Appendix 1(B)	Sr. no. 32	Secure removal, return, retention and/ or destruction of assets and data belonging to NABFINS- Upon termination or upon the direction of the NABFINS	Please confirm the secure removal requirements	Secure removal Compliance Certificate must be shared with NABFINS. Data retention should be followed as per NABFINS data retention policy.
63	Appendix 1(B)	Sr. no. 37	Retention of NABFINS's data on the cloud shall be in accordance with the extant guidelines of NABFINS's Data Retention Policy.	Please confirm the Data retention policy at your end	Policy will be shared with the successful bidder.
64	Appendix 1(B)	Sr. no. 41	The systems in cloud infrastructure should be updated with the latest anti- malware signatures, the bidder shall submit the monthly report on the same with NABFINS.	Please confirm the format of report required	Format will be shared with the successful bidder.
65	Appendix 1(B)	Sr. no. 45	Password Policy on the Cloud setup should be followed as per the NABFINS's password Policy. For privileged users, it should be more stringent than that for normal users.	Can you please share the specific requirements	NABFINS follows a standard password policy. Policy will be shared with the successful bidder.
66	Appendix 1(B)	Sr. no. 47	Appropriate Business Continuity Plan and Disaster Recovery Plan shall be put in place for the workload on the cloud, based on the risk assessment. Bidder shall incorporate the business continuity requirements of the NABFINS in its BCP and DR Plan for NABFINS's workload. In case of critical workloads, bidder's or CSP's plans should be shared with the NABFINS. Appropriate Disaster recovery solution should be in place to ensuring the compliance to BCP and DR Continuity.	Please let us know the requirements in specific so that we can check and confirm.	DR drill has to be conducted twice a year as per regulatory requirements and as and when requested by NABFINS.
67	Appendix 1(B)	Sr. no. 52	All logs of assets related to NABFINS's subscription/ tenant should be integrated with the NABFINS's SOC (as and when required). Report should be submitted at periodical intervals as defined by NABFINS or on Quarterly basis (before every billing cycle)	Please clarify the requirement	For compliance purposes, necessary logs/ reports/ compliance certificate must be shared with NABFINS as and when required.
68	Appendix 1(B)	Sr. no. 58	Comprehensive Security Review (CSR) of the application/service on the cloud shall be conducted on yearly or bi-yearly or as defined by NABFINS basis depending on the type of workload. Information security reviews should be conducted in case of transition or changes of bidder or CSP or during renewal of services	"Information security reviews should be conducted in case of transition or changes of bidder or CSP or during renewal of services"- Please confirm if this will be taken care by NABFINS.	Bidder/ OEM is responsible for conducting information security review and report is to be submitted to NABFINS.
69	Appendix 1(B)	Sr. no. 68	e. IT Act 2000 & its amendments, DPDP and other Acts/Regulatory guidelines	Please let us know on "other Acts/Regulatory guidelines".	Guidelines issued by regulatory/ statutory authorities, as applicable to NBFC-MFI sector and NABFINS may be followed as

70	Appendix 1(B)	Sr. no. 69	CERT IN Empaneled auditor report's is required for the following: CERT IN Empaneled auditor report's is required for the following: a. CSP's environment is segregated into militarized zone (MZ) and demilitarized zone (DMZ) separated by Firewall and any access from an external entity is permitted through DMZ only b. CSP follows the best practices of creation of separate network zones for Production and non-Production such as UAT c. Internet access is restricted on: Internal servers, database servers, Any other servers d. Ensuring security posture of their applications. Security Testing includes but is not limited to API Testing, Source Code Review, VA, PT, SCD, DFRA, Process Review, Access Control etc. e. CSP has processes in place to permanently erase NABFINS data after processing or after a clearly defined retention period f. Log generation, storage, and review process to confirm whether proper log generation, storage, management, and analysis happens g. Whether the CSP has witnessed any security or privacy breach in the past 2 years	Is it mandatory?	The mentioned points come under the scope of IS and VAPT audit, and is conducted by CERT-IN empanelled auditor, as per regulatory requirement.
71	Appendix 1(B)	Sr. no. 83	Threat Modelling of all activities being performed by CSP & bidder should be documented and should be shared with the NABFINS on periodic basis	Can you please confirm if threat modelling of all activities is to be shared.	Compliance Certificate must be shared with NABFINS.
72	Appendix 1(B)	Sr. no.24	a. NABFINS's data should not cross Indian geographical boundaries (physically or logically). b. Integration with NABFINS's SOC, SIEM & other security solution for monitoring as and when required by NABFINS.	b. We request the following details: - Vendor details of the SIEM, Expected log format and API model.	Provision for integration with NABFINS SIEM tool needs to be made. Details will be shared with successful bidder.
73	Appendix 1(B)	Sr. no.9	NABFINS and its auditor(s) will have right to audit the infrastructure allocated to NABFINS through any regulators or through any third parties as needed by the regulators and this may entail data localization, sovereignty, confidentiality, Data protection & data privacy, and such other things. It's bidder responsibility to enable the same, necessary provision should be incorporated by bidder with CSP to ensure the compliance to the same. The bidder should provide CSP's third-party audit reports on information security & data integrity, source code review including APIs, details about APIs encryption of payloads, authorization, and authentication API wise - every year irrespective of any audit on demand.	Please confirm if source code review mandatory, and must it be performed by a third party.	Guidelines issued by regulatory/ statutory authorities, as applicable to NABFINS may be followed as and when notified.
74	Appendix 1A> FMS_ACCTTP42	Tab F&A> Row No 500	The System should have provision for managing different investments in multiple segments by Nabfins (other bank investment in the form of FD, MF, Equity etc.).	Understand that NABFINS already has a Treasury solution, do we still need capability to manage investments through ERP ?	Please be guided by the RFP.
75	Appendix 1A> Email Domain System	Tab HRMS> Row 430	Email Domain System	Is it expected from the bidder to bring a email domain for all NABFINS employees ?	Bidder is required to quote the cost of email licenses based on the growth projections indicated in the RFP. Email users will be approximately 60% of the projected staff as given in the RFP. The payment will be based on actual number of licenses procured per year.

76	Appendix-2-Commercial-Bill-of-Material-License	Appendix-2-Commercial-Bill-of-Material-License	Please clarify whether, during the contract period, NABFINS may opt to host the new FA & HRMS software licenses (provided by the OEM) on its own DC/DR infrastructure or government-provided infrastructure. In such a scenario, is it required to quote software license costs separately from infrastructure costs in the commercial format?	Please be guided by the RFP.
77	Appendix-2-Commercial-Bill-of-Material-License	Appendix-2-Commercial-Bill-of-Material-License	Could you please confirm if the 'Change Request' rate mentioned in the commercial bid refers to the man-day rate for customizations to be carried out by the OEM?	Yes.
78	General		How many years of data to be migrated	Eight years
79	General		Please provide names of third party system as of now	Please be guided by the RFP - Section B xi.- Pg. 32
80	General		ECL	ECL stands for Expected Credit loss
81	HRM_ORM011	Ability to restrict making changes in the OM to authorized persons only	Could you please confirm the meaning of the term "OM" in this context?	Organization Management
82	FMS_GLS009	Provision to account for transactions falling within a particular FY which is under audit, in the immediately opened succeeding FY by authorized personnel. Software should not allow opening of closed audited annual accounts	Can a provision be included to allow Transaction locking and unlocking that can be done by the admin of the organization	The provision sought was to lock the transaction on montly basis so that except for the authorized person, others cannot post the back dated entries. Same is expected for year end entries.
83	General		Geographies in-scope? Other than India, other geographies and additional entities?	Geography in scope is within India only.
84	General		Other than English, any other Languages to be considered in-scope?	No
85	General		Org. Strucuture- As-Is, Lean hierarchy followed?	No
86	General		As per requirements, we understand all functionalities of Hire to Retire (including all Talent modules) to be featured in to-be HR system, correct?	Yes
87	General		Implementation approach- any priorities of modules go-live to be considered? Or it can be big bang of all modules?	All solutions with the facilities mentioned in the RFP is to be released during Go-Live. Additional customisations shall be taken up subsequently.
88	General		Client Stakeholders availability- Talent Management (Performance, Succession, Learning) modules can run in parallel?	Yes
89	General		Employee Types- who are expected in To-Be system, will have login access to HRMS.	All employees types (Deputation, Fixed term and Contract employees) will have access to HRMS system.
90	General		All Employee Categories will access HRMS?	All employees will have access to HRMS system.
91	General		One global process followed in Hire to Retire processes? If process varies as per entities, can the details be shared?	Process will be decided after onboarding the successful bidder.