

RFP for Selection of Agency for Upgradation and O&M of Integrated IT Solution (RajERP) For IT Enablement of Various PSUs Under the Govt. of Rajasthan "

NIB no. : F4.3 (633)/RISL/Tech/25/2644 dated 28/07/2025

Response to Pre-bid Queries

Sr. No.	Page no.	RFP Clause Reference	Existing Clause	Query / Suggestions/ Clarification	Response by RISL
1	41	4.1 (Current Status)	"RajComp has implemented RajERP in 18 PSUs as per the current coverage."	Which PSUs are currently active users of Raj ERP?	As per amended RFP
2	26	2.10. Existing Modules	RISL has already developed the standard modules of ERP, such as Finance & Accounting management, Material management, Human Resources management system & Pension, CPF/GPF, Sales & Marketing, Ticket management, and Works & Project management, which are currently in use by the various PSUs. The existing modules are designed and developed using .NET (MVC) environment with database DB2 (Version 11.5) for all existing PSUs.	Please confirm if source code of the existing ERP Modules is available with PSU or RISL? Also, please provide the list of PSUs which are currently using RajERP.	As per amended RFP
3	26	3.1. Pre-Qualification Criteria	The average annual turnover of the bidder should be at least Rs 45 crores from IT/ITes during the last three financial years (FYs 2022 -23, 2023-24, 2024-25) as per the last audited balance sheets or statements. From the above average annual turnover, Rs. 15 crores should be from the software development business.	Since FY 2024-25 audited financial statements would not be available for any bidder at this time, what alternative documents will be acceptable to demonstrate turnover for this financial year? Will provisional/unaudited financial statements for FY 2024-25 be considered acceptable? If yes, will these need to be certified by the bidder's CFO or statutory auditor?	As per amended RFP
4	26	3.1. Pre-Qualification Criteria		Please accept the positive net worth in the last three financial years ending on 31st March 2024 as FY 2024-25 has not been audited yet.	As per amended RFP
5	37	4.1.1.2. Design & Development of modules / Submodules of ERP System	Wherever required, data migration from any existing systems shall be done with cleansing of data.	Kindly specify the volume of data to be migrated for each PSU/department and module. Also, please clarify whether the scope includes scanning and data entry, and if these activities are to be undertaken by the bidder.	As per Amended RFP
6	38	4.1.1.4. Testing of Developed Modules / Functionalities	Testing of the developed software application, majorly covering performance, security, load, and integration testing, and undertaking the following activities:	Please specify the number of concurrent users up to which the solution has to be tested for load testing.	As per Amended RFP
7	44	4.1.3. Resource Deployment	The selected bidder has to deploy the technical manpower at RISL as mentioned in Tables B and C with Laptops/Connectivity and required resource experience and qualification as mentioned in Annexure 10.	Kindly note that we require high speed and secure internet connectivity with the development environment for the optimum performance of the developers and same should be provided by RISL.	As per Amended RFP
8	84	10.1. Payment Terms and Schedule	Payment Terms	Kindly clarify the word Approx. in payment terms.	As per amended RFP
9		Change Request	Change Request	Price for Change Request has not been asked in Financial Bid and neither Change Request scope is mentioned in RFP. Typical ERP Project would require multiple changes. So there should be Change Request Scope in RFP.	As per amended RFP
10	32	5.13. Selection Method:	5.13. Selection Method: The selection method is Quality-cum Cost Based Selection (QCBS) from the total of BOQ.	The QCBS formula is not mentioned in the RFP. We kindly request you to confirm if QCBS is to be adopted, and if so, please share the weightage assigned to the technical and financial components for evaluation.	As per Amended RFP

11	30	Financial Strength:	Financial Strength: The bidder shall have an average turnover of INR 45 crores over the last three (3) financial years (FYs 2022-23, 2023-24, 2024-25) from ICT/IT/ITeS Services.	As the audit process for FY 2024–25 is currently not completed and audited financial statements are not yet available, we kindly request you to amend the clause as under: The bidder shall have an average turnover of INR 45 crores over the three (3) financial years (FYs 2021-2022, 2022-23, 2023-24) from ICT/IT/ITeS Services.	As per Amended RFP
12	27	Financial: Net Worth	Financial: Net Worth The company must have a positive net worth in the last three financial years ending on 31st March 2025.	We request you to amend the clause as under: The company must have a positive net worth in the last three financial years ending on 31st March 2024.	As per Amended RFP
13	27	Financial: Turnover	Financial: Turnover The average annual turnover of the bidder should be at least Rs 45 crores from IT/ITes during the last three financial years (FYs 2022 -23, 2023-24, 2024-25) as per the last audited balance sheets or statements. From the above average annual turnover, Rs. 15 crores should be from the software development business.	As the audit process for FY 2024–25 is currently not completed and audited financial statements are not yet available, we kindly request you to consider the average annual turnover based on the last three available audited financial years, i.e., FY 2021–22, 2022–23, and 2023–24 for compliance with this criterion.	As per Amended RFP
14	45	O&M Resource Deployment	The bidder shall provide the dedicated resources at RISL/User Departments as mentioned in the Section 4.1.3 for day-to-day operations and maintenance of the overall project as per the awarded scope of work.	The current RFP does not include any provision for a Functional Project Manager to handle day-to-day functional operations. As per the RFP, O&M support is required for the existing five PSU's with an additional five PSU's to be onboarded following the same pattern. Moreover, the scope may further expand in the future. Considering the increasing operational load and the need for streamlined coordination across multiple PSU's, we recommend incorporating a dedicated Functional Project Manager role in the RFP. This would ensure efficient management of daily functional tasks, timely issue resolution and smooth communication between stakeholders.	As per amended RFP
15		General		We request you to kindly specify the total number of users/ employees who will be using the ERP system, along with a breakup of user categories.	As per amended RFP
16	25	2.8. Other PSUs	The ERP solution will be used for five existing PSUs, which are mentioned in points 2.3 to 2.7. • The ERP solution may be used for up to 5 other PSUs.	Please confirm whether source code of ERP System for all existing PSUs like RSMML, RISL, JMRC, DAM, RSAMB is available with RISL and will be provide to bidder for upgradation and maintenance.	As per Amended RFP

17	25	2.8. Other PSUs	The ERP solution will be used for five existing PSUs, which are mentioned in points 2.3 to 2.7. • The ERP solution may be used for up to 5 other PSUs.	Kindly clarify whether the requirements for the additional (up to 5) PSUs will be similar to the existing ones or if there will be variations. What is the expected timeline for onboarding the additional PSUs (beyond the five mentioned)? Will the commercial proposal need to include pricing for onboarding all 10 PSUs, or only for the initial five PSUs? Please confirm whether the infrastructure (hosting, storage, licenses) needs to be provisioned for all 10 PSUs from the beginning or scaled later as new PSUs are onboarded.	As per Amended RFP
18	37	4.1.1.2. Design & Development of modules / Submodules of ERP System	Wherever required, data migration from any existing systems shall be done with cleansing of data.	Please provide details of all existing systems (source systems) from which data migration is expected, including system names, technologies, and owners. Kindly confirm the volume and types of data to be migrated from each system. Is there a defined data schema or structure available for the existing systems to assess the complexity of migration and cleansing?	As per RFP (All the related information will be shared to the selected bidder).
19	35	4.1.1.1. Study, Design & Development Services	The development shall include the creation of all necessary modules, user interfaces, backend logic, databases, and integration components, ensuring interoperability with existing systems and third-party applications as required. The bidder will also ensure that the ERP system is responsive, accessible, and optimized for both web and mobile platforms.	Are there any existing interoperability standards or frameworks that need to be adhered to for integration with external systems? Please clarify whether the responsibility of providing API endpoints from third-party systems lies with the client or the bidder. What is the expected number of users and concurrent sessions, to assess performance and responsiveness requirements across web and mobile platforms?	As per Amended RFP
20	26	2.10. Existing Modules:	RISL has already developed the standard modules of ERP, such as Finance & Accounting management, Material management, Human Resources management system & Pension, CPF/GPF, Sales & Marketing, Ticket management, and Works & Project management, which are currently in use by the various PSUs. The existing modules are designed and developed using .NET (MVC) environment with database DB2 (Version 11.5) for all existing PSUs.	Please share SRS/FRS/All Logic and all current technical documentation so that efforts for upgradation can be identified. Also share current architecture and technology stack in RFP	SRS will be shared with the selected bidders.

21	12	INVITATION FOR BID (IFB) & NOTICE INVITING BID (NIB)	Estimated Procurement cost	Estimated Procurement cost is 20 crore. As financial bid do not include GST we assume that GST will be extra over budget. Moreover with huge manpower requirement we need RISL to reconsider the budget.	As per amended RFP. In view of addition of Change Request and Project Manager (Functional) new estimated cost for RFP will be “22.00” Crore. (Including GST).3rd year onwards O&M cost (Upgraded RajERP) will be increased by 8% yearly.
22		General		Please confirm that RISL will provide space, server and storage requirements along with Database and OS licenses as per the bidder design. Bidder will not factor any cost pertaining to hosting infrastructure whether on premises or on cloud. Complete hosting infrastructure will be provided by RISL.	As per Amended RFP
23	27 & 28	3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA. Technical Capability-I	The bidder should have successfully completed ERP Implementation/ERP Upgrade & ERP O&M for any 2 (two) ERP Projects in India in the last ten (10) years, having a minimum value of Rs. 10 crores. Out of two (2) eligible ERP projects, one must have been implemented in Central/State PSU or Govt. Organization in India. A. One Project of ERP Implementation/ERP Upgrade* & ERP O&M having the minimum value of Rs. 10 crores Or B. Two projects of ERP Implementation/ERP Upgrade* & ERP O&M having the minimum value of Rs. 5 crores per project.	The bidder should have successfully completed ERP Implementation/ERP Upgrade & ERP O&M/<u>IT Software Solutions</u> for any 2 (two) Projects in India in the last ten (10) years, having a minimum value of <u>Rs. 05 crores.</u> Out of two (2) eligible ERP/<u>IT Software Solutions</u> projects, one must have been implemented in Central/State PSU or Govt. Organization in India. A. One Project of ERP Implementation/ERP Upgrade* & ERP O&M/<u>IT Software Solutions</u> having the minimum value of <u>Rs. 05 crores.</u> Or B. Two projects of ERP Implementation/ERP Upgrade* & ERP O&M/<u>IT Software Solutions</u> having the minimum value of <u>Rs. 02 crores</u> per project.	As per RFP
24	31	3.2. Technical Evaluation Criteria:Cumulative User Base	The ERP Products shall have a cumulative 1500 transactional users in two eligible ERP projects. At least 3 modules out of the following functions/modules of the ERP Product must have been implemented–1) Finance and Accounting2) Human Resource Management & Pension3) Material Management4) CPF/GPF5) Sales & Marketing Management6) Works & Project ManagementOut of the three (3) projects ERP Implementation /ERP Upgrade & ERP O&M projects, at least one (1) project should be successfully completed (Go-live achieved followed by completion of at least one year O&M) & remaining project should achieve go-live.The ERP up-gradation* project shall be considered to be completed if it achieves go-live.	The ERP Products/ <u>IT Product</u> shall have a cumulative 1500 transactional users in two eligible projects. At least 2 modules out of the following functions/modules of the ERP Product/ <u>IT Product</u> must have been implemented–1) Finance and Accounting2) Human Resource Management & Pension3) Material Management4) CPF/GPF5) Sales & Marketing Management6) Works & Project ManagementOut of the three (3) projects ERP Implementation /ERP Upgrade & ERP O&M/ <u>IT Software Solutions</u> projects, at least one (1) project should be successfully completed (Go-live achieved followed by completion of at least one year O&M) & remaining project should achieve go-live.The ERP up-gradation*/ <u>IT Software Solutions</u> project shall be considered to be completed if it achieves go-live.	As per RFP

25	30	3.2	1 Brief Experience in ERP Projects Number of ERP implementation/upgrade projects for Govt/PSUs in the last 10 years. ≥3 similar projects 15 2 similar projects 10 1 similar project 5	1 Brief Experience in ERP Projects Number of ERP implementation/upgrade projects for Govt/PSUs in the last 10 years. ≥2 similar projects 15 1 similar project 5	As per RFP
26	31	3.2	4 Cumulative User Base The Cumulative User Base of the ERP Solution, which has been implemented in different PSUs. ≥50000 10 25000-50000 7 10000-25000 5 10000=< 0	Cumulative transactional User Base The Cumulative Transactional User Base of the ERP Solution, which has been implemented in different PSUs. ≥5000 10 2500-5000 7 1000-2500 5 ≤1000 0	As per RFP
27	44	4.2.2 (Functional Scope)	The solution should be modular with flexibility to add new modules or functionalities in the future based on PSU requirements	Are there any modules apart from the listed ones that RISL foresees integrating in the near future?	As per RFP
28	Page 43	4.2.1 (Implementation Approach)	"Implementation to be done in a phased manner in consultation with individual PSUs."	Is there a priority order or phased approach defined for module enhancements or implementations?	As per RFP (clause 4.2.1)
29	Page 47	4.4 (Monitoring & Evaluation)	"KPIs include improved turnaround time, automated reporting, improved compliance, and audit-readiness"	Are there specific KPIs or success metrics RISL has defined for the ERP's impact on PSU operations?	There is no such clause in RFP
30	Page 42	4.1.3 (Issues & Learnings)	"Feedback from PSUs was captured; detailed list of gaps and improvements needed were compiled."	Is stakeholder feedback from existing users documented and available for bidders to review?	There is no such clause in RFP
31	Page 47	4.5 (Change Management & Governance)	"A central ERP Cell at RISL will govern cross-PSU coordination and change request management."	What is the governance structure for managing cross-PSU requirements and change requests?	There is no such clause in RFP
32	25	2.8. Other PSUs	The ERP solution will be used for five existing PSUs, which are mentioned in points 2.3 to 2.7.	Will the ERP solution be deployed as a single centralized instance for all five PSUs, or will each PSU require independent implementations? Are there any shared modules (e.g., Finance, HR) across PSUs, or will each have fully customized workflows?	As per RFP (annexure-18) Single Instance of each modules will be developed and which will be configurable as per the requirement of the PSUs.
33	25	2.8. Other PSUs	The ERP solution will be used for five existing PSUs, which are mentioned in points 2.3 to 2.7.	Do the PSUs currently use any legacy systems that require data migration/integration with the new ERP? If yes, are APIs or middleware to be provided by the bidder?	AS per RFP
34	25	Other PSU's	The ERP solution may be used for up to 5 other PSUs.	The RFP does not clearly define the exact scope for the additional PSUs that may be onboarded in the future. We request that the modules and user limits be specified PSU-wise. Additionally, there should be a provision to increase the quantity of FMS resources if the number of modules or users exceeds the defined limits.	As per RFP (section 4 and annexure 18).
35	44	4.1.3. Resource Deployment	The selected bidder has to deploy the technical manpower at RISL as mentioned in Tables B and C with Laptops/Connectivity and required resource experience and qualification as mentioned in Annexure 10.	Development activities often require uninterrupted, high-bandwidth connectivity for tasks like code repositories, cloud deployments, and real-time collaboration. Hence, it must be provided by RISL.	As per RFP

36	84	10.1. Payment Terms and Schedule	Payment schedule - Payments to the bidder, after successful completion of the target milestones and delivery of the specified project deliverables, would be made as under	Given that milestone-based payments are more common for such projects, we kindly request the Authority to consider revising the terms to ensure consistency between deliverables and payments. If payments are quarterly, how will they be reconciled with milestone completion dates that may not align with quarter-ends? Could you clarify whether payments will be released: a) Upon achievement of each milestone, or b) At quarterly intervals regardless of milestone completion?	As per RFP (clause 10.1. Payment Terms and Schedule)
37	47	4.2.3. Responsibilities of the Selected Bidder	Achieve milestones, deliver the deliverables (Softcopies & Hardcopies), and get sign off within the timelines defined in the RFP form PSUs/ RISL.	We request that any delays arising due to non-availability of inputs or pending approvals from these entities should not be attributed to the bidder.	As per RFP
38	87	Special Payment Terms:	If the selected bidder fails to complete the upgradation and data migration within the upgrade timelines as mentioned in above Table(B), RISL will not make Operation & Maintenance (O&M) payments for existing RajERP solution from the 5th quarter onwards till the completion of the upgradation and migration.	Please clarify whether any partial O&M payment will be made if only some PSUs or modules are upgraded and migrated within the stipulated timelines. In case of delay due to dependencies on RISL or participating PSUs (e.g., data availability, approvals, access issues), will O&M payments still be withheld? Is there any provision for an extension or grace period in case of justified delays in upgradation and migration? Please confirm whether the suspension of O&M payments from the 5th quarter onwards is applicable only to the existing RajERP solution, or does it also affect support payments for upgraded modules. Will there be a mechanism for periodic review and mutual sign-off to determine delays and ensure accountability before O&M payments are suspended? Kindly confirm whether the O&M payments withheld due to delayed upgradation/migration will be released retroactively upon successful completion.	1. As per RFP(section 10 for payment) 2. As per RFP 3. As per RFP 4. For Both, Existing and Upgraded. 5. Yes, it will be based on periodic review and mutual sign-off between RISL and selected bidder 6. No

39	88	Special Payment Terms:	RISL is acting merely as a Pure Agent who neither intends to hold or holds any title to the goods and services being procured or provided. So all the goods and services are required to be delivered in the name of participating PSUs along with invoices of supplied items, although payment will be made by RISL on behalf of said department/company.	Please clarify the exact role and responsibilities of RISL as a "Pure Agent" with respect to procurement, delivery coordination, and post-delivery support (if any). Since goods and services are to be delivered and invoiced in the name of respective PSUs, will there be a formal agreement or authorization letter issued by each PSU to accept delivery and invoices? Will individual PSUs be responsible for acknowledging delivery and signing the Goods Receipt Note (GRN), or will RISL facilitate and coordinate this process? Please confirm if separate purchase orders will be issued by each PSU or a consolidated purchase order will be issued by RISL on behalf of all participating PSUs. In case of any tax implications, who will be responsible for TDS deduction and issuing the respective certificate – RISL or the concerned PSU? Who will handle warranty/service support coordination after delivery – RISL or the respective PSU to whom the goods/services are delivered? Will RISL facilitate the resolution of disputes, if any, arising due to delivery, acceptance, or invoicing issues with individual PSUs?	Please refer the pure agent clause of taxation. "https://gstcouncil.gov.in/sites/default/files/e-version-gst-flyers/Pure_Concept_in_GST_new.pdf"
40	33	4. SCOPE OF WORK, DELIVERABLES & TIMELINES	These objectives are outlined to provide an initial understanding of the project scope. However, it will be the bidder's key responsibility to propose and incorporate additional elements and enhancements over time, ensuring ongoing implementation and long-term value delivery.	We request you to kindly provide clear scope of requirements with respect to additional elements and enhancements required so that the same can be bid. It is very difficult to bid for open ended requirements.	As per RFP (annexure-18) Enhancement request may arise will be done by O&M team deployed at RISL
41	34	4.1. The Indicative Scope of Work (SoW)	Upgradation of Web and development of Mobile applications in RajERP	We request you to kindly provide the detailed list of functional requirements in each module and each process that needs to be changed or enhanced under Web, Desktop and Mobile Application.	As per RFP (Annexure - 18 clause 1.5. Mobile Application:- employee centric mobile app including features for vendor/service provider/ analytic dashboard)
42	34	4.1. The Indicative Scope of Work (SoW)	Conversion/Migration of the current DB2 database to the Oracle/MSSQL/PostgreSQL database.	Request you to provide a clarification of conversion/Migration of the current DB2 database to the which database whether it Oracle or MSSQL or PostgreSQL database or all the three.	Bidder has to choose as per the solution proposed
43	34	4.1. The Indicative Scope of Work (SoW)	The selected bidder shall be responsible for the enhancement, feature requests, and creation of various reports for all respective modules as per requirements.	ERP system consists of multiple processes and multiple modules, we request you to kindly provide the list of enhancements feature requests required so that we have clarity on the scope.	As per RFP (annexure-18)
44	35	4.1. The Indicative Scope of Work (SoW)	Study, Design, and Development Phase	Kindly confirm if the study of business and system requirements have to be done in existing PSUs or new PSUs.	As per RFP
45	36	4.1.1.1. Study of business & system requirements	Conducting a detailed assessment of the functional, technical, and operational requirements as per the details mentioned in this bidding document.	Please specify the list of organizations and departments which have to be studied with the high level functional requirements which must be covered under the new application. Since the complexity of each PSU is different, based on the size of the PSU, number of employees, number of offices, core business activities, geographical spread and the business processes. This is required to estimate the manpower and time requirement to conduct the above activities for multiple organizations and departments.	As per RFP ("PROJECT PROFILE & BACKGROUND INFORMATION")

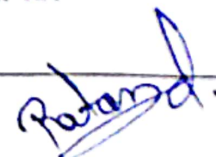
46	36	4.1.1.1. Study of business & system requirements	Assess existing applications and third-party systems from the perspective of integration with other applications.	Please quantify the number of integrations required with third party systems for each department and module.	As per RFP (4.1.1.3. Integration With Other Applications / Modules)
47	37	4.1.1.3. Integration With Other Applications / Modules	The bidder shall be responsible for providing integration support and/ or complete integration activities for integrating the application's modules/ submodules with other applications/ modules that may be decided in the future course of action by RISL during the entire contract period.	Please quantify the number of integrations required for each department and module.	As per RFP (4.1.1.3. Integration With Other Applications / Modules)
48	40	4.1.2. Upgradation and Provide Operation & Maintenance Services (O&M)	The staff provided by the bidder will perform their duties in accordance with the instructions given by the designated officers of RISL from time to time. RISL will examine the qualifications, experience, etc. of the personnel provided before they are put in positions. The bidder has to take approval from RISL for the proposed staff before their deployment. RISL reserves the right to reject the personnel if the same is not acceptable, before or after commencement of the awarded work/ project.	Kindly note that the project is structured as milestones-based project with a minimum resource requirement. Taking approval for each resource before hiring would delay the timelines of the milestones. We request you to kindly re-consider the conditions under the broad framework of minimum resources and minimum qualifications.	As per RFP
49	41	4.1.2. Upgradation and Provide Operation & Maintenance Services (O&M)	The selected bidder must use a project management tool like JIRA/Slack, or any relevant application for effective project monitoring.	Kindly confirm if separate licenses would require to be procured for such tools and have to be in the name of RISL with the number of user requirements for such tools.	As per RFP
50	41	4.1.2. Upgradation and Provide Operation & Maintenance Services (O&M)	At the initial level of the process, the bidder is expected to map all the current requirements of the PSU's/RISL through various meetings and convert these requirements into documents mentioning the approximate timelines for release of each point.	We would require the list of PSUs with their size and high level functional requirements to estimate the manpower required to conduct the above activity.	As per RFP (" 2. PROJECT PROFILE &BACKGROUND INFORMATION")
51	46	4.1.3. Resource Deployment	The selected bidder will have to deploy technical resources for documentation, development, designing, testing, database administration, deployment, or any other activity of the SDLC. The selected bidder may maintain sufficient manpower at any time, considering the scope of the work and SLAs defined in the RFP without any additional cost to RISL.	For implementing a COTS ERP system in a PSU, the resource requirements depend on the size and complexity of PSUs, (number of departments, employees, and geographical spread), number and complexity of the modules and processes, integration with legacy systems, level of customization required and data migration. Due to lack of clarity on the same, it is difficult to estimate the requirements and the corresponding financials. Request you to provide the clarification on the same. We request you to take price for each type of resource so that it can be taken as and when required.	As per RFP ("2. PROJECT PROFILE &BACKGROUND INFORMATION")
52	47	4.2.3. Responsibilities of the Selected Bidder	Achieve milestones, deliver the deliverables (Softcopies & Hardcopies), and get sign off within the timelines defined in the RFP form PSUs/ RISL.	Since there are multiple stakeholders (PSUs and RISL), We request that the delay due to non-availability and approvals should not be imposed on the bidder.	As per RFP
53	84	10.1. Payment Terms and Schedule	Payment Terms	Kindly clarify as per BOQ, there are three line items, while the payment terms mentioned only for 2 items.	As per RFP (10.1. Payment Terms and Schedule)
54	84	10.1. Payment Terms and Schedule	Payment Terms	Payment terms are very stringent and are depended on open ended milestone. So need to be revised.	As per RFP

55	25	2.8. Other PSUs	The ERP solution may be used for up to 5 other PSUs.	The size and complexity of the PSUs has to be clearly defined to estimate the manpower required to execute the project.	As per RFP ("2. PROJECT PROFILE & BACKGROUND INFORMATION")
56	46	4.2.1. Responsibilities of RISL	RISL shall be working as per the pure agent clause.	Kindly clarify Payments would be linked to respective PSUs	As per RFP (10.1. Payment Terms and Schedule)
57	84	Payment Schedule	Payment Schedule	As newly hired resources typically serve a notice period of 2 to 3 months, we kindly request you to consider extending the deployment timeline to accommodate this requirement in the best possible manner.	As per RFP
58	90	Penalty on Absence of Resource	Penalty for non-availability of resource per day.	Per day resource absence penalty amount mentioned in the RFP appears to be on the higher side, which is not be accurate from an operational standpoint. We request you to kindly re-evaluate and revise the penalty structure.	As per RFP
59	87	Special Payment Terms:	RISL is acting merely as a Pure Agent who neither intends to hold or holds any title to the goods and services being procured or provided. So all the goods and services are required to be delivered in the name of participating PSUs along with invoices of supplied items, although payment will be made by RISL on behalf of said department/company.	As you mentioned that RISL will act solely as a pure agent, we would request clarification on whether the payments to the SI for the respective milestones will be made in a timely manner or if they will be processed on a back-to-back basis, subject to the receipt of funds from the respective PSUs.	As per RFP (10.1. Payment Terms and Schedule)
60	15	The project shall be developed as a COTS product and maintained by the RISL.		Kindly confirm whether the Procuring Entity is seeking a COTS product to be customized/ configured as per their requirements, or a Bespoke solution?	As per RFP (Annexure - 18 Its a configurable COTS product)
61	35	h. Training and Capacity Building as and when required.	The scope of work for "Training" is not clear. The term “as and when required” — will the schedule be pre-defined during the implementation plan or be ad hoc on demand throughout the project period.	We request you to kindly elaborate on the scope of "Training and Capacity Building" mentioned in the RFP. Please specify the type of training expected from the bidder, the number of users/staff to be trained and also Request you to define the expected duration and number of training sessions to be planned for users	As per RFP
62	87	Special Payment Terms:	If the selected bidder fails to complete the upgradation and data migration within the upgrade timelines as mentioned in above Table (B), RISL will not make Operation & Maintenance (O&M) payments for existing RajERP solution from the 5th quarter onwards till the completion of the upgradation and migration.	As the SI will be deploying separate teams for the FMS and upgradation activities, the upgradation milestone cannot be clubbed with the O&M part. The O&M team is specifically responsible for addressing the issues raised by the respective PSUs. Since the SI is required to pay salaries to the deployed O&M team, any delay or halt in O&M payments may significantly impact the SI's cash flow. Therefore, we request that the upgradation and O&M payment milestones be treated as separate and independent of each other.	As per RFP

63		Others PSU's	Thereafter, if any other PSUs wish to use the ERP system, they can be onboarded as per the provision mentioned in clause 5.24 (5).	The RFP currently does not include any scope provision for onboarding new PSUs in the future. We recommend incorporating an ERP cell clause that allows for the seamless inclusion of additional PSU's along with clear guidelines on module allocation, user limits and corresponding Implementation and FMS resource requirements. Additional Change Request Provision should be incorporated in the RFP.	As per RFP
64	25	Other PSU's	The ERP solution may be used for up to 5 other PSUs.	The RFP does not clearly define the exact scope for the additional PSUs that may be onboarded in the future. We request that the modules and user limits be specified PSU-wise. Additionally, there should be a provision to increase the quantity of FMS resources if the number of modules or users exceeds the defined limits.	As per RFP (section 4 and annexure-18).
65	15	2.2. Project Background	The project is envisaged to cater to the PSUs of the Government of Rajasthan. The project shall be developed as a COTS product and maintained by the RISL. The PSUs shall pay to the RISL for its use. RISL shall initially focus on the state of Rajasthan for the process and the working of the PSUs.	If the bidder is to propose an existing COTS product, are there any preferred platforms or technologies that RISL expects the solution to be built on? Kindly provide a list of PSUs that will be onboarded under this project in the initial phase. What is the envisioned rollout plan — will PSUs be onboarded in a phased manner or simultaneously? Will RISL manage billing and collection from PSUs, or is the bidder expected to integrate billing functionalities into the solution?	As per RFP
66	35	4.1. The Indicative Scope of Work (SoW)	Conversion/Migration of Existing Database: The selected bidder shall be responsible for converting/migrating the existing DB2 database to Oracle/MSSQL/PostgreSQL for all existing PSUs.	Will the target RDBMS (Oracle/MSSQL/PostgreSQL) be finalized before bidding, or should the bidder propose the most suitable? What level of testing/validation is expected post migration? Will UAT and sign-off be PSU-wise or centralised? Will the environment for target databases (Oracle/MSSQL/PostgreSQL) be provisioned by the client, or is it in the bidder's scope?	1) As per RFP (Bidder has to choose as per the solution proposed) 2) UAT and sign-off be PSU-wise 3) Provided by client
67	34	4.1. The Indicative Scope of Work (SoW)	The selected bidder shall be responsible for the enhancement, feature requests, and creation of various reports for all respective modules as per requirements.	Will there be any cap or limit (in terms of number of man-days/hours or number of change requests) for enhancements and report development during the project period? What types of reports are to be developed (operational, analytical, statutory, and ad hoc)? Please specify if any standard report formats/templates are to be followed.	As per RFP
68	38	4.1.1.4. Testing of Developed Modules / Functionalities	The selected bidder shall ensure that no breakdown of any services or business loss in between testing and implementation of the new upgraded version of RajERP. The selected bidder will be responsible for any business loss of all existing PSUs.	Please define what constitutes "business loss" and the methodology for its calculation in case of any issues during testing/rollout. What mechanisms or expectations are defined for rollback or contingency in case of failure of the upgraded version during deployment?	As per RFP (clause 10.2. Service Level Standards / Requirements / Agreement)

69	40	4.1.2. Upgradation and Provide Operation & Maintenance Services (O&M)	The bidder has to take approval from RISL for the proposed staff before their deployment. RISL reserves the right to reject the personnel if the same is not acceptable, before or after commencement of the awarded work/ project.	What is the expected timeline within which RISL will review and provide approval or rejection of proposed resources, to avoid delays? Will there be any penalties or delays attributed to the bidder if RISL delays approval or repeatedly rejects resources without specific justification?	As per RFP (10.2. Service Level Standards / Requirements / Agreement)
70	75	6.14	The bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of Purchaser/ Tendering Authority.	The interpretation of this clause seems contradictory as it states that subcontracting is not allowed, while also allowing it with the permission of the Purchaser/Tendering Authority. Could you please clarify whether subcontracting is permitted or not?	As per amended RFP
71	26	2.10. Existing Modules:	RISL has already developed the standard modules of ERP, such as Finance & Accounting management, Material management, Human Resources management system & Pension, CPF/GPF, Sales & Marketing, Ticket management, and Works & Project management, which are currently in use by the various PSUs. The existing modules are designed and developed using .NET (MVC) environment with database DB2 (Version 11.5) for all existing PSUs.	Rather than keep developing on.net. Core can we migrate the technology to micro services (Node or Java)? Which will give leverage to work on native cloud environment. By using all Existing business logics.	As per RFP
72	34	4.1. The Indicative Scope of Work (SoW) for the selected bidder	Long with following indicative base modules, the Role & Access Management, Master Management, Workflow Management, SLA, Alert Management, MIS/ Report Management, ticket management, and Integrations will be part of the solution. User management, workflow management, and other modules (which will be related or linked to the main modules) will be developed as initial priorities.	Please provide priority for all modules including existing and new ERP modules. Please elaborate project schedule with priorities and respective timelines	As per RFP (Clause 10.1. Payment Terms and Schedule)
73	84	10.1. Payment Terms and Schedule		There is no milestone for manpower requirements in payment terms and also not a part of financial bid format. RISL should add manpower as a separate line item and payment terms for the same should be on monthly basis.	As per RFP
74	84	10.1. Payment Terms and Schedule	Table A Point 3 Upgradation	We understand that 80% of O&M cost will be provide on quarterly basis and first bill for payment will be raised in T2+60 days and then T2+150 days. Please clarify O&M will start for upgradation only after module will be created/delivered so this needs to be separated out of O&M.As per financial bid it is separate line item and for payment terms it should be separate	As per RFP (Clause 10.1. Payment Terms and Schedule)
75	39	4.1.1.6	Security audit ---The selected bidder shall be responsible for maintaining the application security at various stages (User Level security, Application-Level security, network Level security, Audit Trail & Log Management, Role-based data reduction policy	As hosting will be provided in SDC, please clarify that RISL will be responsible for network level security, hardware level security. As bidder provide only software we will be responsible for any application security architecture or vulnerabilities. RISL will provide Firewall, WAF, DAM, Privilege access management, DDOS, SIEM and other cyber devices.	As per RFP
76	38	4.1.1.3. Integration With Other Applications / Modules	The integration layer will consist of various web APIs of various third-party applications, which will be on the enterprise service bus (ESB)	Any delay in Government Department approval will not be attributable to Bidder. Please clarify	As per RFP

77	137	2.2. Technology Standards:	Application shall support at least Unicode 5.1/ 6.0 standard-based Bi-lingual versions for the user interface. It is expected to be in Hindi and English (India).	Does the ERP need multi-language support (Hindi & English) from day one	As per RFP
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(Ratan Lal)
Joint Director, DoIT&C