

**NEDFi, Guwahati**  
09-Nov-2021

**Sub: Reply on Pre-Bid Queries**  
**Ref: NEDFi/RFP/IT/001/2021-22 dated 26/10/2021**

Sl. No	Observations/Comments/Queries	RFP Reference	Response of NEDFi
01	What all modules need to be implemented in lending life cycle management system (LLMS): loan origination system (LOS), loan management system (LMS), collections, any other modules/systems. Pls clarify?	Chapter - 01  Clause - 1.1.3	Lending Life-cycle Management System software shall include all features starting from loan origination to loan closure such as Loan Origination System, Loan Management System and Collection module. However on boarding from Mobile Apps as well web site shall also be included. The LLMS shall also be integrated with General accounting software.
02	NEDFi intends to incorporate cash management system. However, analysis of the same is not highlighted as a requirement in the scope of work. Does consultant need to study the cash management system, if so, what is the scope of work?	Chapter - 01 (Clause - 1.1.4)  Chapter - 02(Clause - 2.2.1)	For smooth collection process, NEDFi is presently in the process of integrating Cash Management System of SBI. However, the consultant is expected to suggest how cash management system and API Banking features of SBI/Other Banks can be leveraged for improving efficiency.
03	What all future loan products are intended to be launched, so that they can be integrated as a part of lending life cycle management software cloud based SaaS?	Chapter - 01 (Clause - 1.1.4)  Chapter - 02(Clause - 2.2.1)	Presently NEDFi provides only Business term loans, for more details about NEDFi's loan products, please visit <a href="http://www.nedfi.com">www.nedfi.com</a> . However, NEDFi is in the process of launching Working Capital/Cash Credit facility through API Banking.  Therefore, the proposed LLMS software shall have provision to dynamically configure any loan product as and when required.
04	Alternate and non-conventional data sources for underwriting: Does consultant need to study/suggest only the alternate data sources or all the data fields along with the logic that are to be passed in lending lifecycle management software cloud based SaaS.	Chapter - 02 (Clause - 2.2.1e)	The Consultant shall suggest both conventional and non-conventional source, data fields along with logic for underwriting in line with best practices followed by other reputed BFSI.
05	Extension of Submission on Technical Bid: Request extension of technical submission bid by 2 weeks due to Diwali holidays in the upcoming week.	Generic Enquiry	<b>The Last date of submission of Bid is extended till 22-Nov-2021.</b>

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06	<p>Evaluation on Technical Bids: Mentioned duration on technical bids evaluation is 1 week. However, it involves technical bid evaluation, vendor demo, client reference call etc. We would request consideration for extension to two weeks for detailed evaluation on technical bids.</p>	Generic Enquiry	The time for bid evaluation will be reviewed if number of eligible bidders is large.
07	<p>Due to ongoing COVID-19 pandemic, can the work related engagement (part of the engagement or in entirety) can be performed through offsite and project team can travel to NEDFi office for key meetings? Pls clarify.</p>	Generic Enquiry	<p>The Consultant (s) shall visit NEDFi premise and meet the Project Management Team (PMT) and other stakeholders of NEDFi to understand the present lending operations, policies, process flow/work flow etc. The Consultant(s) shall prepare reports such as Comprehensive report, FRD, RFP on site at NEDFi premise. Consultant(s) shall also be present during the tender evaluation process.</p>
08	<p>1) Please provide tenure for the Project Management Operation (PMO). This is not mentioned in the 2.5 Implementation schedule/Milestone. In the schedule project tenure is only 12 weeks upto the placement of Work Order to the selected vendor.</p> <p>2) Also request you to clarify that any onsite resource requirement during PMO or only off-site presence are expecting.</p> <p>3) For PMO part, request you to modify the Commercial bid format.</p> <p>4) Page no. 33 under the heading 6.14 Period of Contract it is mentioned that, the consultant shall complete the assignment within a period of 36 weeks from the date of acceptance of the appointment order or such extended period as may be mutually agreed upon. It means PMO should for for 24 weeks. Please confirm.</p>	<p>Section - Scope of Work</p> <p>2.4 Project Management / Monitoring</p>	<p>The scope of the Consultant is limited to preparation of comprehensive report, Functional requirement document, RFP and also to assist in the selection process of LLMS software provider which is explained in Chapter 02 (Project Objectives and Scope of work)</p> <p>It was a misprint. Please note that the total time for completion of the assignment is 12 weeks.</p>

09	<p>It depends on number of bid response received and post eligibility evaluation qualified for technical presentation. If more than 5 qualified bidders are eligible for technical presentation then 1 week is not sufficient. Request you to modify the time for technical bid evaluation from 1 week to max 2 weeks.</p> <p>Page no. 33 under the heading 6.14 Period of Contract it is mentioned that, the consultant shall complete the assignment within a period of 36 weeks from the date of acceptance of the appointment order or such extended period as may be mutually agreed upon. It means PMO should for for 24 weeks. Please confirm.</p>	<p>Section - Scope of Work</p> <p>2.5 Implementation Schedule/Milestone</p>	<p>The time for bid evaluation will be reviewed if the number of eligible bidders is large.</p> <p>It was a misprint. Please note that the total time for completion of the assignment is 12 weeks.</p>
10	<p>The services hereunder, are not intended to be an audit, certification, examination, attestation. Requesting NEDFi Ltd. to kindly confirm the understanding.</p>	<p>Generic Enquiry</p>	<p>NEDFi confirms that services hereunder, are not intended to be an audit, certification, examination, attestation.</p>
11	<p><b>Experience in executing / execution of projects of similar nature like digital transformation, business process re-engineering and selection of Software Vendor in financial institutions (Banks &amp; NBFCs). Evidence by way of Statement of work completed / ongoing to be produced</b></p> <p>In this clause not clearly written how many total number of credentials required to get maximum score which is 25. Request NEDFI to clarify minimum how many credentials required to get maximum score. Also request you to consider the on-going projects against this clause.</p>	<p>Section - 4.2.1.5</p> <p>01.Relevant Experience of the agency</p>	<p>Each successful work will be awarded 5 marks.</p> <p>However, one engagement dealing with multiple criteria will carry marks for each criteria. One documentary evidence showing multiple areas covered will suffice in this regard.</p>
12	<p><b>Experience in executing / execution of projects in financial institutions (Banks &amp; NBFCs) for end to end Digitization of commercial lending operations.</b></p> <p>In this clause not clearly written how many total number of credentials required to get maximum score which is 15. Request NEDFI to clarify minimum how many credentials required to get maximum score. Also request you to consider the on-going projects against this clause.</p>	<p>Section - 4.2.1.5</p> <p>02. Experience of the agency in end to end Digitization</p>	<p>One successful work covering end to end Digitization of commercial lending operation will be awarded 15 marks.</p> <p>If work is under progress and completed part work is satisfactory (with evidence), 10 marks will be awarded.</p>

<p>13</p>	<p><b>Details of the skill set and relevant experience of the project team provided by the bidder shall be the basis for evaluation.</b></p> <p>In this clause not clearly written how many skilled resource to be provided to get maximum score which is 20. Request NEDFI to clarify minimum how many Skilled resource to be provided to get maximum score. Also request you to consider the on-going projects against this clause.</p>	<p>Section - 4.2.1.5</p> <p>03. Availability of skilled and experienced man power</p>	<p>A) Experience of the <b>Team Leader</b> proposed to be deployed in the project – relevant experience (<b>digital transformation of lending operations, business process re-engineering and selection of Software Vendor in financial institutions (Banks &amp; NBFC's)</b>)</p> <p>i) Experience of 12 years &amp; above in consultancy - <b>5 Marks</b>  ii) Experience of 10 years and above and upto 12 years in consultancy - <b>3 Marks</b>  iii) Experience of 8 years and above and upto 10 years in consultancy - <b>2 Marks</b></p> <p>Leading the Project.</p> <p>i) Lead 3 or more consultancy program similar to NEDFi - <b>5 Marks</b>  ii) Lead 2 more consultancy program similar to NEDFi - <b>3 Marks</b>  iii) Lead 1 consultancy program similar to NEDFi - <b>2 Marks</b></p> <p>B) Experience of the Team Members proposed to be deployed in the project – relevant experience (<b>digital transformation of lending operations, business process re-engineering, business requirement analysis and selection of Software Vendor in financial institutions (Banks &amp; NBFCs)</b>)</p> <p>i) 10 years &amp; above - <b>10 Marks</b>  ii) 8 years &amp; above and upto <b>10 years - 8 Marks</b>  iii) 5 years &amp; above and upto <b>8 years - 5 Marks</b></p> <p>Average of the experience in terms of years of all the team members would be considered.</p> <p>The team should have members from both Digital and Financial Domain. Members proposed to be employed should have individual experience of minimum 5 years.</p>
<p>14</p>	<p>Requesting NEDFi Ltd. to remove the clause or alternatively, reduce it to 5% of the total contract value.</p>	<p>Section - 6.1.4</p> <p>Broad terms and conditions</p>	<p>Request has been considered:</p> <p><b>The liability of bidder in such an event shall be limited to the amount actually spent by the Corporation for procuring similar alternative deliverable and services or up to 5% of the total contract value/cost whichever is higher.</b></p>

15	Bidder shall be allowed to retain sufficient documentation as part of our professional records to support and evidence the work performed by it. Such retention shall be subject to obligations of confidentiality mentioned herein. Requesting NEDFi to kindly consider the above point.	Section - 6.8.3 , 6.8.4  Use of Contract Documents and Information	Allowed
16	Requesting NEDFi to please consider that the appointment of the sole arbitrator shall be by the mutual consent of both the parties.	Section - 6.16.4  Resolution of Disputes	Accepted
17	6.19.1 Request NEDFi to mention the amount of LD which will be application for per day basis.  Note::Bidder shall not be liable for Penalty in this clause if default/ delay/ error/ variation is not solely on account of the bidder. Requesting NEDFi to please note and confirm.	Section - 6.19  Liquidated Damages	LD amount will be INR 5000/- on per day basis.  NEDFi confirms that Bidder shall not be liable for Penalty in this clause if default/ delay/ error/ variation is not solely on account of the bidder.
18	Any audit shall be subject to the following: (i) the audit shall be restricted to the engagement and shall be conducted with prior reasonable notice (ii) Employer or its authorized representatives shall execute a Non-Disclosure Agreement before such audit which shall govern the conduct of audit and any results thereof; (iii) the auditors or the representatives of Employer for the audit shall not be bidder's competitors; (iv) the audit shall not be conducted more than once in a calendar year and twice in entirety; and (v) any findings during the audit, shall be shared with Employer and be discussed and agreed mutually with Employer and bidder for its closure. Requesting NEDFi Ltd. to kindly also confirm the above.	Annexure J  Pre Contract Integrity Pact > Facilitation of Investigation	Agreed
19	In accordance with standard industry practice, our aggregate liability under this RFP and in connection with the services shall be for direct damages and shall, in all circumstances and events, be limited to one time the fees paid to us. We shall not be liable for any indirect or consequential losses. Requesting NEDFi to kindly consider this.		Agreed

20	<p>Requesting NEDFi to consider the Project Management Operation Commercial in the payment terms and according to that change the commercial bid format. The suggested payment terms depends on the tenure for the PMO with One number on-site resource commitment/ off-site resource (please clarify as mentioned in our query no. 1. Generally the PMO related payment terms will be quarterly in arrears.</p> <p>Page no. 33 under the heading 6.14 Period of Contract it is mentioned that, the consultant shall complete the assignment within a period of 36 weeks from the date of acceptance of the appointment order or such extended period as may be mutually agreed upon. It means PMO should for for 24 weeks. Please confirm.</p>	<p>Section - 6.21 Payment Terms</p>	<p>Project Management Operation is not the scope of Consultant.</p> <p>It was a misprint. Please note that the total time for completion of the assignment is 12 weeks.</p>
21	<p>1. Please provide tenure for the Project Management Operation (PMO). This is not mentioned in the 2.5 Implementation schedule/Milestone. As per our experience this is critical stage of any project post finalization of the implementation vendor with applications.</p> <p>2. Please clarify the requirement of PMO with onsite resource required or required support from off-site.</p> <p>3. Request to confirm the tenure for the PMO and accordingly modify the Commercial Bid format.</p>	<p>Annexure-F Commercial Bid</p>	<p>Project Management Operation is not the scope of Consultant.</p>
22	<p>The last date of submission of bid response is 15th November 2021. Pre-bid meeting is on 2nd November, 2021.</p> <p>Taking the above dates in consideration and days left thereafter because of India's one of the biggest festival "DIWALI" in this week, we request NEDFi Ltd. to kindly extend the last date of submission of Bids by at least TWO weeks from 15th of November, 21 and request to revise the submission date 29th or 30th of November, 2021.</p>	<p>Important Bid Details Last date of bid submission: On or before 15/11/2021, 3.00 PM.</p>	<p>The Last date of submission of Bid is extended till 22-Nov-2021.</p>
23	<p>Requesting NEDFi to kindly consider the acceptance of EMD by way of bank transfer for which the transaction details of such transfer will be shared by the bidder along with/in the RFP response. Also requesting NEDFi to kindly share the complete bank account details for such transfer.</p>	<p>Important Bid Details EMD:: Rs.50,000/- (Rupees fifty thousand Only) to be submitted as Pay Order/ Demand Draft drawn on any Commercial bank</p>	<p>Accepted, NEDFi's Bank Details is as follows: <b>Account Holder's Name:</b> North Eastern Development Finance Corporation Ltd (NEDFi) <b>Bank Account No:</b> 13610300000019 <b>Bank &amp; Branch:</b> IDBI Bank Ltd. G.S. Road Branch <b>IFSC Code:</b> IBKL0000136</p>

		in favour of NEDFi, Guwahati.	
24	<p>Requesting NEDFi to kindly consider the acceptance of Application Money by way of bank transfer for which the transaction details of such transfer will be shared by the bidder along with/in the RFP response. Also requesting NEDFi to kindly share the complete bank account details for such transfer.</p>	<p>Application Money Rs.2,000/- (Rupees Two Thousand Only) in the form of Demand Draft) Payable at Guwahati in favour of NEDFi, Guwahati. To be attached along with the Technical bid.</p>	<p>Accepted, NEDFi's Bank Details is as follows:  <b>Account Holder's Name:</b> North Eastern Development Finance Corporation Ltd (NEDFi) <b>Bank Account No:</b> 136103000000019 <b>Bank &amp; Branch:</b> IDBI Bank Ltd. G.S. Road Branch <b>IFSC Code:</b> IBKL0000136</p>
25	<p>To support MSME in Service Sector as per Make in India Program and hence encourage Indian MSMEs.</p> <p>We request you to read the criteria to enhance participation as.</p> <p>Bidder should have experience of at least 1 (one) assignment in either of the following:</p> <p>a) digital transformation of lending operation.</p> <p style="text-align: center;">OR</p> <p>b) selection of Software vendor for reputed Banks or NBFCS in India.</p>		No Change