



**Corrigendum/Addendum/Clarification - NHB/ITD/RFP-ADF / OUT07353 /2020- Request for proposal (RFP) for Procurement and Implementation of Automated Data Flow (ADF) & Support Services**

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1)	41	9. General Terms and Conditions	10.6 Although service window has been defined as 9.00am to 9.00pm, the selected Bidder must provide services beyond the above time in case of urgent requirement of NHB without any extra cost.	10.6 Although service window has been defined as 10.00am to 6.00pm, the selected Bidder must provide services beyond the above time in case of urgent requirement of NHB without any extra cost.
2)	50	Annexure 'D'- (Minimum Eligibility Criteria)	Applicable points: Point 5, Point 7 Documents required: Work Order+ Completion Certificate	Documents required: Work Order/ Completion Certificate
3)	29	4.5.5 DR Site Requirement; (iv.)	RPO of 1 Hr and RTO of 15 min	RTO of 1 Hr and RPO of 15 min
4)	14	3.14 Period of validity if bids	Prices and other terms offered by Bidders must be valid for an acceptance period of 6 months from the date of submission of commercial bid for acceptance by NHB	Prices and other terms offered by Bidders must be valid for an acceptance period of 6 months from the date of submission of commercial bid for acceptance by NHB.  Please note that the implementation cost at DR site will remain valid for one year from the date of initial work order to successful bidder. Post 1 year,

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				variation of 10% in the total cost is permitted at discretion of Bank. Pl read with Annexure I.
5)	23	4.3. Statement of Work: v	"Pl read with clause 5.5.8"	May be read as: "Pl read with clause 4.5.11"
6)	24	4.3. Statement of Work: xii	Comprehensive training on the entire solution deployed along with customizations is to be provided to NHB's project team & user team and must cover both classroom and hands on.	Comprehensive training on the entire solution deployed along with customizations is to be provided to NHB's team and must cover both classroom and hands on. The training can be conducted in online manner in case the prevailing restriction of Covid-19 intact at the time of conduct. Please note that the user group for training are NHB Users (15-20), Admin Users (5-7) and HFC users (2 admin/users per HFC).
7)	30	4.5.8 Intellectual Property Rights - Point i	The Intellectual Property Rights for the developed product should invariably reside with NHB. This should include the source code, release management artifacts and all other technical and domain related documentation for the developed solution.	The Intellectual Property Rights for the developed product i.e. software components developed to meet NHB's ADF requirement, should invariably reside with NHB. This should include the source code, release management artifacts and all other technical and domain related documentation for the developed solution.

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8)	22	3.39 Present Setup 4.1 Scope of Work; Purpose; (viii.)	DC DR Connectivity - MPLS and ILL HFCs and NHB Connectivity	MPLS bandwidth at DC is 32 Mbps and at DR is 16 Mbps. ILL bandwidth at DC is under upgradation to 128 Mbps. ILL bandwidth at DR is 32 Mbps. HFCs are not connected with NHB through a dedicated network. The data transmission is required to be securely carried over Internet.
9)	12	3.11 Earnest Money Deposit	All the responses must be accompanied by a refundable interest free security deposit of Rs. 300,000/- (Rs. Three Lacs only), by way of an e-payment in favour of National Housing Bank as per account details mentioned below:	As per Rule 170 of General Financial Rules (GFRs) 2017, Bidders are exempted from submission of bid security i.e. EMD deposit. Further, in lieu of Bid Security, Bidders are required to submit "Bid Security Declaration" accepting that if they withdraw or modify their bids during period of validity etc., they will be suspended for the time specified in the tender documents.
10)	26	4.5.1 General Requirement	Addendum as new point xi	Please note that the current solution requirement is an on-premises implementation. However, the system developed and deployed to meet NHB requirement should be cloud ready.
11)	23	4.3. Statement of Work: ii	ii. NHB is seeking push/pull mechanism as an implementation methodology for setting up ADF solution at NHB & HFCs. The data will be	ii. NHB is seeking push/pull mechanism as an implementation methodology for setting up ADF solution at NHB & HFCs. The data will be pulled from HFC's system and

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			pulled from HFC's system and pushed to NHB's Systems in an automated manner. The push/pull will be triggered at a set frequency as per requirement of Bank without manual intervention.	pushed to NHB's Systems in an automated manner. The push/pull will be triggered at a set frequency as per requirement of Bank without manual intervention. Initially, frequency will be set at monthly interval. In case the triggering batch fails, the deployed solution must be able to generate alert emails as per rules defined by Bank and must have provision for exception-triggering the event. Further, all data processing and submission will be automated end to end.
12)	23	4.3. Statement of Work: Viii	4.3. Statement of Work: xix	The solution/portal deployed at NHB will be accessed by NHB users and its admin users only. The software/solution/utility deployed at HFC site is required to automate data flow as defined in this RFP.
13)	13	3.13 Liquidity Damages	b) In case the delay exceeds three weeks from the expected period of delivery, Bank reserves the right to cancel the order. In such an event vendor will not be entitled to or recover from Bank any amount by ways of damages, loss or otherwise. If	b) In case the delay exceeds three weeks from the expected period of delivery, Bank reserves the right to cancel the order. In such an event vendor will not be entitled to or recover from Bank any amount by ways of damages, loss or otherwise. If orders are cancelled due to non-delivery, the vendor will be

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			orders are cancelled due to non-delivery, the vendor will be debarred by Bank for participating in any future tenders floated by Bank. In such circumstance, NHB reserves the right to forfeit EMD and invoke the submitted Performance Bank Guarantee (PBG)	debarred by Bank for participating in any future tenders floated by Bank. In such circumstance, NHB reserves the right to invoke the submitted Performance Bank Guarantee (PBG)
14)	33	5 ii Penalty for downtime	<p>1. &gt;= 99% Nil</p> <p>2. 98% to 99% Rs.100,000/- per .1% of drop in uptime</p> <p>3. Below 99% Rs. 5,00,000/- per .1% of drop in uptime.</p>	<p>1. &gt;= 99% Nil</p> <p>2. 98% to 99% Rs. 50,000/- per .1% of drop in uptime</p> <p>3. Below 98% Rs. 3,00,000/- per .1% of drop in uptime</p> <p>The penalty will be affected at the time of release of payment, subject to maximum of 10% of Total Support Cost of applicable year.</p>
15)	40	8.2 Payment terms	Payment for subsequent quarters will be made only after the payments of previous quarters have been released.	Payment for subsequent quarters will be made subject to satisfactory performance during serviced period.
16)	39	8.2.1The payment terms are detailed as under	<p>C. Support Cost (Pl refer annexure I)</p> <p>a) payment in equal Quarterly instalments payable against invoice.</p>	<p>C. Support Cost (Pl refer annexure I)</p> <p>a) payment in equal Quarterly instalments payable against invoice. However, payment may be released in advance subject to submission of PBG of equivalent amount to the Bank.</p>

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17)	34	Project Implementation Schedule	Schedule :- Timelines  Implementation/Roll out at NHB / Roll out at 5 HFCs :-  Within 5-6 weeks from the date of Purchase order.	Schedule :- Timelines  Implementation/Roll out at NHB and Roll out at 5 HFCs :-  Within 8-10 weeks from the date of Purchase order.
18)	34	Project Implementation Schedule	Implementation/Roll out at Top 20 HFCs :-  Within 8-9 weeks from the date of Purchase Order.	Implementation/Roll out at Top 20 HFCs & Generation of output reports mentioned at Annexure P :-  Within 12-14 weeks from the date of Purchase Order.
19)	51	Annexure 'D'- (Minimum Eligibility Criteria)	Point 7. The bidder must have successfully executed similar work during previous 5 Years: 1. Two similar work of value not less than Rs. 1.00 Crore. or 2. Four similar works of value not less than Rs. 50 lacs each	The bidder must have successfully executed similar work during previous 5 Years: 1. One similar work of value not less than Rs. 1.00 Crore. or 2. Three or more similar works of value not less than Rs. 50 lacs each
20)	39	Payment Terms 8.2.1 → S.No:A  Solution Cost  [Pl refer Annexure I]	Post Submission of:  i) PBG ii) All applicable contracts  b) 50% after solution delivery/ implementation at NHB	Post Submission of:  i) PBG ii) All applicable contracts a) 90% of the Hardware Cost will be released on delivery and rest 10% after implementation of ADF at NHB & 5 HFC's.

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			and First 5 HFCs and generation of Output Reports. c) 50% after solution delivery/implementation at next 15 HFC and generation of Output Reports.	b) 90% of the Software Cost will be released on delivery and rest 10% after implementation of ADF at NHB & remaining 15 HFC's and generation of output reports except EWS.
21)	23	4.2 Objective, point (vii)	" Implement a solution that will validate the correctness of data, eliminate the redundant data & helps in tacking and revision of data."	May be read as: " Implement a solution that will validate the correctness of data, eliminate the redundant data & helps in tracking and revision of data."
22)	29	4.5.3 Performance/Functionality Requirements, point (iv)	" The solution should offer multi factor authentication for profile users. Vendor will enable MFA as per requirement of Bank. "	The solution should have provision for Multi Factor Authentication (MFA). MFA/Captcha to be enabled for NHB users as per requirement of Bank.
23)	96	Annexure P - Input/Output Formats		It is to clarify that data is not required to be collected in multiple currencies.
24)	25	4.4.4	Vendor will provide support on ADF management, upgradation during contract period	Vendor will provide support on ADF management, upgradation during contract period. Any upgradation withing existing data structure (input data points) will be carried out at no cost to Bank. For meeting any further upgradation/ customization

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				requirement of the Bank, the same will be enabled as per terms of RFP and contracted commercial cost.
25)	28	4.5.2.xvi	xvi. It may be required that a solution is required to interface with other bespoke smaller applications, unique to an HFC/stakeholder	xvi. It may be required that a solution is required to interface with other bespoke smaller applications, unique to an HFC/stakeholder. It is to clarify that in such cases, HFC will provide the data in the structured format as advised/required by solution provider to meet overall ADF requirement of the Bank.
26)	50	<b>Annexure D (Minimum Eligibility Criteria)</b>	Bidder must have executed centralized MIS/ADF Solution in at least one BFSI in abroad/India or any BFSI bank with operations in India during last 5 years.	The bidder must have successfully executed Centralized MIS/ADF solution or Enterprise-wide real-time data ingestion and integrated reporting solution in at least one Public sector bank/ Private bank/BFSI registered in India or any BFSI/Bank registered abroad with operations/ registered office in India, during last 5 years.
27)	50	Annexure 'D'- (Minimum Eligibility Criteria)- Point 6	The bidder must have successfully executed Centralized MIS/ADF solution in at least one Public sector bank/ Private bank/BFSI	The bidder must have successfully executed Centralized MIS/ADF solution or Enterprise-wide real-time data ingestion and integrated reporting solution in at least one Public sector bank/ Private bank/BFSI registered in India or any BFSI/Bank registered

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			registered in India during last 5 years.	abroad with operations/ registered office in India, during last 5 years.
28)	34	Project Implementation Schedule	Onsite Support: To start immediately after the completion of Implementation, sign-off and Training phase.	Onsite Support: To start immediately after the completion of Implementation at Top 20 HFCs, sign-off and Training phase.
29)	24	4.3 Statement of work: xvii	The vendor should provide application maintenance for error fixes, additions / modifications to the software to cater to changes to data sources and/or new reporting requirements during warranty period of contract.	The vendor should provide application maintenance for error fixes, additions / modifications to the software to cater to changes to data sources and/or new reporting requirements during period of contract.
30)	51	Annexure 'D'- #8	The bidder must possess valid certification of ISO 9001:2015 as on last date of bid submission	For MSME, certificate having validity till previous year i.e., 2019 is acceptable, however MSME has to submit proof w.r.t. processing of latest certificate.
31)	51	Annexure 'D'- #9	Bidder should be ISO 27001 or CMMi Level 3 or above certified as on last date of bid submission.	Bidder should be ISO 27001 or CMMi Level 3 or above certified as on last date of bid submission. (For MSMEs, certificate having validity till previous year i.e. 2019 is acceptable, however MSME has to submit proof w.r.t. processing of latest certificate.)
32)	22	4.2.ii	To eliminate the redundant data.	To eliminate capturing of redundant data

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33)	23	4.2.v	To increase the efficiency of the correct report generation by monitoring in timely manner.	To develop/implement software/solution in an efficient manner to ensure quick report generation with minimal lag.
34)	24	4.3.xi	Bidder will implement Business Intelligence Solution suitable for this delivery. All requisite hardware/software will be procured and implemented by Bidder. The reporting solution may be implemented in non-HA manner.	Bidder will implement Business Intelligence Solution suitable for this delivery. All requisite hardware/software will be procured and implemented by Bidder. The reporting solution may be implemented in HA manner (Active/Passive).
35)	25	4.4.1 Readiness Assessment, Onsite Discovery, and Planning	Post Implementation at Top 20 HFCs, the solution will be deployed in rest of the HFCs as advised by Bank. The list will be shared with Final Bidder.	Post Implementation at Top 20 HFCs, the solution will be deployed in rest of the HFCs (presently approx. 82 no.) as advised by Bank. The list will be shared with Final Bidder.
36)	50	Annexure 'D'- (Minimum Eligibility Criteria)- Point 5	Bidder must be in the business of delivering Software MIS Solutions for the past 3 years in India.	Bidder must be in the business of delivering Software MIS Solution/Enterprise-wide real-time data ingestion and integrated reporting solutions for past 3 years in India
37)	36	7.4 Marks Distribution - Point 2	<ul style="list-style-type: none"> <li>• For 3 or more Public sector bank/ Private bank/BFSI in India</li> <li>• For 1 or More Public sector bank/ Private bank/BFSI in India</li> </ul>	<ul style="list-style-type: none"> <li>• For 3 or more Public sector bank/ Private bank/BFSI in India or BFSI/Bank registered abroad with operations/ registered office in India.</li> <li>• For 1 or More Public sector bank/ Private bank/BFSI in India or</li> </ul>

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				BFSI/ Bank registered abroad with operations/ registered office in India
38)	19	3.36 Intellectual Property Rights	In addition, the clause is applicable to but not limited to items listed at clause 5.5.9	In addition, the clause is applicable to but not limited to items listed at clause 4.5.8
39)	57	I.Total Solution Cost	<b>Total Cost of Software<sup>^</sup> required for complete Implementation[A3]</b> <i><sup>^</sup> The proposed BI/Reporting tool/solution must be listed in Gartner's Magic Quadrant.</i>	<b>Total Cost of Software ( Cost towards Software Licenses delivered to Bank) <sup>^</sup> required for complete Implementation[A3]</b> <i><sup>^</sup> The proposed BI/Reporting tool/solution must be listed in Gartner's Magic Quadrant.</i>
40)	27	4.5.2 Solution Development Guidelines	<b>Addendum as new point "xx"</b>	xx: The solution must mask sensitive data such as Aadhar No/ PAN etc., which comes under the ambit of Personal Identifiable Information (PII) during its transmission and in storage. While dealing with personal data captured through ADF, Vendor will enable/ maintain necessary security standards in the ADF system to ensure compliance with Personal Data Protection Bill, issued by Govt of India.
41)	33	ii. Penalty for Downtime	<b>Addendum</b>	Uptime exceptions: (a) Time lost due to power or environmental failures. (b) Time taken to recover the system because of power or environmental failures.

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				<p>(c) Time lost due to damage or malfunction in the system or any units thereof due to causes attributable to NHB</p> <p>(d) Time taken for scheduled maintenance/ troubleshooting either for preventive purposes or improvement in function.</p> <p>(e) Time taken for reconfiguration or other planned downtime situations.</p> <p>(f) Scheduled shutdowns as required/ approved by NHB</p> <p>(g) Time taken for booting the system</p> <p>(h) Time lost due to unavailability of links.</p>
42)	43	14. Taxes	Only GST will be paid by NHB on actual basis as per statutory rates prevalent during the period of service provided.	Only GST/applicable taxes will be paid by NHB on actual basis as per statutory rates prevalent during the period of service provided
43)	49	Annexure 'C'- (Compliance Statement Declaration)	We hereby undertake and agree to abide by all the terms and conditions stipulated by NHB in this RFP including all addendum, corrigendum etc. Any deviation may result in disqualification of Bids.	We hereby undertake and agree to abide by all the terms and conditions stipulated by NHB in this RFP including all addendum, corrigendum etc.
44)	69	1.10 Taxes and Duties;	The Vendor and their personnel shall pay the taxes (excluding GST), duties, fees, levies, and	Excluding GST/applicable statutory taxes prevalent during the period of services, the Vendor and their personnel shall pay any

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			other impositions levied under the existing, amended or enacted laws during the tenure of this Agreement and NHB shall perform such duties in regard to the deduction of such taxes as may be lawfully imposed from the payments to be made to the Vendor.	other taxes, duties, fees, levies, and other impositions levied under the existing, amended or enacted laws during the tenure of this Agreement and NHB shall perform such duties in regard to the deduction of such taxes as may be lawfully imposed from the payments to be made to the Vendor
45)	74	3.11 Limitation of Liability;	ii) below, shall be limited to _____ times of the total contract value.	ii) below, shall be limited to the total contract value.
46)	84	Annexure N ( Confidentiality cum NDA)	7. Term: The obligation pursuant to clause 2 and 3 (Confidentiality & Non-Disclosure of Proprietary Information) will survive for a period of _____ years from the termination of the SLA.	7. Term: The obligation pursuant to clause 2 and 3 (Confidentiality & Non-Disclosure of Proprietary Information) will survive for a period of <b>3 years</b> from the termination of the SLA.
47)	68	Clause No. 6.iv. Undertaking	That NHB shall have every right at its discretion to enforce such accountability in case of any improper discharge of contractual obligations and/or any advice/service rendered in the views of NHB is found to be grossly faulty/negligent/deficient and/or any deviant conduct by	That NHB shall have every right at its discretion to enforce such accountability in case of any improper discharge of contractual obligations and/or any advice/service rendered in the views of NHB is found to be grossly faulty/negligent/deficient and/or any deviant conduct by the Vendor <b>and the same is not cured within 15 days of bringing to the notice of the Vendor by NHB</b> , as a consequence of it, NHB can,

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			<p>the Vendor and as a consequence of it, NHB can, irrespective of anything stated herein, terminate this Agreement by giving 15 days prior notice, including to withhold/retain the dues payable to the Vendor by NHB under this Agreement and appropriate/adjust the same for the losses, if any, suffered by NHB without requiring NHB to prove the actual loss.</p>	<p>irrespective of anything stated herein, terminate this Agreement by giving 15 days prior notice, including to withhold/retain the dues payable to the Vendor by NHB under this Agreement and appropriate/adjust the same for the losses, if any, suffered by NHB without requiring NHB to prove the actual loss.</p>

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