

Pre-Bid Responses

Dated:08/09/2025

Selection of Application Service Provider (ASP) for General Ledger & Accounting Solution

Tender No / Ref. No: NEDFi/RFP/IT/02/2025-26

| Sl. No. | Section No. | Pg. No. | Point No. | Original Clause | Query | NEDFi comment |
|---------|-------------|---------|-----------|-----------------|---|------------------------|
| 1 | | | | | ISO Certification Requirement: We are an authorized Microsoft Partner; however, we do not hold an ISO certification. Kindly clarify whether the ISO certificate is mandatory for the bidder, or if the OEM (Microsoft) certification/authorization would be considered sufficient. | RFP requirement stands |
| 2 | | | | | Implementation Experience: The RFP mentions that the bidder should have implementation experience of ERP/financial solutions in the NBFC/Banking industry. Please confirm whether overseas implementation experience in a similar industry will be considered, or if the requirement is restricted to projects executed within India. | RFP requirement stands |
| 3 | | | | | Turnover / Financial Documents: Our organization has operations in India, Singapore, USA, and UAE. Kindly confirm if we may submit a consolidated/global turnover and balance sheet for eligibility purposes. | RFP requirement stands |

| | | | | | | |
|---|---|----|----|--|---|--|
| 4 | | | | | Advance Payment Clause: The RFP states that no advance will be paid towards license and implementation costs. As per Microsoft's policy, licenses cannot be provisioned without advance payment. We request you to kindly reconsider and allow flexibility in this clause to enable smooth initiation of the project. | RFP requirement stands |
| 5 | 1 | 12 | C1 | The bidder should have prior experience of Implementation / management of General Ledger/Accounting Solution in at least two (2) Non-Banking Finance Company (NBFC) or banks (excluding Co operative Bank). | Kindly allow BFSI sector experience by updating the clause as "The bidder should have prior experience of Implementation / management of General Ledger/Accounting Solution in at least two (2) BFSI entities. | Please refer Corrigendum 2 uploaded in NEDFi website |
| 6 | 2 | 12 | C2 | The bidder must have prior experience in the implementation/management of General Accounting Software Solution along with successful integration with own/third party LMS/CBS in at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India | Kindly allow BFSI sector experience by updating the clause as " The bidder must have prior experience in the implementation/management of General Accounting Software Solution along with successful integration with own/third party LMS/CBS in at least two (2) BFSI entities in India. | Please refer Corrigendum 2 uploaded in NEDFi website |

| | | | | | | |
|---|---|---|-------------|---|--|---|
| 7 | 3 | 8 | Section 10. | Fee for RFP document INR 5,000/- + INR 900/- (GST) = INR 5,900/- | As per the provisions of the Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 (as amended), we would like to kindly request relaxation/exemption in tender document fees and Earnest Money Deposit (EMD) for our bid submission. We are a registered Micro/Small Enterprise (MSE) under the Ministry of MSME, Government of India, and will submit the valid Udyam Registration Certificate/NSIC certificate as proof along with our bid. | RFP requirement stands |
| 8 | 4 | 8 | Section 10. | Earnest Money Deposit INR 2,00,000/- | As per the provisions of the Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 (as amended), we would like to kindly request relaxation/exemption in tender document fees and Earnest Money Deposit (EMD) for our bid submission. We are a registered Micro/Small Enterprise (MSE) under the Ministry of MSME, Government of India, and will submit the valid Udyam Registration Certificate/NSIC certificate as proof along with our bid. | RFP requirement stands |
| 9 | 5 | 8 | Section 10. | Last Date, Time, and Place for receipts of Bids 09/09/2025, up to 15:00 hours | We request an extension of 15 days in the bid submission deadline after publication of pre-bid responses, to enable us to prepare a comprehensive proposal. | Please refer Corrigendum 2 uploaded in the NEDFi website. |

| | | | | | | |
|----|---|----|---|---|--|---|
| 10 | - | 2 | - | Last date of submission of the Technical and Commercial bid : 09/09/2025 upto 15:00 Hrs | Considering extensive nature of the RFP, we request NEDFi to extend the submission deadline by 2 weeks. | Please refer Corrigendum 2 uploaded in the NEDFi website. |
| 11 | 3 | 8 | Bid related details | Earnest Money Deposit by Demand Draft/ Banker Cheque/RTGS INR 2,00,000/- (Rupees Two Lacs Only) | We request NEDFi to provide EMD exemption to MSE bidders. | RFP requirement stands |
| 12 | 5 | 14 | C.1 Experience & service capability | The bidder should have prior experience of Implementation / management of General Ledger/Accounting Solution in at least two (2) Non-Banking Finance Company (NBFC) or banks (excluding Co-operative Bank). | We request NEDFi to modify the clause as The bidder/OEM should have prior experience of Implementation / management of General Ledger/Accounting Solution in at least two (2) Non-Banking Finance Company (NBFC) or any banks. | Please refer Corrigendum 2 uploaded in the NEDFi website. |
| 13 | 5 | 14 | C.1 & 2 Experience & service capability | The credentials should be of the last five financial years. Project which is active will only be considered and Projects still under implementation will not be considered as credential. | We request NEDFi to consider the ongoing projects also as credentials. | RFP requirement stands |
| 14 | 5 | 14 | C.Experience & service capability | Note 2: Credentials for proposed General Accounting Software Solution from Co-operative banks will not be considered in eligibility evaluation criteria. | We request NEDFi to exempt this clause. | Please refer Corrigendum 2 uploaded in the NEDFi website. |
| 15 | 5 | 14 | C.3 Experience & service capability | The bidder should have implemented the proposed General Accounting Software Solution with multiple bank API Integration for Payout, reconciliation and receiving Payments | Request NEDFi to amend the clause as : The bidder should have implemented / integrated / managed the proposed General Accounting Software Solution with multiple bank API Integration for Payout, reconciliation and receiving Payments | RFP requirement stands |

| | | | | | | |
|----|---|-------------|-------------------|---|---|---|
| 16 | - | Annexure 14 | GSTN Requirements | Data Capturing of GSTIN Number for the vendors | Kindly confirm if system should support vendor payment module | RFP requirement stands |
| 17 | - | Annexure 14 | GSTN Requirements | E-Invoicing of the customer for the transactions. | as BFSI sector is exempted from invoicing - is tis still a requirement to be developed ? Kindly confirm | Customer includes tenant, clients of convention centre, clients of advisory & consultancy, etc. |
| 18 | - | Annexure 14 | GSTN Requirements | Returns for GST for the customer / NEDFi's Data. | GST retuns to be filed for NEDFI's customers | Yes, Customer includes tenant, clients of convention centre, clients of advisory & consultancy, etc. |
| 19 | - | Annexure 14 | GSTN Requirements | Manual Transaction for GST collection | Assumption that the manual txn are also saved in the some system or those need a provision in the system to capture by the user - Kindy confirm | GST related transaction other than done through payable and receivalbe module. |
| 20 | - | Annexure 14 | GSTN Requirements | Manual tagging / de tagging of the GST transaction within the Transactions. | Is the requirment that the user will specify the GST applicable for a specfic txn wise - Kindly confirm | GST related transaction other than done through payable and receivalbe module. Plese refer Corrigendum 2 uploaded in the NEDFi website. |
| 21 | 5. Eligibility Criteria C. EXPERIENCE & SERVICE CAPABILITY | 12 | 1 | The bidder should have prior experience of Implementation / management of General Ledger/Accounting Solution in at least two (2) Non-Banking Finance Company (NBFC) or banks (excluding Co-operative Bank). | The bidder should have prior experience of Implementation / management of General Ledger/Accounting Solution in at least two (2) Non-Banking Finance Company (NBFC) or banks / State / APEX Co-Op. Banks /Sugar Industries/Solvex Industries/ DFI in India/Across the Globe having at least one client preferably in the North-East region in India. | |

| | | | | | | |
|----|--|----|---|--|--|--|
| 22 | 5. Eligibility Criteria C. EXPERIENCE & SERVICE CAPABILITY | 12 | 2 | The bidder must have prior experience in the implementation/management of General Accounting Software Solution along with successful integration with own/third party LMS/CBS in at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India. | The bidder must have prior experience in the implementation/management of General Accounting Software Solution along with successful integration with own/third party LMS/CBS in at least two (2) Non-Banking Finance Companies (NBFCs) or banks / State / APEX Co-Op. Banks/Sugar Industries/Solvex Industries /DFI in India/ Across the Globe having at least one client preferably in the North-East region in India. | Plese refer Corrigendum 2 uploaded in the NEDFi website. |
| 23 | 10.3 Technical Bid Evaluation Bidder's capability and experience | 32 | 2 | <p>Total Marks = 25</p> <p>Bidder will get 2 marks for each implementation/management of General Ledger/Accounting Solution in NBFC/Bank up to a maximum of 8 marks.</p> <p>Bidder will get 2 marks for each implementation/management of General Ledger/Accounting Solution in Govt./Corporate entities in BFSI Sector up to a maximum of 7 marks.</p> <p>Bidder will get 2 marks for each successful integration of General Ledger/Accounting Solution with third party LMS/CBS Solution up to a maximum of 5 marks.</p> <p>Bidder will get 2 marks for each successful API integration of the proposed solution with any Indian Bank for payout and collections up to a maximum of 5 marks.</p> | <p>Total Marks = 25</p> <p>Bidder will get 2 marks for each implementation/management of General Ledger/Accounting Solution in NBFC/Bank/ State / APEX Co-Op. Banks / Sugar Industries/Solvex Industries/ DFI in India / Across the Globe having at least one client preferably in the North-East region in India, up to a maximum of 8 marks.</p> <p>Bidder will get 2 marks for each implementation/management of General Ledger/Accounting Solution in Govt./Corporate entities in BFSI Sector/ State / APEX Co-Op. Banks /Sugar Industries/Solvex Industries/ DFI in India/Across the Globe having at least one client preferably in the North-East region in India up to a maximum of 7 marks.</p> <p>Bidder will get 2 marks for each successful integration of General Ledger/Accounting</p> | Plese refer Corrigendum 2 uploaded in the NEDFi website. |

| | | | | | | |
|--|--|--|--|--|--|--|
| | | | | | <p>Solution with own/third party LMS/CBS Solution up to a maximum of 5 marks.</p> <p>Bidder will get 2 marks for each successful API integration of the proposed solution with any Indian Bank for payout and collections up to a maximum of 5 marks.</p> | |
|--|--|--|--|--|--|--|

| | | | | | | |
|----|---|----------|-------|---|--|--|
| 24 | 5. Eligibility Criteria | 11 of 78 | C.1 | The bidder should have prior experience of Implementation / management of General Ledger/Accounting Solution in at least two (2) Non-Banking Finance Company (NBFC) or banks (excluding Co-operative Bank). | We request this to make for atleast one (1) NBFC/Bank/Co-operatives as one experience is sufficient to have understanding of the particular module. With this amendment more companies will participate who are intending to explore the Financial domain. | Plese refer Corrigendum 2 uploaded in the NEDFi website. |
| 25 | 8.2 Recommendation on Infrastructure Part | 16 of 78 | XXIV. | Bidder has to ensure PAM solution for critical servers to be used for the proposed solution | Do we also need to factor in PAM (Privileged Access Management) licenses, or will these be provided separately? | Bidder has to factor in PAM license. |

| | | | | | | |
|----|-----------------|--|--|--|--|--|
| 26 | Other Queries-1 | | | | Is it acceptable to propose an open-source product, or is there a strict preference for COTS solutions? | Open source product is also acceptable subject to fulfillment of terms and conditions of the RFP |
| 27 | Other Queries-2 | | | | Is there a requirement to provide a portal for tracking and resolving complaints? If yes, should we also include its costing in our commercial proposal? | RFP requirement stands section 8.9 (iii) |
| 28 | Other Queries-3 | | | | Do all external integration systems support standard integration protocols, or are there any proprietary/custom requirements we should be aware of? | It shall support standard integration protocols. |
| 29 | Other Queries-4 | | | | Should the integration be carried out with the new LMS system or continue with the existing LMS system? | Integration has to be carried out with the new LMS solution. |
| 30 | Other Queries-5 | | | | Which project is planned to initiate first—the Loan Management System or the GL/A (General Ledger & Accounting Solution)? | Both projects are planned simultaneously |
| 31 | Other Queries-6 | | | | What is the expected volume of data to be migrated from the old system to the new one, and what types of data (e.g., customer, transactional, financial, historical) should be included in the migration scope? Please divide the different data set with size .Like Customer Data :300K | Database size is less than 10GB for the existing LMS & FAMS (single platform). |
| 32 | 1 | Page 11, Point 5, B. Financial, Clause 1 | The bidder shall have minimum average annual turnover of Rs. 10 Crore from IT business only, for the | Request relaxation/exemption for MSMEs/startups, or reduction of turnover criteria to Rs. 5 Crore. | To allow participation of competent MSMEs/startups with proven expertise but smaller financial turnover. Ensures healthy competition and supports Govt. initiatives promoting MSMEs. | RFP requirement stands |

| | | | | | | |
|----|---|--|---|---|---|------------------------|
| | | | last three financial years (2022-23, 2023-24 and 2024-25). This must be the individual company turnover and not of any group of companies. | | | |
| 33 | 2 | Page 11, Point 5, C. Experience & Service Capability, Clause 1 | The bidder should have prior experience of Implementation/management of General Ledger/Accounting Solution in at least two (2) Non-Banking Finance Companies (NBFCs) or Banks (excluding Co-operative Banks). | Request consideration of module-wise experience of General Ledger/Accounting Solution implementation/management in diverse financial institutions (NBFCs, Banks, PSUs, Govt. financial departments, etc.) instead of restricting only to NBFCs/Banks. | Limiting experience only to NBFCs/Banks excludes otherwise capable bidders with strong expertise in financial/accounting solutions. Expanding criteria will encourage wider participation without diluting quality. | RFP requirement stands |

| | | | | | | |
|----|---|--|---|--|--|------------------------|
| 34 | 3 | Page 11, Point 5, C. Experience & Service Capability, Clause 2 | The bidder must have prior experience in the implementation/management of General Accounting Software Solution along with successful integration with own/third-party LMS/CBS in at least two (2) NBFCs or Banks (excluding Co-operative Banks) in India. | Request to broaden the clause to include successful implementations and integrations in diverse financial institutions, not limited only to NBFCs/Banks. | Integration and implementation expertise is not exclusive to NBFCs/Banks. Allowing experience in PSUs and other govt. bodies will encourage competent participation. | RFP requirement stands |
|----|---|--|---|--|--|------------------------|

| | | | | | | |
|----|---|--|---|--|--|--|
| 35 | 4 | Page 11, Point 5, C. Experience Criteria (repeated Clause 1) | The bidder should have prior experience of Implementation/management of General Ledger/Accounting Solution in at least two (2) NBFCs or Banks (excluding Co-operative Banks). | Request to consider this criterion as OEM-specific, i.e., OEM must have specialized experience as per RFP requirement, while ASPs/implementation partners can qualify with relevant domain expertise. | Ensures that the proposed core system comes from a specialized OEM, while allowing capable ASPs/MSMEs to participate as implementers. Supports fair competition and high-quality delivery. | RFP requirement stands |
| 36 | 5 | Page 8, Section 10, | Earnest Money Deposit by Demand Draft/ Banker Cheque/RTGS | Request relaxation/exemption of EMD requirement for MSMEs/startups as per Government of India guidelines. | Govt. policy provides EMD exemptions to MSMEs/startups to encourage participation. This relaxation will enable emerging enterprises to contribute while reducing financial entry barriers. | RFP requirement stands |
| 37 | 5 Annexure-14- Functional-and- Technical- Requirements- GL | Page 8, Section 10, General | ** INR 2,00,000/- (Rupees Two Lacs Only) | Request relaxation/exemption of EMD requirement for MSMEs/startups as per Government of India guidelines. System should support verification of PAN, GST, Bank Account Number of Vendors and Customers through third party API integration | Govt. policy provides EMD exemptions to MSMEs/startups to encourage participation. This relaxation will enable emerging enterprises to contribute while reducing financial entry barriers. why customer KYC verification is required in Loan accounting system | RFP requirement stands Requirement is specific to GL solution. Customer includes tenant, clients of convention centre, clients of advisory & consultancy, etc. |
| 38 | | | 22 | | | |

| | | | | | | |
|----|--|--------------------------------------|---------|---|---|--|
| 39 | Annexure-14-Functional-and-Technical-Requirements-GL | General | 26 | Accounting on revenue recognition against invoice raised to customer | What is Customer here, is it Loan Borrower? If yes, in what scenarios Invoice is raised to Loan Borrower from GL Module? | Customer includes tenant, clients of convention centre, clients of advisory & consultancy, etc. |
| 40 | Annexure-14-Functional-and-Technical-Requirements-GL | General | 27 | Accounting on receipt of payment against invoice raised to customer | What is Customer here, is it Loan Borrower? | Customer includes tenant, clients of convention centre, clients of advisory & consultancy, etc. |
| 41 | Annexure-14-Functional-and-Technical-Requirements-GL | General Transaction/Payment | 27 4 | Accounting on receipt of payment against invoice raised to customer System should support where the accounting activity is | If yes, in what scenarios Invoice is raised to Loan Borrower from GL Module? | N/a |
| 42 | Annexure-14-Functional-and-Technical-Requirements-GL | | | | Please share more clarity | Centralised- all accounting transactions will be done at Head Office. Decentralised- accounting transactions will be done in both branch and HO level |
| 43 | Annexure-14-Functional-and-Technical-Requirements-GL | Transaction/Payment GSTN Requirement | 4 7 | 1. completely centralized | Please share more clarity What is Customer here, is it Loan Borrower? | Centralised- all accounting transactions will be done at Head Office. Decentralised- accounting transactions will be done in both branch and HO level Customer includes tenant, clients of convention centre, clients of advisory & consultancy and not loan borrower. |
| 44 | Annexure-14-Functional-and-Technical-Requirements-GL | | | 2. completely decentralized | | |
| 45 | Annexure-14-Functional-and-Technical-Requirements-GL | | | 3. partial centralization | | |
| 46 | Annexure-14-Functional-and-Technical-Requirements-GL | | | E-Invoicing of the customer for the transactions. | | |
| 47 | Annexure-14-Functional-and-Technical- | GSTN Requirement | 7 10 | E-Invoicing of the customer for the transactions. Manual Transaction for GST collection | If yes, in what scenarios Invoice is raised to Loan Borrower from GL Module? | N/a |

| | | | | | | |
|----|---|-------------------------|----|---|---------------------------|--|
| 48 | Requirements- GL Annexure-14- Functional-and- Technical- Requirements- GL | GSTN Requirem ent | | | Please share more clarity | GST related transaction other than done through payable and receivalbe module. |
| 49 | Annexure-14- Functional-and- Technical- Requirements- GL | GSTN Requirem ent | 11 | Manual tagging / de tagging of the GST transaction within the Transactions. | Please share more clarity | GST related transaction other than done through payable and receivalbe module. |