S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
			Reply of Pre-Bid Queries of Request for Proposal for Selection of System Integrator (SI) for Design, Development, Implementation and Maintenance of Integrated E-Governance Solution 2.0 for Rajasthan State Pollution Control Board (RSPCB) covering end to end business processes under various Acts and Rules received during PreBid Meeting held on 12/01/2022		
1	14	6.3 Integration	Bidder will be responsible for Integration of RSPCB E-Governance Solution 2.0 with other standard e-governance applications	All API for integration will be provided by Department as per our understanding	All the API shall be provided by the Purchaser.
2	14	6.3 Integration	Bidder will be responsible for Integration of RSPCB E-Governance Solution 2.0 with other standard e-governance applications such as: a) Rajasthan Single Sign On (SSO) b) Rajasthan Sampark c) Rajdharaa (State GIS platform) d) Rajasthan Payment Platform (RPP) e) e-Mitra f) SMS Gateway (MSDG)	We understand that developed system should be integrated with given application (3rd party application). The provision APIs & required modification of 3rd party system will be done by RSPCB. We request department to Confirm.	All the API shall be provided by the Purchaser. All the extrenal API's (referred as 3rd party API's in query) shall be consumed as-is in the to be developed RSPCBMis2.0 and no additional coustmization is to be done by successful bidder.
3	14	6.3 Integration	Bidder will be responsible for Integration of RSPCB E-Governance Solution 2.0 with other standard e-governance applications	We assume that all the existing applications are fully functional and no need to procure any license for those applications. Also, the client will arrange to provide all required technical support i.e API, SDK, codes, etc to integrate the system. Kindly clarify if having a different understanding.	All the API shall be provided by the Purchaser. There is no need to procure additional softwares/licenses to consume these API's.
4	14	6.3 Integration	Bidder will be responsible for Integration of RSPCB E-Governance Solution 2.0 with other standard e-governance applications	We assume that required web service API for all the e-governance applications will be provided by RPCB. Please confirm.	All the API shall be provided by the Purchaser.
5	12	5.0 Brief Scope of Work	Integration of RSPCB E-Governance Solution 2.0 with Inter Departmental Applications (Government/Semi Government/ Autonomous/Private)	We understand that the required APIs/Web services would be provided by the department, bidder has to only integrate them.	Agree. All the API shall be provided by the Purchaser.
6	14	6.3 Integration	Bidder will be responsible for Integration of RSPCB E-Governance Solution 2.0 with other standard e-governance applications	We understand that all the approvals and the APIs for this external integration will be provided by the client. Kindly confirm	Agree. All the API shall be provided by the Purchaser.
7	14	6.3 Integration	Bidder will be responsible for Integration of RSPCB E-Governance Solution 2.0 with other standard e-governance applications	Our understanding is that, All API will be provided by department for Integration. Please confirm.	Agree. All the API shall be provided by the Purchaser.
8	58	APPENDIX A	11. Tester B. tech/MCA + 3 years of exp. of Asp.Net MVC 4.0, Entity Framework 6.0, .Net Framework 4.5, Jquery	Suggest this to be any graduate !	Please refer final RFP
9	58	APPENDIX A	APPENDIX A	Kindly confirm the minimum number of manpower requirements during the development phase and maintenance phase so that all bidders are on same platform.	Please refer final RFP

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
10	58	APPENDIX A	APPENDIX A	Please define the onsite manpower requirement for better efforts estimation.	Please refer final RFP
11	14	6.2 Design & Development of RSPCBE-Governance Solution 2.0	The selected bidder shall deploy the resources (as mentioned in Appendix A) onsite/offsite to develop the RSPCB E-Governance Application 2.0 as per instructions of RSPCB. RSPCB	Our Understanding is that bidder can deploy the resources as per Apendix A and do the development activity from Bidders premises.

Please confirm | Please refer final RFP |
| 12 | 17 | 6.10.1 New Module Development for Product enhancement | 6.10.1 New Module Development for Product enhancement:
  Selected bidder would be required to deploy an Application Enhancement and Maintenance team (As defined in Appendix A) for new module development for a period of 4 years as per the needs of the project for continuous development for product enhancement of the RSPCB E-Governance Solution 2.0 developed under this project. The deployment of Application Maintenance (AM) team of bidder physically at RSPCB headquarters will be done | Please confirm that all manpower mentioned in Appendix A to be deployed physically at RSPCB headquarters during O&M Phase, also share the RSPCB headquarters location along with manpower sitting plan like how many peoples will sit per headquarter. | Please refer final RFP |
13	58	APPENDIX A		Please clarify how many members are required on site ? .	Please refer final RFP
14	58	APPENDIX A		Please define development time and maintenance time	One year development time and four years FMS time post Go Live.
15	66	ANNEXURE-7 - FINANCIAL BID FORMAT	Financial Bid Format	The financial bid format should take price breakup of each module and process for clarity in the bidding process	No Change. Please refer final RFP
16				Please lets us know the Consortium allow for this project ? or single bidder is only applicable.	Consortium is not allowed.
17	20-21	Pre-Qualification for Bidder:,	General	In reference to the scope of work and other parameters we request you to allow the consortium of maximum 2 members and accept the PQ and scoring criteria from any consortium or cumulative from consortium members.	Consortium is not allowed.
18		General	Consortium	1. We request you to allow consortium for participation.	Consortium is not allowed.
19		General	Consorium	Looking in to complexities and project size, we request to allow the cosortium in bid.	Consortium is not allowed.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
20	7	1. INVITATION FOR BIDS (IFB) AND NOTICE INVITING BID (NIB)	Estimated Procurement Cost - Rs. 25.00 Crores (Rupees Twenty Five Crores only)	Looking into the current market scenerio and large scope with manpower requirement for the proposed project for a period of 5 years, we would suggest the approximate budget should be minimum 45 to 50 Cr for the project.	No Change. Please refer final RFP
21	8	1. INVITATION FOR BIDS (IFB) AND NOTICE INVITING BID (NIB) Notes	Bidder (authorized signatory) shall submit their offer on-line in Electronic formats both for technical and financial proposal. However, Demand Draft/Banker's Cheque for tender Fees and RISL Processing Fees should be submitted physically at the office of Tendering Authority as prescribed in NIB and a scanned copy of the same should also be uploaded along with the technical Bid/ cover. The bid security shall be submitted in the form of Demand draft/ Banker's Cheque/Bank Guarantee.	Due to Travel restrictions, physical submission of Tender Fees and RISL Processing Fees should be removed	No Change. Please refer final RFP

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
22	15	6.4 Data Migration	Bidder shall migrate data from existing database and application to new applications and databases. RSPCB will make available the data to the bidder at its offices for migration. Bidder will migrate the existing data and will submit the migrated data to RSPCB for verification. Bidder shall ensure 100% accuracy in the migrated data and in case any correction identified by RSPCB in the migrated data shall be corrected by the Bidder. · Bidder shall complete the migration of existing data before Go Live of RSPCBE-Governance Solution 2.0 and Web Portal Modules for verification of entered data by the RSPCB.	Need to understand the amount of data to be migrated. What are the data types to be migrated ?	The present database is MSSQL based. The amount of data is accumulated over a period of 10 years approx. All the standard data types exists in current RSPCBMIS1.0
23	15	6.4 Data Migration	Bidder shall migrate data from existing database and application to new applications and databases. RSPCB will make available the data to the bidder at its offices for migration. Bidder will migrate the existing data and will submit the migrated data to RSPCB for verification. Bidder shall ensure 100% accuracy in the migrated data and in case any correction identified by RSPCB in the migrated data shall be corrected by the Bidder.	We understand that Master Data & Open Transaction data to be migrated in new system. If old data to be referred it will be referred through APIs by Connecting old systems. We request department to Confirm.	No. Old data (data to be imported from MIS1.0) shall be fully imported/migrated into new system (MIS2.0) and old system (MIS1.0) will be discontinued.
24	15	6.4 Data Migration		1. What will be the size of data to be migrated?, 2. We assume that data will be provided in excel format for migration., 3. How many different type of tables / formats will be there for migration., 4. Please share list with URL of all website / application / portal that need to be migrated., 5. We assume that data migration will be one time activity only. Please confirm	1. The present database is MSSQL based and in electronic format only. The amount of data is accumulated over a period of 10 years approx. 2. Database is in MSSQL. 3. All standard data types will be migrated in the new system. 4. Access of database will be provided to the successful bidder. 5. Yes, migration is a one time activity.
25	12	5.0 Brief Scope of Work	Data Migration after validation from existing system to RSPCB E-Governance Solution 2.0.	For better understanding and efforts estimation, please define the size and data quality of the legacy data which would be migrated.	The present database is MSSQL based and in electronic format only. The amount of data is accumulated over a period of 10 years approx.
26	15	Data Migration	Bidder shall migrate data from existing database and application to new applications and databases	Please specify the quantum of data to be migrated and we understand that the entire existing databases are in electronic form. kindly confirm	The present database is MSSQL based and in electronic format only. The amount of data is accumulated over a period of 10 years approx.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
27	15	6.4 Data Migration	Bidder shall migrate data from existing database and application to new applications and databases. RSPCB will make available the data to the bidder at its offices for migration. Bidder will migrate the existing data and will submit the migrated data to RSPCB for verification. Bidder shall ensure 100% accuracy in the migrated data and in case any correction identified by RSPCB in the migrated data shall be corrected by the Bidder. · Bidder shall complete the migration of existing data before Go Live of RSPCBE-Governance Solution 2.0 and Web Portal Modules for verification of entered data by the RSPCB.	1. Kindly share the name of existing database engines (i.e Oracle/DB2/MSSQL/PostgreSQL etc.). 2. New application can also use the existing database solution provided the sturcture and type (structured/semi-structured/no-Structured) of data remain same. This will prevent the data migration altogether which can save significant amount of time and resources. 3. Is there any direct dependency of applications on the existing database engine (Oracle/DB2/MSSQL etc). If so, Please highlight the same. 4. Kindly share the volumetrics of the databases in the existing solution. This will help us estimate the capacity and effort.	1. MSSQL. 2. Existing Database and DataStructure to be migrated into new DB System. 3. No dependency. 4. The amount of data is accumulated over a period of 10 years approx.
28	15	6.0 Detailed Scope of Work 6.4 Data Migration /	Data Migration	If there are some issues on the old site or if some new integration has to be done, then who will be responsible to resolve it? Kindly Confirm.	No integration of Old site with new application to be done.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
29			The bidder must have successfully completed or is executing, at least TWO turnkey projects having application software development and Support services (O&M)/FMS for any Central Government Department/ State Government Department/Government Organizations/ PSUs in India with cumulative order value not less than Rs. 15.00 Crore during the last 7 years. AND Out of these Turnkey Projects, at least ONE project must be implemented successfully AND At least one turnkey project shall not be of less than Rs. 6 crore..	(This clause needs to be relaxed for participation of startups).	No chanse is envisaged in accordance wiyth the provisions of RTPP Rules.
30			The bidder organization should be appraised by an Authorized partner of CMMI institute at minimum maturity level of "Level 3". The bidder organization should be appraised by an Authorized partner of CMMI institute at minimum maturity level of "Level 3":	(This clause needs to be relaxed for participation of startups).	No Change. Please refer final RFP
31	P a g e | 20	8. Eligibility criteria 8.1 Pre-Qualification for Bidder	Average annual turnover of the bidder from IT/ITeS during the three financial years (2017-18, 2018-19, 2019-20) as per the published (wherever applicable) audited balance sheets should be at least Rs 75 Crores.	Request you to modify the clause as- Average annual turnover of the bidder from IT/ITeS during the three financial years (2017-18, 2018-19, 2019-20) as per the published (wherever applicable) audited balance sheets should be at least Rs 40 Crores.	Please refer final RFP.
32	20	8.1, Sl. no:2	Average Annual Turn-over for past 3 years	Change to at least 50 Crore	Please refer final RFP.
33	21	8.1,Sl.no: 5	Experience in at least 3 modules	This clause need more clarifications, can the same work order involves multiple modules from this list can be considered also or you need to show work order for each module separately, can this clause be removed as it is difficult to show case scope related to this module in work orders	No change. Please refer final RFP.
34	20	8. ELIGIBILITY CRITERIA, 8.1 Pre-Qualification for Bidder:, Sr. No. 2 - Average annual turnover of the firm IT/ ITeS	Average annual turnover of the bidder from IT/ITeS during the three financial years (2017-18, 2018-19, 2019-20) as per the published (wherever applicable) audited balance sheets should be at least Rs 75 Crores.	Average annual turnover of Rs.75.00 crores have been asked. However, as per the CVC Guidelines, average annual financial turnover during last 3 Financial Years should be 30% of the estimated project cost. (CVC Guidelines attached)	Please refer final RFP.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
35	20	8. ELIGIBILITY CRITERIA , 8.1 Pre-Qualification for Bidder:, Sr. No.4. Technical Capability	The bidder must have successfully completed or is executing, at least TWO turnkey projects with cumulative order value not less than Rs. 15.00 Crore during the last 7 years.	Even if 1 project is of order value of Rs.15.00 crores, it should be considered. On going projects should also be considered.	No change. Please refer final RFP.
36	20	8. ELIGIBILITY CRITERIA , 8.1 Pre-Qualification for Bidder:, Sr. No.4. Technical Capability	Out of these Turnkey Projects, at least ONE project must be implemented successfully.	All the projects required should be those which have been implemented successfully. Atleast the total receipt from phase completed should be as asked i.e. Rs. 15 crores.	No change. Please refer final RFP.
37	20	8. Eligibility criteria, 8.1 Pre-Qualification for Bidder	Average annual turnover of the bidder from IT/ITeS during the three financial years (2017-18, 2018-19, 2019-20) as per the published (wherever applicable) audited balance sheets should be at least Rs 75 Crores.	Request you to modify the clause as- Average annual turnover of the bidder from IT/ITeS during the three financial years (2017-18, 2018-19, 2019-20) as per the published (wherever applicable) audited balance sheets should be at least Rs 30 Crores.	Please refer final RFP.
38	22	8,8.1, Point No 2	Average annual turnover of the bidder from IT/ITeS during the three financial years (2017-18, 2018-19, 2019-20) as per the published (wherever applicable) audited balance sheets should be at least Rs 75 Crores.	Request the department to change and to be read as: Average annual turnover of the bidder from IT/ITeS during the three financial years (2017-18, 2018-19, 2019-20, 2020-21) as per the published (wherever applicable) audited balance sheets should be at least Rs 75 Crore 60 Crore	Please refer final RFP.
39	20	8.1 Pre-Qualification for Bidder:, 2. Average annual turnover of the firm IT/ ITeS	Average annual turnover of the bidder from IT/ITeS during the three financial years (2017-18, 2018-19, 2019-20) as per the published (wherever applicable) audited balance sheets should be at least Rs 75 Crores.	In reference to this clause, the estimation of this tender is Rs 25 Crores. As per CVC guidelines and also as per GEM criteria the turnover can be asked for 30% of the estimated value, hence we request you to relax the turnover criteria as per CVC guidelines and GEM standard criteria.	Please refer final RFP.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
40	20	8.1 Pre-Qualification for Bidder:, 4. Technical Capability	The bidder must have successfully completed or is executing, at least TWO turnkey projects having application software development and Support services (O&M)/FMS for any Central Government Department/ State Government Department/Government Organizations/ PSUs in India with cumulative order value not less than Rs. 15.00 Crore during the last 7 years. AND Out of these Turnkey Projects, at least ONE project must be implemented successfully. AND At least one turnkey project shall not be of less than Rs. 6 crore.	In reference to this clause, request you consider the on going projects with self undertaking from bidder for ongoing /phase completion of the project.	No change. Please refer final RFP.
41	21	8.1 Pre-Qualification for Bidder:, 5. Experience	Bidder should have successfully implemented a total end to end solution for any Urban Development Authority/Industrial Development Corporation/Municipal Corporation/Public Sector Units/Pollution Control Board/Government Organizations consisting of at least three modules from the following modules: • Environment related MIS development • Online application receipt and processing system• Finance and Accounts Management • Human Resource Management • E-File Management including tracking • Web Portal, Dashboard and MIS reports	As per the NIT the project is of e-Governance solution and E-Governance solution requirements differs from department to department. Hence e request to consider any e-governance projects which has a software application development part included in it for any govt. organization / PSUs in India.	Please refer final RFP.
42	21	8.1 Pre-Qualification for Bidder:, 5. Experience	The bidder must have at least 250 full time IT Professionals on its payroll as on date of submission of bid.	In reference to the scope of work and estimation of project the 250 resources would not be required for execution of the project, we request you to ask for the resources required as pe scope of work. As per our understanding maximum 50 full time IT Professionals would be appropriate requirement. In view of above, request to relax the requirement up to 50 full time It Professionals on its payroll.	Please refer final RFP.
43	20	8. ELIGIBILITY CRITERIA Subpoint 4	The bidder must have successfully completed or is executing, at least TWO turnkey projects having application software development and Support services (O&M)/FMS for any Central Government Department/ State Government Department/Government Organizations/ PSUs in India with cumulative order value not less than Rs. 15.00 Crore during the last 7 years. AND Out of these Turnkey Projects, at least ONE project must be implemented successfully. AND At least one turnkey project shall not be of less than Rs. 6 crore.	The bidder must have successfully completed or is executing, at least TWO projects having application software development/Support services/ O&M/FMS for any Central Government Department/ State Government Department/Government Organizations/ PSUs in India or abroad with cumulative order value not less than Rs. 15.00 Crore during the last 7 years. AND Out of these Projects, at least ONE project must be implemented successfully. AND At least one project shall not be of less than Rs. 6 crore.	No change.Please refer final RFP.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
44	20	8. ELIGIBILITY CRITERIA Subpoint 5	Bidder should have successfully implemented a total end to end solution for any Urban Development Authority/Industrial Development Corporation/Municipal Corporation/Public Sector Units/Pollution Control Board/Government Organizations consisting of at least three modules from the following modules: • Environment related MIS development • Online application receipt and processing system• Finance and Accounts Management • Human Resource Management • E-File Management including tracking • Web Portal, Dashboard and MIS reports	Request for Deletion of this clause	No change. Please refer final RFP.
45	21	8.1 Pre-Qualification for Bidder	Bidder should have successfully implemented a total end to end solution for any Urban Development Authority / Industrial Development Corporation / Municipal Corporation / Public Sector Units / Pollution Control Board / Government Organizations consisting of at least three modules from the following modules:	1. To get bids from more competitive bidders we suggest below changes in this clause., Bidder should have successfully implemented a total end to end solution for any Central Government Department / State Government Department / Government Organizations/ PSUs / Urban Development Authority / Industrial Development Corporation / Municipal Corporation / Public Sector Units / Pollution Control Board / Government Organizations consisting of at least three modules from the following modules:	Please refer final RFP.
46	21	8.1 Pre-Qualification for Bidder:	The bidder organization should be appraised by an Authorized partner of CMMI institute at minimum maturity level of "Level 3".	Looking into the large scope of work, we request you to amend the clause as under: The bidder organization should be appraised by an Authorized partner of CMMI institute at minimum maturity level of "Level 5".	No change. Please refer final RFP.
47	20	8. Eligibility criteria 8.1 Pre-Qualification for Bidder	Average annual turnover of the bidder from IT/ITeS during the three financial years (2017-18, 2018-19, 2019-20) as per the published (wherever applicable) audited balance sheets should be at least Rs 75 Crores.	As per the Rajasthan Transparency in Public Procurement Rules, 2013, Clause 79N (i), the minimum turnover of the bidder should be at least 100% of the project cost. Which is 25 Cr in this case. However the minimum turnover under the eligibility criteria is on a very higher side and we request to kindly consider reducing the same. Request you to modify the clause as- Average annual turnover of the bidder from IT/ITeS during the three financial years (2017-18, 2018-19, 2019-20) as per the published (wherever applicable) audited balance sheets should be at least Rs 30 Crores.	Please refer final RFP.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
48	20	Pre Qualification Criteria , Turnover	Average annual turnover of the bidder from IT/ITeS during the three financial years (2017-18, 2018-19, 2019-20) as per the published (wherever applicable) audited balance sheets should be at least Rs 75 Crores	Sir, as per RTPP Rule 2013 Clause 79N sub clause (i) the bidder should have 100% of average annual turnover equal to project cost in last three years. Kindly reduce the turnover to 25 Cr for healthy participation and to comply with the Act	Please refer final RFP.
49	21	Pre Qualification Criteria, Experience	Bidder should have successfully implemented a total end to end solution for any Urban Development Authority/Industrial Development Corporation/Municipal Corporation/Public Sector Units/Pollution Control Board/Government Organizations consisting of at least three modules from the following modules: • Environment related MIS development • Online application receipt and processing system • Finance and Accounts Management • Human Resource Management • E-File Management including tracking • Web Portal, Dashboard and MIS reports	Sir, the basic objective behind any MIS is to provide different reports based on the input give to the system. So MIS is not a different product while it is part of any software developed for better reporting, decision making and analysis. Asking only for Environment related MIS will restrict the bidding and it is not different from any other MIS in terms of its nature. Also, this is carrying the 5 marks which impact the overall qualifying marks. Request you to kindly ask for Experience in only MIS Development.	Please refer final RFP.
50	20	8.1 Pre-Qualification for Bidder:	Average annual turnover of the bidder from IT/ITeS during the three financial years (2017-18, 2018-19, 2019-20) as per the published (wherever applicable) audited balance sheets should be at least Rs 75 Crores.	We request to relax the turnover clause and make it as per the given Project cost, which is 25 Cr. So suggesting to have following as revised clause: Average annual turnover of the bidder from IT/ITeS during the three financial years (2017-18, 2018-19, 2019-20) as per the published (wherever applicable) audited balance sheets should be at least Rs 50 Crores.	Please refer final RFP.
51		8.1 Pre-Qualification for Bidder:	The bidder must have successfully completed or is executing, at least TWO turnkey projects having application software development and Support services (O&M)/FMS for any Central Government Department/ State Government Department/Government Organizations/ PSUs in India with cumulative order value not less than Rs. 15.00 Crore during the last 7 years. AND Out of these Turnkey Projects, at least ONE project must be implemented successfully. AND At least one turnkey project shall not be of less than Rs. 6 crore.	The bidder must have successfully completed or is executing, at least Two turnkey Projects having Enterprise Application Implementation / Enterprise Application Upgarde & Support / Application Software development and Support services (O&M)/FMS/ERP Upgarde and support for any Central Government Department/ State Government Department/Government Organizations/ PSUs in India with cumulative order value not less than Rs. 15.00 Crore during the last 7 years. AND Out of these Turnkey Projects, at least ONE project must be implemented successfully/Go Live successfully. AND At least one turnkey project shall not be of less than Rs. 6 crore.	No change. Please refer final RFP.
52			The bidder must have at least 250 full time IT Professionals on its payroll as on date of submission of bid.	The bidder must have at least 150 full time IT Professionals on its payroll as on date of submission of bid.	Please refer final RFP.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
53	21	The bidder organization should be appraised by an Authorized partner of CMMI institute at minimum maturity level of "Level 3".	At maturity level 5, an organization has achieved all the specific goals of the process areas assigned to maturity levels 2, 3, 4, and 5 and the generic goals assigned to maturity levels 2 and 3. Processes are continually improved based on a quantitative understanding of the common causes of variation inherent in processes. Maturity level 5 focuses on continually improving process performance through both incremental and innovative technological improvements. Quantitative process-improvement objectives for the organization are established, continually revised to reflect changing business objectives, and used as criteria in managing process improvement.	Based on our experience and in order to bring exemplary quality to the solution, we suggest to go for CMMI Level 5. At maturity level 5, an organization has achieved all the specific goals of the process areas assigned to maturity levels 3 covers the generic goals assigned to maturity levels 2 and 1 and just focusses on the project standardization. CMMI level ensures Quality, Maturity and Continual Process Improvement.	No change. Please refer final RFP.
54	21	8. ELIGIBILITY CRITERIA 8.1 Pre-Qualification for Bidder/	S.No.6. Manpower Strength : The bidder must have at least 250 full time IT Professionals on its payroll as on date of submission of bid	Request to lower down the count of IT Professional Manpower.	Please refer final RFP.
55	21	8. ELIGIBILITY CRITERIA 8.1 Pre-Qualification for Bidder/	S.No. 8.Certifications: The bidder organization should be appraised by an Authorized partner of CMMI institute at minimum maturity level of "Level 3".	The CMMI certificate is currently under appraisal cum renew process. We will submit the signed certified certificate from the appraisal auditor of CMMI. Hope it will suffice the purpose and we will be allowed to submit our bid. Kindly confirm.	No change. Please refer final RFP.
56	20	8. ELIGIBILITY CRITERIA 8.1 Pre-Qualification for Bidder S. No. 4 Technical Capability	The bidder must have successfully completed or is executing, at least TWO turnkey projects having application software development and Support services (O&M)/FMS for any Central Government Department/ State Government Department/ Government Organizations/ PSUs in India with cumulative order value not less than Rs. 15.00 Crore during the last 7 years.	By cumulative order value we assume that multiple orders for different projects would be 15 Cr in last seven years, would sufice the requirement for this clause. Request you to kindly clarify on our understanding?	Please refer final RFP.
57			EMD	Further the EMD should be relaxed for participation of startups	EMD relexation is as per RFP and as per RTPP Rules

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
58	27	10.7 Bid Security (EMD):	In lieu of bid security, a bid securing declaration shall be taken from Departments of the State Government, Undertakings, Corporations, Autonomous bodies, Registered Societies and Cooperative Societies which are owned or controlled or managed by the State Government and Government Undertakings of the Central Government.	Our Company Bharat Electronics Limted being a PSU, a Govt.of India Undertaking under Ministry of Defence, can we submit a bid securing Decleration.	Agreed. Bidders exempted under RTPP Rules, 2013 may submit Bid securing declaration format in accordance to the Rules.
59	27	10.7 Bid Security (EMD):	In lieu of bid security, a bid securing declaration shall be taken from Departments of the State Government, Undertakings, Corporations, Autonomous bodies, Registered Societies and Cooperative Societies which are owned or controlled or managed by the State Government and Government Undertakings of the Central Government.	Can you please suggest a format for submitting the "Bid Securing Declaration"	Agreed. Bidders exempted under RTPP Rules, 2013 may submit Bid securing declaration format in accordance to the Rules.
60	7	1. Invitation for bids (ifb) and notice inviting bid (nib)	Bid Security (EMD) and Mode of Payment, Bid security amount - Rs. 50 Lacs. (Rupees Fifty Lacs only), To be paid in form of Demand Draft/Banker's cheque/Bank Guarantee	We request you to kindly consider "Bid Security Declaration" in place EMD.	At present the provision of EMD declaration has been expired on 31.12.2021. As per the RTPP rules the EMD requirement is 2% of estimated value of bid cost.
61	7	1. INVITATION FOR BIDS (IFB) AND NOTICE INVITING BID (NIB)	Bid security amount - Rs. 50 Lacs. (Rupees Fifty Lacs only) To be paid in form of Demand Draft/Banker's cheque/Bank Guarantee	We are MSME Registered unit of Rajasthan, so we request you to allow exemption in EMD as per RTPP act.	EMD relexation is applicable on such units which are registered by Industry Department of Rajasthan as per RTPP Rules.
62	22	9. Evaluation criteria:	Bidder's Average Turn Over from IT / ITeS for the last three financial years (i.e. FY 2017-18, 2018-19 and 2019-20) >=150 cr : 10 marks, >=100 Cr and <150 cr : 5 Marks, >=75 Cr and <100 Cr : 3 Marks	To be in line with the PQ criteria, We request you to modify the clause as- Bidder's Average Turn Over from IT / ITeS for the last three financial years (i.e. FY 2017-18, 2018-19 and 2019-20) >=60 cr : 10 marks >=50 Cr and <60 cr : 7 Marks >=40 Cr and <50 Cr : 3 Marks	Please refer final RFP.
63	22	9 Sl. No: 1	Evaluation Parameters to be updated	Based on Clause 8.1 for minimum average revenue can this clause be modified to have competitive scores	Please refer final RFP.
64	22	9. EVALUATION CRITERIA		As per the Evaluation Criteria, if the bidder fulfils all eligibility criteria, he still will not be able to achieve 60% marks as desired. Evaluation Criteria should be reconsidered.	Please refer final RFP.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
65	22	9. EVALUATION CRITERIA	Page No.23- Sr.No.4, The bidder must have successfully completed or is executing turnkey projects having application software development and Support services (O&M)/FMS for any Central Government Department/ State Government Department/Government Organizations/PSUs in the State of Rajasthan of Work order value not less than 5.00 cr. in last 7 years. Page No.24- Sr.No.6, Bidder should have managed or managing an application software for Online Receipt and Processing of Applications/Online E-Passes/Documents/Invoices for any Urban Development Authority/Industrial Development Corporation/Municipal Corporation/Public Sector Units/Pollution Control Board/Government Organizations with minimum no. of applications/receipts/e-passes/documents/invoices	These points are not mentioned in . ELIGIBILITY CRITERIA (Pre-Qualification for Bidder), These points should not be added in Evaluation Criteria.	No change. Please refer final RFP.
66	23	9. EVALUATION CRITERIA:	The bidder must have successfully completed or is executing turnkey projects having application software development and Support services (O&M)/FMS for any Central Government Department/ State Government Department/Government Organizations/PSUs in the State of Rajasthan of Work order value not less than 5.00 cr. in last 7 years.	In 8. ELIGIBILITY CRITERIA, 8.1 Pre-Qualification for Bidder, There is no requirement that mandates that, the Turnkey projects need to be executed for State of Rajastan. We suggest consider the experience for any of the states in India as long as it is an e-Govenance Project. We suggest "in the State of Rajasthan" be replaced as "any of the states in India"	No change. Please refer final RFP.
67	22	9. Evaluation criteria:	Bidder's Average Turn Over from IT / ITeS for the last three financial years (i.e. FY 2017-18, 2018-19 and 2019-20), >=150 cr : 10 marks, >=100 Cr and <150 cr : 5 Marks, >=75 Cr and <100 Cr : 3 Marks	To be in line with the PQ criteria, We request you to modify the clause as- Bidder's Average Turn Over from IT / ITeS for the last three financial years (i.e. FY 2017-18, 2018-19 and 2019-20), >=50 cr : 10 marks, >=40 Cr and <50 cr : 5 Marks, >=30 Cr and <40 Cr : 3 Marks	Please refer final RFP.
68	24	9, Point No 2	Bidder's Average Turn Over from IT / ITeS for the last three financial years (i.e. FY 2017-18, 2018-19 and 2019-20), >=150 cr : 10 marks, >=100 Cr and <150 cr : 5 Marks, >=75 Cr and <100 Cr : 3 Marks	Request the department to change and to be read as: Bidder's Average Turn Over from IT / ITeS for the last three financial years (i.e. FY 2017-18, 2018-19 and 2019-20, 2020-21), · >=150 cr >=100 cr : 10 marks, · >=100 Cr and <150 cr >=100 cr and <75 cr : 5 Marks, · >=75 Cr and <100 Cr >=60 Cr and <75 Cr : 3 Marks	Please refer final RFP.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
69	26	9, Point No 6	Bidder should have managed or managing an application software for Online Receipt and Processing of Applications/Online E Passes /Documents/Invoices for any Urban Development Authority/Industrial Development Corporation/Municipal Corporation/Public Sector Units /Pollution Control Board/Government Organizations with minimum no. of applications/receipts/e-passes/documents/invoices: S.N. Minimum no. of applications Marks a) From 2 Lakhs to less than 3 Lakhs 4 b) From 3 Lakhs to less than 5 Lakhs 6 c) 5 Lakhs and more 10	Request the department to change and to be read as: Bidder should have managed or managing an application software for Online Receipt and Processing of Applications/Online E-Passes/Documents/Invoices/ Implementation of ERP for any Urban Development Authority/Industrial Development Corporation/Municipal Corporation/Public Sector Units/Pollution Control Board/Government Organizations with minimum no. of applications/receipts/e-passes/documents/invoices: S.N. Minimum no. of applications Marks a) From 2 Lakhs to less than 3 Lakhs 4 b) From 3 Lakhs to less than 5 Lakhs 6 c) 5 Lakhs and more 10	No change. Please refer final RFP.
70	22	9 Evaluation Criteria - 1	Bidder's Average Turn Over from IT / ITeS for the last three financial years (i.e. FY 2017-18, 2018-19 and 2019-20), >=150 cr : 10 marks, >=100 Cr and <150 cr : 5 Marks, >=75 Cr and <100 Cr : 3 Marks	As explained above at Sr.No.5, request to amend the technical criteria based on 30% turnover of estimated project value.	Please refer final RFP.
71	23	9 Evaluation Criteria - 5	The bidder must have successfully completed or is executing turnkey projects having application software development and Support services (O&M)/FMS for any Central Government Department/ State Government Department/Government Organizations/PSUs in the State of Rajasthan of Work order value not less than 5.00 cr. in last 7 years Minimum 5 Crores to 7 Crores - 2 Marks, Above 7 Crores - 5 Marks	In reference to this clause, we request to consider ongoing projects from any PSUs in India.	No change. Please refer final RFP.
72		9. EVALUATION CRITERIA Subpoint 1	Bidder's Average Turn Over from IT / ITeS for the last three financial years (i.e. FY 2017-18, 2018-19 and 2019-20) >=150 cr : 10 marks, >=100 Cr and <150 cr : 5 Marks, >=75 Cr and <100 Cr : 3 Marks	Bidder's Average Turn Over from IT / ITeS for the last three financial years (i.e. FY 2017-18, 2018-19 and 2019-20) More Than 70 Cr. - 6 Marks, >70 Cr. To <=60 Cr. - 4 Marks, > 60 Cr. To <=50 Cr. - 2 Marks	Please refer final RFP.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
73		9. EVALUATION CRITERIA Subpoint 4	Bidder should have successfully implemented a total end to end solution for any Urban Development Authority/Industrial Development Corporation/ Municipal Corporation/Public Sector Units including nationalized banks/Pollution Control Board/Govt. Organizations consisting of at least three modules from the following modules. The evaluation criteria will be as follows: a) Environment related MIS development 5 Marks, b) Online application receipt and processing system 2 Marks, c) Finance and Accounts Management 2 Marks, d) Human Resource Management 2 Marks, e) E-File Management including tracking 2 Marks, f) Web Portal, Dashboard and MIS reports 2 Marks	Request for Deletion of this clause	Please refer final RFP.
74		9. EVALUATION CRITERIA Subpoint 3	The bidder must have successfully completed or is executing at least TWO turnkey projects having application software development and Support services (O&M)/FMS for any Central Government Department/ State Government Department/Government Organizations/PSUs in India with cumulative order value not less than Rs. 15.00 Crore during the last 7 years AND Out of these Turnkey Projects, at least ONE project must be completely implemented. AND At least one turnkey project shall not be of less than Rs. 6 crore. Marks shall be awarded to bidder for past work experience as per below mentioned criteria:- ● From 15 Crores to less than 20 Crores - 10Marks ● From 20 Crores to less than 25 Crores - 15 Marks ●25 Crores and more - 20 marks	The bidder must have successfully completed or is executing, at least TWO projects having application software development/Support services/O&M/FMS for any Central Government Department/ State Government Department/Government Organizations/ PSUs in India or abroad with cumulative order value not less than Rs. 15.00 Crore during the last 7 years. AND Out of these Projects, at least ONE project must be implemented successfully. AND At least one project shall not be of less than Rs. 6 crore. Marks shall be awarded to bidder for past work experience as per below mentioned criteria:- ● From 15 Crores to less than 20 Crores - 10Marks ● From 20 Crores to less than 25 Crores - 15 Marks ●25 Crores and more - 20 marks	No change. Please refer final RFP.
75		9. EVALUATION CRITERIA Subpoint 5	The bidder must have successfully completed or is executing turnkey projects having application software development and Support services (O&M)/FMS for any Central Government Department/ State Government Department/Government Organizations/PSUs in the State of Rajasthan of Work order value not less than 5.00 cr. in last 7 years. ● Minimum 5 Crores to 7 Crores - 2Marks ● Above 7 Crores - 5 Marks	The bidder must have successfully completed or is executing projects having application software development/Support services/O&M/FMS for any Central Government Department/ State Government Department/Government Organizations/PSUs of Work order value not less than 5.00 cr. in last 7 years. ● Minimum 5 Crores to 7 Crores - 2Marks ● Above 7 Crores - 5 Marks	No change. Please refer final RFP.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
76		9. EVALUATION CRITERIA Subpoint 6	Bidder should have managed or managing an application software for Online Receipt and Processing of Applications/Online E-Passes/Documents/Invoices for any Urban Development Authority/Industrial Development Corporation/Municipal Corporation/Public Sector Units/Pollution Control Board/Government Organizations with minimum no. of applications/receipts/e-passes/documents/invoices: a) From 2 Lakhs to less than 3 Lakhs 4 Marks b) From 3 Lakhs to less than 5 Lakhs 6 Marks c) 5 Lakhs and more 10 Marks	Bidder should have managed or managing an application software or ticketing solution for Online Receipt and Processing of Applications/Online E-Passes/Documents/Invoices/Query Resolution for any Urban Development Authority/Industrial Development Corporation/Municipal Corporation/Public Sector Units/Pollution Control Board/Government Organizations with minimum no. of applications/receipts/e-passes/documents/invoices/Query tickets: a) From 50 Thousand to less than 75 Thousand 4 Marks b) From 75 Thousand to less than 1 Lakhs 6 Marks c) 1 Lakhs and more 10 Marks	No change. Please refer final RFP.
77	22	9. EVALUATION CRITERIA:	Bidder's Average Turn Over from IT / ITeS for the last three financial years (i.e. FY 2017-18, 2018-19 and 2019-20) · >=150 cr : 10 marks, · >=100 Cr and <150 cr : 5 Marks, · >=75 Cr and <100 Cr : 3 Marks	To get more competitive price bids we suggest below changes in this clause. - >=125 cr : 10 marks, - >=100 Cr and <125 cr : 5 Marks , - >=75 Cr and <100 Cr : 3 Marks	Please refer final RFP.
78	23	9. EVALUATION CRITERIA:	The bidder must have successfully completed or is executing turnkey projects having application software development and Support services (O&M)/FMS for any Central Government Department/ State Government Department/Government Organizations/PSUs in the State of Rajasthan of Work order value not less than 5.00 cr. in last 7 years.	This clause will restrict competition. We therefore request you to remove "in the State of Rajasthan" from this clause and allow bidders showing experience from anywhere in India in any Indian States. Please consider.	No change. Please refer final RFP.
79	22	Technical Eavalutaion ceiteria, Turnover	Bidder's Average Turn Over from IT / ITeS for the last three financial years (i.e. FY 2017-18, 2018-19 and 2019-20) · >=150 cr : 10 marks · >=100 Cr and <150 cr : 5 Marks · >=75 Cr and <100 Cr : 3 Marks	Kindly reduce it to following for healthy participation- Bidder's Average Turn Over from IT / ITeS for the last three financial years (i.e. FY 2017-18, 2018-19 and 2019-20), >=65 cr : 10 marks, >=45 Cr and <65 cr : 5 Marks, · >=25 Cr and <45 Cr : 3 Marks	Please refer final RFP
80	22	Technical Eavalutaion ceiteria, Certifications	The bidder organization should be appraised by an Authorized partner of CMMI institute at minimum maturity level of "Level 3": · SEI-CMMi level 5: 15 Marks, · SEI-CMMi level 4: 10 Marks, · SEI-CMMi level 3 : 05 Marks	Sir, there are very few companies who is awarded as CMMi 5 from CMMi Institute. Also the nature of the project is required some sort of Information Security aand Quality Certifications as well which comes under the ambit of ISO. Also the current marking pattern has huge difference. We request you to kindly modify this clause as- · ISO 9001+ ISO 27001 and CMMi 3: 15 Marks · ISO 9001 and ISO 27001: 10 Marks · ISO 9001 : 05 Marks	Please refer final RFP.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
81	23	Technical Eavalutaion ceiteria, Project Experience	The bidder must have successfully completed or is executing turnkey projects having application software development and Support services (O&M)/FMS for any Central Government Department/ State Government Department/Government Organizations/PSUs in the State of Rajasthan of Work order value not less than 5.00 cr. in last 7 years.	Sir, kindly allow the experience from the other state as well (Kindly do not restrict for Rajasthan only) as the FMS services, O&M support etc goes in same way for almost every department located in different states. Asking only for Rajasthan may discourage other vendors who are doing well for different governments and location in the country.	No change. Please refer final RFP.
82				Sir, as the Board assumes the minimum qualifiying marks are 60 in Technical Qualification criteria for opening of Commercial bid but even after obtaining the minimum marks in all technical qualification parameter the total is less than 60 which is logically incorrect so its impossible to qualify by getting the minimum marks. Kindly revise the marking scheme to qualify for commercial opening	No change. Please refer final RFP.
83	22	9. EVALUATION CRITERIA:	Bidder's Average Turn Over from IT / ITeS for the last three financial years (i.e. FY 2017-18, 2018-19 and 2019-20) >=150 cr : 10 marks >=100 Cr and <150 cr : 5 Marks >=75 Cr and <100 Cr : 3 Marks	Bidder's Average Turn Over from IT / ITeS for the last three financial years (i.e. FY 2017-18, 2018-19 and 2019-20) >=70 cr : 10 marks >=60 Cr and <70 cr : 5 Marks >=50 Cr and <60 Cr : 3 Marks	Please refer final RFP.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
84			The bidder must have successfully completed or is executing at least TWO turnkey projects having application software development and Support services (O&M)/FMS for any Central Government Department/ State Government Department/Government Organizations/PSUs in India with cumulative order value not less than Rs. 15.00 Crore during the last 7 years AND Out of these Turnkey Projects, at least ONE project must be completely implemented. AND At least one turnkey project shall not be of less than Rs. 6 crore. Marks shall be awarded to bidder for past work experience as per below mentioned criteria:- Cumulative Work Order Value in last seven years (7 yrs.)-Marks From 15 Crores to less than 20 Crores- 10 Marks From 20 Crores to less than 25 Crores-15 Marks 25 Crores and more-20 Marks	The bidder must have successfully completed or is executing at least TWO turnkey projects having Enterprise Application Implementation / Enterprise Application Upgrade & Support / Application software development and Support services (O&M)/FMS for any Central Government Department/ State Government Department/Government Organizations/PSUs in India with cumulative order value not less than Rs. 15.00 Crore during the last 7 years AND Out of these Turnkey Projects, at least ONE project must be completely implemented/Go-Live of Project. AND At least one turnkeyproject shall not be of less than Rs. 6 crore. Marks shall be awarded to bidder for past work experience as per below mentioned criteria:- Cumulative Work Order Value in last seven years (7 yrs.)-Marks From 15 Crores to less than 20 Crores- 10 Marks From 20 Crores to less than 25 Crores-15 Marks 25 Crores and more-20 Marks	No change. Please refer final RFP.
85			The bidder must have successfully completed or is executing turnkey projects having application software development and Support services (O&M)/FMS for any Central Government Department/ State Government Department/Government Organizations/PSUs in the State of Rajasthan of Work order value not less than 5.00 cr. in last 7 years. Minimum 5 Crores to 7 Crores-2 marks Above 7 Crores-5 marks	The bidder must have successfully completed or is executing projects having application software development/Website/Web portals and Support services (O&M)/FMS for any Central Government Department/ State Government Department/Government Organizations/PSUs in the State of Rajasthan of Work order value not less than 60 Lakh. in last 7 years. Minimum 60 Lakh to 70 Lakh -2 marks Above 70 Lakh-5 marks	No change. Please refer final RFP.
86			The bidder must have at least 250 full time IT Professionals on its payroll as on date of submission of bid. Number of full time IT Professionals-Marks From 250 to less than 500-6 marks From 500 to less than 1000-8 marks 1000 and more-10 marks	The bidder must have at least 150 full time IT Professionals on its payroll as on date of submission of bid.- Number of full time IT Professionals-Marks From 100 to less than 150-5 marks 150 and more-10 marks	Please refer final RFP.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
87	22	EVALUATION CREITERIA:	The bidder organization should be appraised by an Authorized partner of CMMI institute at minimum maturity level of "Level 3": · SEI-CMMi level 5: 15 Marks · SEI-CMMi level 4: 10 Marks · SEI-CMMi level 3 : 05 Marks	Based on our experience, we suggest to keep this clause intact and award 15 points for CMMI 5 as CMMI 5 brings Quality, Maturity and Continuous Process Improvement mindset and working methodologies to the projects.	Please refer final RFP.
88	23	9. EVALUATION CRITERIA: Point no.4 (a)	(a) Environment related MIS development	We request to change the clause to "MIS Development" instead of "Environment related MIS Development" as this clause highly restricts the marks earnability. Alternatively, we suggest to decrease the marks related to this specificity so that it becomes more flexible for the bidders who have not worked in environmental projects.	Please refer final RFP.
89	23	9. EVALUATION CRITERIA: Point no.5	The bidder must have successfully completed or is executing turnkey projects having application software development and Support services (O&M)/FMS for any Central Government Department/ State Government Department/Government Organizations/PSUs in the State of Rajasthan of Work order value not less than 5.00 cr. in last 7 years. Minimum 5 Crores to 7 Crores : 2 Marks Above 7 Crores : 5 Marks	We request to omit "in the State of Rajasthan" from the clause as this highly specific and thus decreases the marks earnability of the bidders who have so far operated in other areas of India. OR we suggest to replace "in the State of Rajasthan" with "any state in India". OR In case of no change, Kindly reduce the awarded marks for this clause as below. Less than 2 crores : 1 Mark 2 crores to 4 Crores : 3 Marks Above 4 Crores : 5 Marks	No change. Please refer final RFP.
90	22	9. EVALUATION CRITEIRA S. No. 2	The bidder organization should be appraised by an Authorized partner of CMMI institute at minimum maturity level of "Level 3": • SEI-CMMi level 5: 15 Marks • SEI-CMMi level 4: 10 Marks • SEI-CMMi level 3 : 05 Marks	As there is huge marking difference, request you to kindly change the marking criteria as mentioned below: The bidder organization should be appraised by an Authorized partner of CMMI institute at minimum maturity level of "Level 3": • SEI-CMMi level 5: 15 Marks • SEI-CMMi level 4: 12 Marks • SEI-CMMi level 3: 10 Marks	Please refer final RFP.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
91	22	9. EVALUATION CRITEIRA S. No. 3	The bidder must have successfully completed or is executing at least TWO turnkey projects having application software development and Support services (O&M)/FMS for any Central Government Department/ State Government Department/ Government Organizations/PSUs in India with cumulative order value not less than Rs. 15.00 Crore during the last 7 years	By cumulative order value we assume that multiple orders for different projects would be 15 Cr in last seven years, would sufice the requirement for this clause. Request you to kindly clarify on our understanding?	Please refer final RFP.
92	23	9. EVALUATION CRITEIRA S. No. 5	The bidder must have successfully completed or is executing turnkey projects having application software development and Support services (O&M)/FMS for any Central Government Department/ State Government Department/Government Organizations/PSUs in the State of Rajasthan of Work order value not less than 5.00 cr. in last 7 years. Minimum 5 Crores to 7 Crores 2 Marks Above 7 Crores 5 Marks	Request you to kindly change the marking criteria for this clause as mentioned below: The bidder must have successfully completed or is executing turnkey projects having application software development and Support services (O&M)/FMS for any Central Government Department/ State Government Department/Government Organizations/PSUs in the State of Rajasthan of Work order value not less than 2.50 cr. in last 7 years. Minimum 2.5 Crores to 5 Crores 3 Marks 5 Crores to 7 Crores 4 Marks Above 7 Crores 5 Marks	No change. Please refer final RFP.
93	24	9. EVALUATION CRITEIRA S. No. 6	Bidder should have managed or managing an application software for Online Receipt and Processing of Applications/Online E-Passes/Documents/Invoices for any Urban Development Authority/Industrial Development Corporation/Municipal Corporation/Public Sector Units/Pollution Control Board/Government Organizations with minimum no. of applications/receipts/e-passes/documents/invoices: S. N. Minimum no. of applications Marks a) From 2 Lakhs to less than 3 Lakhs 4 b) From 3 Lakhs to less than 5 Lakhs 6 c) 5 Lakhs and more 10	We assume that the numbers mentioned 'for Online Receipt and Processing of Applications/ Online E-Passes/ Documents/ Invoices' is for the complete project duration, and not for a paticular year. Request you to kindly clarify on our undestanding.	This criteria should be considered for complete project duration.
94	17	6.10 & 6.10.1	Maintenance of existing MIS application till complete execution of new proposed solution goes live (which is as per the current estimate is 1 year), New module for Application Development without any cost	Please clarify MIS application maintenance , Please clarify , can the effort per month can be capped as it is difficult to estimate with open ended application development	The Scope of Work w.r.t. to existing MIS facility includes Operation & Maintenace only.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
95				Please confirm technology on which existing system has been developed.	Frontend: Dot Net Backend: MS SQL
96	12	5.0 Brief Scope of Work	Maintain the existing MIS in running condition and carry out all required maintenance/ up-gradation works till the new RSPCB e-governance solution 2.0 is successfully executed.	We understand that existing system needs to be supported for MIS, till the RSPCB e-governance solution 2.0 is successfully executed. For the same, we request RSPCB to provide complete details of existing system Viz architecture, existing platform, MIS reports, hardware etc which may be required to support the system.	The basic details shall be shared with the successful bidder. The Scope of Work w.r.t. to existing MIS facility includes Operation & Maintenace only.
97	12	6.0 Detailed Scope of Work	ii. Identification and deep dive into all available documents (like FRS, enhancement log, design documents, User Manual etc.)	It will be better if you can provid the list of documents available for each of the existing system/application which are to be re-developed under RSPCB E-Governance Solution 2.0 as part of the scope of this tender.	Please refer final RFP.
98	13	6.0 Detailed Scope of Work	The scope of RSPCB E-Governance Solution 2.0 will cover following tentative new modules along with core application in the following suggestive manner.	We request you to please share a clear list of the core application and new modules.	Please refer final RFP.
99	14	6.2 Design & Development of RSPCBE-Governance Solution 2.0	Maintain the existing MIS in running condition and carry out all required maintenance/ up-gradation works till the new RSPCB e-governance solution 2.0 is successfully executed.	As current vendors of the respective systems will be more suitable to manage / maintain till new RSPCB e-governance solution 2.0 is successfully executed, we suggest this activity should be taken care by respective vendors only. Please consider.	The basic details shall be shared with the successful bidder. The Scope of Work w.r.t. to existing MIS facility includes Operation & Maintenace will lie with sucessful bidder only.
100	12	5.0 Brief Scope of Work	Maintain the existing MIS in running condition and carry out all required maintenance/ up-gradation works till the new RSPCB e-governance solution 2.0 is successfully executed.	We asumed that department having all required data & documents like source code, executable code, user manuals, technical architecture document, SRS etc and to be shared with SI to Maintain the existing MIS in running condition and carry out all required maintenance/ up-gradation works. Please confirm.	No old references are available as of now . Successful bidder is required to translate the current MIS1.0 system into new technology.
101	15	6.4 Data Migration	Bidder shall migrate data from existing database and application to new applications and databases. RSPCB will make available the data to the bidder at its offices for migration	Please share the data size in GB/TB which need to be migrated on RSPCB E-Governance Solution 2.0. Also confirm all data provided by department for migration will be in soft files.	30 GB approx is the current MSSQL DB size. All existing data is in soft/electronic files.
102	11	3 OVERVIEW ON EXISTING SYSTEM	Existing system is currently catering the business requirements in bits and pieces and need to be upgraded followed by further enhancements	Please share technology stack of existing system. Please confirm that How you will provide the existing system/software access to SI for enhancements/development of RSPCB E-Governance Solution 2.0.	Frontend: Dot Net Backend: MS SQL Successful bidder will be provided login access to existing system.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
103	11	3 OVERVIEW ON EXISTING SYSTEM	Existing system consists of following modules/processes: Ø Administrator Ø Cess Management Ø Consent Management Ø Laboratory Management Ø Store Management Ø Waste Management Ø Account & Budgetary Ø Receipt & Dispatch Ø File Tracking System Ø Online Continuous Emission/Effluent Monitoring System Ø Personal Information System – Rajkaj (RSPCB using the application developed under supervision of Govt of Rajasthan) Ø Legal management– LITES Ø Grievance management—Rajasthan Sampark	We would request to provide more details of existing system like underlying technology/ platform	Frontend: Dot Net Backend: MS SQL Successful bidder will be provided login access to existing system Options: Guest Login. Also reference link of website for walk-through of existing application
104	11	3 OVERVIEW ON EXISTING SYSTEM	Existing system consists of following modules/processes:	We would request to provide more details of existing system like underlying technology/ platform	Frontend: Dot Net Backend: MS SQL Successful bidder will be provided login access to existing system Please refer final RFP.
105	12	5.0 Brief Scope of Work	Study and Understanding of Existing RSPCB MIS to ensure redressal of issues presently encountered in existing MIS.	Please provide the list of all the known issues & hotspots in the current MIS?	All the required details will be provided to the Successful bidder. As of now, current MIS 1.0 is up and running. Also refer RFP for details.
106	NA	NA	Generic	Any existing tools or methodologies available with the RSPCB for the below? Please provide details: 1) Requirements handling 2) Test case/scenario authoring tools 3) Iterative test executions 3) Defect management 4) Reporting and documentation 5) Performance test tools 6) Security test tools 7) Application monitoring tools (APM tools)	All the required details will be provided to the Successful bidder.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
107	17	6.10.1 New Module Development for Product enhancement	General	During the Maintenance phase, for the new modules developed & upgrades undertaken, how is the Vulnerability Test (VAPT) planned?	Please refer final RFP. SI is required to conduct & clear Security Audit annually.
108	18	6.10.2 Change Request Management	iv. Implementation of the change – The change will be implemented in accordance to the mutual understanding on agreed cost, effort, and schedule by the bidder& RSPCB	As per the referred clause our understanding is that, for new change request RSPCB wil take the effort estimation and cost estimation separately.\n\n Please confirm.	Change requests are within the Scope of SI and no additional cost will be paid to SI.
109	18	6.10.2 Change Request Management	The team would be responsible for following activities under new development including mobile application based and would follow software development life cycle as below and not limited to:	Please confirm mobile application development is also part of scope of work, also share the technologies on which plateform mobile application required.	Mobile Application Development is in the Scope of Work of SI. Technology related decisions will be taken jointly on a later stage with no cost implications to SI and purchaser.
110	18	6.10.3 Bullet point no.4\n\n\nMaintenance of RSPCB E-Governance Solution 2.0	Managing all the Bugs reported in the Application Software through Bug Management Software. This Bug Management software is to be deployed by the Bidder for reporting of all Application Bugs.	Kindly let us know if a Bug Management Software already exists in the system. If yes, Can the existing software be used by the bidder or a new Bug Management Software is to be deployed.	Existing Software is to be discarded/discontinued post Go-Live. Support module (online call log register as specified in Helpdesk Management) is in SoW of SI to log/report bugs.
111	128	CHAPTER -8\n\nMISCELLEA NEOUS\n A) User Management\n Work Flow manager	The system should have a provision for design approval workflow	Based on our experience, we would request to include a GUI based workflow designer so that multi-level approval and rejections can be configured on a drag and drop basis on a no-code/ low-code manner.	Please refer clause 6.2 of SoW in RFP. The SI is responsible to include all the necessary manpowers for successful implementation of the application
112	135	CHAPTER -8\n\nMISCELLEA NEOUS\n C) Web Admin\n Citizen Portal	The System should have a provision for admin to receive Online Applications.	We would request an Online Form Builder which can be used to create forms on a drag-and-drop basis. This will enable even non-technical users to create/modify forms quickly on a no-code basis	SI can use any technology tools for quick development. However, there shall be no cost implications to the purchaser.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
113	128	CHAPTER -8 MISCELLEANEOUS A) User Management Work Flow manager	The system should have a provision for design approval workflow	Based on our experience, we would request to include a GUI based workflow designer so that multi-level approval and rejections can be configured on a drag and drop basis on a no-code/ low-code manner.	Please refer clause 6.2 of SoW in RFP. The SI is responsible to include all the necessary manpowers for successful implementation of the application
114	135	CHAPTER -8 MISCELLEANEOUS C) Web Admin Citizen Portal	The System should have a provision for admin to receive Online Applications.	We would request an Online Form Builder which can be used to create forms on a drag-and-drop basis. This will enable even non-technical users to create/modify forms quickly on a no-code basis	SI can use any technology tools for quick development. However, there shall be no cost implications to the purchaser.
115	19	7.2 Responsibilities of the Selected Bidder:	Looking at the pandemic situation of COVID-19, the bidder should develop an Online Central Monitoring Tool to monitor and view the status of Man-Hour login and work done by manpower resources under this project.	Since the contract is for fulfillment of the Scope of work rather than time & Material, This Overhead of developing the Online Cenral Monitoring tool may not be of any essence	Online Central Monitoring tool or commonly known as a "Project Management Portal" is necessary to monitor the progress of project. The SI may use any avaliable tool for the purpose.
116			General	Kindly add Bidder definition:- The Eligibility Criteria should be met by wholly owned subsidiary or parent company of the bidder	No Change. Please refer final RFP
117	12	5.0 Brief Scope of Work	Product enhancement by continued development & Maintenance of application for 4 years after go live.	When you are using the term 'Product' here we want to know exactly which solution (or component) you are referring to?	Integrated E-Governance Solution 2.0 for Rajasthan State Pollution Control Board (RSPCB)
118	14	6.2 Design & Development of RSPCBE-Governance Solution 2.0	The selected bidder shall establish the development environment at their own data center and provide the requisite access to onsite/offsite development team for the complete contractual period.	"Data Center" is a very broad term. We understand that separate Data Center is not required by by the term "Data Center" you mean to say that bidder shall establish the develoopment environment at their own premise. Please confirm or correct us.	Agreed. Please refer final clause in the final RFP as "The selected bidder shall establish the local application development environment and provide the requisite access to onsite/offsite development team for the complete contractual period."

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
119	80-81	CHAPTER 2, A) Waste Management	Transportation of Hazardous and other wastes: All Transporters should be GPS enabled. All vehicles should be tracked with GPS enabled system.	We assume that supply & installation of GPS devices is not part of the scope of this tender however, development & implementation of vehicle tracking feature is part of the scope. Please confirm.	Yes. Supply & Installation of GPS devices is not part of the scope of this tender however, development & implementation of vehicle tracking feature is part of the scope.
120		General	SMS Gateway	We assume that SMS Gateway will be provided by RSPCB. Bidder will only responsible for integration of SMS Gateway into the solution. Please confirm.	Yes. SMS Gateway will be provided by RSPCB. SI will be responsible for integration of SMS Gateway into the solution.
121		General	Digital Signature	We assume that all required software and hardware for Digital Signature will be procured and provided by RSPCB. Bidder will only responsible for integration of Digital Signature into the solution. Please confirm.	Digital Signature will be procured and provided by RSPCB. Bidder will be responsible for integration of Digital Signature into the solution.
122	12	5.0 Brief Scope of Work	Design & Development of RSPCB E-Governance Solution 2.0 as per requirement of the State Board	Our understanding is that bider have to collect all the requirement, understand the existing system and develop the RSPCB E-Governance Solution 2.0. from scratch on new technology. Please confirm.	Please refer final RFP.
123	147	Non-Functional Requirements (iv)Flexibility	The System shall provide support documents/reports/procedure guidelines and any other required formats in both English & Tamil	We believe Tamil here is a typing mistake. Would request to clarify on the expected language for translation capability.	Please read as "The System shall provide support documents/reports/procedure guidelines in English & Hindi (with support for Unicode system)"
124		Suggestion	Suggestion	Based on our experience on similar use cases, we would suggest a full-text Search Engine which can process fuzzy and multi-lingual search as well. This will enable to user to use the overall solution easily and will help them to get the results they are looking for in faster manner.	No Change. Please refer final RFP
125		Suggestion	Suggestion	Since this is an e-governance solution that also includes a Citzen Portal, we would suggest to include citizen engagement and collaboration features like blogs, knowledge articles, discussion forums, polls, surveys, etc. This will increase the interaction amoung users.	No Change. Please refer final RFP

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
126		Suggestion	Suggestion	Based on our experience of working with various government department and understanding the requirments in the RSPCB tender a Content Management System will be on of the critical requirement. There will be a number of information, articles, content, announcements, etc that will be required to be propogated in either of the landing pages that are mentioned in the RFP. For ease of use it will be better if business users themselves are able to update such information without being dependent on the IT team. There for we recommend the proposed solution should have a robust Content Management System(CMS) in place to make system more efficient.	No Change. Pls refer final RFP. Usually Content Management System (CMS) remains a integral part of such systems.
127	147	Non-Functional Requirements (iv)Flexibility	The System shall provide support documents/reports/procedure guidelines and any other required formats in both English & Tamil	We believe Tamil here is a typing mistake. Would request to clarify on the expected language for translation capability.	Please read as "The System shall provide support documents/reports/procedure guidelines in English & Hindi (with support for Unicode system)"
128		Suggestion	Suggestion	Based on our experience on similar use cases, we would suggest a full-text Search Engine which can process fuzzy and multi-lingual search as well.	No Change. Please refer final RFP
129		Suggestion	Suggestion	Since this is an e-governance solution that also includes a Citzen Portal, we would suggest to include citizen engagement and collaboration features like blogs, knowledge articles, discussion forums, polls, surveys, etc.	No Change. Please refer final RFP
130		Suggestion	Suggestion	Are you also looking for a Content Management System? We would suggest to inlcude one as a CMS will be of prime importance as per our understanding because there will be a number of information, articles, content, announcements, etc that will be required to be propogated in either of the landing pages that are mentioned in the RFP.	No Change. Pls refer final RFP. Usually Content Management System (CMS) remains a integral part of such systems.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
131		Suggestion	Suggestion	Based on our experience on similar use cases, we would suggest a full-text Search Engine which can process fuzzy and multi-lingual search as well. This will enable to user to use the overall solution easily and will help them to get the results they are looking for in faster manner.	No Change. Pls refer final RFP
132		Suggestion	Suggestion	Based on our experience of working with various government department and understanding the requirments in the RSPCB tender a Content Management System will be on of the critical requirement. There will be a number of information, articles, content, announcements, etc that will be required to be propogated in either of the landing pages that are mentioned in the RFP. For ease of use it will be better if business users themselves are able to update such information without being dependent on the IT team. There for we recommend the proposed solution should have a robust Content Management System(CMS) in place to make system more efficient.	No Change. Pls refer final RFP. Usually Content Management System (CMS) remains a integral part of such systems.
133	12	6.0 Detailed Scope of Work	i. Study of the functional specification documents including the FRS, enhancements log, user manual documentation of business processes.	We request you to please keep few sessions for a complete walk-through of the application for all the bidders so that they can understand the existing applications in a better manner.	Please refer final RFP.
134	NA	General	General	Please schedule one session for demonstration & presentation of existing system for better understanding of requirement and challenges of existing system/software.	Please refer final RFP.
135		Request	Request	In order to better understand the existing setup and its challenges, we request to conduct a demo session or share detailed PPT slides. This will help the bidders to suggest better solutioning.	Please refer final RFP.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
136	11	3 OVERVIEW ON EXISTING SYSTEM	Existing system consists of following modules/processes: Ø Administrator Ø Cess Management Ø Consent Management Ø Laboratory Management Ø Store Management Ø Waste Management Ø Account & Budgetary Ø Receipt & Dispatch Ø File Tracking System Ø Online Continuous Emission/Effluent Monitoring System Ø Personal Information System – Rajkaj (RSPCB using the application developed under supervision of Govt of Rajasthan) Ø Legal management– LITES Ø Grievance management—Rajasthan Sampark	We would request to provide more details of existing system like underlying technology/ platform	Please refer final RFP.
137	15	6.5 Helpdesk Support Services	The Bidder shall have to maintain an online/ offline call log register with all the necessary details/ references and submit the report from same to the nodal officer as and when required. The format of the report would be mutually decided later at appropriate time.	What are the Offline modes of logging a call ?	Please refer final RFP.
138	15	6.5 Helpdesk Support Services	The Bidder would setup a Helpdesk with Four executives at RSPCB Head Office, Jaipur, when any one of the modules goes live, for 12 months and two executives for remaining period i.e. 4 years.	Please change it to: The Bidder would setup a Helpdesk with Four executives at RSPCB Head Office, Jaipur, or any part of India when any one of the modules goes live, for 12 months and two executives for remaining period i.e. 4 years.	No Change. Please refer final RFP
139	15	6.5 Helpdesk Support Services	The Bidder would setup a Helpdesk with Four executives at RSPCB Head Office, Jaipur, when any one of the modules goes live, for 12 months and two executives for remaining period i.e. 4 years. To setup helpdesk RSPCB shall provide a dedicated telephone line and seating space at the Helpdesk.	Kindly confirm if bidder has to provide the helpdesk executives with desktop/laptop only and other infra such as internet connectivity, dedicated telephone line and seating space at the Helpdesk would be provided by the board.	The clause in the RFP is self explantatory i.e. " RSPCB shall provide a dedicated telephone line, internet and seating space at the Helpdesk". Other then these, provisions like availiablity of Laptop and Mobile device with all helpdesk associates will be the responsiblity of SI
140	53	16. Hours of Operation (Help Desk):	Hours of Help Desk operation: 9:30 AM to 6:30 PM and on all seven days.	We request you to amend the clause as under: Hours of Help Desk operation: 9:30 AM to 6:30 PM and on Monday to Friday which are as per working hours of the department office	No Change. Please refer final RFP

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
141	15	6.5 Helpdesk Support Services	The department-users should be allowed to create a ticket for any problem faced by him and same should be closed only by him after the resolution of the problem using Issue management software to be provided.	Please confirm that department having any Issue management software or bidder has to provide the same.	Issue management software / Helpdesk Module / Support module is in SoW of bidder.
142	15	6.5 Helpdesk Support Services	General	Please share the sitting place details from where helpdesk executive perform their duties.	Helpdesk setup shall be at Head Office, RSPCB ,Jhalana Doongari Jaipur.
143	14	6.3 Integration	c) Rajdharaa (State GIS platform)	We would like to know about both, the purpose of integrating the proposed application with State GIS platform and the exact data to be shard among the TWO systems. 2. Kindly share a complete list of entities the data of which are to be considered for integration pupose.	Rajdharaa application contains the geo-spatial data of various layers of GoR entities/functionings. Through RSPCBMIS 2.0, these data sets are to be consumed in the application through API.
144	15	6.3 Integration	h) LITES	We would like to know the purpose, exact data and the method of integration along with the details of the 'LITES' system.	LITES is litigation management system of the State and this is to be integrated with RSPCBMIS2.0 as a policy decision.
145	15	6.3 Integration	j) OCEMS-Online continuous emission/ effluent quality monitoring system (Ref Appendix-B), k) CAAQMS-Continuous Ambient Air Quality monitoring system (Ref Appendix-B)	1. We would like to know the purpose, exact data and the method of integration along with the details of the 'OCEMS' system., 2. We would like to know the purpose, exact data and the method of integration along with the details of the 'CAAQMS' system., 3. We assume that we will get the centralized & single API/Web-services to get the data. Kindly confirm or correct us by providing more details about this integration., 4. What will be the quantum & frequency (velocity) of data?	OCEMS and CAAQMS applications are to be integrated with RSPCBMIS2.0 .
146	15	6.3 Integration	m) Weigh bridge integration with Waste Management	1. Approximately from how many 'Weigh bridges' the data is to be fetched? 2. What is the method of integration? 3.Is it part of the scope of bidder? 4. We assume that we will get the centralized & single API/Web-services to get the data. Kindly confirm or correct us by providing more details about this integration. 5. What will be the quantum & frequency (velocity) of data?	Please refer final RFP.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
147	15	6.3 Integration	o) Interstate manifest system for hazardous waste and e-waste	1. We would like to know the purpose, exact data and the method of integration along with the details of the 'various applications of other states'. 2. How many applications of other states are to be integrated? Please provide a complete list, 3. What will be the quantum & frequency (velocity) of data?	To ensure effective implementation of Manifest management system laid down under various Rules, integration with other States is required.
148	12	5.0 Brief Scope of Work	Integration of RSPCB E-Governance Solution 2.0 with Inter Departmental Applications (Government/Semi Government/ Autonomous/Private)	We understand that the required SMS gateway and Payment Gateway would be provided by the department, bidder has to only integrate them.	Yes. The existing SMS Gateway and Payment Gateway (RPP) will be provided to the successful bidder for integration through exisitng API's
149	13	6.2 Design & Development of RSPCBE-Governance Solution 2.0	The scope of RSPCB E-Governance Solution 2.0 will cover following tentative new modules along with core application in the following suggestive manner	Could you please provide the list of integrations which the existing core application already supports? Also prove their integration XML formats and data level details of the various reports it currently supports.	The detailed SoW elaborates the requirement. The details on implemented/ongoing integrations will be shared with successful bidder.
150	13	6.2 Design & Development of RSPCBE-Governance Solution 2.0	The selected bidder shall deploy the resources (as mentioned in Appendix A) onsite/offsite to develop the RSPCB E-Governance Application 2.0 as per instructions of RSPCB.	Please provide type of resources and number of resource per type to be deployed ONSITE during development phase and 4 years of support and maintenance phase.	Please refer final RFP.
151	55	22. Penalty for Non-Availability of deployed Personnel/ Resources/ Manpower	A Maximum of 18 leaves per year (4.5 per quarter on pro rata basis) shall be allowed for resources deployed onsite at RSPCB Office(s)	We request to kindly provide details on the resources to be deployed onsite, i.e, (1) How many resources to be deployed onsite, (2) Qualification and experience of the resources to be deployed onsite, (3) What will be period of deployment of each resource	Please refer final RFP.
152	53	Project Development Approach, Design, Development, Implementation of Integrated E-Governance Solution 2.0	Deployment of Module/Sub-module/Process wise team for development of RSPCB E-Governance Application modules and preparation of detailed Project Plan with timelines	Sir, Please clarify the no. of resources required onsite for development of RSPCB e-Governance Application modules? Also, if the resource is required onsite then we request you to kindly increase the deployment duration from T+30 days to T+45 days.	Please refer final RFP.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
153	51-52	12. Payment Terms and Schedule:	· UAT · Safe-to-host, certificate, · Testing report, including Test, Results, · Training of Board, Users, · Documentation, (Tutorials/Manuals), UAT sign-off, Certificate by RISL, T+345 10% payment of development cost, · Data migration · Data Migration T+ 355 Days ----	There is only 10 days for Data Migration and there is no payment for this ?	No change. Please refer final RFP.
154	51	12. Payment Terms and Schedule:	Delivery Schedule (in days) T+XX Days	We understand "T" is the Project Kick-off Meeting day.We request department to confirm.	Please refer final RFP.
155	51	12. Payment Terms and Schedule:	We have following Payment terms of development cost., • Detailed Project Plan (T+30 Days) --> Payment (Nil) • SRS Submission (T+60Days)--> Payment (Nil)• SRS Approval (T+65 Days)--> Payment 10%• Design Approval (T+85Days)--> Payment 20%• Development & Deployment (T+270 Days)--> Payment 30%• UAT for departmental users (T+300 Days)--> Payment 10%• UAT sign-off Certificate by RISL (T+345 Days)--> Payment 10%• Data migration (T+355 Days)--> Payment (Nil)• Go-live Certificate (T+365 Days)--> Payment 10%One Month Completion (T+395 Days)--> Payment 10%	The Existing Payment terms will create huge -ve impact on our cash flow, by which we will not able to bid. We Request Department to Consider below payment terms. • Detailed Project Plan (T+30 Days) --> Payment 10%• SRS Submission (T+60 Days)--> Payment (Nil)• SRS Approval (T+65 Days)--> Payment 10%• Design Approval (T+85Days)--> Payment 30% •Development & Deployment (T+270 Days)--> Payment 20% • UAT for departmental users (T+300 Days)--> Payment 10% • UAT sign-off Certificate by RISL (T+345 Days)--> Payment 10% • Data migration (T+355 Days)--> Payment (Nil) • Go-live Certificate (T+365 Days)--> Payment 10% • One Month Completion (T+395 Days)--> Payment 10%	Please refer final RFP.
156	51	12. Payment Terms and Schedule:	Delivery Schedule (in days)	As the project is very large consiting of various modules and processes, we request you to change the deivery schedule on modulewise/Process basis so that percentage work completed can be evaluated at any point of time	Please refer final RFP.
157	51	12. Payment Terms and Schedule:	Payment Terms	As the project is very large consiting of various modules and processes, we request you to change the payment terms to modulewise and Process basis so that payments are released as per works completed.	Please refer final RFP.
158	58	12. Payment Terms and Schedule:	Due payments shall be made promptly by the Purchaser, generally within sixty (60) days after submission of an invoice or request for payment by the supplier/ selected bidder.	As this project is core development project and manpower to be deployed by SI from beginning of the project. The payment will be made to SI on milestone basis so we request to amend this clause as under: Due payments shall be made promptly by the Purchaser, generally within thirty (30) days after submission of an invoice or request for payment by the supplier/ selected bidder.	Please refer final RFP.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
159	P a g e | 34	10.28 Performance Security	The amount of performance security shall be 5%, or as may be specified in the bidding document, of the amount of supply order in case of procurement of goods and services.	Our Request to modify the performance security to 2% of total order value and will be renewed annually.	The amount of performance security shall be 5%, as per the RTPP rules but as per F.D. Order dated 18.12.2020 the amount of performance security has been reduced to 2.5 % and this relaxation has been extended vide F.D. Order dated 12.01.2022 upto 31.03.2023.
160	34	10.28 Performance Security	The amount of performance security shall be 5%, or as may be specified in the bidding document, of the amount of supply order in case of procurement of goods and services.	We request you to modify the performance security to 3% of total order value and are renewed annually.	The amount of performance security shall be 5%, as per the RTPP rules but as per F.D. Order dated 18.12.2020 the amount of performance security has been reduced to 2.5 % and this relaxation has been extended vide F.D. Order dated 12.01.2022 upto 31.03.2023.
161	68	BANK GUARANTEE FORMAT – PERFORMANCE SECURITY (PBG)	BANK GUARANTEE FORMAT – PERFORMANCE SECURITY (PBG)	We are MSME Registered unit of Rajasthan,so we request you to allow exemption in PBG as per RTPP act.	Exemption in PBG shall be as per RTPP Rules.
162	54	18. Monitoring & Evaluation	18. Monitoring & Evaluation: The selected bidder shall provide and make use of following system for monitoring and evaluation:- Service Levels-Down Time of RSPCB Software Solution (Application & Web portal)	Our understanding is that, As production server will be provided by RSPCB and if Down Time occure in RSPCB Software Solution (Application & Web portal) due to any issue in Production server so SLA will not applicable on bidder. Please confirm.	Confirmed.
163				We understand that final solution is to be deployed on the Server provided by the department at RSDC. Please confirm who will procure licenses required for system software and databases.	The purchaser will provide server infrastructure and software licenses required for system software and databases.
164	16	6.7 User Acceptance Testing (UAT)	During UAT, the developed application shall be deployed in the RSDC Staging Server.	We understand that the necessary hardware and licenses required for hosting the application will be procured by the client. kindly confirm	The purchaser will provide server infrastructure and software licenses required for system software and databases.
165	54	18. Monitoring & Evaluation:	Monitoring System: Through EMS application available at RSDC	No EMS License needs to factor by bidder for monitoring the application. Please confirm.	Confirmed

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
166	17	6.10.1 New Module Development for Product enhancement :	Technology Platform up-gradation with respect to OEM Vendor up-gradation (Application Server software, Database etc.).	There are no specific details about the Hardware (server, storage, etc as per the requirement). We assume that the same will be provided by the client. In case if bidder provides then please include the BoM and specifications of the required hardware.	The purchaser will provide server infrastructure and software licenses required for system software and databases.
167	15	6.0 Detailed Scope of Work 6.4 Data Migration /	Data Migration	Kindly confirm datacentre to store Database (Bhamasha data center or Rajkaaj or any other).	Rajasthan State Data Centre is located in Jaipur and its DR site is in Jodhpur
168	17	6.9 Security Audit / Safe to Host Certification	The Selected Bidder shall get the Safe to Host Certification for RSPCB E-Governance Solution 2.0 (including all the pages) from the empanelled vendors and the cost for obtaining the certificate shall be borne by the selected bidder.	Please share the empanelled Audit Vendors from STQC or CERT-IN.	Security Audit is conducted internally by RSDC
169	16	6.7 User Acceptance Testing (UAT)	d) Performing Hardware and Software Testing: Conducting testing of various components/ modules of the software developed, as per the latest version of the IEEE 730 standards.	1. We would like to know your expectation about testing of hardware because hardware is not in bidder's scope. Therefore it will be more appropriate to get this task done from the concerned supplier of the hardware., 2. Which hardware you want to be tested and which tests?, 3. Please provide a complete configuration of the hardware including its make & model	Please refer final RFP.
170	16	6.7 User Acceptance Testing (UAT)	f) Rectifying the Hardware and Software issues/ bugs reported during the testing up-to the satisfaction of RSPCB.	We would like to know your expectation about rectifying the hardware related issues hardware is not in bidder's scope. Therefore it will be more appropriate to get this rectification task done from the concerned supplier of the hardware.	Please refer final RFP.
171	17	6.8 Performance Testing	Bidder shall do the performance/ Load testing of the application using jmeter tool/or other widely used tools for minimum of 1000 concurrent users at a time.	We assume that any license required for performance / load testing tool will be provided by RSPCB. Please confirm.	Load testing is strictly in the scope of bidder and no additional licenses/software will be provided to the successful bidder.
172	17	6.9 Security Audit / Safe to Host Certification		We assume that only ONE TIME security audit (before Go-Live) is required during entire project duration. Please confirm or let us know total how many security audits need to be performed by the vendor during entire project duration.	Please refer final RFP.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
173	17	6.9 Security Audit / Safe to Host Certification	The Selected Bidder shall get the Safe to Host Certification for RSPCB E-Governance Solution 2.0 (including all the pages) from the empanelled vendors and the cost for obtaining the certificate shall be borne by the selected bidder.	Kindly confirm the frequency of the certification you have asked either it is one time or it would be in annually basis.	Please refer final RFP.
174	17	6.9 Security Audit / Safe to Host Certification	· The Selected Bidder shall get the Safe to Host Certification for RSPCB E-Governance Solution 2.0 (including all the pages) from the empanelled vendors and the cost for obtaining the certificate shall be borne by the selected bidder.	Please confirm who will bear the third party security audit cost	Security Audit is conducted internally by RSDC and no cost to be bourned by the bidder. However, reponsibility of rectification of all the vulnerabilities shall be of bidder.
175	16	6.8 Performance Testing	Bidder shall do the performance/ Load testing of the application using jmeter tool/or other widely used tools for minimum of 1000 concurrent users at a time.	Based on our experience, Kindly help us know the total number of users of the BPM. The concurrency is generally 10-20 % of the total users count.	As per RFP, the application should support concurrency of 1000 users.
176	12	6.0 Detailed Scope of Work	Understanding of various environments (development, UAT, Production etc.), and obtain training on all the existing tools used, processes followed, and activities performed.	For sizing purposes, we would like to be informed of the number of non-Production instances that should be provided in the envisaged solution.	Single instance in Staging/Testing zone
177	17	6.0 Detailed Scope of Work 6.9 Security Audit / Safe to Host Certification	Security Audit	Request to please clarify security audit points	The developed software code will be hosted in Testing server and Security Audit is conducted internally by RSDC. The audit report containing bugs / coding vulnerabilities will be provided to developer for code cleaning. Reponsibility of rectification of all the vulnerabilities shall be of bidder.
178	16	6.8 Performance Testing	Bidder shall do the performance/ Load testing of the application using jmeter tool/or other widely used tools for minimum of 1000 concurrent users at a time.	Does RSPCB have any existing Performance testing environments? If not, does the bidder also need to build performance testing environment and associated costs involved?	RSDC has AppDynamics as a tool for performance testing tool and HP Load Runner as a Load testing. Bidder is not required to bear any cost towards usage these tools.
179	17	6.9 Security Audit / Safe to Host Certification	The Selected Bidder shall get the Safe to Host Certification for RSPCB E-Governance Solution 2.0 (including all the pages) from the empanelled vendors and the cost for obtaining the certificate shall be borne by the selected bidder	Does RSPCB have any approved empannelment list of security auditors?	Security Audit is conducted internally by RSDC.

S. No.	RFP Page No	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification received from Bidders	RSPCB response/clarification
180	14	6.2 Design & Development of RSPCBE-Governance Solution 2.0	Technology: The successful bidder is required to perform the development activity on a platform/technology which is widely used and popular among community and no proprietary technology/language/framework shall be used.	We understand that the "no proprietary technology/language/framework shall be used". We request to department to allow widely accepted COTs product like SAP, Oracle.	Not acceptable request. Please refer final RFP.
181	13	6.2 Design & Development of RSPCBE-Governance Solution 2.0	The scope of RSPCB E-Governance Solution 2.0 will cover following tentative new modules along with core application in the following suggestive manner.	We assumed that RSPCB E-Governance Solution 2.0 along with required modules is core application. Please confirm to whome department is considerig Core Application.	Existing RSPCB E-Governance Solution 1.0 is the core application which is required to be translated in the new system
182	14	6.2 Design & Development of RSPCBE-Governance Solution 2.0	Technology: The successful bidder is required to perform the development activity on a platform/technology which is widely used and popular among community and no proprietary technology/language/framework shall be used. The bidder is required to provide the technology document prior to initiate the development process.	Please confirm can bidder proposed Open Source Technology for Deveopment.	Open Source technology solutions with bundled support versions are acceptable. Community versions/freewares are not acceptable.
183	43	11.2.13 Copyright/ Intellectual Property Rights (IPR):	Furthermore, post completion of the Go-live phase successful bidder shall submit the development code in USB/DVD media along with proper industrial standard documentation.	As we are doing Enterprise level development into our low code plateform called Synergy which is our proprietary product/plateform as per standard and policy. Hence we request to remove this clause, this is restricting to many OEM to participate in tender.	Not acceptable request. Please refer final RFP
184	14	Technology section	The successful bidder is required to perform the development activity on a platform/technology which is widely used and popular among community and no proprietary technology/language/framework shall be used. The bidder is required to provide the technology document prior to initiate the development process.	Based on our experience, considering only an Open source/in-house built solution to cater so such state-wide used platform may severely affect the go-live/further enhancements, possesses security vulnerabilities and will increase the operational and maintenance costs for such BeSpoke solution. We request you to also accept low-code platforms which can cater to such requirements without any OEM/vendor lock-in or limitations.	Not acceptable request. Please refer final RFP

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185	22	Development Platform	Development platform should be universally acceptable/ available. The successful bidder is required to perform the development activity on a platform/technology which is widely used and popular among community and no proprietary technology/language/framework shall be used.	Based on our experience, considering only an Open source/in-house built solution to cater so such state-wide used platform may severely affect the go-live/further enhancements, possesses security vulnerabilities and will increase the operational and maintenance costs for such BeSpoke solution. We request you to also accept low-code platforms which can cater to such requirements without any OEM/vendor lock-in or limitations.	Not acceptable request. Please refer final RFP
186	12	6.0 Detailed Scope of Work	Understanding of various environments (development, UAT, Production etc.), and obtain training on all the existing tools used, processes followed, and activities performed.	Is Disaster Recovery also expected? If yes, what percentage of DC should be considered?	As per industry standard (generally 1/4th of production zone)
187	12	6.0 Detailed Scope of Work	Understanding of various environments (development, UAT, Production etc.), and obtain training on all the existing tools used, processes followed, and activities performed.	For sizing purposes, we would like to be informed of the number of non-Production instances that should be provided in the envisaged solution.	Single instance in Staging/Testing zone
188	12	6.0 Detailed Scope of Work	Understanding of various environments (development, UAT, Production etc.), and obtain training on all the existing tools used, processes followed, and activities performed.	Is Disaster Recovery also expected? If yes, what percentage of DC should be considered?	As per industry standard (generally 1/4th of production zone)
189	12	6.0 Detailed Scope of Work	Understanding of various environments (development, UAT, Production etc.), and obtain training on all the existing tools used, processes followed, and activities performed.	Is the envisaged solution required to be in High Availability mode? This helps us in sizing estimation.	As per RFP, the application should support concurrency of 1000 users.
190	14	6.2 Design & Development of RSPCBE-Governance Solution 2.0	The successful bidder is required to perform the development activity on a platform/technology which is widely used and popular among community and no proprietary technology/language/framework shall be used	There are some platforms that are Enterprise Editions of Open Source and are not propreitory. As such, they provide perpetual licensing, no patform or vendor lock-in with source-code availability. We request to include these kind of specifications which are acceptable for the envisaged solution.	Not acceptable request. Please refer final RFP
191	P a g e | 15	6.6 Training	Training shall be conducted at RSPCB Head Office in Jaipur and may have multiple sessions as per the need and requirement of the project/ application.	Department will provide the space and other infra for the training	Space for conducting training and required infrastructure will be provided by the RSPCB.

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192	15-16	6.6 Training	Training shall be conducted at RSPCB Head Office in Jaipur and may have multiple sessions as per the need and requirement of the project/ application. The training duration should be sufficiently long for effecting meaningful assimilation of training content by an average user. There should be a sufficient number of trainers in every training session for conducting the training program.	What are the duration of training if multiple sessions would be required ?	The clause in RFP is self explantatory. The training duration should be sufficiently long for effecting meaningful assimilation of training content by an average user.
193	16-17	6.6 Training	General	How many number of trainings sessions are envisaged?	The clause in RFP is self explantatory. The training duration should be sufficiently long for effective meaningful assimilation of training content by an average user and the content of the training plan and schedule shall be decided by RSPCB and the selected bidder later at an appropriate time period.
194	16	6.6 Training	Training shall be conducted at RSPCB Head Office in Jaipur and may have multiple sessions as per the need and requirement of the project/ application.	Looking at the pandemic situation of COVID-19, please allow the online training also	Online training may be considered as per the situation.

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195	15	6.6 Training		1. Total how many users need to be trained?, 2. We assume that training need to be provided at single location (at RSPCB Head Office in Jaipur) only? Kindly confirm., 3. If training is required at multiple locations then please provide list of locations for training., 4. We assume that required infrastructure for training will be provided by DGFASLI. Kindly confirm., 5. We assume that only ONE TIME training is required. Please confirm or correct us.	The clause in RFP is self explantatory. The training duration should be sufficiently long for effective meaningful assimilation of training content by an average user and the content of the training plan and schedule shall be decided by RSPCB and the selected bidder later at an appropriate time period.
196	16	6.6 Training	Training shall be conducted at RSPCB Head Office in Jaipur and may have multiple sessions as per the need and requirement of the project/ application. The training duration should be sufficiently long for effecting meaningful assimilation of training content by an average user. There should be a sufficient number of trainers in every training session for conducting the training program.	Please define the number of trainees to whom the training would be provided.	The training duration should be sufficiently long for effective meaningful assimilation of training content by an average user and the content of the training plan and schedule shall be decided by RSPCB and the selected bidder later at an appropriate time period.
197	15	6.6 Training	Training shall be conducted at RSPCB Head Office in Jaipur and may have multiple sessions as per the need and requirement of the project/ application.	We understand the training space and infrastructure shall be required by the client. Please mention the number of users to be trained.	The training duration should be sufficiently long for effective meaningful assimilation of training content by an average user and the content of the training plan and schedule shall be decided by RSPCB and the selected bidder later at an appropriate time period.
198	16	6.6 Training	Training shall be conducted at RSPCB Head Office in Jaipur and may have multiple sessions as per the need and requirement of the project/ application. The training duration should be sufficiently long for effecting meaningful assimilation of training content by an average user. There should be a sufficient number of trainers in every training session for conducting the training program.	Please share the Training sessions details and count for attendees.	The training duration should be sufficiently long for effective meaningful assimilation of training content by an average user and the content of the training plan and schedule shall be decided by RSPCB and the selected bidder later at an appropriate time period.

Note: in case of any descrepancy between response to pre bid query and final RFP, the final RFP document shall prevail.

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