



RFP Reference No.: HO/ITD/DAK/2023/00127 dated August 24, 2023

Request for Proposal (RFP)- for

Procurement of Compliance Management Tool at National Housing Bank

The replies to the pre-bid queries received from the prospective bidders for the Pre-Bid Meeting held on September 01, 2023, are placed herewith.

Deloitte Touche Tohmatsu India, LLP

Sr. No.	Particulars	Page no.	Deloitte queries as on 31.08.2023	Reply of the Bank
1	4. Scope of Work/Business Requirements	17	Kindly elaborate on the term 'Others'	Others as applicable to NHB (AIFI)
	A. Overall Requirements:			
	1. Database on Indexed Repository of Regulations/Guidelines/ Norms issued by the Central/ State Government, RBI, SEBI, other Authorities, etc. applicable to NHB's functions.			
	a. Legal and Statutory b. Regulatory and Governance c. Others			
2	4. Scope of Work/Business Requirements	17	Kindly define the term 'CD/DCOs/OICs'	CD-Compliance Department DCO-Department Compliance Officer OIC-Officer-In-Charge
	2. Database on the provisions applicable or to be complied with by NHB based on its functions /activities (system to suggest and CD/DCOs/OICs to confirm relating to their functions)			
3	4. Scope of Work/Business Requirements	17	Kindly elaborate on the requirements pertaining to 'Reference communications regarding above provisions'	The communications pertaining to S.No. 1, 2 & 3 under Scope of Work.
	4. Reference communications regarding above provisions (system to capture and display, based on feed by the CD/DCOs/OICs relating to their functions).			
4	4. Scope of Work/Business Requirements	17	Kindly elaborate on the requirements pertaining to 'Previous return format along with data submitted'	All returns applicable to the NHB (AIFI)
	8. Previous return format along with data submitted.			
5	4. Scope of Work/Business Requirements	18	Kindly elaborate on the requirements pertaining to 'Generation of Compliance Testing Formats, Permitting Feeds'	The same shall be discussed during SRS with the successful bidder .
	24. Generation of Compliance Testing Formats, Permitting Feeds, Tracking of Compliances, Status Updates/ Closure.			
6	4. Scope of Work/Business Requirements	20	Kindly elaborate on the requirements pertaining to 'Data Formats on on-site and off-site returns'	The same shall be discussed during SRS with the successful bidder .
	44. Data Formats on on-site and off-site returns.			
7	7.2. Minimum Eligibility Criteria	26	In case Bidder is unable to meet any of the minimum eligibility criteria can we still participate in the bidding for the said RFP?	The bidder has to fulfill all the Minimum Eligibility Criteria to qualify for Technical Evaluation.
8	7.2. Minimum Eligibility Criteria	27, 29	It is mentioned in the RFP that Bidder has to provide copies of supporting for each of the criteria mentioned without which bid may be rejected. However, as per the internal policy we cannot submit these documents, can we still participate in the bidding for the said RFP?	These documents are mandatory to be eligible for further technical evaluation of the bids.
	3. Average annual turnover of the Bidder during the last three financial years should be at least ₹8 crores for non MSME bidders and ₹3 crores for MSME/ Start-Up bidders.			
	Documents required: Statutory Auditor/ CA Certificate with Registration Number / Seal along with Certified copy of audited accounts as supporting documents. Un-audited accounts will not be considered			
	4. Bidder should be profit making for at least 02 financial years in the last 03 Financial Years			
9	Annexure 'A' - Bidder Information	39	As per internal policy, we cannot provide these details/documents, however can we still participate in the bidding for the said RFP?	These documents are mandatory to be eligible for further technical evaluation of the bids.
	15. Please mention turnover and Net Profit/Loss for last three years and include the copies of Balance Sheet in support of it.			
	Audited/Provisional/CA certificate of Balance sheet and Profit & Loss accounts for last 3 years to be submitted.			
10	Scope of work	-	Kindly provide the details of the in-scope locations, entities and no. of branches.	The details of same are mentioned in the RFP in Clause 2 and also available on NHB's website.
			We understand that the following documents need to be submitted along with the Technical Bid	
			1. Bidder's information in the format as prescribed in Annexure 'A'	
			2. Bidder's Experience details in the format as prescribed in Annexure 'B'	



Deloitte Touche Tohmatsu India, LLP

Sr. No.	Particulars	Page no.	Deloitte queries as on 31.08.2023	Reply of the Bank
11	Documents to be submitted along with the technical bid	-	3. Compliance Statement Declaration in the format as prescribed in Annexure 'C' 4. Information on Minimum Eligibility in the format as prescribed in Annexure 'D' 5. Annexure 'E'- Manufacturer Authorization Format 6. Annexure 'F'- Technical Bid Covering Letter 7. Technical Proposal as per Annexure 'G' 8. ECS Mandate in the format as prescribed in Annexure 'J' 9. Letter of Competence in the format as prescribed in Annexure 'K' 10. Pre-Contract Integrity Pact (wherever applicable) in the format in Annexure 'O' (The Pre-Contract Integrity Pact should be submitted neatly typed in on ₹100/- non-judicial stamp paper duly signed by the authorized signatory and the same will be signed on behalf of NHB subsequently. The date of execution should be the date as mentioned in the Technical Bid by the Bidder) 11. Annexure 'P'- Resolution Matrix 12. Undertaking by the Bidder in the format as prescribed in Annexure 'R' 13. Annexure 'Q' - Curriculum Vitae (CV) of Key Personnel 14. Annexure 'S' - Scope of Work / Business Requirements Kindly confirm our understanding.	Yes. Kindly refer the relevant clauses of RFP.



Complinty Technologies Private Limited

S No	Queries	Reply of the Bank
1	Is the implementation going to be On-Premise or are you open for Cloud Implementation (on Complinty Server) as well?	On Bank's Premises only
2	Clause 4.1 – Is the bidder responsible for hardware, maintaining the hardware & backups?	No
3	Clause 4.6 – Data Migration: Are you currently using any software for compliance management. If yes, then what data needs to be migrated. If no, then also let us know what data needs to be migrated.	No, legacy data will be shared for migration. Refer clause 4.6 in the RFP.
4	Clause 8.2 – Payment Terms: Clause 8.2.1 – Serial No. 3 – Does it mean that the AMC for the first year will be free?	Yes. Kindly refer the Financial Bid Format in RFP.



Aparajitha Software Services Private Limited (Compfie)

S No	Queries	Reply of the Bank
1	A.1 - C. Others (Definition)	Others as applicable to NHB (AIFI)
2	A.3 - Policies of NHB/Directions issued by Board and its Committees - The Same can be added by Aparajitha, Tasks cannot be created by NHB CD/DCOs/OICs relating to their functions	Feed shall be provided by the NHB CD/DCOs/OICs relating to their functions
3	A.8 - Previous return format along with data submitted - Return Format is available and not Autofilled return can be pouplated in system	The same is mandated.
4	A.9 - Data export/import link and transfer with SAP, DMS, etc. to avoid manual inputs - Data transfer from one tool to another tool is not avialble.	The same is mandated.
5	A.11 - Observations received from the RBI/Authorities, and their status compliances along with supporting documents - The Same can be added by Aparajitha, Tasks cannot be created by NHB CD/DCOs/OICs relating to their functions	Feed shall be provided by the NHB CD/DCOs/OICs in this regard.
6	A.13 - Major Observations from the Audit/Compliance Testing, and their status compliances along with supporting documents. It can be added as Task by Aparajitha, Task canoot be added by NHB	Feed shall be provided by the NHB.
7	A.15 - Action Points of the Meetings with RBI, SEBI, Other Authorities, and their status compliances along with supporting documents - It can be added as Task by Aparajitha, Task canoot be added by NHB	Feed shall be provided by the NHB.
8	A.17 - Compliance Calendar [Past/Present/Future (up to next year)] - Compliance of upto 6 months Future compliance is only available	The same is mandated.
9	B.27 - Compliance Certificate - In development will be implemented in 2 month Max	Kindly refer to Implementation Schedule in RFP Clause No. 5.1.
10	B.29 - Function/Department-wise Performance Report - Available based on the task created (Regulatory & Internal controls)	Kindly be guided by the relevant RFP clauses.
11	C.33 - Manages ongoing correspondences with regulators, including special workflows to manage interface around Notices, RBI inspection indents, Penalty action, etc - What is special workflows to manage interface	The same shall be discussed during SRS with the successful bidder .
12	C.36 - Devises action plan for the implementation with an end-to-end and time-bound management of the findings emerging from various external and internal audits and testing including the regulatory inspection, regulatory compliance-oriented internal audit/concurrent audit findings that require close follow up and oversight from Compliance as well as the compliance testing/ review findings - The Same can be added by Aparajitha, Tasks cannot be created by NHB CD/DCOs/OICs relating to their functions	Feed shall be provided by the NHB.
13	D.43 - Linkages applicable to NHB and its departments, as per functions. - More Clarity required	Details of the departments are available on NHB's website
14	D.48 - Complete autonomy in handling internal compliance database, i.e., the users can add the internal compliances into the system themselves without taking help from Support. This is because the volume of internal compliance data is very high, and it is very dynamic with day-to-day changes - The Same can be added by Aparajitha, Tasks cannot be created by NHB CD/DCOs/OICs relating to their functions	Feed shall be provided by the NHB.



Manupatra Information Solutions Pvt. Ltd.

S No	Queries	Reply of the Bank
1	Need clarity on the requirement of "devising action plan for the implementation of audit findings in the compliance software"	The same shall be discussed during SRS with the successful bidder .
2	Need clarity on process of "querying compliances and receiving guidance by the Bank whether raised internally within departments of Bank and externally with authorities.	The same shall be discussed during SRS with the successful bidder .
3	For the point "Data export/import link and transfer with SAP, DMS, etc. to avoid manual inputs.". Will an integration be required or just the import and export of data.	The same shall be discussed during SRS with the successful bidder .
4	Currently for running our software SQL Server 2019 DB is required. Will the SQL DB license be provided by NHB?	All database, middleware licenses are to be provided by the bidder. Please refer to Table 2 of the Financial Bid Format.
5	Does the Bidder necessarily have to be on GeM to apply or the bidder can be considered even if they are not on GeM Portal.	Bids shall be accepted over GeM only.



Alpha Plus Technologies Pvt. Ltd.

Query No.	RFP Point No. (s)	RFP Provisions	Observations and Queries requiring Clarification from NHB	Reply of the Bank
1.	3.22	Price Composition & Variation: Date of implementation of project shall be the date of acceptance of the letter of award (Starting Date) or such other date as may be fixed by NHB. The same date shall be considered for renewal of support services etc., if applicable.	Considering the following pointers, we would humbly request the bank to kindly consider the start date as a mutually agreeable date basis vendor & NHB. 1. The requirements are huge and contains subjectivity in terms of expectation. There will be a need to clarify several pointers via mutual discussions between the vendor & NHB. 2. The Vendors may or may not have a ready solution to cater all expectations. Hence, some lead time post awarding of the contract will help.	Kindly be guided by the relevant RFP clauses.
2.			Will there by Functional Specification Document (FSD) / Scope of Work (SOW) sign off prior to acceptance of the letter of award? If yes, is a 2-week timeline be acceptable for this?	No
3.	3.23	Timely availability of Support Services: The vendor should have proper and adequate support mechanisms in place at New Delhi/NCR to provide all necessary support under this project as detailed in this RFP.	Why is the bank insisting for a support mechanism out of Delhi / NCR? If the vendor has demonstrable proofs of supporting NHB via their existing offices and can confirm in case of critical matter provide on-site support; the requirement should suffice. Adding support mechanisms in Delhi / NCR will unnecessary bloat the TCO out of proposition. Further, in case the vendor is an MSME, he may not have offices in Delhi / NCR, making them non-compliant to this clause.	Kindly be guided by the relevant RFP clauses.
4.	3.34 (e)	Intellectual Property Rights: All customizations will be exclusive property of NHB, and source code should be provided to NHB.	Kindly clarify the Bank's position in cases where the proposed solution is a proprietary software with all IPR owned by the generic software creator / provider and not a customized solution specifically for NHB? Does the Bank intend to ignore generic software makers who may be able to provide the proposed solution as an off-the-shelf ready product at much lower costs, with very high-quality standards; however, for whom source code sharing may not be a legally, financially acceptable business model possibility? Furthermore, in case of generic software all customizations are also developed in a generic manner keeping the interests of all other customers in mind and hence these cannot & should not be made exclusive to NHB alone. 3. Is the bank looking to host entire policies in the system or merely the actionable / To-Dos arising out of the policies? 7. Requesting the Bank to kindly clarify if the CC feature in escalation will have a multiple individua ID's OR 1 group ID. 8. Requesting the Bank to kindly clarify what is the expectation pertaining to 'Previous return format along with data submitted' 9. Integration can be simple or extremely complex depending upon the visual expectation and on the nature of the other systems & data points which are being sought to be integrated with the proposed system. Since this has direct impact on costing / licensing, request the bank to kindly clarify. 10. Do MIS Reports suffice this requirement? If not, what is the expectation. Is the expectation that the system will report to the regulator basis a series of event? If yes, please elaborate on the requirement & integrations required for the same. Since this has direct implications on customizations as well as cost. 20. Can the Bank kindly elaborate on what kind of information should be available on the Dashboards for a. Board of Directors b. Top Management c. HODs 21. If these are to be created as To-Do's / tasks will the bank provide these due dates & their frequencies OR is the service provider expected to identify the same? 24. Requesting the bank to please elaborate of what is the expectation on: a. generating testing formats b. Permitting feeds 25. Bank is requested to comprehensively explain the workflow with regards to penalty management / Penalty report generation. 26. Requesting the Bank to kindly specify on what columns will be expected in Autogenerated Compliance Certificate? 30. What the expectations of the bank around 'Customized Report/MIS Generation'. Can we limit this to a specific number of reports? This will enable the vendors to quote accurately. 33. & 34. Can the bank kindly provide a sample of special workflows? 35. Can the bank kindly clarify its positioning in accordance to the risk related information and indicate was is to be expected under header of regulatory development or control gap? 36. Is the bank expecting the system to devise a plan by itself? 38. Can the bank elaborate its expectations around "Process of querying compliance and receiving the required guidance / clarification /response, etc. by the Bank." 40. (f & j) Can the bank clarify on what is expected on this front? 45. The data formats can only be provided if the same has been uploaded by the Regulatory Authority in public domain. Will this suffice the requirement of the Bank? 51. Can the bank please clarify on what is the expectation? 52. This is part of the Content - AMC offering. Will the bank opt in to procure the same?	Kindly be guided by the relevant RFP clauses. The same shall be discussed during System Requirement Specification (SRS) with the successful bidder . All returns applicable to the NHB (AIFI) The same is mandated. The same shall be discussed during SRS with the successful bidder . The same shall be discussed during SRS with the successful bidder . The same shall be discussed during SRS with the successful bidder . The same shall be discussed during SRS with the successful bidder . The same shall be discussed during SRS with the successful bidder . The same shall be discussed during SRS with the successful bidder . Reports to be generated as per Bank's requirement and details shall be shared during SRS discussion The same shall be discussed during SRS with the successful bidder . A comprehensive solution is to be provided by the bidder. Kindly be guided by the relevant RFP clauses along with the Financial Bid Format.
5.	4	4. Scope of Work/Business Requirements A. Overall Requirements: 3. Policies of NHB/Directions issued by Board and its Committees (system to capture and display details, based on feed by the CD/DCOs/OICs relating to their functions). 7. Escalating the just before time triggers to HODs, with copy to CCO/Top Management. 8. Previous return format along with data submitted. 9. Data export/import link and transfer with SAP, DMS, etc. to avoid manual inputs. 10. Suo-moto Disclosures/Exception Reporting to RBI/other Authorities, etc. 20. Enabling Dashboard to Board of Directors, Top Management, HODs, etc. 21. Two business days advance triggers must be sent to the HOD for the following RBI compliances: a. CRILC RDB- weekly b. CRILC MAIN- monthly c. Sanctions and disbursements during the month d. SARFAESI & OTS-monthly e. Compromise through Lok Adalat-monthly f. Willful Defaulter to CIBIL-monthly g. ALM-quarterly - SLS and IRS h. Review of investment portfolio- Half yearly i. Review of counterparty exposure norms- Annual j. FMR- Quarterly B. Specific Tools Required: 24. Generation of Compliance Testing Formats, Permitting Feeds, Tracking of Compliances, Status Updates/ Closure. 25. Default/ Non-compliance/Penalty Report Generation. 26. Autogenerated Functional Compliance Certificate from the HODs/DCOs/ OICs. 30. Customized Report/MIS Generation. C. Major Functionalities of Compliance Portal should be as under: 33. Manages ongoing correspondences with regulators, including special workflows to manage interface around Notices, RBI inspection indents, Penalty action, etc.		



Alpha Plus Technologies Pvt. Ltd.

Query No.	RFP Point No. (s)	RFP Provisions	Observations and Queries requiring Clarification from NHB	Reply of the Bank
		34. Helps with reference to past correspondence and relevant notifications.		
		35. Access relevant risk-related information including regulatory developments, regulatory actions, control gaps, and implementation status etc.		
		36. Devises action plan for the implementation with an end-to-end and time-bound management of the findings emerging from various external and internal audits and testing including the regulatory inspection, regulatory compliance-oriented internal audit/concurrent audit findings that require close follow up and oversight from Compliance as well as the compliance testing/ review findings		
		38. Process of querying compliance and receiving the required guidance / clarification /response, etc. by the Bank.		
		40. Compliance Management Tool should be able to continually track, monitor, and audit whether respective activities/ processes are aligned with applicable laws & organizational policies. Few examples are as under. Proposed solution should also aim to eliminate inefficiencies and redundancies and provide MIS.		
		a. Direct Tax Matters (Income Tax, TDS by nature of activity etc.)		
		b. Indirect Tax Matters (like GST, Professional Tax etc.)		
		c. MSME Compliance (i.e., Micro or small Enterprise payment & disclosure related compliances)		
		d. other matters like (SFT- special financial transactions etc.)		
		e. Direct and Indirect Tax Compliance Calendar with due date		
		f. System of Early Warning Signals (EWS)		
		g. Compliances related to operations, maintenance and management of Bank Accounts		
		h. Investment (Back office) related compliances		
		i. Capital adequacy (including proposed Basel- III norms), Income Recognition, Asset		
		Quality & Provisioning Norms and other RBI/ SEBI/ CCIL etc. related compliance.		
		j. financial statement disclosure and other compliances by concerned authorities/regulatory bodies separately.		
		k. Graphical dashboards and charts that provide critical real-time insights into compliance processes.		
		D. Additional Functionalities		
		45. Data Formats on on-site and off-site returns.		
		51. Flexibility of upgrading to next version. Omission of approval if the next version is releasing in the near future. Mobile application etc.		
		52. Any new Act, Direction, Guidelines, Regulations applicable to NHB under the future requirements.		
6.	4.1	4.1 Database	If our software uses MS SQL & MS Excel licensing, the procuring entity is required to provide official MS SQL & MS Excel licenses at their own cost as the same cannot be provided by vendor given that software providers rarely have re-seller arrangements with Microsoft / Oracle. Can the Bank make provisions to procure these such that the concerned solutions providers need not hastily arrange for database licensing thereby jeopardizing potential support to the bank in the future?	All database, middleware licenses are to be provided by the bidder. Please refer to Table 2 of the Financial Bid Format.
7.	4.4 (4)	4.4 Disaster Recovery After implementation of solution at DR Site, the bidder shall provide necessary assistance and conduct DR Drill as per the Business Continuity Plan (BCP) of the Bank.	For our software DR installation is done by the service provider while DC-DR Configuration is done by setting up Log Shipping mechanism facilitated by Banks IT team. Will this suffice the requirement?	The Bank will provide the necessary hard ware for DR. The installation and configuration are part of the DR implementation, which is to be done by the bidder. Refer relevant clauses of RFP
8.	4.6	4.6 Data Migration	Can the Bank kindly elaborate on the volume and the nature of the legacy data which needs to be migrated? For e.g.: X number of Circulars – in Pdf format Y number of Certifications – in HTML format Z number of Reports / Returns – in excel format Why is legacy data required to be brought into this new system? Can this not be prospectively used?	The same shall be discussed during SRS with the successful bidder . Kindly refer Clause 4.6 of the RFP.
9.	4.7	4.7 On-site Support	Why is the bank insisting for an on-site support? If the vendor has demonstrable proofs of supporting clients via their existing offices and can confirm in case of critical matters to provide on-site support; the requirement should suffice. Adding support on-site for full time period will unnecessary bloat the TCO out of proposition. Further, in case the vendor is an MSME, he may not have offices in Delhi / NCR, making them non-compliant to this clause. For Mumbai based companies will deputation at the Mumbai Regional office be considered as On-site support?	Kindly be guided by the relevant RFP clauses.
		9.6 Although service window has been defined as 10.00 am to 6.00 pm, the selected Bidder must provide services beyond the above time in case of urgent requirement of NHB without any extra cost. AND		



Alpha Plus Technologies Pvt. Ltd.

Query No.	RFP Point No. (s)	RFP Provisions	Observations and Queries requiring Clarification from NHB	Reply of the Bank
10.	9.6 & 17.4	17.4. The bidder must supply the details of its service/support infrastructure meant for registering the complaints along with the contact numbers like mobile nos., phone nos., electronic mail addresses and names etc. of its service engineers. The bidder is required to provide 24x7x365 after-sales service/support for the complaints received from the bank.	These are contradictory clauses. Considering there are no international offices, there is no requirement for 24x7x365 support. Requesting the bank kindly confirm its stance on the same.	Kindly be guided by the relevant RFP clauses.

