Pre-bid responses-cum-Corrigendum No. 1 dated 18.8.2026 to RFP No. NESL/IT/02/RFP-INTERNAL AUDIT/2026-27/260801 dated 5th August-2026 for “Procurement of services for INTERNAL AUDIT"

S.No.	RFP Section / Heading	Query	Response/Clarification by NESL
1	Section 5 – Scope of Work (General)	Kindly provide the organization structure, employee strength, annual turnover, and number of operating locations for NeSL, NADL, and NEIL to enable proper effort estimation.	**NESL:** Annual Turnover and employee cost : Refer https://www.nesl.co.in/wp-content/uploads/2026/08/10th-Annual-Report-NeSL.pdf Refer nesl.co.in website for organisation structure. **NADL:** Annual Turnover and employee cost: https://www.nesl.co.in/wp-content/uploads/2026/08/NADL-Audit-Report-Financials-FY-2025-26-updated.pdf Refer nadl.co.in website for organisation structure **NEIL:** Annual Turnover and employee cost: Refer https://www.nesl.co.in/annual-reports-and-returns - (https://www.nesl.co.in/wp-content/uploads/2026/08/NEIL-Financials-FY-2025-26.pdf) (intends to apply for dormant status under Section 455 of the Companies Act, 2013) Audit location will be in Bengaluru for all the entities.
2	Section 5 – Scope of Work	Please clarify whether all scope areas mentioned in the RFP are applicable to NeSL, NADL, and NEIL or whether any areas are entity-specific.	Scope applicable for all the entities other than H (Review of Grievance Redressal Mechanism) ,I (Review of Issuance of Records of Default (RoD)), and J(Review of User Registration Process) are applicable only for NeSL and F specific areas of NADL applicable only to NADL
3	Section 5 – Scope of Work	Kindly provide the expected audit frequency, number of audit cycles, and number of reports to be issued during each financial year.	The internal audit will be done in 2 phases with the scope of mutual agreement and 1 report for each phase to be given, phase 2 will be the final report
4	Section 5 – Scope of Work	Please confirm whether onsite visits are required and provide the locations proposed to be covered under the engagement.	Yes.This can be hybrid mode.The audit location is Bengaluru.
5	Section 5 – Scope of Work	Kindly provide the tentative audit calendar and expected timelines for Phase I and Phase II reporting for each year.	Phase I by 31st Dec and Phase II by 30th April
6	Section 5(A) – Revenue & Collection	Kindly provide annual transaction volumes, number of customers, invoices generated and revenue streams relating to IU, DDE and e-BG operations.	Data for FY 25-26 Average entries in tally-115k approx. number of Customers-800 customers (excluding one time customers) Invoice generated- 49k

S.No.	RFP Section / Heading	Query	Response/Clarification by NESL
7	Section 5(C) – Procurement & Payment	Kindly provide approximate annual volume of vendors, purchase orders and vendor payments processed.	Data for FY 25-26 Active vendors-332, PO-156, approx.vendor payment transaction- 4000
8	Section 5(D) – Statutory Compliances & Taxes	Please clarify whether the review is intended to be a detailed compliance audit involving transaction testing or a process and controls review.	Transaction testing is required.Process and control review is part of IFC review
9	Section 5(G) – Review of Internal Financial Controls (IFC)	Kindly provide approximate number of controls under the IFC framework.	160
10	Section 5(G) – Review of IFC	The RFP states that control testing is required once in two years and is due in FY 2027-28. Kindly confirm whether no control testing is expected during FY 2026-27 and FY 2028-29.	IFC control review is expected in every year.However,the testing is due on FY 27-28
11	Section 5(H) – Review of Grievance Redressal Mechanism	Kindly provide the number of grievances received, resolved and pending during FY 2025-26 through both Helpdesk and Grievance Portals.	Grievances: Received-911, Resolved-911,Pending-0 HelpDesk: Received-43,167 Resolved-43,167 pending-0
12	Section 5(I) – Review of Issuance of Records of Default (RoD)	Kindly provide the annual volume of RoDs issued during FY 2025-26.	1829
13	Section 5(J) – Review of User Registration Process	Kindly provide the number of user registrations processed and approved during FY 2025-26.	Number of user registration proceed- 39,936 Approved- 15,788
14	Section 19 – Payment Terms	Kindly clarify the milestones corresponding to Phase I and Phase II deliverables for each year.	Please refer Annexure 2 in th RFP
15	Annexure-2 – Financial Bid Format	Please confirm whether separate reports are expected for NeSL, NADL and NEIL.	Yes.
16	Annexure-2 – Financial Bid Format	The financial bid requires fees inclusive of travel and out-of-pocket expenses. Kindly confirm the treatment of additional assignments or travel requirements beyond the agreed scope.	The fees is inclusive of all the expenses and no additional reimbursements. Audit location will be in Bengaluru for all the entities.
17	Annexure-I Part-B, Criteria 6 & 7	Please clarify whether engagement letters/work orders and client confirmations can be submitted where completion certificates are not available.	Satisfactory completion certificate from client is required.
18	Scope of Work - General	Please confirm the legal entities covered under the engagement and expected audit coverage for each entity by year.	All the 3 entities needs to be covered for the engagement period
19	Section 5(A)	Kindly provide details of ERP/application systems used for billing, invoicing and revenue accounting.	Tally for accounting and BDO/Webtel for e-invoicing
20	Section 5(A)	Any collection channels used by the organization	NEFT/RTGS using banking channels.
21	Section 5(C)	Application / Tool for contract management system	No tool for contract management system
22	Section 5(C)	Please provide details of ERP/workflow tools used for procurement and accounts payable processes.	Share point for procurement. No tool for Accounts payables processes
23	Section 5(E)	Please share ERP/accounting systems in use by NeSL	Tally
24	Section 5(E)	Please clarify whether the review is limited to governance over chart of accounts maintenance or includes detailed testing of account creation, modification and deactivation controls.	As per the discretion of the auditor

S.No.	RFP Section / Heading	Query	Response/Clarification by NESL
25	Section 5(E)(II)	Kindly provide the approximate annual volume of manual and automated journal entries across the entities.	Approx. 23000 JVs inclusive of DDE JV
26	Section 5(E)(II)	Kindly clarify whether review of Super User/Privileged User journal postings is expected under the scope.	As per the discretion of the auditor
27	Section 5(E)(VII)	Kindly confirm whether ERP/application controls impacting financial reporting are expected to be reviewed as part of this scope.	As part of IFC
28	Section 5(F)	Please clarify "Any other compliance with RBI Account Aggregator master directions" what are critical aspects that need to be looked into	Please refer the RBI Account Aggregator Master direction issued in Nov 2025
29	Section 5(G)	Kindly provide the total number of processes, controls and RCMs currently documented under the IFC framework for NeSL.	160
30	Section 5(G)	IFC testing only for the scoped in areas or for all functions	For all the functions.
31	Section 5(G)	Clarify whether review of RCM / IFC has to be performed for NADL and NEIL since there is no separate scope defined	Applicable for all the entites
32	Section 5(J)	Please provide annual registration volumes and system workflow details.	40,000
33	Section 8 - PQ Criteria	Please clarify whether advisory, tax, risk consulting, cyber security, system audit or other non-audit services rendered during the last two years would impact independence requirements	Only the Internal and Statutory Auditors in NeSL during last 2 years will not be eligible to participate.
34	Section 13	Please confirm whether commercial quotes should remain fixed for all three years or allow annual escalation.	Please quote as per the Annexure 2 format of RFP
35	Section 13	Kindly clarify whether the scope would be enhanced in the 3 year engagement term	Scope is applicable for all 3 years
36	Annexure I Part A	Will this be applicable for all partner of the bidding firm or the engagement partner	Applicable at the entity level
37	Annexure I Part-B Item 6	Please clarify whether concurrent audits,regulatory audits, IFC reviews and internal audits will all be considered for scoring.	No.only Internal audits will be considered
38	Annexure I Part B Item 2	The details for DISA / CISA applicability is for engagement partner or any partner in the firm.	Provide details at entity level as to how many partners have DISA/CISA certficate
39	Annexure I Part-B Item 7	Kindly clarify whether IFC reviews, risk assessments and governance audits will qualify under this criterion	Only for internal audits will be considered under relevant category
40	Annexure I Part-B Item 3	Please define "qualified personnel" and specify acceptable qualifications (CA, CMA, CIA, CISA, MBA, etc.).	CA/CMA only
41	Annexure I Part-B Item 5	Please confirm acceptable evidence for demonstrating SOX experience	Certification and self declartion of experience of COSO/SOX would be required
42	Scope vis-à-vis Annexure II	Please confirm whether separate audit reports are required for NeSL, NADL and NEIL or one consolidated report is expected	Separate report is required
43	Section 5 - Scope of work	Any other key volume metrics that NeSL considers relevant for scoping the Internal Audit.	NA

S.No.	RFP Section / Heading	Query	Response/Clarification by NESL
44	Section 9 - Technical Evaluation	For Criteria 6 & 7 (Audits completed) - Whether assignments for the same client in different years will each be counted separately?	Assignment for same client in different years will be treated as one completed audit only
45	Section 9 - Technical Evaluation	For Criteria 4 - Number of other employees registered with the vendor - Can article trainees be considered as well?	Yes
46	Section 5 - Scope of work	1) Please confirm the frequency and timelines for conduct of internal audit and IFC testing (quarterly or annual audit)? 2) Whether the support functions such as human resources, procurement etc are centralized for 3 entities (NeSL, NADL and NEIL) or is it separately handled by the respective companies?	1.Refer Sl. No. 1 2.NeSL and NEIL all the functions are centralised and for NADL is handled by separate team , however both are centralised in bangalore.
47	Annexure I Part-A (Independence Criteria	1) Whether a declaration from the partner in company's letter head will suffice?	Yes, for the company authorised signatory need to give the declaration
48	Annexure-I Part-B Criteria-4	Whether an HR letter confirming the details of active employees on the payroll is sufficient instead of the enrolment register?	Yes
49	Annexure-I Part-B Criteria-6	Whether, instead of a completion certificate, a certificate from a Chartered Accountant certifying the audit invoice or the engagement letter can be provided?	Satisfactory completion certificate from client is required.
50	Annexure-I Part-B Criteria-7	Whether, instead of a completion certificate, a certificate from a Chartered Accountant certifying the audit invoice or the engagement letter can be provided?	Satisfactory completion certificate from client is required.
51	Clause 13	We request the client to kindly consider that any extension of the duration of the Contract will be based on mutually agreed terms and conditions.	No change in clauses
52	-	We request you to limit consultant's liability to 1X of the total contract value. This is as per GFR and the guidelines issued by MeitY. It is also the normal industry practice. Client may consider including the following language: "Purchaser/Client agrees that Consultants total liability for all claims connected with the services or this agreement (including but not limited to negligence), whether in contract, tort, statute, indemnities or otherwise, is limited to one time the professional fees paid / payable for the services. Purchaser/Client agrees that Consultant will not be liable for (i) loss or corruption of data from your systems, (ii) loss of profit, goodwill, business opportunity, anticipated savings or benefits or (iii) indirect or consequential loss."	No change in clauses

S.No.	RFP Section / Heading	Query	Response/Clarification by NESL
53	-	We request you to include a clause to state that we will not be liable for any indirect and consequential losses or damages. This is as per GFR and MeitY guidelines and also the industry standard. Even the Contract Act, stipulates and remote and consequential damages are not payable. Client is requested to include the below clause: "Purchase/Client agrees that Consultant will not be liable for (i) loss or corruption of data from your systems, (ii) loss of profit, goodwill, business opportunity, anticipated savings or benefits or (iii) indirect or consequential loss."	No change in clauses
54	Annexure - E Clause 8(a)	There are several remedies available under law and contract to you for such breach of obligations. For eg., there are penalties and LDs that may be imposed for some of these breaches. Seeking indemnities for such breaches frustrates the entire purpose of such remedies available to you. We understand that remedies other than indemnity will be sufficient for such breaches. We request you to kindly delete this section. Alternatively, we request you to at least make them subject to overall cumulative liability cap of total contract value and subject to final determination of court/arbitrator.	No change in clauses
55	Annexure - E Clause 8(a)	We agree to indemnify to the extent the damages/losses are finally determined by a competent court or arbitration. Please make indemnities subject to final determination by court/arbitrator. This is also the industry standard and prescribed by MeitY in its guidelines.	No change in clauses
56	Annexure - E Clause 14	We request you to reduce the survival period of confidentiality obligations to one year post expiry or termination.	No change in clauses

S.No.	RFP Section / Heading	Query	Response/Clarification by NESL
57	Page 26, NDA Clause 7; Page 27, NDA Clause 11; Page 28, NDA Clause 14 (Receiving Party must return or permanently delete/destroy Confidential Information and all copies, and certify destruction; no right is provided to retain archival copies, working papers or automatic backups.)	We request you to allow us to retain our working papers and a copy of confidential information for our records and any future reference or audit requirements, subject to confidentiality obligations under this Agreement.	No change in clauses
58	Annexure - E (No express right to use NeSL's name or project details for citation/reference purposes.)	Please appreciate that this is a prestigious project for us and we would like to showcase this project in our future proposals. We request client to allow us to refer to you and the services we have performed for you for citation / reference purposes, as long as we do not disclose your confidential information.	No change in clauses
59	Clause 15	We request you to delete this ground for termination as it is unreasonable and there are several remedies in contract and law available to the client for such breach.	No change in clauses
60	Annexure I Part-A – Independence Criteria	We wish to highlight that we are a large organization providing various services to various state and central government departments, PSUs, international organizations and private clients. We wish you to note that while we have a mechanism in place to identify patent and direct conflict of interests, it may not always be possible to identify any or all indirect or remote conflict of interests. Kindly appreciate that our no conflict confirmations will be subject to the foregoing.	No change in clauses

S.No.	RFP Section / Heading	Query	Response/Clarification by NESL
61	Annexure A (Bidder undertakes not to use technology developed under the project for reverse engineering for at least one year and agrees that IPR in technology developed will vest perpetually with NeSL. There is no protection for the Consultant's pre-existing IPR, methodologies, tools, templates or know-how. The wording also appears incongruent with an internal audit engagement.)	There are innumerable IPRs that exist with us which we would like to use to your benefit while delivering our services to you. These are our pre-existing IPRs and we use it for all clients. We will not be able to give ownership in such IPRs to you just because we are using them for providing services to you, like we use these for other clients. We request that we are allowed to retain ownership of our pre-existing IPRs, else we might be not be able to use these in providing services to you in order to protect our ownership in them. We request you to kindly include the below clause. This is also the standard mentioned by MeitY in its guidelines. "Notwithstanding anything to the contrary in this agreement, Consultant will retain the ownership of its pre-existing intellectual property rights (including any enhancement or modification thereto) even if such IPRs are used for creating deliverables, are incorporated in the deliverables, etc. To the extent such pre-existing IPRs are included/incorporated in the deliverables, upon receipt of all due and payable payment in full, the Consultant shall grant a non-exclusive, perpetual and fully paid up license to the Purchaser/Client to use such pre-existing IPRs for use of deliverables for the purpose for which such deliverables are meant for client's internal business operations."	No change in clauses
62	Annexure - E Clause 4(f)--(The NDA contains mutual appointment of a sole arbitrator seated in Bengaluru, but the RFP does not expressly provide an arbitration/dispute-resolution clause for disputes under the main engagement).	We request you to consider referring the disputes to arbitration as per Indian laws. It is easier, faster and less cumbersome. With the recent amendments, it has become even more effective. GFR and MeitY guidelines also encourage arbitration. We therefore request you to kindly consider the below clause inclusion: "In case, a dispute is not amicably resolved within forty five (45) days of referral by one party to another, it shall be resolved through arbitration, in India, in accordance with the provisions of Arbitration and Conciliation Act 1996 (and any amendments thereto). The venue of such arbitration in India shall be the ________."	No change in clauses
63	Confidentiality obligations survive termination without a defined survival period.	We request that any obligation arising under the agreement shall survive for a period of 12 months, post termination/expiry of the Contract	No change in clauses

S.No.	RFP Section / Heading	Query	Response/Clarification by NESL
64	Annexure - E Clause 15--(The NDA contains mutual appointment of a sole arbitrator seated in Bengaluru, but the RFP does not expressly provide an arbitration/dispute-resolution clause for disputes under the main engagement).	We request to consider referring the disputes to arbitration as per Indian laws. It is easier, faster and less cumbersome. With the recent amendments, it has become even more effective. GFR and MeitY guidelines also encourage arbitration. We therefore request you to kindly consider the below clause inclusion: "In case, a dispute is not amicably resolved within forty five (45) days of referral by one party to another, it shall be resolved through arbitration, in India, in accordance with the provisions of Arbitration and Conciliation Act 1996 (and any amendments thereto). The venue of such arbitration in India shall be the ________."	No change in clauses
65	Annexure - E Clause 14--(There is no restriction on third-party use or reliance on deliverables and no third-party disclaimer)	We will be providing services and deliverables to you under the contract. We accept no liability to anyone, other than you, in connection with our services, unless otherwise agreed by us in writing. You agree to reimburse us for any liability (including legal costs) that we incur in connection with any claim by anyone else in relation to the services. Please confirm our understanding is correct.	No change in clauses
67		3. To understand volume of work if you can share following data:	
68		No of Procurement transactions	Approx. 1600 transaction
69		4. which integrated software is used for controlling all functions like customer master/invoicing/ vendor master/ human resource etc	Tally for accounting and BDO/Webtel for e-invoicing, share point (Microsoft tool) for procurement and file management.Zing HR for HR
70		5. whether access will be provided remotely for transaction review	Access will be provided to review remotely also
71		6. customer/vendor on boarding is software driven or a manual process	Customer onboarding is online, and for vendor onboarding manual process is in place
72		7. any requirement of minimum no of audit team to conduct audit and minimum man days to put in	This is as per auditors discretion.
73	EMD	We understand that Micro and Small Enterprises are exempted from submission of EMD of ₹2,50,000. Kindly confirm whether a CA firm holding valid Udyam Registration as a Micro/Small Enterprise is eligible for the said exemption and whether submission of the Udyam Registration Certificate along with the bid will suffice.	Yes

S.No.	RFP Section / Heading	Query	Response/Clarification by NESL
74	Financial Benchmark	The RFP does not specify the estimated contract value, previous audit fee, estimated man-days or budget for the assignment. Kindly provide the indicative/estimated annual audit man-days or any other benchmark to enable bidders to submit a realistic and competitive financial quotation.	This is as per auditors discretion.
75		Frequency of physical visits	At the time of audit starting and audit ending physical presence are expected
76		Approximate transaction volume, Number of employees/vendors/customers, Whether IT audit is included in the scope	IT audit is not a part of this scope. However, IT general controls related to financial reporting are included for IFC
77		Whether control testing in FY 2027-28 requires separate manpower/fee	No separate commercial expected for control testing, it is all inclusive basis
78		Exact evidence accepted for Government/PSU and corporate audit experience, —whether appointment letters, work orders will suffice.	Satisfactory completion certificate from client is required.
79	Financial Bid –	Since the contract period is three years, kindly clarify whether the bidder may quote different professional fees for each financial year, or whether the fee quoted for FY 2026-27 must remain fixed for FY 2027-28 and FY 2028-29. If the fee is required to remain fixed for all three years, kindly clarify whether annual escalation due to increase in manpower cost, travel and other operating costs will be permitted.	Please quote seperately for each year as per the Annexure 2 of RFP
80	Scope / Manpower-	Kindly clarify whether NeSL has prescribed any minimum manpower requirement/designation-wise team structure or minimum qualification/experience for personnel deployed on the assignment.	This is as per auditors discretion.