

**Pre-Bid Responses**

**Dated:08/09/2025**

**Selection of Application Service Provider (ASP) for Loan Origination System, Loan Management System, Loan Collection System, Mobile Application (Sales & Collection) for Business Correspondent/DSA/Employee and Customer Portal & Mobile Application**

**Tender No / Ref. No: NEDFi/RFP/IT/01/2025-26**

Sl. No.	Section No.	Pg. No.	Point No.	Original Clause	Query	NEDFi comment
1	3. Request for Proposal (RFP)	8	Date, Time, and Venue for Pre-bid Meeting	29/08/2025, 15:00 hours NEDFi House, G.S. Road, Dispur, Guwahati, Assam- 781006	We request to please have the pre bid arranged in hybrid mode so that all the bidders can participate in the meeting	Already addressed
2			Last Date, Time, and Place for receipts of Bids	09/09/2025, up to 15:00 hours NEDFi House, G.S. Road, Dispur, Guwahati, Assam-781006	We request that bank should allow at least 3 weeks time from the date pre bid queries responses publish on the Bank's website.	Please refer corrigendum 2 uploaded in the NEDFi website.
3	5. Eligibility Criteria	14	C. EXPERIENCE & SERVICE CAPABILITY	The bidder must have prior experience in the implementation and management of LOS, LMS collectively for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 4000 Crore. At least one of these institutions should offer business loan products.	Bank has mentioned 5 points in the experience and capability section of eligibility criteria. Out of 5 points in 4 point bank has mentioned Bidder / OEM while only in 1 point only bidder credentials has been asked. We request bank to please modify the same as bidder / OEM.	Please refer corrigendum 2 uploaded in the NEDFi website regarding revised portfolio size requirement. RFP requirement stands for the rest.

4	Envisioned LLMS Process – to-be	16	Envisioned LLMS Process – to-be	<p>MIS – Various types of report and business projection through use of BI tool.</p> <p>Account level and Customer level Dashboards at Departmental and Executive levels</p>	<p>Is bank looking to have the different setup out the application or inbuilt reporting facility is required.</p> <p>Also bank is looking what features in the BI tool please explain</p>	NEDFi is looking for in-built solution for reporting requirement
5	Scope of work	17	Scope of work	The scope of work is described below, and the bidder should go through all the requirements in detail. The bidder should propose a complete solution which considers all business requirements of NEDFi. NEDFi reserves the right to change the scope of RFP considering NEDFi's requirements	The statement is open ended as this is a fixed milestone bid and our efforts estimation will depend on the scope mentioned in the RFP. Any changes to the scope or any terms and conditions should be done prior to the submission of bid or considered as a change request upon agreement between the bank and bidder	RFP requirement stands
6	Scope of work	17	Scope of work	Application & Technical Support including information security, SOC integration etc.	Is bank already having the SOC solutions available which needs to be integrated with the provided solution. If yes please provide the list and if no which let us know which all SOC solutions bank is looking to be quoted with this solutions	SOC solution has to be provided by the bidder. Please refer section 8.3 (iii)
7	Scope of work	18	Scope of work	Training & Handholding	<p>Please clarify below on the training aspect</p> <p>1) Is bank looking for a classroom training or online training</p> <p>2) If bank is looking for the classroom training will the space and the projector provided by the bank</p>	Please refer RFP document Clause-8.8-Sub clause-B point no-V

					<p>3) how many batches and each batch how many participant bank is looking for training</p> <p>4) If bank is looking for the technical aspects like admin etc. or only the functional training is required</p>	
8	Scope of work	18	Scope of work	The list below specified the software systems to be discontinued once the new software system is operational. The selected bidder will be responsible for migrating all data from the existing applications to the proposed new application and required to arrange UAT for migration testing prior to Go-live as mentioned below	The UAT testing will be done by the bank or bidder will be doing the migration testing. Please confirm what kind of deliverables bank is looking as outcome of the migration testing	Please refer RFP document Clause-8.7
9	Scope of work	20	Recommendation on Infrastructure part	Software offered for NEDFi, must be hosted in Indian Territory only. The proposed DC and DR or Near DR should be in India and no data should be stored outside India.	Is Bank is also looking a NDR for these applications or only DC and DR will suffice the requirement	RFP requirement stands
10	Scope of work	20	Recommendation on Infrastructure part	Bidder to size the adequate infrastructure requirement for better performance of the application at user level/customer level. Bidder is responsible to upgrade the hardware sizing during the project tenure with increase in number of branch as well as	We understand that the sizing will be done as per the projections provided by the bank and if the bank crossed the provided projections then the upgrade cost will be provided by the bank	Since the recurring payment is linked with AUM hence upgraded cost will not be applicable

				business (loan accounts, customers, transactions etc.) after go-live.		
11	Scope of work	20	Recommendation on Infrastructure part	The bidder should conduct successful DR drills and submit the detailed DR drill report to NEDFi within 7 days of completion of DR drill on quarterly basis or as per RBI guideline.	Is Bank is looking a tool for doing the DC and DR drill or it can be done manually.	Query is not clear.
12	Scope of work	20	Recommendation on Infrastructure part	The bidder should ensure the required SLAs are being monitored & maintained for the Data Centre and a monthly report will be required to submitted by the vendor.	Is Bank is looking a tool for any monitoring tool which should generate the SLA report or it can be done manually.	SLA report generated from industry standard monitoring tool will be accepted
13	Scope of work	21	Recommendation on Infrastructure part	The bidder shall ensure that Production and UAT environment assigned to NEDFi is not shared with any other tenant/client.	Bidder need to provision the UAT env with the same configuration of production or it can be 10% of the production env for both application and database	RFP requirement stands
14	Scope of work	21	Information/Cyber Security Requirement	The selected bidder should conduct first VAPT audit by CERT-IN empaneled VAPT Auditor before go-live of proposed software suite including Mobile Application and submit the VAPT report to NEDFi after fixing all the findings. NEDFi will arrange for periodical VAPT audit during	Since Bank has mentioned that the first VAPT needs to be perform by the bidder. Please confirm if the bidder is CERT-IN empanel vendor so bidder can do VAPT by themselves	If the bidder itself is CERT-IN empaneled vendor, then bidder may carry out the VAPT audit themselves

				the project tenure with the external auditors. The selected bidder will be responsible to mitigate all the identified non-compliant points of VAPT audit within 72 hours.		
15	Scope of work	21	Implementation and Customization	Bidder should deploy and maintain required onsite resources for detailed system study, requirement gathering, UAT, training, go-live etc. till the stabilization period is over.	Please confirm the stabilization period tenure	Stabilisation period will be 3 months from the date of go-live
16	Scope of work	22	Implementation and Customization	The solution to be provisioned in high Availability mode in DC & in DR.	Please confirm if bank is looking the DC and DR with the same configuration.  High Availability should be Active-Active or Active-Passive. Please confirm	DC and DR should be of same configuration. High availability should be Active-Active
17	Scope of work	24	8.7 Data Migration	Performing data validation and mapping exercise of existing solutions with the proposed applications	Since Bank is using some legacy inhouse software as there current solution so getting the data from the software and also doing the mapping with the proposed software required resources from bank side who has the knowledge of the application and database running in the bank. We assume that bank will provide the same, please confirm	Required support will be provided from NEDFi

18	Scope of work	28	To Provide Support Services by Bidder	The bidder is required to ensure application performance based on the business availability through its proposed solution architecture and environment. Application performance needs to be observed, optimized based on the defined threshold of business operations.	Please confirm if bank is looking for an application performance monitoring tool as part of the offered stack or performance report can be submitted manually	Yes, Bidder shall provide performance monitoring tool as part of the offering
19	Scope of work	28	To Provide Support Services by Bidder	The bidder shall update the UAT & training servers with updated Integrated Solution data to ensure simulated current environment for UAT & testing of Integrated Solution functionalities	Please confirm how many production and non production env bank is looking to be offered and what will be the comparative sizing of Non production env	Please refer clause 8.2 (xxv) of the RFP
20	Project Timeline	34	9.2 Liquidated Damages & Penalties & Termination on Default	NEDFi shall levy penalty/liquidated damages on the bidder to the extent of 0.5% of the value of the delayed deliverables for each day of delay in Go-live subject to maximum 10% of the total cost of ownership (contract value). However, imposing penalty shall be at the discretion of NEDFi. In case of any delay beyond 3(three) months, NEDFi shall issue notice of termination, and cancel the contract on completion of one month of	Delay can be from Bank side also so we request to modify the clause as below  NEDFi shall levy penalty/liquidated damages on the bidder to the extent of 0.5% of the value of the delayed deliverables <b>(Delay only attributable to bidder)</b> for each day of delay in Go-live subject to maximum 10% of the total cost of ownership (contract value). However, imposing penalty shall be at the discretion of NEDFi. In case of any delay <b>(Delay only attributable to bidder)</b> beyond 3(three) months, NEDFi shall issue notice of termination, and cancel the contract on	Plese refer corrigendum 2 uploaded in the NEDFi website.

				notice and also invoke the performance security.	completion of one month of notice and also invoke the performance security.	
21	10.3 Technical Bid Evaluation	36	Technical Evaluation Process	The bidder should have prior experience of Implementation & management of LOS and LMS collectively in at least two (2) Non-Banking Finance Company (NBFC) or banks (excluding Co-operative Bank) with loan portfolio size of minimum INR 4,000 Crores each.	Bank has mentioned 4 points in Bidder's capability and experience section of Technical Scoring. Out of 4 points in 3 points bank has mentioned Bidder / OEM while only in 1 point only bidder credentials has been asked. We request bank to please modify the same as bidder / OEM.	Please refer corrigendum 2 uploaded in the NEDFi website regarding revised portfolio size requirement. RFP requirement stands for the rest.
22	12.32 Termination for Convenience	57	12.32 Termination for Convenience	NEDFi, by written notice sent to the bidder, may terminate the Contract with a notice of 3 months, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for NEDFi's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective	Since the termination will be for the convenience of the bank we assume that bank will be paying for all the milestone and work completed till the time of convenience	Payment will be made as per the payment terms of the RFP

23	12.33 Effect of Termination	57	12.33 Effect of Termination	The Bidder agrees that after completion of the Term or upon earlier termination of the assignment the Bidder shall, if required by NEDFi, continue to provide maintenance services to NEDFi at no less favorable terms than those contained in this RFP. In case NEDFi wants to continue with the Bidder's services after the completion of this contract then the Bidder shall offer the same or better terms to NEDFi. Unless mutually agreed, the rates shall remain firm.	Once the contract period for which price get finalized during this contract, bank will mutually get into discussion with the vendor to finalize the revise prices on mutually agreed terms	RFP requirement stands
24	12.34 Renewal of Contract	57	12.34 Renewal of Contract	In case NEDFi wants to continue with the bidder's services after the completion of this contract, the bidder shall offer the same services or enhanced services to NEDFi. Unless mutually agreed, the same rates shall apply.	Once the contract period for which price get finalized during this contract, bank will mutually get into discussion with the vendor to finalize the revise prices on mutually agreed terms	RFP requirement stands
25	12.40 Payment Term	62	12.40 Payment Term	One Time Setup Cost (including license fee, implementation cost, customization cost, integration cost etc.): 100% onetime setup cost will be paid after success full GO	<p>We request to change the software Lic cost as below</p> <p>30% on finalization of the SRS/BRD  60% on UAt completion  10% on final go live</p>	RFP requirement stands

				LIVE, sign-off and acceptance from NEDFi.		
26	Confidentiality		Confidentiality		Bidder propose additional language as follows: "The Bidder may retain such portion of the Confidential Information including its working papers that is required for compliance with its statutory, regulatory or professional conduct obligations"	RFP requirement stands
27	12.34 Renewal of Contract	57	12.34 Renewal of Contract	In case NEDFi wants to continue with the bidder's services after the completion of this contract, the bidder shall offer the same services or enhanced services to NEDFi. Unless mutually agreed, the same rates shall apply.	In the event of an extension beyond the initial contract period, we request an adjustment in the remuneration rates for personnel which will be calculated based on the prevailing Consumer Price Index (CPI) rates for urban labor, as published by the Ministry of Statistics and Program Implementation (MoSPI)	RFP requirement stands
28	Indirect and consequential		Indirect and consequential		Client is requested to include the clause to state that we will not be liable for any indirect or consequential losses or damages. Even the Contract Act, stipulates remote and consequential damages are not payable. The above is as per GFR and MeitY guidelines and the industry standard.	RFP requirement stands
29	Sub-Contracting	54	Sub-Contracting	The vendor shall not subcontract or permit anyone other than its personnel or related firms / entities to	We request that the Authority consider allowing bidders the option to form consortia or engage sub-contractors for specific components of the project.	The prime bidder may form consortium with any other OEM. However, all responsibility will lie

				perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of NEDFi.		with the prime bidder. Sub-contracting will not be allowed.
30	ANNEXURE 5: LETTER OF CONFIRMATION	72	ANNEXURE 5: LETTER OF CONFIRMATION	We also confirm that we /Our consortium partners have not been blacklisted by any Govt. Department/ PSU/PSE or Banks or Any Financial Institution or otherwise not involved in any such incident with any concern whatsoever, where the job undertaken/performed and conduct has been questioned by any authority, which may lead to legal action.	<p>In the eligibility criteria bank has asked for the blacklist "as of bid submission date" where as in this annexure bank has not mentioned the same so we request you to please modify the same as below</p> <p>We also confirm that as on bid submission date we /Our consortium partners are not blacklisted by any Govt. Department/ PSU/PSE or Banks or Any Financial Institution or otherwise not involved in any such incident with any concern whatsoever, where the job undertaken/performed and conduct has been questioned by any authority, which may lead to legal action.</p>	RFP requirement stands
31				The bidder must have prior experience in the implementation and management of LOS, LMS collectively for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 4000 Crore. At least one of these institutions	Please clarify whether the minimum loan portfolio size of INR 4000 Crore applies individually to each NBFC/bank for which prior implementation experience is required, or is it the combined loan portfolio size of the two institutions?	Please refer corrigendum 2 for revised minimum loan portfolio size requirement. Please also note that Loan portfolio size mentioned is for individual NBFC or Banks (excluding co-operative banks)

				should offer business loan products.		
32				The bidder/OEM must have prior experience in the implementation and management of LCS solution (successful integration with own/third party LMS) for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 1000 Crore.	Please clarify whether the minimum loan portfolio size of INR 1000 Crore applies individually to each NBFC/bank for which prior LCS implementation experience is required, or is it the combined loan portfolio size of the two institutions?	Loan portfolio size mentioned is for individual NBFC or Banks (excluding co-operative banks)
33				The bidder/OEM(s) must have prior experience in the implementation and management of Mobile App (successful integration with own/third party LOS and LMS) for customer onboarding of Retail loan through Business Correspondent/DSA/Employee in at least two (2) Non-Banking	Please clarify whether the minimum loan portfolio size of INR 1000 Crore applies individually to each NBFC/bank for which prior Mobile App implementation experience is required, or is it the combined loan portfolio size of the two institutions?	Loan portfolio size mentioned is for individual NBFC or Banks (excluding co-operative banks)

				Financial Companies (NBFCs) or banks (excluding co-operative banks) in India ss having loan portfolio size of a minimum INR 1000 Crore		
34				The bidder/OEM must have prior experience of integrating their Loan Management Solution with standard General Ledger/Accounting solution such as SAP, Oracle GL, Oracle NetSuite Tally, ERPNext, Microsoft Dynamic or equivalent. in at least one (1) NonBanking Finance Companies (NBFCs) or banks in India.	Please clarify what qualifies as an 'equivalent' General Ledger/Accounting solution for the purpose of this RFP. Are there any specific criteria or certifications required for a solution to be considered equivalent to SAP, Oracle GL, Oracle NetSuite, Tally, ERPNext, or Microsoft Dynamics	RFP requirement stands
35				The bidder/OEM should have implemented their solution with multiple 3rd Party's Realtime integration i.e., Credit Bureaus, NSDL, Banking API, MCA etc. in India	Please clarify what is meant by 'multiple 3rd Party's Realtime integration.' Is there a minimum number of integrations required, or specific types of integrations (e.g., Credit Bureaus, NSDL, Banking API, MCA) that are mandatory to meet this criterion?	Please refer section 8.5 of RFP

36				<p>In case the Bidder(s) is a 100% subsidiary/entity formed from parent company by way of reorganization/separation of business/ in case of business transfer where Bidder(s) has acquired a Business from an entity ("Seller"), bidder(s) can utilize the experience and credential of the parent company/Seller to the acquired business for the purpose of meeting the eligibility criteria of this RFP, provided sufficient documentary proof of reorganization/ separation/ business transfer is produced</p>	<p>Please clarify what constitutes 'sufficient documentary proof' to demonstrate re-organization, separation, or business transfer. Additionally, are there any specific conditions or limitations on utilizing the experience/credentials of the parent company or Seller to meet the eligibility criteria?</p>	<p>RFP requirement stands</p>
37					<p>We understand that in the eligibility criteria that Bidder need to have CMMi Level 3 certificate – kindly let us know if there is any relaxation on this eligibility? Can we still participate even if we don't have CMMi Level 3 certificate?</p>	<p>Plese refer corrigendum 2 uploaded in the NEDFi website.</p>

38	A - General	13	2	The bidder should have at least CMMI Level 3 or higher-level certification and Level 3 or higher-level certification and should be ISO 27001 certified	Request if CMMI Level 3 can be removed as it's not required by Product Based SAAS companies and only 27001 can be retained	Please refer corrigendum 2 uploaded in the NEDFi website.
39	C- EXPERIENCE & SERVICE CAPABILITY	14	1	The bidder must have prior experience in the implementation and management of LOS, LMS collectively for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 4000 Crore. At least one of these institutions should offer business loan products.	1) Requesting if we can please make it to only 1 NBFC and if another one is required than it can be above 1000Cr. Additionally if possible can we please have experience in either LMS or LOS for 1 org . Since Business Loan is essentially a Term Loan , can we have "Term Loan" instead of "Business Loan". 2) Credential Letter - Can we only submit the Agreement instead of credential letter . If credential is absolutely mandatory then request it could be taken over the email instead of letter head . However would request if we could consider only Agreement . Also if I as an OEM are authorising a company as Bidder - if there are contracts of the clients with the OEM that will be considered.	Please refer corrigendum 2 uploaded in the NEDFi website regarding revised portfolio size requirement. RFP requirement stands for the rest.

40	C- EXPERIENCE & SERVICE CAPABILITY	14	4	The bidder/OEM must have prior experience of integrating their Loan Management Solution with such as SAP, Oracle GL, Oracle NetSuite, General Ledger/Accounting solution standard	Requesting if we could remove the credential letter and if can't be removed then can it be over email with the client	In absence of credential letter bidder has to submit email from client/self declaration along with contact details of client for verification by NEDFi
41	C- EXPERIENCE & SERVICE CAPABILITY	15	5	The bidder/OEM should have implemented their solution with multiple 3rd Party's Realtime integration i.e., Credit Bureaus, NSDL, Banking API, MCA etc. in India	Can we remove the credential letter and if can't be removed then can it be over email with the client	In absence of credential letter bidder has to submit email from client/self declaration along with contact details of client for verification by NEDFi
42	8.4	22	X	Bidder should provide one full-time on-site resource (L2) at NEDFi HO during office hours (General Shift) for the entire project tenure.	Requesting if we can remove on site request and have dedicated resource at Bidder's premise	RFP requirement stands
43	12.12	52	E	The successful bidder, only after furnishing an unconditional and irrevocable Performance Bank Sixty-Six Months 66 months. Guarantee amounting to 5% of the contract value for the period of	Requesting it to be reduced to 12 months	RFP requirement stands
44	12.38	60		Jurisdiction	Requesting Jurisdiction to be Chennai or neutral	RFP requirement stands

45	One Time Set up Cost	62	3	100% onetime setup cost will be paid after success full GO LIVE, sign-off and acceptance from NEDFi.This cost also includes integration with GL software	Requesting the below to be considered :- 1) 50% Advance 2) 30% on UAT Handover ( Sign-off to be given within 45 days of UAT Handover 3) 20% on Go-Live	RFP requirement stands
46	Data Migration Cost	62	4	70% of migration charges will be paid after successful GO LIVE and sign-off from NEDFi.	Requesting the below to be considered :- 1) 50% Advance 2) 30% on UAT Handover ( Sign-off to be given within 45 days of UAT Handover 3) 20% on Go-Live	RFP requirement stands
47	Customization Cost (Applicable After Stabilization Period)	62	6	70% of customization cost on actual will be paid after successful implementation post UAT of the customization point and sign off and acceptance by NEDFi. 30% of the customization cost will be paid after 3 months post GO LIVE or completion of customized points and sign off and acceptance by NEDFi	Requesting the below to be considered :- 1) 50% Advance 2) 30% on UAT Handover ( Sign-off to be given within 45 days of UAT Handover 3) 20% on Go-Live	RFP requirement stands
48	Interface/API Integration Cost (for General Ledger/Accounting Solution)	63	8	100% Interface cost will be paid after successful integration, sign off and acceptance from NEDFi. n the event of any unforeseen delay in the selection or finalization of the General Ledger/Accounting solution provider, the integration of the General Ledger/Accounting solution will be carried out once the vendor is finalized.	Requesting A/C software to be finalised withing 1 month of project commencement . In case there is delay from Nedfi side then 50% advance of the same to be paid post 1 month and remaining once product goes live	RFP requirement stands

				Any delays resulting from the vendor selection process from NEDFi side will not warrant any additional payments or compensation to the selected bidder.		
49	5	13	3	The bidder should be a Profitable company for last three (03) financial years (i.e., 2022- 23, 2023-24 and 2024-25). This must be the individual company profit and not of any group of companies	Requesting authority to revise the clause as follows: The bidder should be a Profitable company for last two (02) financial years (i.e.2023-24 and 2024-25). This must be the individual company profit and not of any group of companies	RFP requirement stands
50		2		Last date of submission of the Technical and Commercial bid 09/09/2025 up to 15:00 hours	We kindly request the Authority to extend the bid submission deadline by three (03) working weeks. This will allow sufficient time for detailed study of the requirements, internal approvals, and preparation of a comprehensive proposal, ensuring a more competitive and qualitative response to the tender.	Plese refer corrigendum 2 uploaded in the NEDFi website.
51	7	17	4	Data Migration (For the business loan maintained in NEDFi's existing LMS solution and also for retail loans [under micro lending scheme])	Requesting authority to kindly clarify the details of data migration requirements: What is the source data format? Will a data dictionary be provided to facilitate mapping and migration?	Source data format will be MariaDB. Data dictionary will be provided

				maintained in software system of BCs)		
52	9	33	9.1	Project timeline is of 6 months	We request the Authority to extend the project timeline to 9 months, considering the scope and effort involved. This will help ensure thorough implementation, testing, and smooth transition.	RFP requirement stands
53	Annexure 4	70	1	The bidder must have prior experience in the implementation and management of LOS, LMS collectively for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) having loan portfolio size of a minimum INR 4000 Crore. At least one of these institutions should offer business loan products	Requesting authority to revise the clause as follows: The bidder must have prior experience in the implementation and management of LOS or LMS collectively for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) having loan portfolio size of a minimum INR 500 Crore. At least one of these institutions should offer business loan products	Plese refer corrigendum 2 uploaded in the NEDFi website.
54	Annexure 4	70	2	The bidder/OEM must have prior experience in the implementation and management of LCS solution (successful integration with own/third party LMS) for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan	1. We have successfully integrated LCS in LMS. Kindly confirm whether such experience will be considered as meeting the eligibility criteria. 2. We request a relaxation of the minimum loan portfolio size from INR 1000 Crore to INR 500 Crore so that more bidders with relevant experience can participate.	RFP requirement stands

				portfolio size of a minimum INR 1000 Crore.		
55	Annexure 4	70	3	The bidder/OEM(s) must have prior experience in the implementation and management of Mobile App (successful integration with own/third party LOS and LMS) for customer onboarding of Retail loan through Business Correspondent / DSA / Employee in at least two (2) Non-Banking Financial Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 1000 Crore.	We request a relaxation of the minimum loan portfolio size from INR 1000 Crore to INR 500 Crore so that more bidders with relevant experience can participate.	RFP requirement stands
56	Annexure 4	71	4	The bidder/OEM must have prior experience of integrating their Loan Management Solution with standard General Ledger/Accounting solution such as SAP, Oracle GL, Oracle NetSuite, Tally, ERPNext, Microsoft Dynamic or equivalent. in at least one (1)	As clients are generally not ready to disclose their third-party vendors due to NDA restrictions, we request confirmation whether a self-declaration from the bidder/OEM would be acceptable as evidence of such integration.	In absence of credential letter bidder has to submit email from client/self declaration along with contact details of client for verification by NEDFi

				NonBanking Finance Companies (NBFCs) or banks in India		
57	Annexure 4	71	4	The bidder/OEM should have implemented their solution with multiple 3rd Party's Realtime integration i.e., Credit Bureaus, NSDL, Banking API, MCA etc. in India	Since clients are generally not willing to disclose their 3rd party vendors due to NDA restrictions, we request confirmation whether a self-declaration from the bidder/OEM would be acceptable as proof of such integrations.	In absence of credential letter bidder has to submit email from client/self declaration along with contact details of client for verification by NEDFi
58		22	8.5	Integration with External Source Systems	Requesting authority to kindly confirm that all 3rd party commercials/costs related to integration with external source systems will be borne directly by NEDFi and not by the bidder.	RFP requirement stands
59	12.4	62	3	One Time Setup Cost (including license fee, implementation cost, customization cost, integration cost etc.):	We request revision of the payment as milestones based and and propose the following One Time Implementation Fees structure: 40% – Advance along with Purchase Order 30% – On SRS/Gap Analysis Document sign-off OR 30 days from the submission of SRS/Gap Analysis Document 20% – On First UAT Initiation	RFP requirement stands

					10% – On First UAT Completion OR 30 days from the date of first UAT Initiation	
60		8	3	Fee for RFP document (non-refundable) by Demand Draft/ Banker Cheque/NEFT only	Request to exempt the Fee for RFP document for the MSME registered bidder	RFP requirement stands
61		8	3	Earnest Money Deposit by Demand Draft/ Banker Cheque/RTGS	Request to exempt the Fee for Earnest Money Deposit for the MSME registered bidder	RFP requirement stands
62					We are a pure play SaaS lending platform provider with marque customers like CanFin Homes, Chola mandalam Investment and Finance Company, TVS Credit, Mahindra Finance, Unity Small Finance Bank etc. and very keen to participate in this RFP. We are a registered SME/MSME company and hence normally absolved from giving tender fees and EMDs, while bidding in Government owned entities. Please confirm, whether the same is applicable for us in this particular tender. I am also attaching our Udyam certificate towards this.	RFP requirement stands

63	3. Request for Proposal (RFP)	8	2	Fee for RFP document (non-refundable) by Demand Draft/ Banker Cheque/NEFT only- INR 10,000/- + INR 1800/- (GST) = INR 11,800/- (Rupees Eleven Thousand Eight Hundred Only)	We are Government registered SME/MSME company with Udyam Certificate. As per Government norms, we are exempted from giving tender fees in Government owned entities. We have already paid this and would request a refund.	RFP requirement stands
64	3. Request for Proposal (RFP)	8	3	Earnest Money Deposit by Demand Draft/Banker Cheque/RTGS INR 5,00,000/- (Rupees Five Lacs Only)	We are Government registered SME/MSME company with Udyam Certificate. As per Government norms, we are exempted from giving tender fees in Government owned entities. Please clarify on this.	RFP requirement stands
65	3. Request for Proposal (RFP)	8	7	Last Date, Time, and Place for receipts of Bids - <b>09/09/2025, up to 15:00 hours</b> NEDFi House, G.S. Road, Dispur, Guwahati, Assam-781006	Request you to extend the bid submission timelines by minimum 2 week. After receiving your response to pre bid queries, time will be too short to response. It is a festival season with upcoming holidays.	Plese refer corrigendum 2 uploaded in the NEDFi website.
66	5. Eligibility Criteria	13	A.1	The bidder should be the OEM of LOS, LMS, LCS, Mobile Application (Sales & Collection) for Business Correspondent/DSA/Employee and Customer Portal & Mobile Application or its authorized partner or system integrator and must be a Public Ltd. Company/Private Ltd. Company / LLP / Partnership Firm / Government Organization / PSU and	We are an OEM for LOS, LMS & Mobility but do not have a Loan Collection system. Can we partner with an OEM for this? In case we don't get a suitable partner for LCS system, can we bid only for LOS + LMS + Mobility?	RFP requirement stands

				operating in India for at least 3 years as on date of the RFP		
67	5. Eligibility Criteria	13	A.2	The bidder should have at least CMMI Level 3 or higher-level certification and should be ISO 27001 certified	We are pure play SaaS based enterprise lending platform provider with largest FIs (CanFin Homes, Cholamandalam, Mahindra Finance, IDFC First Bank, TVS Credit, ICICI Home Finance etc.) as our customers. Being a platform provider and not an IT Services company, doesn't necessitate us having SEI CMMi 3 certificate from quality standards perspective. We have ISO 27001 and SOC 2 Type 2 compliance which are necessary standards for SaaS platform (ASP basis opex offering) towards RBI compliance. Request you to remove the CMMi Level 3 certification need.	Please refer corrigendum 2 uploaded in the NEDFi website.
68	5. Eligibility Criteria	14	C.1	The bidder must have prior experience in the implementation and management of LOS, LMS collectively for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 4000 Crore. At least one of these institutions should offer business loan products Credentials from clients, i.e. Purchase Order/ Contract	Can we submit the following to comply with these criteria 1. PO/agreements 2. Providing last/latest 24 months of AMC subscription fee GST invoices as proof of satisfactory usage(Instead of Letter of Satisfaction) 3. Loan Portfolio size – publicly available customer financials	In absence of credential letter bidder has to submit email from client/self declaration along with contact details of client for verification by NEDFi

				<p>Agreement supported with a satisfaction letter from the client have to be submitted. Regarding Loan Portfolio, bidder to submit relevant documents to justify the clause (Letter from client / client balance sheet / other public domain available documents). 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.</p>		
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69	5. Eligibility Criteria	14	C.2	<p>The bidder/OEM must have prior experience in the implementation and management of LCS solution (successful integration with own/third party LMS) for at least two (2) Non- Banking Finance Companies (NBFCs) or banks (excluding co- operative banks) in India having loan portfolio size of a minimum INR 1000 Crore. Credentials from clients, i.e. Purchase Order/ Contract Agreement supported with a satisfaction letter from the client have to be submitted. Regarding Loan Portfolio, bidder to submit relevant documents to justify the clause (Letter from client / client balance sheet / other public domain available documents). 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.</p>	<p>Can we submit the following to comply with these criteria</p> <ol style="list-style-type: none"> <li>1. PO/agreements</li> <li>2. Providing last/latest 24 months of AMC subscription fee GST invoices as proof of satisfactory usage(Instead of Letter of Satisfaction)</li> <li>3. Loan Portfolio size – publicly available customer financials</li> </ol>	<p>In absence of credential letter bidder has to submit email from client/self declaration along with contact details of client for verification by NEDFi</p>
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70	5. Eligibility Criteria	14	C.3	The bidder/OEM(s) must have prior experience in the implementation and management of Mobile App (successful integration with own/third party LOS and LMS) for customer onboarding of Retail loan through Business	Each of our customers using our LOS platform uses our mobility platform (it's taken as part of LOS standard feature list) and there are not separate POs/agreements for mobility.	In absence of credential letter bidder has to submit email from client/self declaration along with contact details of client for verification by NEDFi
71	5. Eligibility Criteria 7. Scope of Work	14 18	C.3 2	Correspondent/DSA/Employee in at least two (2) Non-Banking Financial Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 1000 Crore.	Can we submit the following to comply with these criteria	In absence of credential letter bidder has to submit email from client/self declaration along with contact details of client for verification by NEDFi Data migration of LMS is under the scope of work.
72				Credentials from in form of Purchase Orders/ Contract Agreement etc. supported with a satisfaction letter hast to be submitted.	1. PO/agreements of LOS with self-declaration that each of these customers are using our mobility which can be independently verified.	

73				The credentials should be of the five financial years. Project which is active will only be considered and Projects still under implementation will not be considered as credential.	2. Providing last/latest 24 months of AMC subscription fee GST invoices as proof of satisfactory usage	
74					3. Loan Portfolio size – publicly available customer financials	
75				FAMS (Finance & Accounting Management System) - Data Migration of loan accounting part to be migrated to new LMS software and General accounting related data will be migrated to new General Ledger Solution	Please clarify on this. LMS doesn't contain full fledged GL and takes care up to trial balance. Our LMS has been integrated with GLs like SAP, Oracle, Tally, Sage etc. where the GL codes in LMS are replicated in the outside GL and all postings are updated real-time or periodic basic.	
76	8. Detailed Scope of Work	24	8.7	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 software solution.	Can we do a data quality assessment check at some stage of the bidding. You need to get the data available in a staging area in our template , where we can run is assessment.	Only the selected bidder will be allowed to carried out data quality assessment.
77	9.2 Liquidated Damages & Penalties & Termination on Default	32	9.2	NEDFi shall levy penalty/liquidated damages on the bidder to the extent of 0.5% of the value of the delayed deliverables for each day of delay in Go-live subject to maximum 10% of the total cost of ownership (contract	What will happen if the delay is due to NEFDI? Will NEFDI compensate for the resource cost on T & M basis for the extended duration?	RFP requirement stands

				value). However, imposing penalty shall be at the discretion of NEDFi. In case of any delay beyond 3(three) months, NEDFi shall issue notice of termination, and cancel the contract on completion of one month of notice and also invoke the performance security.		
78	10 Evaluation Process	42	10.4 Commercial Bid Evaluation	<p>Bidders must quote the cost for the <b>Application along with Infrastructure in the ASP Model on an Opex basis</b> as a percentage of AUM, as detailed in the Payment Weightage Sheet. This percentage shall be used to calculate the price for the <b>Application and Infrastructure in ASP Model on Opex mode</b>, based on the current and projected AUM data provided in the RFP. The cost to NEDFi calculated based on the projected AUM, will be considered for evaluation purposes</p>	<p>1. Can you explain the payment weightage sheet?</p> <p>2. Can we quote a single subscription fee for all product components (LOS, LMS, LCS, mobility together?</p> <p>3. Can we give pricing in our own template based on your AUM projections?</p> <p>We request you to provide a step wise detailed explanation with sample data for Annexure 16.</p>	<p>Vendor must submit their commercial bid as detailed Annexure 16 without any deviation.</p> <p>Please also refer corrigendum 2 uploaded in the NEDFi website</p>

79	12 Instruction to the Bidders	61	12.4 Payment Term	<p>3. One Time Setup Cost (including license fee, implementation cost, customization cost, integration cost etc.): 100% onetime setup cost will be paid after success full GO LIVE, sign-off and acceptance from NEDFi. This cost also includes integration with GL software</p>	<p>We would propose the following payment schedule One-time setup cost are as follows:</p> <ul style="list-style-type: none"> <li>a. 35% advance along with the Purchase Order</li> <li>b. 20% on solution design sign-off</li> <li>c. 15% on delivery for UAT (UAT Start of all modules)</li> <li>d. 20% on UAT sign- off (UAT sign-off of all modules)</li> <li>e. 10% on Go-Live (without data migration)</li> </ul> <p>Request you to consider this. A project of this scale will be very difficult to manage without advance and interim cashflows.</p>	RFP requirement stands
80	5. Eligibility Criteria	14	C. EXPERIENCE & SERVICE CAPABILITY	<p>The bidder must have prior experience in the implementation and management of LOS, LMS collectively for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 4000 Crore. At least one of these institutions should offer business loan products.</p>	<p>The bidder must have prior experience in the implementation and management of Financial / Application Software for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 2000-4000 Crore. At least one of these institutions should offer business loan products.</p>	<p>Plese refer corrigendum 2 uploaded in the NEDFi website.</p>

81				The bidder/OEM must have prior experience in the implementation and management of LCS solution (successful integration with own/third party LMS) for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 1000 Crore.	The bidder/OEM must have prior experience in the implementation and management of LCS solution/ Application Software/Financial Solutions (successful integration with own/third party LMS/Or any software) for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 1000 Crore.	RFP requirement stands
82	1	-	Annexures	-	Requesting to share the editable copy	Editable copy of Annexures will be uploaded in NEDFi website
83	5	13	5. Eligibility Criteria	The bidder should have at least CMMI Level 3 or higher-level certification and should be ISO 27001 certified	Kindly revise the clause to require either one certification – CMMI Level 3 or ISO 27001	Please refer corrigendum 2 uploaded in the NEDFi website.
84	4	7	Background	The Branches connect the application through SSL VPN (client software is installed at their respective devices)	Please specify how many VPNs are required.	This section contains information regarding existing IT infrastructure of NEDFi. Bidder may refer Section 4.3 for estimation of VPN user requirement

85		7	Background	NEDFi is having DR site at Noida (Web Works India Pvt. Ltd.) and AWS	Please Clarify on the hosted model is Vendor to host on NEDFi cloud as it is mentioned that the DR site & Cloud details shared or the entire cloud & environments to be procured by Vendor & provide the integrated solution? FYI, In SaaS cloud is controlled by the vendor and name of the cloud will be not be disclosed.	This section contains information regarding existing IT infrastructure of NEDFi. Bidder will be responsible for providing software and infrastructure both (refer section 8.2)
86	4.3	10	Business projections		Please share us the below details with YOY projections: 1. Total Concurrent users for each module (Sales App, Collections App, LOS, LMS & Collections separately 2. Total LOS Applications received & conversion percentage 3. API hits via digital channel	Bidder to estimate by referring business projection mentioned in section 4.3
87	5	14	Eligibility Criteria	Credentials from clients, i.e. Purchase Order/ Contract Agreement supported with a satisfaction letter from the client have to be submitted. Regarding Loan Portfolio, bidder to submit relevant documents to justify the clause (Letter from client / client balance sheet / other public domain available documents). The credentials should be of the last five financial years. Project which is active will only be considered and Projects still	We can submit the masked POs as part of submission. It is difficult to get the Credential letter or satisfaction letter for customer. Can we submit the masked POs for the same?	Please refer corrigendum 2 uploaded in the NEDFi website.

				under implementation will not be considered as credential		
88	5	14	Eligibility Criteria	The bidder/OEM must have prior experience of integrating their Loan Management Solution with standard General Ledger/Accounting solution such as SAP, Oracle GL, Oracle NetSuite, Tally, ERPNext, Microsoft Dynamic or equivalent. in at least one (1) NonBanking Finance Companies (NBFCs) or banks in India.	this is difficult to submit as we have signed NDA & Contracts with Customers. Please suggest alternative submission	Please refer corrigendum 2 uploaded in the NEDFi website.
89	5	14	Eligibility Criteria	The bidder/OEM should have implemented their solution with multiple 3rd Party's Realtime integration i.e., Credit Bureaus, NSDL, Banking API, MCA etc. in India	this is difficult to submit as we have signed NDA & Contracts with Customers. Please suggest alternative submission.	Please refer corrigendum 2 uploaded in the NEDFi website.
90		8	Bid Submission extension	-	Requesting for 2 weeks extension on bid submission.	Please refer corrigendum 2 uploaded in the NEDFi website.
91		17	Scope of Work		Could you provide all the external/third party integrations required across the loan life cycle of LOS,LMS & Collections	Please refer section 8.5 of RFP

92	12.4	61	Payment Term	Payment terms mentioned in the RFP	Please clarify the payment milestones (on delivery, UAT, Go-Live, AMC, etc.) and whether they are linked to deliverables or timelines or can we discuss during the contracting stage ?	Please refer section 12.4 of RFP Further discussion may be done with the succesful bidder at the time of contract execution.
93	8.4	21	Implementation and Customization	Customization to be done without additional cost up to 6 months post go-live	can the customization/change requests outside the defined scope be handled time & material basis?	Please refer Annexure 16 of RFP
94	8.4	21	Implementation and Customization	–	Is there an approved rate card mechanism for change requests?	Please refer Annexure 16 of RFP
95	11	44	Service Level Agreement (SLA)	SLA requirements defined	Please specify the expected SLA response and resolution times and whether they are negotiable.	Please be guided by the RFP Section 11
96	8.9	28	Support Services	Onsite resource required	For post-Go Live, please clarify if on-site support is mandatory or if remote support suffices.	Please refer Section 8.4 point 10 of the RFP
97	12.22	55	Limitation of Liability	Liability clause in RFP	Can the liability/indemnity clauses be capped at contract value instead of unlimited liability?	Please be guieded by the RFP section 12.22
98	12.32	57	Termination for Convenience	Termination clause in RFP	Are there termination conditions for convenience (by client) vs. cause (by vendor)?	Please be guieded by the RFP section 12.32
99	12.34	57	-	Renewal of Contract – The project tenure is mentioned as 5 years from the date of Go-Live.	Please clarify if there is an option for extension/renewal beyond 5 years and under what commercial terms.	Please be guieded by the RFP section 12.34
100	5	14	1, 2, 3 - Eligibility Criteria – Experience & Service Capability	Credentials from clients, i.e., Purchase Order/Contract Agreement supported with a satisfaction letter from the client have to be submitted.	We request you to kindly consider Purchase Orders as sufficient proof of implementation, since client satisfaction letters are not always available due to client confidentiality policies. Please confirm if POs alone will be accepted.	Plese refer corrigendum 2 uploaded in the NEDFi website.

101	5	13	2	The bidder should have at least CMMI Level 3 or higher-level certification and should be ISO 27001 certified	We are currently undergoing ISO 27001 audit. Kindly let us know whether ISO 9001:2015 can be submitted for the initial stage.	Please refer corrigendum 2 uploaded in the NEDFi website.
102	Annexure	76	Annexure - 9	Annexure 9- Non-Disclosure Agreement	The Non-Disclosure Agreement is unilateral. We request to provide a mutual NDA as vendor will be sharing confidential information	Please refer corrigendum 2 uploaded in the NEDFi website
103	12	56	12.27	NEDFi and the vendor shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code for the entire software suite (including new version of the software solution as and when released) supplied 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 agent, which will set out, inter alia, the events of the release of the source code and the obligations of the escrow agent. The cost for the escrow will be borne by the vendor. As a part of the escrow arrangement, the final selected vendor is also	Please provide clarity on the following lines - <u>As a part of the escrow arrangement, the final selected vendor is also expected to provide a detailed code documentation of the software solution which has been duly reviewed by an external independent organization</u>	Please refer corrigendum 2 uploaded in the NEDFi website

				expected to provide a detailed code documentation of the software solution which has been duly reviewed by an external independent organization		
104	12	61	12.37	The arbitrators shall hold their sittings at Guwahati. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Guwahati alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.	Can NEDFi consider any other neutral seat ?	RFP requirement stands

105	12	61	12.38	The courts of law at Guwahati alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement	Can NEDFi consider any other neutral venue ?	RFP requirement stands
106	4	9	4.1	Presently approx. 120 users are using the present Loan Management application, Document Tracking System, Legal and 30 users are using Finance & Accounting Management System	Kindly confirm if 120 users to be factored for the each solution LOS, LMS and Collections system or as split of 40 users per system for LOS,LMS,Collections respectively	Bidder to estimate by referring business projection mentioned in section 4.3
107	5	13	B-1	The bidder should have an average annual turnover of Rs. 25 Crore from the Software business only, for the last three (03) Financial years (i.e., 2022-23, 2023-24, 2024-25). This must be the	Requesting relaxation for start up and MSME	RFP requirement stands

				individual company turnover and not of any group of companies.		
108	5	13	B-2	The bidder should have positive net worth in the last three (03) financial (i.e., 2022- 23, 2023-24 and 2024-25). This must be the individual company net worth and not of any group of companies.	Requesting relaxation for start up and MSME	RFP requirement stands
109	5	13	B-3	The bidder should be a Profitable company for last three (03) financial years (i.e., 2022- 23, 2023-24 and 2024-25). This must be the individual company profit and not of any group of companies	Requesting relaxation for start up and MSME	RFP requirement stands
110	5	14	C-2	The bidder/OEM must have prior experience in the implementation and management of LCS solution (successful integration with own/third	Requesting to relax portfolio size from 1000Cr to 500Cr and consider cooperative banks	RFP requirement stands

				party LMS) for at least two (2) Non- Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 1000 Crore.		
111	6.2	17	f)v)	v Partner Bank Reconciliation	As per our understanding Partner Bank reconciliation nuance comes in picture while co-lending is colending solution envisaged along stand alone digital lending. Please give more details on this.	Partner bank API will be used for payout and repayment collection.
112	8.2	21	xxi)	Bidder to ensure that the infrastructure service provider / Cloud Management Team should not have access to any application data of the NEDFi	Is our following understanding correct "Bidder is expected to procure and manage Cloud along with other Infrastructure and licenses like OS and DB licenses along with Web Server/APP Server/DB Server and update of Infra for 5 years tenure"	Bidder is expected to procure and manage Cloud along with other Infrastructure and licenses like OS and DB licenses along with Web Server/APP Server/DB Server and manage the Infra for entire project tenure.
113	8.3	21	v	The selected bidder should conduct first VAPT audit by CERT-IN empaneled VAPT Auditor before go-live of proposed software suite including Mobile	Is our following understanding correct "VAPT and Security Audit cost will be taken care by NEDFC and any Vulnerabilities raised will be resolved by selected bidder"	VAPT and security audit cost post go-live will be borne by NEDFi and bidder will be responsible to mitigate all the identified non-compliant points of VAPT audit within 72 hours

				Application and submit the VAPT report to NEDFi after fixing all the findings. NEDFi will arrange for periodical VAPT audit during the project tenure with the external auditors. The selected bidder will be responsible to mitigate all the identified non-compliant points of VAPT audit within 72 hours		
114	8.4	21	i)	i. Bidder should deploy and maintain required onsite resources for detailed system study, requirement gathering, UAT, training, go-live etc. till the stabilization period is over	Kindly provide Split of environment in DC and DR, Can we consider 2 environment in DC "UAT & Production" and DR "Production"	Here resource implies manpower not the infrastructure
115	8.4	22	ii)	The solution to be provisioned in high Availability mode in DC & in DR	Kindly confirm if DC and DR both are Active-Active environment for HA	DC-DR high availability should be Active-Active
116	8.4	22	vi)	Integration with External Systems such as General Ledger Solution, Banking API, KYC API etc	Kindly confirm below list of external integrations envisaged will suffice Credit Bureau, 3rd Party E-KYC Data, Aadhar & OTP Authentication, SMS, Email	Detailed list of APIs will be finalised at the time of BRD preparation. API consumption cost will be borne by NEDFi.

					Gateway, WhatsApp, e- Sign, e-Stamp, Income Assessment, CERSAI, MCA, ITR, GSTR, Banking Partner, Payment Gateway, Video KYC / Facial Recognition with latitude & Longitude details We understand one time API connection cost will be bared by bidder also confirm if API consumption cost will be bared by bidder or NEDFC	
117	8.5	23		➤ Partner Banks (up to 4, initially with YES Bank and ICICI Bank) with API Banking/CMS	Is this a expectation of Co-lending or only Banking integrations ?	Partner bank API will be used for payout and repayment collection.
118	8.9	28	a)	The bidder is required to ensure application performance based on the business availability through its proposed solution architecture and environment. Application performance needs to be observed, optimized based on the defined threshold of business operations	Kindly confrim NEDFC will provide APM tool to asses the application performance and selected bidder will only ensure the performance is up to the mark as per SLA	Since the reccuring payment is linked with AUM hence upgraded cost will not be applicable

119	12.8	51	1	<p>The prospective bidders, who wish to participate in this RFP/tender shall be permitted to attend a pre-bid meeting to be held as indicated in the RFP after publication of RFP and well before the last date for receipt of bids. The bidder is required to submit the nonrefundable Tender Fees worth INR 11,800/- (Rupees Eleven Thousand Eight Hundred Only including GST) vide Demand Draft/ Banker Cheque/NEFT/RTGS on or before the Pre bid Meeting to participate in the pre-bid meeting. Maximum of 2 (two) representatives of each prospective bidder will be permitted to attend the pre-bid meeting. However, NEDFi, at its discretion, may permit any additional representative of any prospective bidder to attend the pre-bid meeting.</p>	<p>Requesting relaxation for start up and MSME</p>	<p>RFP requirement stands</p>
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120	12.12	52	a.	The bidder shall furnish as part of its bid, bid security of INR 5,00,000/- (Rupees five Lakhs Only).	Requesting relaxation for start up and MSME	RFP requirement stands
121	12.4	62	2	The bidders must establish network connectivity between bidder's certified DC/DR with NEDFi's Head office and Branches. The bidder is required to propose the required bandwidth, needed to establish IPSec/SSL VPN tunnel from NEDFi HO/branches to bidder's DC & DR. However, the DC-DR Connectivity and internet bandwidth required for entire software solution with ancillary applications hosted at bidder's	Kindly confirm the payment terms for Cloud hosting and management	RFP requirement stands

				DC/DR must be provisioned by the bidder and there should be no issue regarding the internet bandwidth availability and utilization without any additional cost to NEDFi.		
122	Annexure 15	General features	7	The proposed Solution should have capability to integrate API banking facility of NEDFi's Partner Bank initially with YES Bank and ICICI Bank	Is this a expectation of Co-lending or only Banking integrations ?	Partner bank API will be used for payout and repayment collection.
123	Annexure 15	Credit Appraisal	6	System should able to capture various financial/non financial data but not limited to the following for credit appraisal in Text/Rich text format: a) Borrower Profile b) Project cost detailed breakup c) Means of Finance detailed breakup d) Peer Group Analysis e) SWOT Analysis	Kindly explain the requirement of Peer group analysis,SWOT Analysis and PESTEL Analysis in credit assesment.	These are the subjective analysis done for business loan

				f) PESTEL Analysis g) Internal Audit Comments h) External Auditor Remarks i) Risk Identification & Mitigation j) Associate Concern Analysis		
124	Annexure 15	Credit Appraisal	12	System should support assessment of loan proposal based on various industry standard method such as Nayak Committee, Tondon Committee, Bill Discounting , Turn over method, Cash budget method, MPBF etc.	Bill discounting logic is used in Supply chain finance lending solution, kindly let us know a clarification on this as none of the loan products mentioned in RFP are relevant to Bill discounting	These are the standard methods use to compute working capital eligibilty of the borrower.
125	Annexure 15	Reports	52	Early Warning	Kindly help with types of early warnings report envisaged	Early warning report for NPA, SMA, etc are required
126	General				Kindly help with no. of disbursement per month for infra sizing calculation	Bidder to estimate by refering business projection mentioned in section 4.3
127	5. Eligibility Criteria	B. FINANCIAL	13	In the case of 2024-25, provisional financial statement signed by statutory auditor or	We request you to accept the Director signed copy of the provisional financial	RFP requirement stands

				duly certified by chartered accountant will also be accepted. The Net worth amount to be certified by Statutory Auditor along with the audited financial statement.	for FY 24-25. As Statutory Auditor or CA wont sign on Provisional documents.	
128					With reference to the above, we kindly request you to arrange the pre-bid meeting through Video Conference (VC). We would appreciate it if you could share the VC meeting link with us at the earliest.	Already addressed
129	5. Eligibility Criteria	14	C. EXPERIENCE & SERVICE CAPABILITY	The bidder must have prior experience in the implementation and management of LOS, LMS collectively for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 4000 Crore. At least one of these institutions should offer business loan products.	The bidder must have prior experience in the implementation and management of Application Software for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 2000-4000 Crore. At least one of these institutions should offer business loan products.	Plese refer corrigendum 2 uploaded in the NEDFi website.

130	5. Eligibility Criteria C. EXPERIENCE & SERVICE CAPABILITY	14	1	The bidder must have prior experience in the implementation and management of LOS, LMS collectively for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 4000 Crore. At least one of these institutions should offer business loan products.	The bidder must have prior experience in the implementation and management of LOS, LMS collectively for at least two (2) Non-Banking Finance Companies (NBFCs) or banks / <b>State / APEX Co-Op. Banks / DFI in India / Across the Globe</b> having loan portfolio size of a minimum <b>INR 1000 Crore in at least one client, preferably in the North-East region in India.</b> At least one of these institutions should offer business loan products.	Plese refer corrigendum 2 uploaded in the NEDFi website regarding revised portfolio size requirement. RFP requirement stands for the rest.
131	5. Eligibility Criteria A. GENERAL	13	2	The bidder should have at least CMMI Level 3 or higher-level certification and should be ISO 27001 certified	Request to remove CMMI Level 3 certification mandatory clause, as it will restrict the potential bidders having required solution and capabilities from submitting the competitive bid beneficial for the NEDFi.	Plese refer corrigendum 2 uploaded in the NEDFi website.
132	5. Eligibility Criteria C. EXPERIENCE & SERVICE CAPABILITY	14	2	The bidder/OEM must have prior experience in the implementation and management of LCS solution (successful integration with own/third party LMS) for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum	The bidder/OEM must have prior experience in the implementation and management of LCS solution (successful integration with own/third party LMS) for at least two (2) Non-Banking Finance Companies (NBFCs) or banks/ <b>State / APEX Co-Op. Banks / DFI in India / Across the Globe</b> having loan portfolio size of a minimum INR 1000 Crore <b>in at least one client, preferably in the North-East region in India..</b>	RFP requirement stands

				INR 1000 Crore.		
133	5. Eligibility Criteria C. EXPERIENCE & SERVICE CAPABILITY	14	3	The bidder/OEM(s) must have prior experience in the implementation and management of Mobile App (successful integration with own/third party LOS and LMS) for customer onboarding of Retail loan through Business Correspondent/DSA/Employee in at least two (2) Non-Banking Financial Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 1000 Crore.	The bidder/OEM(s) must have prior experience in the implementation and management of Mobile App (successful integration with own/third party LOS and LMS) for customer onboarding of Retail loan through Business Correspondent/DSA/Employee in at least two (2) Non-Banking Financial Companies (NBFCs) or banks / <b>State / APEX Co-Op. Banks / DFI in India / Across the Globe</b> having loan portfolio size of a minimum INR 1000 Crore <b>in at least one client, preferably in the North-East region in India.</b>	RFP requirement stands
134	5. Eligibility Criteria C. EXPERIENCE & SERVICE CAPABILITY	14	4	The bidder/OEM must have prior experience of integrating their Loan Management Solution with standard General Ledger/Accounting solution such as SAP, Oracle GL, Oracle NetSuite, Tally, ERPNext, Microsoft Dynamic or equivalent. in at least one (1) Non-Banking Finance Companies (NBFCs) or banks in India.	The bidder/OEM must have prior experience of integrating their Loan Management Solution with standard General Ledger/Accounting solution such as SAP, Oracle GL, Oracle NetSuite, Tally, ERPNext, Microsoft Dynamic <b>or Core Banking Solution with Oracle as Database</b> or equivalent in at least one (1) Non-Banking Finance Companies (NBFCs) or banks / <b>State APEX / DFI in India or Across the Globe.</b>	RFP requirement stands

135	10.3 Technical Bid Evaluation Bidder's capability and experience	36	2	<p><b>Total Marks = 25</b></p> <p>Ø The bidder should have prior experience of Implementation &amp; management of LOS and LMS collectively in at least two (2) Non- Banking Finance Company (NBFC) or banks (excluding Co-operative Bank) with loan portfolio size of minimum INR 4,000 Crores each.</p> <p>Bidder will get 2 marks for each collective implementation of LOS and LMS subject to <b>a maximum of 10 marks.</b></p> <p>Ø The bidder/OEM must have prior experience in the implementation and management of LCS solution (successful integration with own/third party LMS) for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) having loan portfolio size of a minimum INR 1000 Crore.</p> <p>Bidder will get 2 marks for each implementation of LCS solution subject to <b>maximum of 5 marks.</b></p> <p>Ø The bidder/OEM(s) must</p>	<p><b>Total Marks = 25</b></p> <p>Ø The bidder should have prior experience of Implementation &amp; management of LOS and LMS collectively in at least two (2) Non- Banking Finance Company (NBFC) or banks / <b>State / APEX Co-Op. Banks / DFI across the globe</b> with loan portfolio size of minimum <b>INR 1,000 Crores in at least one project, preferably in the North-East region in India.</b> Bidder will get <b>5 marks</b> for each collective implementation of LOS and LMS subject to <b>a maximum of 10 marks.</b></p> <p>Ø The bidder/OEM must have prior experience in the implementation and management of LCS solution (successful integration with own/third party LMS) for at least two (2) Non-Banking Finance Companies (NBFCs) or / <b>State / APEX Co-Op. Banks / DFI across the globe</b> with loan portfolio size of minimum <b>INR 1,000 Crores in at least one project, preferably in the North-East region in India.</b> Bidder will get <b>2.5 marks</b> for each implementation of LCS solution subject to <b>maximum of 5 marks.</b></p> <p>Ø The bidder/OEM(s) must have prior experience in the implementation and management of Mobile App (successful integration with own/third party LOS and LMS) for customer onboarding of</p>	Plese refer corrigendum 2 uploaded in the NEDFi website.
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				<p>have prior experience in the implementation and management of Mobile App (successful integration with own/third party LOS and LMS) for customer onboarding of Retail loan through Business Correspondent/DSA/Employee in at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) having loan portfolio size of a minimum INR 1000 Crore. Bidder will get 2 marks for each implementation of BC/DSA Mobile App solution for customer onboarding of Retail loan through Business Correspondent/DSA/Employee subject to <b>maximum of 5 marks.</b></p> <p>Ø The bidder/OEM(s) must have prior experience in the implementation and management of Customer portal (successful integration with own/third party LOS and LMS) in Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) having loan portfolio</p>	<p>Retail loan through Business Correspondent/DSA/Employee in at least two (2) Non-Banking Finance Companies (NBFCs) or <b>/ State / APEX Co-Op. Banks / DFI across the globe</b> with loan portfolio size of minimum <b>INR 1,000 Crores in at least one project, preferably in the North-East region in India.</b> Bidder will get <b>2.5 marks</b> for each implementation of BC/DSA Mobile App solution for customer onboarding of Retail loan through Business Correspondent / DSA / Employee subject to <b>maximum of 5 marks.</b> The bidder/OEM(s) must have prior experience in the implementation and management of Customer portal (successful integration with own/third party LOS and LMS) in Non-Banking Finance Companies (NBFCs) or banks <b>/ State / APEX Co-Op. Banks / DFI across the globe</b> with loan portfolio size of minimum <b>INR 1,000 Crores in at least one project, preferably in the North-East region in India.</b> Bidder will get <b>2.5 marks</b> for each implementation of Customer Portal subject to maximum of 5 marks.</p>	
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				size of a minimum INR 1000 Crore. Bidder will get 2 marks for each implementation of Customer Portal subject to maximum of 5 marks.		
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136	3	8	7 and 8	<p>Last Date, Time, and Place for receipts of Bids 09/09/2025, up to 15:00 hours NEDFi House, G.S. Road, Dispur, Guwahati, Assam-781006</p> <p>Date and Time of Eligibility cum Technical Bid opening 09/09/2025, 15:30 hours At the place of submission of Bids</p>	<p>The RFP scope is vast and it requires time for us for the necessary approvals so that we can submit a quality and competitive proposal. We request NEDFi to kindly extend the submission deadline by 4 weeks</p> <p>Last Date, Time, and Place for receipts of Bids 07/10/2025, up to 15:00 hours NEDFi House, G.S. Road, Dispur, Guwahati, Assam-781006</p> <p>Date and Time of Eligibility cum Technical Bid opening 07/10/2025, 15:30 hours At the place of submission of Bids</p>	<p>Plese refer corrigendum 2 uploaded in the NEDFi website.</p>
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137	5	14	C.1 EXPERIENCE & SERVICE CAPABILITY	<p>The bidder must have prior experience in the implementation and management of LOS, LMS collectively for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 4000 Crore. At least one of these institutions should offer business loan products.</p> <p>Credentials from clients, i.e. Purchase Order/ Contract Agreement supported with a satisfaction letter from the client have to be submitted. Regarding Loan Portfolio, bidder to submit relevant documents to justify the clause (Letter from client / client balance sheet / other public domain available documents).</p> <p>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.</p>	<p>We request NEDFi to kindly consider the following-</p> <p>1.Credentials from clients, i.e. Purchase Order/ Contract Agreement supported with a satisfaction letter from the client have to be submitted of the OEM</p> <p>2. Credentials for project under implementation to be allowed</p>	<p>In absence of credential letter bidder has to submit email from client/self declaration along with contact details of client for verification by NEDFi</p>
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138	12	54	12.21 (Sub contracting)	The vendor shall not subcontract or permit anyone other than its personnel or related firms / entities to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of NEDFi.	We request NEDFi to allow sub-contracting in this bid	The prime bidder may form consortium with any other OEM. However, all responsibility will lie with the prime bidder. Sub-contracting will not be allowed.
139	5	13	2. (A. General)	The bidder should have at least CMMI Level 3 or higher-level certification and should be ISO 27001 certified	We request NEDFi to allow the required certification from any of the member firms which is part of the larger KPMG India group	RFP requirement stands. However please refer corrigendum 2 for revised eligibility criteria.
140	Annexure 15	LOS-LMS-LCS_SI No 18	General Requirements	The system should have provision for configurable rule for De-dupe feature at various level such as Lead, Customer,	Are we looking for a full scope dedupe functionality like creating rules including phonetix, fuzzy logic etc..?	Standard De-dupe feature is required.

				Product, Asset, Collateral, individual borrower, Business units, Coporate applicant, Loan account etc.		
141	8	21 & 22	8.4 (Implementation & Customization)	<p>i. Bidder should deploy and maintain required onsite resources for detailed system study, requirement gathering, UAT, training, go-live etc. till the stabilization period is over.</p> <p>x. Bidder should provide one full-time on-site resource (L2) at NEDFi HO during office hours (General Shift) for the entire project tenure. The resource shall be having minimum educational qualification of BE/B Tech/MCA/Msc. (IT/CS) minimum 5 Years of experience in similar role and project i.e. in Lending Project with sound knowledge of LOS, LMS, Collection, Recovery, Legal, APIs, Mobile Banking, BC, DCA etc. The bidders should provide the details of the resource in the format given in Annexure 17. NEDFi will interview the resource before allowing him/her to work at NEDFi, if required.</p>	We request NEDFi to consider resourcing in hybrid model for the duration of the project	RFP requirement stands

142	Annexure 15	LOS-LMS- LCS_SI No 10	General Requirements	The proposed solution system should have single sign-on facility using Microsoft Office 365 Azure AD and shall support multi factor authentication	What type of authentication ( e.g: OTP, Authenticator, Biometrix etc)?	SMS and Email OTP, Authenticator App
143	Annexure 15	LOS-LMS- LCS_SI No 14	General Requirements	<p>System should have provision related to Fee &amp; charge such as but not limited to:</p> <ul style="list-style-type: none"> <li>• define different charges, fees and taxes to be collected for various loan product and customer type</li> <li>• facility for commission/ fee management/ payments for BC,RO, DSAs, Valuers, BF, lawyers and other third parties</li> <li>• waive or defer charge</li> </ul>	Do you require and Incentive Module Separately?	System should have provision to calculate incentive

144	Annexure 15	LOS-LMS-LCS_SI No 15	General Requirements	The system should be capable of Integration with third party BI tools for generating various reports with analytical data	Direct Integration with LOS, LMS or with a reporting tool? Is there any reporting tool currently available?	Reporting tool is currently not available
145	Annexure 15	LOS-LMS-LCS_SI No 16	General Requirements	Executive Summary	Need to check on the feasibility, generally it is outside the system	RFP requirement stands
146	Annexure 15	LOS-LMS-LCS_SI No 17	General Requirements	The system should have the ability to generate/print blank application form(s), filled up application(s) form with unique reference numbers and mandate form(s) to be completed based on defined business rules	System has the capability to generate forms both blank and data filled. Is it good to have functionality for printing of running serial number?	RFP requirement stands
147	Annexure 15	LOS-LMS-LCS_SI No 19	General Requirements	System should have capability to display turnaround time for approval for each approved application	System will have the capability to derive the time taken for approval of application from the captured TAT, however system will not be able to display the TAT in the frontend.	RFP requirement stands
148	Annexure 15	LOS-LMS-LCS_SI No 4	User Management	The system shall support secure login id and passwords along with multi factor authentication for each user and passwords shall be stored in encrypted format in database	Is this in addition to AD authentication?	System should support both AD and local user

149	Annexure 15	LOS-LMS-LCS_SI No 9	User Management	The system should have provision for creating, disabling, reenabling and archiving users	This activity is planned through LOS/LMS or through any integration ( as AD is integrated and do the same)	This activity is planned through LOS/LMS
150	Annexure 15	LOS-LMS-LCS_SI No 6	Sanctioning/Processing & Sanctions	Credit committee/Loan approving authority should be able to take decisions on proposals while sitting in different locations and contents of this meeting should be captured in the system like in case committee members are working from different locations and having committee meeting through video conferencing the system should have provision to capture the meeting minutes	Capturing Minutes & Video Conferencing to be a collaborative tool as this is not feasible in Lending application	System should be capable to capture minutes in form of PDF. Video conferencing is not required.
151	9.1: Scheduled Timeline	33	9.1	The project should Go-Live within 6 (six) months from the date of acceptance of the work order by the selected bidder. An indicative schedule of activities with timeline to be carried out by the selected bidder is mentioned below, however, the bidder may plan their activities of their own, but the timeline should not exceed 6 (six) months as defined by NEDFi. Bidders should propose their best approach along with the	Considering the vast scope of the project, request NEDFi to kindly confirm if the Go-live timeline can be revised to 12–13 months instead of the proposed 6 months. Also, we believe this extended timeline is essential to ensure a high-quality and comprehensive implementation.	RFP requirement stands

				timeline and detailed plan in their RFP response		
152	9.2: Liquidated Damages & Penalties & Termination on Default	34	9.2	<p>NEDFi shall levy penalty/liquidated damages on the bidder to the extent of 0.5% of the value of the delayed deliverables for each day of delay in Go-live subject to maximum 10% of the total cost of ownership (contract value). However, imposing penalty shall be at the discretion of NEDFi. In case of any delay beyond 3(three) months, NEDFi shall issue notice of termination, and cancel the contract on completion of one month of notice and also invoke the performance security.</p>	<p>We request NEDFi to kindly consider the following: NEDFi shall levy penalty/liquidated damages on the bidder to the extent of 0.5% of the value of the delayed deliverables for per week of delay in Go-live subject to maximum 10% of the total cost of ownership (contract value). However, imposing penalty shall be at the discretion of NEDFi.</p>	RFP requirement stands

153					Can we get an extension for submitting the RFP? This is a very detailed RFP, and we will ideally need a week-10 days from the 9th of September to submit.	Please refer corrigendum 2 uploaded in the NEDFi website.
154					Is 24x7x365 infra support required?	Please refer Section 11 of the RFP
155					Do we have to integrate with NEDFi's preferred SMS and Whatsapp Service provider?	Vendor may also propose their preferred service provider. However the same is subject to acceptance by NEDFi.
156					Do we have to integrate with NEDFi's preferred service providers for eKYC, KYB, VKYC, AML, PEP, MCA, Credit Bureau, eSign, eNACH, BSA, FSA APIs?	Vendor may also propose their preferred service provider. However the same is subject to acceptance by NEDFi.
157					What is FMS support?	Please refer Section 8.4 point 10 of the RFP
158					Being CMMI Level 3 certified is one of the prerequisites to bid, however, since Veefin is a product company, we are not CMMI certified. Hope that will not be an issue	Please refer corrigendum 2 uploaded in the NEDFi website.
159					Do you have only in-house collectors or external collection agencies as well who will need access to the collections platform?	There will be no external collection agencies as such. However, business correspondents/business

						facilitator will also need access of mobile APP for collections.
160					How many internal/ external/ field collectors do you have that will require the Collections app access?	Bidder to estimate by referring business projection mentioned in section 4.3
161					Do you have a preferred dialer integration partner?	No
162					What is meant by FMS charges, under payment terms?	By FMS charges NEDFi means payment for deployment of one full-time on-site resource (L2) at NEDFi HO during office hours (General Shift) for the entire project tenure..
163					Can you list down details of all the CERSAI integrations needed by NEDFi?	Will be finalised during the BRD preparation
164					What are the APIs NEDFi is looking at integrating from NESL?	Will be finalised during the BRD preparation
165					Ability to allow authorized personnel to override credit approval or rejection recommendation- Is this allowed for only user above the hierarchy of approval user?	Yes
166					Can the users approve through mobile?	Details will be shared with selected bidder
167					How are BCs onboarded in to system? Does it require workflow in LOS?	Separate workflow for BC onboarding is not required, However system should be capable of capturing information

						related to BCs including but not limited to agent details, GST, Address, PAN, etc
168					Can all MSME Business loans be part of the same workflow or are they treated as different products because of user profiles?	Based on NEDFi's business practice qualified bidders have to design the workflow(s)
169					What is the tentative timeline for demos/workshops, etc. post the RFP?	Qualified bidders will be intimated about the demo/PoC date and time atleast one week before the same
170	1	14	C1	The bidder must have prior experience in the implementation and management of LOS, LMS collectively for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 4000 Crore. At least one of these institutions should offer business loan products.	Kindly allow BFSI sector sector experience by updating clause as "The bidder must have prior experience in the implementation and management of LOS, LMS collectively for at least two (2) BFSI entities in India having loan portfolio size of a minimum INR 1000 Crore. At least one of these institutions should offer business loan products.	Please refer corrigendum 2 uploaded in the NEDFi website regarding revised portfolio size requirement. RFP requirement stands for the rest.

171	2	14	C2	The bidder/OEM must have prior experience in the implementation and management of LCS solution (successful integration with own/third party LMS) for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 1000 Crore.	Kindly allow BFSI sector sector experience by updating clause as" The bidder/OEM must have prior experience in the implementation and management of LCS solution (successful integration with own/third party LMS) for at least two (2) BFSI entities in India having loan portfolio size of a minimum INR 1000 Crore.	RFP requirement stands
172	3	14	C3	The bidder/OEM(s) must have prior experience in the implementation and management of Mobile App (successful integration with own/third party LOS and LMS) for customer onboarding of Retail loan through Business Correspondent/DSA/Employee in at least two (2) Non-Banking Financial Companies (NBFCs) or banks	Kindly allow BFSI sector sector experience by updating clause as"the bidder/OEM(s) must have prior experience in the implementation and management of Mobile App (successful integration with own/third party LOS and LMS) for customer onboarding of Retail loan through Business Correspondent/DSA/Employee in at least two (2) BFSI entities in India having loan portfolio size of a minimum INR 1000 Crore.	RFP requirement stands

				(excluding co-operative banks) in India sshaving loan portfolio size of a minimum INR 1000 Crore.		
173	4	14	C4	The bidder/OEM must have prior experience of integrating their Loan Management Solution with standard General Ledger/Accounting solution such as SAP, Oracle GL, Oracle NetSuite, Tally, ERPNext, Microsoft Dynamic or equivalent. in at least one (1) Non Banking Finance Companies (NBFCs) or banks in India.	The bidder/OEM must have prior experience of integrating their Loan Management Solution with standard General Ledger/Accounting solution such as SAP, Oracle GL, Oracle NetSuite, Tally, ERPNext, Microsoft Dynamic or equivalent. in at least one (1) organization in India.	RFP requirement stands

174	5	8	Section 10.	Fee for RFP document INR 10,000/- + INR 1800/- (GST) = INR 11,800/-	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
175	6	8	Section 10.	Earnest Money Deposit INR 5,00,000/-	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

176	7	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.	Plese refer corrigendum 2 uploaded in the NEDFi website.
177	Eligibility Criteria EXPERIENCE & SERVICE CAPABILITY	14	2	The bidder/OEM must have prior experience in the implementation and management of LCS solution (successful integration with own/third party LMS) for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 1000 Crore.	Requesting deviation either on the Portfoli Size of rs 1000 crore or within India	RFP requirement stands
178	Scheduled Timeline	33	9.1	The Project should go live within 6 months	Our experience indicates that we would need 6 -8 months before we can have the MVP with minimal customizations to be ready, since each customer workflow will be different. Request to revisit the schedule	RFP requirement stands

179	Technical Evaluation Demonstration	37	3	Bidder has to demonstrate capability from single demo environment	Our LOS/LMS and LCS platforms operate on different tech stack and environments. While we can integrate the three platforms in a single instance, our demo environment will be separate. Request for this to be permitted	LOS/LMS and LCS demo may be given from a separate environment however, they should be smoothly integrated.
180	Technical Evaluation Demonstration	37	3	During the product demonstration the following points has to be covered, and it is expected that bidder shall make live entries in the system to showcase a Business Loan Assessment (SME Commercial Lending) and Working Capital Revolving Limit/Working Capital Demand	We request to showcase one journey on Business Instalment loans and walkthrough, customizations is planned for other products and the build will take a few weeks.	RFP requirement stands
181	Payment Term -One time Setup Cost	62	12.40 - 3	One time will be paid 100% After Go live	We would request 50% on Signing of Contract, 25% on Handover to UAT and 25% on Go live	RFP requirement stands
182	RFP doc	26		Bidder to provide report writing tools to NEDFi.	Need more details regarding the report writing tools	A GUI/Web based report designer/writing tool should also be made available for NEDFi so that custom reports can be designed and generated easily.

183	Annexure 15 LN-268 (LOS-LMS-LCS)			System should have flexible recovery date option(Recovery date may be changed as per NEDFi specific, E.g: 10th May changed to 30th)	Can you confirm if this is related to the PTP date changes	This is not related to PTP.
184	Annexure 15 LN-270 (LOS-LMS-LCS)			System should allow users to define parameters of interest and principal for EMI and repayment calculations.	Currently charge headers of dues to be paid is received from LMS and displayed in Collection. Can you specify if any calculation is expected to be done at collection end as currently its only display of data?	This requirement is related to LMS
185	Annexure 15 LN-287 (LOS-LMS-LCS)			Back-up of the daily delinquency status	Can you specify the duration for which the delinquency history of the account to be maintained? Eg - 1 month delinquency to be maintained	Delinquency history of the loan(s) is required for entire tenure
186	Annexure 15 LN-45 (Mobile Application)			Data captured through mobile app shall be automatically populated in LOS	Can you confirm if the PII data captured/updated at collection end should be reflected in LOS system too.	Yes, However system should have masking facility wherever is required
187	Liquidated Damages & Penalties & Termination on Default	34	9.2	NEDFi shall levy penalty/liquidated damages on the bidder to the extent of 0.5% of the value of the delayed deliverables for each day of delay in Go-live subject to maximum 10% of the total cost of ownership (contract value).	Bidder requests that the total LD + Penalty under this contract should be capped at 5% of the total cost of ownership (contract value).	RFP requirement stands
188	Liquidated Damages & Penalties & Termination on Default	34	9.2	In case of any delay beyond 3(three) months, NEDFi shall issue notice of termination, and cancel the contract on completion of one month of	Before cancellation of order, the bidder should be given an opportunity of being heard and the final decision should be taken post such discussions.	RFP requirement stands

				notice and also invoke the performance security.		
189	Response/resolution time for technical problems in Application & infrastructure	47		Penalty: The bidder will be liable to pay a penalty of Rs. 10,000/- per day for the delay in providing permanent solutions beyond the resolution time of 2(two) days.	The total penalty for delay in a particular phase, should be capped at 5% of the Phase cost. The total cumulative penalty under this RFP should be capped at 5% of the Contract Value.	RFP requirement stands
190	Response/resolution time for technical problems in Application & infrastructure	47		Penalty: The Bidder will be liable to pay a penalty of Rs. 7,500/- per day for the delay in providing permanent solution beyond the resolution time of 3(three) days.	The total penalty for delay in a particular phase, should be capped at 5% of the Phase cost. The total cumulative penalty under this RFP should be capped at 5% of the Contract Value.	RFP requirement stands
191	Response/resolution time for technical problems in Application & infrastructure	47		Penalty: The Bidder will be liable to pay a penalty of Rs. 5,500/- per day for the delay in providing permanent solution beyond the resolution time of 4(four) days.	The total penalty for delay in a particular phase, should be capped at 5% of the Phase cost. The total cumulative penalty under this RFP should be capped at 5% of the Contract Value.	RFP requirement stands
192	Uptime of Application & Infrastructure	48		Uptime < 99% 10% of total cost of quarterly payment	This penalty should be capped at 5% of total cost of quarterly payment. The total cumulative penalty under this RFP should be capped at 5% of the Contract Value.	RFP requirement stands
193	Uptime of Application & Infrastructure	48		The up-time percentage would be calculated on monthly basis, and the calculated amount would be adjusted	The SLA charges should be subject to an overall cap of 5% of the Quarterly Payment. The total cumulative penalty under this RFP should be capped at 5% of	RFP requirement stands

				from every subsequent payment. The SLA charges will be subject to an overall cap of 10% of the Quarterly Payment and thereafter, NEDFi has the discretion to cancel the contract.	the Contract Value. Before cancellation of order, the bidder should be given an opportunity of being heard and the final decision should be taken post such discussions.	
194	Bid Validity	52		Bid shall remain valid for a period of 180 days from the date of opening of Technical Bid	Validity period of the offer should be counted from the last date of submission of the offer not from the date of actual opening of the technical bid.	RFP requirement stands
195	Termination for Convenience	57		NEDFi, by written notice sent to the bidder, may terminate the Contract with a notice of 3 months, in whole or in part, at any time for its convenience.	Such termination should be mutually discussed with the Bidder and proper notice of termination should be given along with full release of payment for work done and for any loss that the bidder may suffer due to such termination for convenience.	RFP requirement stands
196	Renewal of Contract	57		In case NEDFi wants to continue with the bidder's services after the completion of this contract, the bidder shall offer the same services or enhanced services to NEDFi. Unless mutually agreed, the same rates shall apply.	Bidder requests that the price and terms & conditions of any extensions beyond contract period be mutually discussed and decided.	RFP requirement stands

197	Addition or Deletion of Qualified Offerings	59		The vendor shall agree that the price for incremental offering cannot exceed the original proposed cost and NEDFi reserves the right to re-negotiate the price. At the unit rates provided for TCO calculations NEDFi has the right to order as much as it wants at those rates.	This clause is not acceptable - this has to be decided through mutual discussions.	Will be discussed with selected bidders
198	Application along with Infrastructure in ASP Model on Opex mode: Payment Term	61		Payments will be based on the average AUM for each quarter, with the payment cycle beginning from the solution's Go-Live date.	Payment for the application along with infrastructure in ASP model on opex mode should be done annually in advance with 30 days credit.	RFP requirement stands
199	One Time Setup Cost (including license fee, implementation cost, customization cost, integration cost etc.)	62		100% one-time setup cost will be paid after successful GO LIVE, sign-off and acceptance from NEDFi. This cost also includes integration with GL software.	Bidder request payment for one time setup & SW license should be done 100% in advance with 30 days credit.	RFP requirement stands
200	Training Cost	62		100% of each type of training charge will be paid after completion of the particular training schedule with the sign-off by NEDFi.	Bidder request payment for training cost to be made monthly in advance with 30 days credit.	RFP requirement stands
201	Customization Cost (Applicable After Stabilization Period)	62		70% of customization cost on actual will be paid after successful implementation post UAT of the customization point and sign off and	Bidder request payment for customization cost to be made monthly in advance with 30 days credit.	RFP requirement stands

				acceptance by NEDFi. 30% of the customization cost will be paid after 3 months post GO LIVE or completion of customized points and sign off and acceptance by NEDFi.		
202	FMS charges	62		The annual amount to be paid towards resource cost deployed for the entire tenure of the project would be divided into four equal installments, to be paid quarterly at the end of each quarter. The first quarter would begin after go-live of the project.	Bidder request FMS payment to be made quarterly / monthly in advance with 30 days credit.	RFP requirement stands
203	Interface/API Integration Cost (for General Ledger/Accounting Solution)	63		100% Interface cost will be paid after successful integration, sign off and acceptance from NEDFi.	Bidder request payment for interface / API Integration cost to be made monthly / quarterly in advance with 30 days credit.	RFP requirement stands
204	RFP doc - Request for Proposal (RFP)	4	3	Last Date, Time, and Place for receipts of Bids 09/09/2025 up to 15:00 hours	We request bank to allow us atleast 4 working weeks for submission from date of release of prebid reponse/corrigendum as this RFP is quite elaborate and requires bidders to coordinate for the solutioning and commercials finalization for NEDFi.	Please refer corrigendum 2 uploaded in the NEDFi website.
205	Eligibility Criterion EXPERIENCE & SERVICE CAPABILITY	14	point 2	The bidder/OEM must have prior experience in the implementation and management of LCS solution	we request NEDFi to offer deviation for Loan Collection System ONLY on the portfolio size of 1000 Crores and Active Project in the last Five years.	RFP requirement stands

				(successful integration with own/third party LMS) for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 1000 Crore.		
206	Detailed Scope of Work	20	8.2 Recommendation on Infrastructure part	The proposed DC and DR hosting infrastructure (public/private cloud) should be of Tier-III (or higher) compliant and MeitY (Meghraj-GI cloud) empaneled. The details are to be submitted with technical response.	We are considering Software As A service with Cloud and supporting Infra to host the inscope solution and platforms	RFP requirement stands
207					We request you to kindly schedule the pre-bid meeting on <b>29th Aug 2025</b> through Video Conference (VC) to enable participation in tender regarding PROPOSAL (RFP) FOR Selection of Application Service Provider (ASP) for Loan Origination System, Loan Management System, Loan Collection System, Mobile Application (Sales & Collection) for Business Correspondent/ DSA/ Employee and Customer Portal & Mobile Application.	Already addressed

208		Scope of Work	17	Modern, up-to-date and industry standard software solution suite comprising of Loan Origination System, Loan Management System, Loan Collection System, Mobile Application (Sales & Collection) for Business Correspondent/DSA/Employee and Customer Portal & Mobile Application in Application Service Provider (ASP) model	1. Please clarify whether "Business Correspondent" will only source the leads or any other related functionality is expected	"Business Correspondent" will carry out both sourcing and collection activity
209		Scope of Work	17	Modern, up-to-date and industry standard software solution suite comprising of Loan Origination System, Loan Management System, Loan Collection System, Mobile Application (Sales & Collection) for Business Correspondent/DSA/Employee and Customer Portal & Mobile Application in Application Service Provider (ASP) model Data Migration (For the business loan maintained in NEDFi's existing LMS solution and also for retail loans [under micro lending scheme] maintained in software system of BCs)	2. Does "Business Correspondent" mean Co-Lender	No
210		Scope of Work	17		Please confirm whether the data migration is to be done for the data available in the software systems of Business Correspondents also	Yes

211		8.5 Integration with External Source Systems	22 & 23	Each module of the proposed applications shall support integration with various External Systems through APIs / straight through processing (STP) / upload functionality	Please confirm whether license for mentioned 3rd Party APIs will be borne by NEDFi or the Software vendor has to borne	API consumption cost will be borne by NEDFi.
212		8.5 Integration with External Source Systems	22 & 23 LCS-LOS-LMS (General requirement - Point 4)	> Credit Bureau	Please confirm whether license for mentioned 3rd Party APIs will be borne by NEDFi or the Software vendor has to borne  Balance OS, Loan Account Statement, Int Certificate are part of Customer Servicing and not LOS. Is there an expectation from the system to cover Service Requests as well?	API consumption cost will be borne by NEDFi.  Customer should be able to view/download the loan application/Balane Outstanding/ Loan Account Statement/ Ineterst Certificate etc. through <b>Mobile App/Web Portal</b>  Service request is a part of the scope of work
213				> E-KYC, CKYC, OCR		
214				> Aadhaar, Voter ID, PAN, Driving License verification with data fetching		
215				> SMS, Email, WhatsApp		
216				> e-Sign, e-Stamp, Income Assessment		
217				> Penny Drop Account Verification		
218				> ITR, GSTR, MCA, DigiLocker, BRS, Bank statement Analysis		
219				> CRILC, NESL, CERSAI		
220				> Partner Banks (up to 4, initially with YES Bank and ICICI Bank) with API Banking/CMS		
221				> E-mandate, Payment Gateway		
222				Customer should be able to view/download the loan		

				application/Balane Outstanding/ Loan Account Statement/ Ineterst Certificate etc. through Mobile App/Web Portal. Also at any point of time, customer should be able to check the loan outstanding balance, Current Dues as well as make payment through Mobile App & Web Portal.		
223			LCS-LOS-LMS (General requirement - Point 9)	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.)	Any specific QR code recognition tool to be provided by NEDFi?	No
224			LCS-LOS-LMS (General requirement - Point 11)	The proposed application system should be parameterized and capable enough to define, manage and support loan product such as Term Loan, Business Loan, Working Capital Revolving Limit Loan and workflow for individual and non-individual customer.	Please confirm whether NEDFi will provide Salesforce licenses (Sales Cloud, Experience Cloud, Lightning Platform, etc.) or expects these to be included in the vendor proposal and pricing.	NEDFi expects a comprehensive solution from the bidder

225			LCS-LOS-LMS (Customer on Boarding/Customer General Information- Point 6)	System should have provision to capture and display Guarantee Cover against the loan such as (CGTMSE, NCGTC for all types of MSME loans, ECLGS etc.)	Guarantee Cover would refer to credit guarantee for the lender. If this assumption is correct, at what stage in the journey will this be captured and is there any expectation around documentation and API Integration for the same?	Will be finalised during the BRD preparation
226			LCS-LOS-LMS (Workflow Management - Point 7)	Extensive workflow, parameterization and configurable rules <ul style="list-style-type: none"> <li>• Define role, profile, branch, location based rules for users</li> <li>• Define workflows for loan product based on current of NEDFi</li> </ul>	Could you provide sample customer journey workflows for each product type to understand the specific business logic and steps?	Will be shared with the selected bidder
227			LCS-LOS-LMS (General requirement - Point 8)	The system should have facility to store the relevant documents (KYC / Credit Bureau / MCA / GST / ITR etc) with specific areas for a particular loan account holder of NEDFi. The NEDFi Users should be able to view the relevant documents as per requirement.	Expected volume of documents per loan on average? Do you foresee needing mass archival or retrieval features?	Approx 25 no of documents will be stored per loan on average.  Archival and retrieval features are required
228			LCS-LOS-LMS (Intergration Capability - Point 1)	System should be capable to integrate with General Ledger/Accounting Solution.	Details on existing NEDFi backend systems for core banking, accounting, CRM, etc. that need to be integrated?	Integration will be required with the proposed GL/Accounting System.

229			LCS-LOS-LMS (General requirement - Point 7)	The proposed Solution should have capability to integrate API banking facility of NEDFi's Partner Bank initially with YES Bank and ICICI Bank	How many API services should be scoped in for ICICI and YES Bank ?	Partner bank API will be used for payout and repayment collection.
230			LCS-LOS-LMS (General requirement - Point 5)	The proposed application system should have facility to communicate with SMS gateway and send required SMS. The SMS templates should as per NEDFi's requirement	SMS has to be done internally through Salesforce or do we need a API like Karix - depends on sms limit per day	SMS has to be sent through a third party SMS gateway through API integration
231			LCS-LOS-LMS (Workflow Management - Point 11)	Process of approval may have defined sequential and parallel movements. It should be possible to have both in workflow simultaneously.	Clarify if multi-level sanctioning matrix implies parallel or sequential approvals or both?	RFP requirement stands
232			LCS-LOS-LMS (Repayment/Collection Follow Up - Point 26)	Provision for Allocation of the case to the teams and different collection agencies in different regions	Would product configurations (fees, interest rates, tenure etc.) vary region-wise or branch-wise?	Query is not relevant to the mentioned clause
233			LCS-LOS-LMS (Customer Prospecting & lead management - Point 10)	General Features	Expected functionality breadth for mobile apps ? – offline mode, document capture via camera, push notifications?	Please refer Annexure 15- Mobile Application sheet for functional requirement of mobile app. Offline mode is also required
234			LCS-LOS-LMS (Customer Portal - Point 6)	Display current Due against Loan accounts and payment option through UPI/Payment gateway	What payment gateways / UPI integrations are mandated?	Integration with banking APIs (PG/UPI) of Yes bank and ICICI bank is a part of the scope of work
235			LCS-LOS-LMS (General requirement - Point 21)	System should have provision for graphical representation of account details including history transactions of	Does NEDFi plan to use Salesforce Einstein Analytics, Tableau, or another BI tool for loan data reporting and analysis?	Query is not relevant to the mentioned clause

				customer in the form of Customer 360 dashboard		
236			LCS-LOS-LMS (Customer Onboarding/ General information - Point 7)	System should be able to capture and validate various data for KYC norms as per Statutory, regulatory, semi-regulatory guidelines from time to time like Customer Type, Customer Profile, Customer Address etc.	What specific KYC should be scoped in the proposal? What other business specific details are expected to be captured via API in salesforce?	RFP requirement stands
237			LCS-LOS-LMS (Master data Management & Configuration - Point 3)	Masters to be synchronized with external and internal systems at a defined frequency	What offline capabilities and data sync features exist? How does mobile app handle security and authentication	Query is not relevant to the mentioned clause
238			LCS-LOS-LMS (Repayment/ Collection Follow Up - Point 20)	Availability of productivity/ efficiency reporting	Are usage analytics available for monitoring employee productivity and customer engagement?	Parameters will be finalised at the time of BRD preparation
239			Mobile Application ( App for customers - Point 14)	Notification section	Can customer track detailed application status at each stage (Legal/ technical/ Field investigation/ Sanction/ Disbursement)	Tracking is required. Details will be finalised at the
240			Mobile Application ( Mobile app Feature for workforce - Point 11)	API integration for KYC verification, Credit Bureau, Penny drop verification shall be available	What integration exists with external credit bureaus or government ID database for quick verification	Details will be shared with selected bidder at the time of BRD preparation
241			Mobile Application ( Applications - Point 5)	Compliance to Usability Audit - Best design practices to benchmark	How does app supports multi language options and accessibility standards?	Bidder to propose
242			Mobile Application ( Security - Point 3)	Support to store data in the platform database in encrypted format.	How is customer data sync across different touchpoints and what mobile integration features exist ?	Bidder to propose

243			Reports (Function requirement - Point 3)	Detailed appraisal note (DAN) / Credit Appraisal Memorandum (CAM) : Information related to KYC, write up regarding promoters, associate concern, SWOT/PESTEL analysis, Credit analysis; Company and consolidated financial details etc	How does your system automate the generation, versioning, and storage of the following documents: Loan Application, DAN/CAM, Sanction Letter, Loan Agreement, Deed of Hypothecation, Deed of Guarantee, Disbursement Note, and Regret Letter	Bidder to propose
244			Reports (LOS - Point 63)	Restructuring Report (CAG Audit / RBI) - Department, Account Number, project name, sanction amount, sanction date, loan_outstanding, principal_outstanding, restructuring type, restructuring from, Date of Implementation, New Start Date, approval date, NPA from date.	Is there support for data retention policies and archival as per RBI and DPDP guidelines? How do you ensure data localization for sensitive customer information ?	Query is not relevant to the mentioned clause
245			Reports (Statutory/Regulatory Complaine reports - Point 11)	Effective Interest Rate Calculation for INDAS	Is the EIR calculation configurable for different loan products and repayment structures (e.g., EMI, bullet, step-up)	Query is not relevant to the mentioned clause
246			Reports (Statutory/Regulatory Complaine reports - Point 13)	Data as per CERSAI format - submission	Can the system generate and submit satisfaction forms to CERSAI automatically?	Query is not relevant to the mentioned clause

247			LCS-LOS-LMS (Master data Management & Configuration - Point 3)	<p>The Proposed solution should have provision for generation of Online Documents:</p> <ul style="list-style-type: none"> <li>• Customer Appraisal Memo (CAM)/Detailed Appraisal Note(DAN)</li> <li>• Executive Summary.</li> <li>• Facility Offer Letter/Letter of Sanction/Letter of Intent etc.</li> <li>• Generation of Decline/Rejection Letter</li> <li>• Loan Agreement</li> <li>• Screening Note</li> <li>• Pre disbursement Compliance Sheet/ certificate</li> <li>• Any other document as needed by NEDFi</li> </ul>	How many total documents expected to be created for effort estimation?	Details will be shared with selected bidder at the time of BRD preparation
248			LCS-LOS-LMS (Customer on Boarding/Customer General Information- Point 14)	<p>System should have provision related to Fee &amp; charge such as but not limited to:</p> <ul style="list-style-type: none"> <li>• define different charges, fees and taxes to be collected for various loan product and customer type</li> <li>• facility for commission/ fee management/ payments for BC,RO, DSAs, Valuers, BF, lawyers and other third parties</li> <li>• waive or defer charge</li> </ul>	Is the commission calculation expected from CRM? Can you please help confirm is there is any other tool which our application would integrate?	Query is not relevant to the mentioned clause

249			General Query	We plan to quote for SaaS product from OEM and implement the Solution needed in the RFP . The product price will be offered from the SaaS OEM directly	Request NeDFI to buy the product from the OEM directly to have the best price	RFP requirement stands
250	-	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 provide bid submission extension for 2 weeks	Plese refer corrigendum 2 uploaded in the NEDFi website.
251	3	8	Bid related details	Earnest Money Deposit by Demand Draft/ Banker Cheque/RTGS INR 5,00,000/- (Rupees Two Lacs Only)	We request NEDFi to provide EMD exemption to MSE bidders.	RFP requirement stands
252	5	13	Eligibility criteria: B Financials	The bidder should have an average annual turnover of Rs. 25 Crore from the Software business only, for the last three (03) Financial years (i.e., 2022-23, 2023-24, 2024-25). This must be the individual company turnover and not of any group of companies.	We request NEDFi to reduce the average annual turnover to be 15 Cr for last 3 years.	RFP requirement stands

253	5	14	C.1 Experience & service capability	The bidder must have prior experience in the implementation and management of LOS, LMS collectively for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 4000 Crore. At least one of these institutions should offer business loan products.	We request NEDFi to modify the clause as The bidder/OEM must have prior experience in the implementation and management of LOS, LMS collectively for at least two (2) Non-Banking Finance Companies (NBFCs) or banks in India having loan portfolio size of a minimum INR 4000 Crore. At least one of these institutions should offer business loan products.	Plese refer corrigendum 2 uploaded in the NEDFi website regarding revised portfolio size requirement. RFP requirement stands for the rest.
254	5	14	C.1 ,2 & 3 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 ongoing projects also as credentials.	RFP requirement stands
255	5	14	C.3 Experience & service capability	The bidder/OEM(s) must have prior experience in the implementation and management of Mobile App (successful integration with own/third party LOS and LMS) for customer onboarding of Retail loan through Business Correspondent/DSA/Employee in at least two (2) Non-Banking Financial Companies (NBFCs)	We request NEDFi to consider co-operative bank credentials as well	RFP requirement stands

				or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 1000 Crore.		
256	5	14	C.4 Experience & service capability	The bidder/OEM must have prior experience of integrating their Loan Management Solution with standard General Ledger/Accounting solution such as SAP, Oracle GL, Oracle NetSuite, Tally, ERPNext, Microsoft Dynamic or equivalent. in at least one (1) Non-Banking Finance Companies (NBFCs) or banks in India.	We need to understand qualification on this as some of the applications mentioned are not suited for Banks / larger NBFCs.	RFP requirement stands.
257	5	14	C.5 Experience & service capability	The bidder/OEM should have implemented their solution with multiple 3rd Party's Realtime integration i.e., Credit Bureaus, NSDL, Banking API, MCA etc. in India	We need to understand qualification and proof to be submitted for this.	RFP requirement stands. However, In absence of credential letter bidder has to submit email from client/self declaration along with contact details of client for verification by NEDFi
258	-	-	-	General query	What is the existing database that is getting used for the legacy systems?	MariaDB.
259	-	-	-	General query	Kindly confirm who will provide the third-party API details?	Vendor may also propose their preferred service provider. However the same is subject to acceptance by NEDFi. API

						consumption cost will be borne by NEDFi.
260	-	-	-	General query	Whether the Mobile App for LOS (Loan Origination System) and Customer Support should be the same or different?	Please be guided by the RFP
261	6.2 & 8.6	16		Delinquency management, litigation, provisioning.	Please confirm whether NEDFi expects integrated digital collections tools (e.g., automated SMS/WhatsApp reminders, Exotel IVR, vernacular voice bots) to be in scope from Day 1.	Please refer Annexure 15
262	6.2.	17	g.iii		Please clarify whether NEDFi expects automated risk segmentation (DPD buckets, NPA tagging, Basel provisioning) to be part of collections from Day 1.	Yes
263	6.2.	17	f.v	Partner Bank Reconciliation	Please confirm if the reconciliation scope includes auto-mapping of bank statement entries (UPI, NEFT, RTGS, CMS uploads) against loan accounts.	Yes
264	6.2.	17	f.iii	Loan Rescheduling/Restructuring	Please clarify whether NEDFi expects support for regulatory-driven restructuring (e.g., RBI moratoriums, COVID deferments) out-of-the-box, or if these can be configured on demand.	System should comply with all statutory and regulatory requirement regarding the same.
265	6.2.	17	g.v	Litigation Management	Please confirm whether the system should integrate with external legal case management portals (e.g., e-Courts, SARFAESI) or only internal workflows.	Will be finalised during the BRD preparation
266	6.2.	17	g.ii	Follow-up & Case Management	Please confirm if digital channels (SMS/Email/WhatsApp reminders, IVR, mobile collections app) are in scope for collections follow-up.	Please be guided by the RFP

267	7	17	(Scope Work)	of	Data Migration (For business loan maintained in existing LMS and BC retail loans)	Please confirm whether historical closed loan accounts also need to be migrated or only active loan accounts.	Yes
268	7	18	(Scope Work)	of	Application & Technical Support including information security, SOC integration etc.	Please confirm if 24x7 SOC monitoring is required or business-hours monitoring is acceptable.	24x7 SOC monitoring is required
269	8.1	18	(ii)		Provide and Integrate APIs with various External Systems	Please confirm whether NEDFi expects only pre-integrated API connectors, or whether custom-developed APIs will also be considered	Please be guided by the RFP
270	8.2	20			DC/DR in India, Tier-III, MeitY empaneled.	Please confirm if public cloud (AWS India/Azure India) MeitY empaneled regions are acceptable, or if NEDFi mandates private/on-prem infra.	Please refer section 8.2 (i) of the RFP
271	8.2	20	(XI)		Software offered for NEDFi, must be hosted in Indian Territory only	Please clarify if hosting on MeitY empaneled cloud providers like AWS India or Azure India is acceptable.	Please refer section 8.2 (i) of the RFP
272	8.3	21	(v)		Selected bidder should conduct first VAPT audit by CERT-IN empaneled auditor before go-live.	Please clarify whether NEDFi will empanel the CERT-IN auditor or vendor needs to provision.	Vendor needs to provision
273	8.3	21			Vendor to provide SIEM, VAPT, DLP, compliance with RBI/MeitY norms.	Please confirm whether NEDFi expects the vendor to provision and manage SIEM/SOC internally or if integration with an existing NEDFi SOC is acceptable.	SOC solution has to be provided by the bidder. Please refer section 8.3 (iii)
274	8.5	22			Integration with YES & ICICI for disbursement/repayment.	Kindly clarify whether multi-bank integration beyond the 2 banks (e.g., Axis, HDFC, SBI) is expected in scope from Day 1, or phased.	Phased - as and when required by NEDFi

275	8.4	22	(v)	Any changes required for compliance with NEDFi's policies suggested by Regulatory authorities/semi-regulatory authorities... shall be implemented without any additional cost.	Please confirm whether this includes future regulatory mandates like RBI Digital Lending guidelines, CKYC, or Video KYC changes.	Yes
276	8.5	23		Integration with Partner Banks (YES Bank & ICICI) with API Banking/CMS	Kindly clarify whether the integration scope includes both disbursement and repayment reconciliation.	Yes
277	8.6.	23	ii	Integration with GL/Accounting Solution	Kindly confirm if real-time reconciliation with GL is required, or if end-of-day batch updates are acceptable.	Will be finalised during the BRD preparation
278	8.6 (	23	xiv)	Workflow-driven solution.	Please clarify whether workflow engine should support low-code/no-code configuration by NEDFi users, or if vendor-managed configuration is acceptable.	Please refer 8.6 (xiv) of the RFP
279	8.7	24		Migration of full transaction history.	Please clarify whether migration should include closed/settled loan accounts or only active accounts.	Yes
280	8.6	24	(xvii)	Mobile apps must support Android & iOS form factors	Should the mobile app also support offline/low-bandwidth BC operations in remote North-East regions?	Yes
281	8.6	24	(iii)	Loan application with required documents through Mobile App & Web Portal	Please clarify whether NEDFi is expecting a self-service journey where the customer initiates the loan application case directly (via mobile app/web portal), or if all cases must be routed through BC/DSA/Employee login	System should support both the provision and it will link with the product category

282	8.8	27	(v)	No online/virtual training accepted.	Please confirm if hybrid mode (onsite + virtual refresher trainings) is acceptable, especially for remote BCs/ROs in North-East regions.	Will be finalised before the training programme.
283	9	33	(Project Timeline)	Overall implementation schedule to be provided by the bidder.	Please clarify whether NEDFi expects the entire solution implementation (LOS, LMS, LCM, Mobile App, and Customer Portal) to be delivered in a single phase, or if a phased implementation approach will be acceptable for better quality and manageability.	RFP requirement stands. However, phased implementation approach may be considered provided it is within the project duration of 6 months.
284	11	44	(Service Level Agreement)	Uptime SLA requirements to be maintained.	Please clarify the minimum uptime SLA percentage expected (99.5% / 99.9%) and if differentiated between DC/DR/Applications.	99.95% uptime is required for production environment in both DC and DR
285	12.35.1	59		Handover & Transition of Services	Please clarify the expected duration of transition/handover period at contract closure.	Please refer section 12.33 of the RFP
286	5. Eligibility Criteria (A. GENERAL)	13	2	The bidder should have at least CMMI Level 3 or higher-level certification and should be ISO 27001 certified	This clause disproportionately limiting participation from innovative Companies who may not yet have CMMI but follow mature DevSecOps and ISO-compliant delivery models. In view of the above, we kindly request the Bank to consider relaxing the CMMI Level 3 requirement.	Please refer corrigendum 2 uploaded in the NEDFi website.
287	5. Eligibility Criteria (B. FINANCIAL)	13	1	The bidder should have an average annual turnover of Rs. 25 Crore from the Software business only, for the last three (03) Financial years (i.e., 2022-23, 2023-24, 2024-25). This must be the individual	We are providing Software, Corporate BC Services & Micro ATM devices to Bank's and Financial Institutions. We request you to kindly remove turn over of 25 Crore only from Software Business.	RFP requirement stands

				company turnover and not of any group of companies.		
288	5. Eligibility Criteria (B. FINANCIAL)	14	3	The bidder should be a Profitable company for last three (03) financial years (i.e., 2022- 23, 2023-24 and 2024-25). This must be the individual company profit and not of any group of companies	We request bank a relaxation in this clause, allowing bidders with profitability in 2 out of the last 3 years, This relaxation will encourage broader participation from capable and emerging service providers. Considering our compnay has expanded its operations into lending during FY24-25 there is significant investment done & having challenges in profitability for the year24-25. We request you to consider adding networth clause instead of profitability.	RFP requirement stands
289	8.1	20		Scope of Work	Please confirm if APIs for KYC, and Credit bureau validations will be provided by NEDFi or bidder must arrange through licensed KUA/sub-KUA.	Vendor may also propose their preferred service provider. However the same is subject to acceptance by NEDFi. API consumption cost will be borne by NEDFi.
290	8.1	22		Scope of Work	Please confirm if NEDFi requires both JLG & SHG functionality, or only JLG at go-live.	NEDFi has not asked for JLG & SHG functionality
291	8.1	22		Scope of Work	Please confirm if NEDFi already has a DMS or bidder must supply an integrated DMS with OCR capability.	Bidder to supply
292	8.1	20		Scope of Work	Please clarify if NEDFi will provide empaneled vendors (e-Mudhra, NSDL, etc.) for e-Sign/e-Stamping, or bidder must provision.	Vendor may also propose their preferred service provider. However the same is subject to acceptance by NEDFi. API

						consumption cost will be borne by NEDFi.
293	8.1	22		Scope of Work	Please confirm if covenant library will be shared by NEDFi or bidder should propose standard ones.	Details will be shared with selected bidder at the time of BRD preparation
294	8.1	20		Scope of Work	Kindly confirm if empaneled valuers/insurance providers will be shared by NEDFi or bidder must provision.	Details will be shared with selected bidder at the time of BRD preparation
295	8.1	22		Scope of Work	Please clarify if integration with NABARD/other subsidy portals is required or manual adjustment is sufficient.	Manual adjustment is sufficient
296	8.1	20		Scope of Work	Kindly confirm if GST invoicing must integrate with NEDFi's GST system or standalone module is required.	System should be capable of generating GST invoice
297	8.1	22		Scope of Work	Please confirm if NEDFi has existing NACH/e-Mandate arrangements or bidder should provision.	NEDFi will arrange NACH/e-Mandate through its banking partner
298	8.1	20		Scope of Work	Kindly confirm if legal case master data will be migrated from existing system or created new by bidder	Details will be shared with selected bidder at the time of BRD preparation
299	8.1	22		Scope of Work	Please confirm if bidder must handle integration with DRT/SARFAESI portals or only internal tracking.	Details will be shared with selected bidder at the time of BRD preparation
300					At Qualtech, we are 23 years old BFSI focused company and our miFIN LMS is among India's Top 3 LMS and our miFIN Loan Software are implemented at 40+ NBFCs. CMMI 3 certification was never asked by any client.	Please refer corrigendum 2 uploaded in the NEDFi website.

					<p>We are ISO 9001 : 2015 certified, ISO 27001:2013 Certified as well as Soc 2 compliant.</p> <p>Is CMMI 3 mandatory, or can we still participate?</p>	
301					<p>Is customer self-onboarding mobile application also part of the scope?</p>	Online loan application through web portal is part of the scope of work
302					<p>How will you manage Co-Lending cases, Is Co-Lending also part of scope?</p>	Co-Lending is not applicable
303					<p>Do you need Analytics product or which tool they want to integrate in this tender or in near future.</p>	Presently NEDFi is not using any analytics product. However, system should support integration with standard analytics product
304					<p>Infra partners are allowed?</p>	Query is not clear.
305					<p>We would need below information to calculate the server sizing (given in mail)</p>	Bidder to estimate by referring business projection mentioned in section 4.3
306	5. Eligibility Criteria	11 of 78	C.1	<p>The bidder must have prior experience in the implementation and management of LOS, LMS collectively for at least two (2) Non-Banking Finance</p>	<p>We request this to make for atleast one (1) NBFC/Bank/Co-operatives as one experience is sufficient to have understanding of the particular modules. With this amendment more companies</p>	<p>Plese refer corrigendum 2 uploaded in the NEDFi website.</p>

				Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 4000 Crore. At least one of these institutions should offer business loan products.	will participate who are intending to explore the Financial domain.	
307	5. Eligibility Criteria	11 of 78	C.2	The bidder/OEM must have prior experience in the implementation and management of LCS solution (successful integration with own/third party LMS) for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 1000 Crore.	We request this to make for atleast one (1) NBFC/Bank/Co-operatives as one experience is sufficient to have understanding of the particular modules. With this amendment more companies will participate who are intending to explore the Financial domain.	RFP requirement stands
308	5. Eligibility Criteria	11 of 78	C.3	The bidder/OEM(s) must have prior experience in the implementation and management of Mobile App (successful integration with own/third party LOS and LMS) for customer onboarding of Retail loan through Business Correspondent/DSA/Employee in at least two (2) Non-Banking Financial Companies (NBFCs) or banks (excluding co-operative banks) in India	We request this to make for atleast one (1) NBFC/Bank/Co-operatives as one experience is sufficient to have understanding of the particular modules. With this amendment more companies will participate who are intending to explore the Financial domain.	RFP requirement stands

				sshaving loan portfolio size of a minimum INR 1000 Crore.		
309	5. Eligibility Criteria	14	C.- EXPERIENCE & SERVICE CAPABILITY - Point No. 1	The bidder must have prior experience in the implementation and management of LOS, LMS collectively for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 4000 Crore. At least one of these institutions should offer business loan products.	<p>Requesting Relaxation for the following clause to be ammended to: The bidder must have prior experience in the implementation of any software solution/service for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India. At least one of these institutions should offer business loan products.</p> <p>As we are a CMMi Level 3 certified company for Development and security, we posses the necessary capability and technical expertise to implement the solution</p>	Plese refer corrigendum 2 uploaded in the NEDFi website.
310					We kindly request your approval to extend the deadline for submission of pre-bid queries from 26th August to 27th August, 4:00 PM. The additional time will help us consolidate our queries more effectively and ensure that we seek complete clarity on the RFP requirements	Already addressed

311	12.40	62	3	<p>One Time Setup Cost (including license fee, implementation cost, customization cost, integration cost etc.): 100% onetime setup cost will be paid after success full GO LIVE, sign-off and acceptance from NEDFi.</p> <p>This cost also includes integration with GL software</p>	<p>License Fee : Request to make payment of license 100% yearly advance on delivery of the licenses.As an OEM it is important and much required to have 100% license money yearly in advance for cash flow and resource deployment. Request to consider our request.</p> <p>Implementation Fee - request to consider below Implementation payment terms:-</p> <ol style="list-style-type: none"> <li>1. Resource mobilisation -10%</li> <li>2. SRS Sign off- 20%</li> <li>3. UAT Sign off- 40%</li> <li>4. Go Live Sign off -20%.</li> <li>5. 1 month post Go-Live - 10%</li> </ol>	RFP requirement stands
312	12.40	61	1	<p>Payments will be based on the average AUM for each quarter, with the payment cycle beginning from the solution's Go-Live date. The price for the Application and Infrastructure in the ASP model (Opex mode) will be calculated using the percentage provided in the Payment Weightage Sheet of the commercial bid. The minimum base AUM for calculations will be considered as INR 2020 Crore. If there is any deviation from the projected AUM, the recurring cost will be adjusted and paid on an actual basis, according to</p>	<p>From our experience as a solution provider, linking payments to NEDFi's AUM performance introduces an element that is not within our control. Our costs of delivering, maintaining, and supporting the solution remain fixed and independent of AUM fluctuations. Hence, dependency on business performance for payment may create operational and financial challenges in ensuring continued high-quality service.</p> <p>We therefore request a modification of this clause so that payments are made independent of AUM performance. This will ensure both predictability of costs for NEDFi and sustainability for the service</p>	RFP requirement stands. Please refer corrigendum 2 (Revised Annexure 16) for better clarity.

				the percentage quoted in the Payment Weightage Sheet.	provider, while keeping NEDFi's operations unaffected.	
313	9	34	9.2	NEDFi shall levy penalty/liquidated damages on the bidder to the extent of 0.5% of the value of the delayed deliverables for each day of delay in Go-live subject to maximum 10% of the total cost of ownership (contract value).	Requesting to modify the clauses to "NEDFi shall levy penalty/liquidated damages on the bidder to the extent of 0.5% of the value of the delayed deliverables for each day of delay in Go-live subject to maximum 5% of the total cost of ownership (contract value)."	RFP requirement stands
314	6.2	24	xviii	The bidder will also be responsible for the delivery of all updates, patches, version upgradation of proposed solution including underlying software & infrastructure	We will provide updates, fixes and patches. However any major version upgrades will be subjected to commercial impact. Therefore we request to remove the parts where the NBFC has asked to	RFP requirement stands

				components during the project tenure without any additional cost to NEDFi.	provide upgrades without any additional charge.	
315	11.2	48	Uptime of Application & Infrastructure	<p>Sl. No Uptime availability Penalties</p> <p>1 Uptime <math>\geq 99.95\%</math> No Penalty</p> <p>2 <math>99.5\% \leq \text{Uptime} &lt; 99.95\%</math> 2 % of total cost of quarterly payment (if any)</p> <p>3 <math>99\% \leq \text{Uptime} &lt; 99.5\%</math> 5 % of total cost of quarterly payment of or part there of</p> <p>4 Uptime <math>&lt; 99\%</math> 10% of total cost of quarterly payment</p> <p>The up-time percentage would be calculated on monthly basis, and the calculated amount would be adjusted from every subsequent payment. The SLA charges will be subject to an overall cap of 10% of the Quarterly Payment and thereafter, NEDFi has the discretion to cancel the contract.</p>	<p>Request to change the clause to "Sl. No Uptime availability Penalties</p> <p>1 Uptime <math>\geq 99\%</math> No Penalty</p> <p>2 <math>99 \leq \text{Uptime} &lt; 98\%</math> =1 % of total cost of quarterly payment (if any)</p> <p>3 <math>98\% \leq \text{Uptime} &lt; 97\%</math> = 2 % of total cost of quarterly payment of or part there of</p> <p>4 Uptime <math>&lt; 97\%</math> = 5% of total cost of quarterly payment</p> <p>The up-time percentage would be calculated on monthly basis, and the calculated amount would be adjusted from every subsequent payment. The SLA charges will be subject to an overall cap of 5% of the Quarterly Payment."</p>	RFP requirement stands

316	5	14	C, 1 (EXPERIENCE & SERVICE CAPABILITY)	The bidder must have prior experience in the implementation and management of LOS, LMS collectively for at least two (2) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 4000 Crore. At least one of these institutions should offer business loan products.	Request to modify the clause to "The bidder/OEM must have prior experience in the implementation and management of LOS, LMS collectively for at least one (1) Non-Banking Finance Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 3000 Crore.	Please refer corrigendum 2 uploaded in the NEDFi website
317	5	14	C, 3 (EXPERIENCE & SERVICE CAPABILITY)	The bidder/OEM(s) must have prior experience in the implementation and management of Mobile App (successful integration with own/third party LOS and LMS) for customer onboarding of Retail loan through Business Correspondent/DSA/Employee in at least two (2) Non-Banking Financial Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 1000 Crore.	Request to modify the clause to "The bidder/OEM(s) must have prior experience in the implementation and management of Mobile App/Progressive Web Application (PWA) (successful integration with own/third party LOS and LMS) for customer onboarding of Retail loan through Business Correspondent/DSA/Employee in at least two (2) Non-Banking Financial Companies (NBFCs) or banks (excluding co-operative banks) in India having loan portfolio size of a minimum INR 1000 Crore."	RFP requirement stands

318	NA	NA	General Features / Requirement - No. 1	<p>The solution should be capable to implement customer journeys for the following products:</p> <ul style="list-style-type: none"> <li>• Project Finance - Business Loan (Loan Amount from 2 Cr to 40 Cr)</li> <li>• MSE Finance - Business Loan (Loan Amount from 25 Lakh to 2 Cr)</li> <li>• MSE Finance -Business Loan (Loan Amount from 10 Lakh to 25 Lakh)</li> <li>• MSE Finance - Business Loan (Loan amount from 5 Lakhs to 10 Lakh)</li> <li>• MF - Lending to Micro Finance Institutions - Loan Amount up to 40 Cr</li> <li>• Micro Lending Scheme through Business correspondent Channel - Retail loan up to 2 Lakhs</li> <li>• Working Capital Revolving Loan - Similar with Cash Credit loan nature.</li> </ul>	<p>We understand that the requirement is for generic credit facilities and no schematic lending journeys are required. Requesting confirmation whether the understanding is correct.</p>	<p>Loan journey will be different for different products</p>
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319	NA	NA	General Features / Requirement - No. 2	The proposed software should have facility to accept the loan application with required documents through Customer Portal/Mobile App	<p>Whether NEDFi requires a simple lead generation portal with mechanism for mentioning the name of the borrower, the proposed facility name, amount, upload of few documents, assignment of a unique ticket for loan application and integrated routing of key info and documents to the back office.</p> <p>Request confirmation whether the understanding is correct. If not, kindly share the details and functions required in the journey..</p>	Once lead is approved customer should get a link for online loan application journey
320	NA	NA	General Features / Requirement - No. 2	The proposed software should have facility to accept the loan application with required documents through Customer Portal/Mobile App	Whether NEDFi is open to exploring a Customer Portal and a PWA?	RFP requirement stands
321	NA	NA	General Features / Requirement - No. 4	Customer should be able to view/download the loan application/Balane Outstanding/ Loan Account Statement/ Ineterst Certificate etc. through Mobile App/Web Portal. Also at any point of time, customer should be able	NEDFi is requested to confirm the total number and types of service requests that may be initiated by the customer.	Details will be shared with selected bidder at the time of BRD preparation

				to check the loan outstanding balance, Current Dues as well as make payment through Mobile App & Web Portal.		
322	NA	NA	General Features / Requirement - No. 6	The proposed application system should have facility to accept bulk upload and download facility of files (SFTP / any other automated mechanism) received from Sponsored Banks / Govt subsidies and the financial transaction should be posted to the respective account without any manual intervention.	With reference to the "files (SFTP / any other automated mechanism) received from Sponsored Banks / Govt subsidies " - whether NEDFi is referring to use cases such as CGTMSE?NEDFi is requested to provide the use cases where such bulk upload feature is required.	Will be finalised at the time of BRD preparation
323	NA	NA	Product Configuration/Management - No. 8	The platform should support loan products such as Project finance, Business loan, retail loan, term loan, composite loan, working capital loan, working capital revolving limit,subsidy loan products / schemes etc. as per NEDFi policy.	NEDF Is requested to confirm the name and number of schemes for template based lending that are required as part of the solution.	Details will be shared with selected bidder at the time of BRD preparation
324	NA	NA	Product Configuration/Management - No. 19	System should able to update comprehensive stock statement, book debts, tangible and intangible securities for calculating initial working capital limit, drawing power, loan limits etc.	Whether the feature is required only as part of the checks and inputs prior to disbursement, or whether the requirement is for post disbursement monitoring and updates as well?	In both the scenarios

325	NA	NA	Workflow Management - No. 2	Platform should support STP process for customer on boarding through online loan application, Customer portal etc.	NEDFI is requested to confirm the total number products and its use cases wherein the Straight Through Process is required for loan processing.	Details will be shared with selected bidder at the time of BRD preparation
326	NA	NA	Loan Application Processing - No. 10	Solution to provide web interface/mobile app for conducting field investigation - Photo Capturing, Geo location Tagging etc.	<p>Whether specific portal is required for the vendor i.e. field investigation, property valuation and title search by lower so that the respective functional users can input the content in the forms, capture images and Upload documents as part of the investigation or valuation or title search process?</p> <p>Or</p> <p>Whether NEDFI requires a link based external interface where the respective vendor can upload the document which can be received to the back office of NEDFI?</p>	Details will be shared with selected bidder at the time of BRD preparation
327	NA	NA	Primary & Collateral Security Management - No. 6	Workflow based valuation process - Initiate valuation request, Valuation report details, Accept valuation and Attach collateral. Multiple instances of a single valuation request can be generated.	<p>Whether specific portal is required for the vendor i.e. field investigation, property valuation and title search by lower so that the respective functional users can input the content in the forms, capture images and Upload documents as part of the investigation or valuation or title search process?</p> <p>Or</p> <p>Whether NEDFI requires a link based</p>	Will be finalised at the time of BRD preparation

					external interface where the respective vendor can upload the document which can be received to the back office of NEDFi?	
328	NA	NA	Credit Appraisal - No. 4	System should have configurable credit rating module with qualitative and quantitative scoring parameter for company as well as project.	Request the number of scorecards and name of scorecards required by NEDFi.	Details will be shared with selected bidder at the time of BRD preparation
329	NA	NA	Other Functionalities - No. 25	System should support configurable credit scoring model	Request the number of scorecards and name of scorecards required by NEDFi.	Details will be shared with selected bidder at the time of BRD preparation
330	NA	NA	Other Functionalities - No. 16	While completing the data entry the system should be able to give an alert in case any expired document is entered	Request the use cases or documents wherein such a check is required. Trust the check is required to be done using API integration only e.g. DIN number expiry check, etc. Please confirm.	Will be finalised at the time of BRD preparation
331	8	22	8.5	Integration with External Source Systems, E-KYC, CKYC, OCR	Kindly confirm if the proposed solution is to be integrated with already existing	Bidder has to provide OCR tool

					OCR tool or a new OCR tool is required as a part of the proposed solution?	
332	NA	NA	General Features / Requirement - No. 9	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.)	If a new OCR tool is required as a part of the proposed solution, as understood from RFP Statement that NEDFi is referring to the structured ID Aadhar card and PAN Card only for reading through OCR/QR code for approx. 18,623 accounts in the year 25-26 and so on for rest of the 5 years as per the projected accounts details provided in the RFP. Please confirm if understanding is correct.	Applicable for Aadhaar, PAN, DL, Voter ID etc.
333	Scope of work	17		Modern, up-to-date and industry standard software solution suite comprising of Loan Origination System, Loan Management System, Loan Collection System, Mobile Application (Sales & Collection) for Business Correspondent/DSA/Employee and Customer Portal & Mobile Application in Application Service Provider (ASP) model	As per our understanding the initiation channels will be B2C Mobile Application, B2C Customer Portal, B2B Mobile Application for BCs. Please confirm.	System should support omni channel lead generation facility-website, mobile app, customer portal, LOS, BC/DSA mobile app, etc.

334	Business Projections	10			In the business projections Number of channel partners (RO/BC/BF/DSA) and BC users are mentioned separately. What is the difference between these two?	Channel partners are business entities where as BC users are individual users linked with channel partners
335	Business Projections	10			Will BC users and channels partners login over Mobile App or Portal?	Yes
336	Business Projections	10			Please provide user concurrency for BC / Channels partners	Bidder to estimate by referring business projection mentioned in section 4.3
337	Business Projections	10			In the business projections total number of NEDFi users are mentioned as 130 for 25-26 year and so on for duration of 5 years inline with this please answer following queries - 1. What is the bifurcation between LOS, LMS and Collections users 2. Please share user concurrency for each LOS, LMS and Collectionss users	Bidder to estimate by referring business projection mentioned in section 4.3
338	Business Projections	10			As we understand NEDFi requires customer portal and Mobile Application interface for end customers - Please provide the total and concurrent number of customers that will log-into portal and mobile app yearly.	Bidder to estimate by referring business projection mentioned in section 4.3

339	Business Projections	10			What is loan ticket size, envisaged for the requirement?	Loan amount varies from INR 2 lacs to 40 cr
340	Envrionments			General Query	What are the instances (Production, UAT, DR, etc) to be considered for implementation?	Please be guided by the RFP
341	Envrionments			General Query	Is clustering in Production and DR required? If yes, Active - Active or Active - Passive?	DC and DR should be of same configuration. High availability should be Active-Active
342	Data Migration			General Query	What is the total size and volume of documents involved in Data Migration?	Database size is less than 10GB for the existing LMS & FAMS (single platform).
343	Data Migration			General Query	As we understand migration will be only for closed Loan accounts. NEDFi will close the active/ ongoing loan applications within the existing LOS and migrate closed accounts to proposed LMS solution.	Both active and closed accounts has to be migrated
344	8.4 mplementation and Customization	22	6	Integration with External Systems such as General Ledger Solution, Banking API, KYC API etc.	Please provide the list of applications to be integrated with proposed LOS, LMS and Collections solution	Please refer section 8.5 of RFP
345	Transaction volume			General Query	Please provide the daily transaction load to be considered for Hardware sizing	Bidder to estimate by referring business projection mentioned in section 4.3
346	Functional and technical requirements		29	System should have provision for masking PII data (e.g., PAN, Aadhaar etc.) and storing it in encrypted format	As per our understanding redaction is required for PAN and Aadhaar only. Pls confirm.	Bidder has to ensure compliance with statutory and regulatory guidelines for PII data
347	Product Configuration/Management		17	EIR calculation and actual value of collaterals of all the loans should be captured	Do you mean EIR as Effective Interest Rate? Should collateral valuation be integrated with external valuation	EIR means Effective Interest Rate

					agencies, or will values be uploaded manually?	
348	Loan Management & Servicing		11	System should have provision for handling subsidy adjustment as per guidelines issued by NABARD, Tripura Bamboo Mission and other relevant authorities.	Should the system support <b>scheme master configuration</b> for multiple subsidy providers? Are integrations required with NABARD/other authorities, or will inputs be uploaded manually?	Will be finalised at the time of BRD preparation
349	Loan Management & Servicing		17	System should be able to calculate the provision for sacrifice in case of restructured accounts	Could you please elaborate on the requirement?	When a loan is restructured, the lender may offer concessions such as lower interest rates, extended repayment periods, or reduced principal.  These concessions represent a "sacrifice" for the lender because they reduce the expected cash inflows.
350	Loan Management & Servicing		18	System should be able to mark accounts as sensitive sector and track and monitor the accounts marked under sensitive sector	Please confirm the list of sensitive sectors and whether tagging is at <b>borrower-level</b> or <b>loan-level</b> .	Details will be shared with selected bidder at the time of BRD preparation
351	Loan Management & Servicing		34	System should have the provision for switch over from Non EMI to EMI and vice versa with retrospective effect	Could you please provide a specific use case?	Details will be shared with selected bidder at the time of BRD preparation
352	Loan Management & Servicing		35	System should arrive at a compromisable amount across multiple schemes given the	Please elaborate on the requirement?	Details will be shared with selected bidder at the time of BRD preparation

				interest details for NPA accounts / any other method of calculation as desired by the NEDFi. Further the system should be able to capture the compromised/OTS amount and the details of the compromise/OTS for multiple schemes		
353	CRM			General Query	Is a CRM module expected to be part of the system, or do you expect integration with an existing CRM?	Presently NEDFi is not using any CRM solution. However, system should support integration with standard CRM solution
354	Data Migration			General Query	What is the no. of loans to be migrated	Bidder to estimate by referring business projection mentioned in section 4.3 (current)
355	Data Migration			General Query	What are the natures of repayment schedules	Please refer Annexure 15
356	Data Migration			General Query	Complete data to be Migrated from source systems will be provided by the Client in the template shared by the bidder/oem.	Please refer section 8.7 of the RFP
357	Data Migration			General Query	No vouchers will be created for migrated loans. Only opening balances as on migration cut-off date will be ported into GL schema during migration	RFP requirement stands
358	Data Migration			General Query	Current database size	Database size is less than 10GB for the existing LMS & FAMS (single platform).

359	Limit Management			General Query	How are limites assigned currently? How do you track the utilization of limit? The limit management is to be done outside the system or it is required as part of LMS capability.	Details will be shared with selected bidder at the time of BRD preparation
360	UCIC			General Query	Who will be responsible for UCIC Management	Query is not clear.
361	NPA Movement process			General Query	-What is the frequency of Loan delinquency movement and criteria for movement -What are the different bracket for delinquency -Is Write-off marking manual or automatic based on configuration of movement	Details will be shared with selected bidder at the time of BRD preparation
362	LPP Process			General Query	Any penalty charged on non payment of EMI dues. If yes is it fixed or percentage of unpaid EMI amount -frequency of fees levied	Details will be shared with selected bidder at the time of BRD preparation
363	Accrual			General Query	-Frequency of profit accrual (daily/monthly) -Separate accrual if Loan is marked NPA(Non Performing Asset )	Details will be shared with selected bidder at the time of BRD preparation
364	Provisioning			General Query	-Frequency of process (daily/monthly) -Provisioning for Principal outstanding only or Profit overdue also	Details will be shared with selected bidder at the time of BRD preparation
365	Auto-closure			General Query	Any configured process to close the loan if no outstanding (Loan tenure balance or Matured)	Will be finalised at the time of BRD preparation

366	GL Module			General Query	LMS has in-built GL module. Will same be required or business uses separate accounting module. We only provide lending GLs as part of LMS. Which Core GL is being used by the Company?	Integration will be required with the proposed GL/Accounting System.
367	Restructuring			General Query	Restructuring is done on the loan account. If yes, is it done on the existing or new account. Restructuring on outstanding balance only or additional amount can also be disbursed(TOP UP)	Query is not clear.
368	Repayment Modes			General Query	<p>What Methods are used for loan repayment:</p> <p>Cash</p> <p>Cheque/Draft</p> <p>PDC</p> <p>Electronic - Internal Transfer</p> <p>Electronic - RTGS/NEFT</p> <p>Auto Debit/Standing Instruction/Electronic Mandate</p> <p>Methods used for loan repayment:</p> <p>Cash</p> <p>Cheque/Draft</p> <p>PDC</p> <p>Electronic - Internal Transfer</p> <p>Electronic - RTGS/NEFT</p> <p>Auto Debit/Standing Instruction/Electronic Mandate</p>	Please refer Annexure 15

369	Payment Channel			General Query	Integration required with Other payment channel	Yes
370	Disbursal Type			General Query	Types of disbursal currently bieng used in the system:- - Single - Multiple	Both
371	Product Type			General Query	Current line of business and its offered sub product types along with the nature of the products	Details will be shared with selected bidder at the time of BRD preparation
372	8.6	24	xiii	The proposed software solution should be parameterized and capable of handling any new loan product(s) during the project tenure introduced by NEDFi (with minor changes / customization) without any additional cost.	Request to remove this clause as any future customization/introduction of a new product line will be treated as a CR or Change Request and will be subjected to commercial impact.	RFP requirement stands

373	8.6	23	i	Functional requirements will not be less than listed in Annexure 15. The requirements are illustrative but not exhaustive. NEDFi may change its requirement at any point of time.	Request to remove this clause as any additional requirement other than the RFP requirements would have an impact on the commercials and timelines.	RFP requirement stands
374		13		5. Eligibility Criteria - The bidder should have at least CMMI Level 3	Is it compulsory for the Bidder to be CMMI 3 certified? Kindly provide some relaxation on this clause	Please refer corrigendum 2 uploaded in the NEDFi website.
375		24		8.7 Data Migration	DB Size and DB format (MS SQL or any other)	Database size is less than 10GB for the existing LMS & FAMS (single platform). DB format is MariaDB
376		62		12.40 Payment Term 70% of migration charges will be paid after successful GO LIVE and sign-off from NEDFi. 30% of migration charges will be paid post migration audit through third party auditor.	There's no max timeline given for the balance 30%, there has to be a cap by when the 3rd party audit will be completed. For Ex: 3 months	Will be finalised with the selected bidder
377		24		8.6 Functional Requirements xiii. The proposed mobile apps must support form factors for all handheld devices such as tablets, mobile phones (Android & iOS)	Can iOS be optional?	RFP requirement stands.

378		59		<p>12.35.3 Transfer of Agreements</p> <p>On request by NEDFi or its selected service provider or any other agency, the bidder shall affect such assignments, transfers, innovations, <b>licenses and sub- licenses</b> in favor of NEDFi or its nominated service provider or any other agency, in relation to any equipment lease, maintenance or service provision agreement between the bidder and selected service provider or any other agency, and which are related to the services and reasonably necessary for the carrying out replacement services.</p>	<p>In a ASP Opex model - LOS, LMS and other applications are not licensed - please clarify</p>	<p>The Clause 12.35.3 is intended to ensure continuity of services through transfer of agreements or licenses when necessary. The specifics will be finalized with the selected bidder during contract execution.</p>
379		20		<p>8.2</p> <p>VI. The proposed solution should have the ability to integrate with MS Azure AD for enabling Single Sign-On (SSO) facility.</p>	<p>Is MS Azure AD licensed by NEDFi ?</p>	<p>NEDFi is having Azure AD which is a part of MS Office 365 Business Basic and Business Standard subscription license.</p>
380		20		<p>8.2</p> <p>VII. SSL VPN facility offered by the bidder shall also work with MS Azure AD for enabling SSO login for Branch/Remote Access.</p>	<p>Will the NEDFi provision SSL VPN Facility ?</p>	<p>No, Bidder has to provision SSL VPN facility.</p>

381		20		8.2 XVII. There should be end-to-end encryption over the WAN network between Data Centre/DR, Branches & HO.	Is it SSL VPN connection or Ipsec tunnel ?	IPSec tunnel is required between DC/DR & HO and SSL VPN is required for branches
382		21		8.2 XX. Bidder has to ensure real-time Synchronization of Data between DC & DR.	Rather real-time sync - is it Ok for logshipping within the mentioned RTO RPO?	Real time sync is required, logshipping is not acceptable
383		21		SIEM tool	Will NEDFi provide SIEM tool ?	SIEM solution has to be provided by the bidder. Please refer section 8.3 (iii)
384				Annexure 15: Loan application processing  System should support consortium, Multiple bank and syndication facilities as desired by NEDFi	need more details	Details will be shared with selected bidder at the time of BRD preparation
385				Annexure 15:Sanction processing  System should have provision for handling Loan revalidation process with subsequent changes in related modules.	need more details - please elaborate what are the subseuent changes ?	Details will be shared with selected bidder at the time of BRD preparation