

Pre-Bid Responses (NEDFi/RFP/IT/01/2022-23)

Sr.No	Page#	Section	Point #	Point as stated In the RFP	Comments/Suggestions/Deviations	NEDFi Comments
1	16	5 – Eligibility Criteria	2	The Prime bidder should have at least CMMi Level 3 or higher-level certification and should be ISO 27001:2013 certified	Our Suggestion - The Prime bidder should have at least CMMi Level 3 or higher-level certification or ISO 22301:2019 certified and should be ISO 27001:2013 certified. Most of the SaaS companies follows Agile method for product development which help continuous product development and deployment reducing the cycle time. Hence would request you to kindly consider ISO 22301:2019 which is pertaining to BCP	Please refer corrigendum - 1
2	27	8.5 – Integration with External Source systems	Phase 1	I. Credit Bureau II. 3rd Party E-KYC, CKYC, OCR III. Aadhaar & OTP Authentication IV. SMS, Email, Chatbot V. e-Sign, e-Stamp, Income Assessment VI. ITR, GSTR, MCA, Digi locker, BRS, Bank statement Analysis VII. Scoring Model VIII. Risk Rating Model IX. CRILC, NESL, CERSAI, D&B X. Partner Banks (minimum 4) with API Banking/CMS XI. E-mandate, Payment Gateway, XII. HRMS solution	What is the current scoring model and risk rating model followed by NEDFi ? What is application used here? Similarly what the HRMS that is being used by NEDFi ?	i) Current Scoring Model and Risk Rating Model done manually. ii) Please Refer RFP Section No. 4.4 for Current Business Application Details

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3	27	8.5 – Integration with External Source systems	Phase II	i. Document management System ii. Budget and forecasting iii. Deposit Module/CFSS iv. Customer Relationship Management (CRM) v. Call Center vi. Video KYC / Facial Recognition with latitude & Longitude details etc.) vii. Anti-Money Laundering (AML) only after implementation of Deposit Module/ CFSS viii. EWS	What is the timeline of Phase 2 ? Reason is that many things that you need is interlinked with the CRM or other apps planned in Phase 2 example – Mobile apps module . Similarly what the HRMS that is being used by NEDFi ?	i) Second Phase will be introduced after completion of First Phase. However, both the Phases will be completed within the Project Tenure. ii) Mobile Apps is part of Phase I
4	22	7 – Scope of Work	2	Components: General Accounting Software on SaaS Model. Purchase Model for NEDFi: Operating Expenditure	Since you are going to use the existing DMS in standalone , do we need to supply a DMS solution along with LLMS	Currently NEDFi do not have proper DMS application. The proposed LLMS solution should have built in DMS features to process the loan application till approval. The full fledge DMS is part of Second Phase
5	28	8.6 – Functional Requirements	ix	The proposed LLMS system should have facility to accept bulk upload and download facility of files (API/ SFTP / any other auto mechanism) received from NEDFi’s Banking Partner/Govt. subsidies and the financial transaction should be posted to the respective account without any manual intervention.	Request an explanation of this point	The System should have the facility for bulk upload/ download financial transaction files from NEDFi banking Partners or from Government Authorities

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6	29	8.7 – Data Migration	j)	Approximate data size of the legacy systems are as follows:	We have noted FAMS application has 2 sets of Data – before 2018 and after 2018 . Request NEDFi to clarify why the data was not migrated in spite of moving to a new apps in 2018? Also if you can on the type of data, any standard process that was followed to store the data	Before 2018 data already archived and the same will be migrated along with current data.
7	32	8.8 – Activities to be performed by bidder	ii	Develop – d)	Many of this documents needed here will not be applicable for SaaS model of operations. Request you to delete this	Query is not clear
8	12	4. Additional Information	4.3 Business Projection	Number of Accounts - 30000 (by 2026-27)	As understood from RFP Statement that NEDFi is looking for 30000 customer Web & mobile portal users as per the projected accounts details by 2026-27. In respect to conclude the required HW Sizing and calculating the system load, need confirmation on the minimum concurrency needs to be considered for customer's Mobile App & Web Portal.	Bidder may consider 10% to 15% (Approx.) concurrency level.
9	16	5. Eligibility Criteria	3	Consortium agreement with all the partners to be submitted. The bidder should provide the MAF from OEM of accounting application.	Kindly confirm if Consortium Agreement to be submitted in a specific Bank Format. If yes, then requesting Bank to please share the format.	No specific consortium format mentioned in the RFP. However bidder to submit consortium agreement as per the best industry standards.

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10	17	5. Eligibility Criteria	C. EXPERIENCE & SERVICE CAPABILITY	The Prime bidder should have prior experience of Implementation & management of Lending Life Cycle Management System in at least two (2) Non-Banking Financial Organization (NBFC) or banks (excluding Co-operative Bank) with loan portfolio size of minimum INR 4,000 Crores each.	In the Lending Life Cycle, LOS is the backbone and the key module of the entire journey. We request NEDFi to consider the eligibility criteria clause to have "Similar implementation references which include Loan Origination System(LOS) mandatory along with either of the module i.e., LMS/Collection/Recovery/Legal/MIS".	Please refer corrigendum – 1
11	17	5. Eligibility Criteria	C. EXPERIENCE & SERVICE CAPABILITY	The bidder should have executed two (2) LLMS Projects with total value of INR 5 crores+ in BFSI Sector during last three years	In the Lending Life Cycle, LOS is the backbone and the key module of the entire journey. We request NEDFi to consider the eligibility criteria clause to have "Similar implementation references which include Loan Origination System (LOS) mandatory along with either of the module i.e., LMS/Collection/Recovery/Legal/MIS".	RFP requirement stands.
12	17	5. Eligibility Criteria	C. EXPERIENCE & SERVICE CAPABILITY	The proposed LLMS Application along with Mobile App (Android, IOS) should have been implemented in at least two Non-Banking Financial Organization/Banks (excluding Co-operative Banks) in India.	In the Lending Life Cycle, LOS is the backbone and the key module of the entire journey. We request NEDFi to consider the eligibility criteria clause to have "Similar implementation references which include Loan Origination System (LOS) mandatory along with either of the module i.e., LMS/Collection/Recovery/Legal/MIS".	RFP requirement stands.
13	17	5. Eligibility Criteria	C. EXPERIENCE & SERVICE CAPABILITY	The bidder should have implemented the proposed LLMS application with multiple 3rd Party's Realtime integration i.e., Credit Bureaus, NSDL, Partner Bank, MCA etc. in India	In the Lending Life Cycle, LOS is the backbone and the key module of the entire journey. We request NEDFi to consider the eligibility criteria clause to have "Similar implementation references which include Loan Origination System (LOS) mandatory along with either of the module i.e., LMS/Collection/Recovery/Legal/MIS".	RFP requirement stands.

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14	20	6. Project Details	6.2 Envisioned LLMS Process – TO-BE	NEDFi wishes to select a system integrator who has the capability and exposure in the field of implementing and managing a modern, up-to-date and industry standard Lending Life Cycle Management System (LLMS) Application (which includes LOS, LMS, Collection, Recovery, Legal and MIS)	In the Lending Life Cycle, LOS is the backbone and the key module of the entire journey. We request NEDFi to consider the eligibility criteria clause to have "Similar implementation references which include Loan Origination System (LOS) mandatory along with either of the module i.e., LMS/Collection/Recovery/Legal/MIS".	RFP requirement stands.
15	49	11. Service Level Agreement (SLA)	11.1.2 Performance of the Software in SaaS Model	The SLA mentioned below is for a peak of 300 logged in users for LLMS and 30 logged in users for Accounting Application on SaaS GUI, peak business transaction per second of 300 from GUI and APIs for LLMS and peak business transaction per second of 25 from GUI and APIs for Accounting Application.	NEDFi is looking for total 750 application users with 300 concurrent users for LLMS and 30 concurrent users for Accounting Application. If our understanding is correct, In respect to conclude the required HW Sizing and calculating the system load, please confirm this concurrency includes NEDFi staff, RO, BC, BF and DSA.	Understanding is correct.
16	12	4. Additional Information	4.3 Business Projection	End users to use applications (NEDFi staff, RO representatives, BO representatives and DSA) - 750 (by 2026-27)	NEDFi is looking for total 750 application users with 300 concurrent users for LLMS and 30 concurrent users for Accounting Application. If our understanding is correct, In respect to conclude the required HW Sizing and calculating the system load, please confirm this concurrency includes NEDFi staff, RO, BC, BF and DSA.	Understanding is correct

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17	28	8. Detailed Scope of Work	8.6 Functional Requirements Point No. ii	ii. The proposed LLMS application should have facility to accept the loan application with required documents through Mobile App & Web Portal	As understood from RFP Statement that NEDFi is looking for 30000 customer Web & mobile portal users as per the projected accounts details by 2026-27. In respect to conclude the required HW Sizing and calculating the system load, need confirmation on the minimum concurrency needs to be considered for customer's Mobile App & Web Portal.	Please refer point no.1
18	27	8. Detailed Scope of Work	8.5 Integration with External Source Systems	Each module of the proposed applications shall support integration with various External Systems through APIs / straight through processing (STP) / upload functionality. NEDFi will require integration in a phase wise manner depending on the need within a project tenure.	We assume that NEDFi would be providing all necessary APIs of mentioned systems for Phase I & Phase II. Any modification or customization required in API would also be taken care by NEDFi. Please confirm whether the above understanding is correct.	Bidder is responsible to integrate and manage the API's selected by NEDFi during the project tenure.
19	29	8. Detailed Scope of Work	8.7 Data Migration	The Bidder shall be responsible for successful data migration with all transaction's history including master and transactional data from the legacy application to the proposed applications.	Would there be migration involved for rejected applications, in progress applications, sanctioned but not disbursed applications?	Ongoing application's data along with archived data to be migrated as per mentioned in RFP

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20	NA	Annexure-15- Functional- and- Technical- Requirements	Line Item 12	The System should read Optical Character Recognition (OCR)/Quick Response Code (QR Codes) in the documents and auto-fill the relevant fields in the system (e.g. Aadhaar, PAN, DL, Voter ID etc.)	As understood from RFP Statement that NEDFi is referring to the structured ID documents for reading through OCR/QR code which are available in India such as Aadhar Card, Pan card, Driving License, voter Id card etc. for approx. 6000 accounts annually as per the projected accounts details provided in the RFP. If our understanding is correct, please confirm the average number of ID proofs for which OCR needs to be considered for each account.	The same will be finalised at the time of preparation of BRD with the final selected bidder.
21	67	12. Instructions to the Bidders	12.40	LLMS Application (which includes LOS, LMS, Collection, Recovery, Legal and MIS) and General Accounting System, Mobile Application (Android, IOs) for NEDFi Staff, BC, DSA and customer service, Customer login access through web portal, Third Party APIs Integration on SaaS Model with Per Month Basis will be paid Quarterly in arrears.	The cloud service provider which hosts applications takes money in advance to start the services. We request NEDFi to change payment terms from Quarterly arrears to Yearly advance. This is must for us to execute this project, so we humbly request bank to accept this change	RFP requirement stands.
22	68	12. Instructions to the Bidders	12.40	Implementation cost will be paid for each application after 30 days of successful implementation (Go-live) and sign off and acceptance by NEDFi	Implementation involves efforts and resource mobilization. We request bank to accept below payment terms: 1) SRS sign off : 30% 2) UAT sign off : 30% & 3) Go -Live : 40% . Kindly consider milestone payment release.	RFP requirement stands.

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23	68	12. Instructions to the Bidders	12.40	Migration Cost: 70% of each type of migration charges will be paid after successful GO LIVE and sign-off from NEDFi. 30% of each type of migration charges will be paid post migration audit through third party auditor.	Migration is a onetime activity and we request NEDFi to accept to pay entire 100% cost, post migration from old system to New system upon successful migration.	RFP requirement stands.
24	68	12. Instructions to the Bidders	12.40	Customization Cost (After Stabilization Period)	Request NEDFi to accept to pay entire 100% customization cost post successful implementation of the change request	RFP requirement stands.
25	NA	Annexure 16- Commercial Bill of Material	LLMS and Genral Accounting in SaaS	Monthly rate in column C5 & C6	We request bank to allow to insert yearly price for each year. As SaaS services are billed on Yearly basis and paid yearly. This is an import change, kindly consider.	RFP requirement stands.
26	53	12.2 Submission of Technical BID	10	All pages of the Bid except for un-amended printed literature shall be numbered serially and initialed and stamped by the person or persons signing the bid	Please elaborate the term "un-amended printed literature"	The submitted response document should have proper contents, numbering, signature and seal.
27	8	3		This RFP seeks to select a system integrator who has the capability and exposure in the field of implementing and managing a modern, up-to-date and industry standard Lending Life Cycle Management System (LLMS) for NEDFi on Software as a Service (SaaS) Model.	In RFP mentioned only LMS, What is the Current LOS system which Bidder need to Integrate. Is it single LOS systems or Multiple LOS systems?	Please Refer RFP Section No.4.4 Current Business Application Details Please refer RFP section 6.2 Envisioned LLMS Process – TO-BE
28	9	3		Earnest Money Deposit by Demand Draft/ Banker Cheque/RTGS is 5,00,000/-	Can EMD amount can be reduced?	RFP requirement stands.

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29	11	4	4.1	Number of Loan accounts Approx. 4000	Is the Loan account accounts included Closed loan volumes? If not please help us with closed loan volumes (Purpose - Data Migration)	Closed accounts are not included. Total nos. of closed account will be 6000 (approx.)
30	11	4	4.1	DC is in on premise. DR site is in Co-location	Is NEDFi looking for Cloud application or On-Premises? In RFP Mentioned that Bidder has to provided completely hosted model in Section 3. Please provide clarity on the same.	The proposed solutions should be on SaaS model
31	12	4	4.3	Business projections	Please provide concurrent Users for LMS - For 5 years	Please refer RFP section no.11.1.2
32	13	4	4.4	Current Business Application Details	Is NEDFi looking for all the solutions for mentioned applications in this section or only Interface required?	In this Section 4.4 Current Business Application Details provided to the bidders to understand the present applications are available with NEDFi
33	13	4	4.6	Existing Loan Product	Micro Lending products are mentioned in the list of Products. Is the micro lending loans are group loans or Individual Loans? If Group loans how it is treated in the LMS (e.g: As a Individual loan or Group Loan in LMS)?	Currently NEDFi providing Individual Micro lending loans. However, Group lending features may be required in future.
34	15	4.7	4.7	Existing IT Infrastructure	The existing Hardware is shared? Does the new application to be deployed in the mentioned Hardware? Does the cost to be provided for only application or it should include the cloud?	The proposed solution should be on SaaS model
35	16	5	2	The Prime bidder should have at least CMMi Level 3 or higher-level certification and should be ISO 27001:2013 certified	Is this is mandatory? Any relaxation can be provided?	Please refer Corrigendum - 1

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36	16	5	3	The Prime Bidder may form consortium with any other OEM for accounting application or its authorized partner. However, Prime Bidder will be the single point of contact to NEDFi as the System Integrator for all solutions.	Is it mandatory to form the consortium for accounting software? Can bidder submit for only lending solution if we don't have partner or a combined solution?	RFP requirement stands.
37	17	5C	2	Credentials from clients in the name OEM of LLMS application or its authorized partner or system integrator in form of Purchase Orders / Contract Agreement etc. supported with credential letter is required	PO are highly confidential cannot share the numbers as we have signed the NDA with our clients. Without numbers can we share the PO s.	Bidder may hide the PO value. However, substantial proof to be provided to justify the clause no.5C: 2 (Invoice copy, customers email/letter)
38	17	5C	3	The proposed LLMS Application along with Mobile App (Android, IOs) should have been implemented in at least two Non-Banking Financial Organization/Banks (excluding Co operative Banks) in India.	LMS is a Web based Application, Mobile app is applicable, But it is web responsive. For clear visible of the screen. Minimum 10" Tab would help. Hope this would suffice the requirement.	RFP requirement stands.
39	17	5C	4	Credential letter from client in the name OEM of LLMS or its authorized partner or system integrator	The Third party integrations are done through the APIs. We do multiple integrations with system. A separate letter submission is difficult. Every NBFCs has its own requirements. Hope the Clientele list would help and we can share the default third party integrations which comes as out of box with the solution.	RFP requirement stands.

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40	17	5C	5	The Prime bidder or consortium partner should have implemented the proposed accounting application in at least two BFSI organizations having minimum 50 branches in India.	Is this is mandatory? Any relaxation can be provided? As of now we haven't done any consortium for accounting software.	RFP requirement stands.
41	20	6	6.2	Envisioned LLMS processed - To be	Assuming LOS, LMS & Collections and Supporting Digital Apps to be proposed. Please Clarify	Please refer RFP section 8 detailed scope of work
42	22	7	1	Scope of work	As mentioned SaaS model, we will propose our hardware sizing irrespective of NEDFi current hardware Infra.	Understanding is correct
43	22	7	5	Data Migration	Please share the data migration volumes	Please refer RFP Section 8.7
44	22	7		FAMS	Is it mandatory to propose the solution for FAMS as we don't have FAMS and current we don't have any partner. Any relaxation can be done ?	RFP requirement stands.
45	22	7		Legal	Assuming this is part of collections systems	Legal is part of LLMS. Please refer Annexure 15 for detailed functionalities.
46	23	8	8.1		Does Nedfi have any Internal MIS modules to integrate. Please provide details	Currently separate MIS module is not available. MIS is integral part of existing application as mentioned in section 4.4
47	17	5. Eligibility Criteria/ C. EXPERIENCE & SERVICE CAPABILITY	C.1	The Prime bidder should have prior experience of Implementation & management of Lending Life Cycle Management System in at least two (2) Non-Banking Financial Organization	We request relaxation of minimum Loan Portfolio to INR 1000 Cr.	Please refer Corrigendum - 1

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				(NBFC) or banks (excluding Co-operative Bank) with loan portfolio size of minimum INR 4,000 Crores each.		
48	17	5. Eligibility Criteria/ C. EXPERIENCE & SERVICE CAPABILITY	C.1	The Prime bidder should have prior experience of Implementation & management of Lending Life Cycle Management System in at least two (2) Non-Banking Financial Organization (NBFC) or banks (excluding Co-operative Bank) with loan portfolio size of minimum INR 4,000 Crores each.	To increase competitiveness, we request inclusion of Project references executed 'Internationally', in addition to India.	Please refer Corrigendum - 1
49	27	8.5	Phase – I, X.	Partner Banks (minimum 4) with API Banking/CMS	Could you please elaborate on the level of integration that is expected with partner banks.	Proposed solution should have provision to integrate with partner bank through API Banking / CMS features
50	27	8.5	Phase – II, iii	Deposit Module/CFSS	Could you please briefly describe the CFSS Module.	Please refer RBI circular no. RBI/2021-22/175 DoS.CO.PPG.SEC/10/11.01 .005/2021-22 February 23,2022
51	29	8.6	xvii.	The proposed solution shall also support Co-Lending and Fintech integration.	Could you please elaborate on what co-lending features and Fintech integration are expected ?	Please refer RFP section no.8 Detailed scope of work

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52	42	10.3 Technical Bid Evaluation	2. Bidder's capability and experience	<p>a. 10 Marks: If the bidder provides credentials for three (3) Non-Banking Financial Institutions with minimum Loan portfolio size of INR 4,000 Crores or two (2) Non-Banking Financial Institutions with minimum loan portfolio size of INR 4,000 Crores and one (1) in Banking Sector (excluding Cooperative Banks).</p> <p>b. 7 Marks: If the bidder provides credentials for at least two (2) Non-Banking Financial Institutions with loan portfolio of INR 4000 Crores or (02) in Banking Sector (excluding Cooperative Banks).</p>	We request relaxation of minimum Loan Portfolio to INR 1000 Cr.	Please refer Corrigendum - 1

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53	61	12.24	12.24	Intellectual Property Rights	<p>Request inclusion of the point below;</p> <p>a. the Licensor hereby confirms that:</p> <p>i. to the best of Licensor's knowledge, the Software Solution does not infringe upon any intellectual property of any third party.</p> <p>ii. All Intellectual Proprietary Rights in Software Solution, Updates, Confidential Information and Trademarks belong to Licensor and have been duly procured by Licensor from authorized sources.</p> <p>b. the Licensee hereby states that;</p> <p>i. The Licensee hereby expressly disclaims any and all Intellectual Proprietary Rights in the Software Solution.</p> <p>ii. The Licensee shall promptly notify the Licensor of any unauthorized third-party duplication, distribution or use of Software Solution which comes to attention of Licensee and shall provide the Licensor with whatever reasonable assistance as necessary to (i) stop such activities and (ii) recover and / or destroy such unauthorized copies.</p> <p>iii. The Licensee shall not attempt to register any of Trademarks, company names or trade names or any logo used or associated with Software Solution nor shall the Licensee attempt to develop or in any way develop any products, which is similar to any portion of Software Solution.</p> <p>iv. All Intellectual Property Rights in respect of Software Solution delivered to Licensee under this Contract and subsequent support and services</p>	RFP requirement stands.

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					including but not limited to product fixes, modifications or enhancements that are either release generally (such as commercial product service packs) or that are provided to Licensee when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) shall belong exclusively to Licensor.	

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54	60	12.22		<p>Limitation of Liability</p> <p>The aggregate liability of the vendor in connection with this Agreement, the services provided by the bidder for the specific scope of work document, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise) and including all liability shall be the actual limited to the extent of the total contract value.</p>	<p>As this is SaaS model, liability on yearly billing to be considered. Please revise this clause as below;</p> <p>IN NO EVENT SHALL THE LIABILITY OF EITHER PARTY TO THE OTHER FOR ANY CLAIM OR ACTION ARISING OUT OF THIS AGREEMENT EXCEED THE AGGREGATE OF ALL AMOUNTS PAID BY NEDFi TO VENDOR IN THE TWELVE (12) MONTHS PRECEDING INITIATION OF SUCH CLAIM OR ACTION.</p> <p>The Vendor shall not be liable for any special, indirect, incidental or consequential damages of any kind including but not limited to loss of use, data, profit, income, business, anticipated savings, reputation, and more generally, any loss of an economic or financial nature, which may be deemed as consequential incident of the claim.</p> <p>The foregoing states and constitutes the entire obligations and liabilities of Vendor to NEDFi.</p>	RFP requirement stands.
55	62	12.27		<p>Escrow Mechanism</p> <p>NEDFi and the vendor shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code for the LLMS & General Accounting software product supplied in SaaS Model by the vendor to NEDFi in order to protect its interests in an eventual situation. NEDFi and the vendor shall enter into a tripartite escrow agreement with the designated escrow</p>	Request that the cost of Escrow be borne by NEDFi	RFP requirement stands.

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				agent, which will set out, inter alia, the events of the release of the source code and the obligations of the escrow agent. Cost for the escrow will be borne by the vendor.		
56		Annexure-15 /Function Requirement/ General Accounting Solution /Transaction Payment	7.3	Partial Centralization	Could you please elaborate on what is expected in 'Partial Centralization'?	Please read as Partial Centralized
57	16	5	B.1	The Prime bidder shall have minimum annual turnover of Rs. 25 Crore from the Software business only, for any three (03) financial years out of the last four financial years (i.e., 2018-19, 2019-20, 2020-21 and 2021-22). This must be the individual company turnover and not of any group of companies	Our Request: We are registered as a MSME company with Ministry of Micro, Small & Medium Enterprises (Govt. of India). As per their guideline, please consider relaxation of norms for Start-up and Micro & Small Enterprises in Public Procurement on Prior Experience - Prior Turnover criteria. Please find enclosed policy circular issued by Ministry of Micro, Small & Medium Enterprises (Govt. of India). Thus, we request you to kindly consider our request for granting relaxation towards above-mentioned point or change turnover criteria of Rs. 25 Crore to either, I. Consider turnover criteria of Rs. 19 Crore from the software business only. Or II. Consider average turnover of Rs. 20 Crore for last four years from the software business	Please refer Corrigendum - 1
58	17	5	C.1	The Prime bidder should have prior experience of Implementation & management of Lending Life Cycle Management System in at least two (2)	Our Request: We are registered as a MSME company with Ministry of Micro, Small & Medium Enterprises (Govt. of India). As per their guideline, please consider relaxation of norms for Start-up and Micro	Please refer Corrigendum - 1

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				Non-Banking Financial Organization (NBFC) or banks (excluding Co-operative Bank) with loan portfolio size of minimum INR 4,000 Crores each	& Small Enterprises in Public Procurement on Prior Experience - Prior Turnover criteria. Please find enclosed policy circular issued by Ministry of Micro, Small & Medium Enterprises (Govt. of India). Thus, we request you to kindly consider our request for granting relaxation towards above-mentioned point or change loan portfolio size criteria of minimum INR 4,000 Crores each to INR 1,000 Crores each.	
59	11	4	1	Additional Information	Can we use AWS availability zones for DR location as per your requirement moving away from the current DR co-location?	Bidder may use AWS availability zone for DR location until second region is available in India.
60	13	4	4	Additional Information	SMS Gateway Hub - who is the third party provider?	SMS Gateway Hub is the service provider
61		4	5	Additional Information	Is Payroll integration also part of the scope?	Yes
62	15	4	4.7.1 to 4.7.6	Additional Information	If we move to SaaS with CSP (AWS or Azure), shall we deprecate the current BOQ/Servers and only take the devices listed here for reference to sizing?	Understanding is correct
63	19	6	1	Project Details	Which credit bureaus are being used?	CIBIL, Equifax, Experian and CRIF Highmark.
64	19	6	2	Project Details	Kind of Account Opening - Can you explain a bit more? For what kind of prospects is this done with Partner Banks?	This is current practice. Please refer RFP section 6.2 Envisioned LLMS Process – TO-BE
65	19	6	2	Project Details	Cross Product Payment - Need more information. Is this related to settlement with multiple loans for borrowers with multiple loans?	Understanding is correct
66	19	6	2	Project Details	Vendor Mgmt - What is expected here for the to-be platform to do?	Details of vendor to be captured.

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67	23	8	1	Detailed Scope of Work	Mobile Application (Android, IOS) for NEDFi Staff - A white-labeled app is expected for MFI and non-MFI/MSME products from the bidder? Can this be custom developed to the needs of NEDFi?	Details have been provided in the Functional and Technical Requirements in Annexure 15 (Mobile Application)
68	27	8	5	Budget and Forecasting	Please furnish more information on this line item as to the scope	This an application which will be implemented in Phase II
69	17	5	B.3- Financial	The Prime bidder should be a Profit-making company for any three (03) financial years out of last four (04) Financial Years (i.e., 2018-19, 2019-20, 2020-21 and 2021-22). This must be the individual company profit and not of any group of companies	Request NEDFi to change the clause to "The Prime bidder should be a Profit-making company for any two financial years out of last four (04) Financial Years (i.e., 2018-19, 2019-20, 2020-21 and 2021-22). This must be the individual company profit and not of any group of companies	Please refer corrigendum - 1
70	17	5	C.1.Expe rience and capabilit y	The Prime bidder should have prior experience of Implementation & management of Lending Life Cycle Management System in at least two (2) Non-Banking Financial Organization (NBFC) or banks (excluding Co-operative Bank) with loan portfolio size of minimum INR 4,000 Crores each.	Request NEDFi to change the clause to "The Prime bidder should have prior experience of Implementation & management of Lending Life Cycle Management System in at least one Non-Banking Financial Organization (NBFC) or MFI (Microfinance institutions) or banks (excluding Co-operative Bank) with loan portfolio size of minimum INR 4,000 Crores each". or Request NEDFi to change the clause to "The Prime bidder should have prior experience of Implementation & management of Lending Life Cycle Management System in at least two (2) Non-Banking Financial Organization (NBFC) or MFI (Microfinance institutions) or banks (excluding Co-operative Bank)"	Please refer corrigendum - 1

Sr.No	Page#	Section	Point #	Point as stated In the RFP	Comments/Suggestions/Deviations	NEDFi Comments
71	17	5	C. Experience and capability	Clause number 1 to 5	Request NEDFi to change clause to 1)self attested letters /PO in the name OEM 2)include MFI(micro finance institutions) along with NBFC/Banks 3) update the criteria in technical and Functional Evaluation accordingly	RFP requirement stands.
72	17	5	C. Experience and capability	The bidder should have executed two (2) LLMS Projects with total value of INR 5 crores+ in BFSI Sector during last three years	Please clarify if ongoing projects can be considered	Understanding is correct
73	41	9	Project timeline	Scheduled Timeline-Final Migration & GO LIVE The proposed migration and go-live of all proposed applications (LLMS, Accounting Software etc.) within 6 months of release of PO from NEDFi	Please consider the project timeline for at least 12 months	RFP requirement stands.
74	NA	NA	NA	Data Base details - Oracle /Ms SQL	Request NEDFi to share application wise database details	Will be shared with the selected bidder
75	NA	NA	NA	Third party integrations	please clarify either of vendor, service provider, NBFC will tie up with 3rd parties	Please read RFP section 8.5 to understand the API's required for 3rd party integration
76	NA	NA	NA	(RO/BC/BF/DSA)	Please specify the number of levels	User Level