

**Request for Proposal (RFP) for Selection of Agency for Providing Project Support Unit (PSU) for e-Governance initiatives**  
**Reference No.:F4.9(1189)/RISL/Tech/Misc/2025/25217005 dated 05-08-2025,**  
**Unique Bid No: RIS2526SLOB00023 dated 05-08-2025**

| S. No.                    | Bid Document Page | Rule No. | Rule Details                                                                                                                                                                                                                                                                                                                                                                                                            | Query/Suggestion/ Clarification                                                                                                                                                                                                                                                                                                                                                                                                 | Response by RISL                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------|-------------------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1. Atishay Limited</b> |                   |          |                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 1                         | 9 & 10            | 1.6      | <p>Project Experience – The bidder must have experience of having executed similar <b>PMU</b> assignments/Projects/Program in Central/State Govt. Dept. Schemes in e-Governance domain.</p> <p>Bidder should have executed/completed at least 3 projects/contracts not less than Rs. 1 Cr each of similar nature from Central/State Government from distinct clients, over the past 3 years in e-Governance domain.</p> | <p><b>Proposed Change:</b> Allow flexibility – Bidder should have executed/completed: 1 project of ₹5 Cr, OR 2 projects of ₹2.5 Cr each, OR 3 projects of ₹1 Cr each over the past 3 years in e-Governance domain.</p> <p><b>Justification:</b> This ensures participation of bidders with large single projects as well as those with multiple smaller projects, improving competition without lowering quality standards.</p> | <p><b>Revised Clause:</b></p> <p>The bidder must have experience of having executed assignments/Projects/Program in Central/State Govt. Dept./PSU Schemes in e-Governance domain.</p> <p>Bidder should have executed/completed at least <b>1 project not less than ₹2 Cr OR 2 projects not less than ₹1 Cr each</b> from Central/State Government Dept/PSU from distinct clients, over the past <b>3 years</b> in e-Governance domain.</p> |
| 2.                        | 9                 | 1.2      | <p>Certification - The bidder must possess, at the time of bidding, a valid ISO 9001:2008 and CMMI Level 3 Certification.</p>                                                                                                                                                                                                                                                                                           | <p><b>Proposed Change:</b> The bidder must possess ISO 9001:2008, CMMI Level 3, and ISO 27001 certifications.</p> <p><b>Justification:</b> Including ISO 27001 ensures adherence to international information security standards, which is critical for e-Governance data protection.</p>                                                                                                                                       | <p><b>Revised Clause:</b></p> <p>The bidder must possess, at the time of bidding, a valid ISO 9001:2015 (or later) and CMMi Level 3 Certification</p>                                                                                                                                                                                                                                                                                      |
| 3.                        | 9                 | 1.3      | <p>Financial: Turnover from IT/ ITeS- Annual Turnover of the bidder from IT/ITeS during last three financial years, i.e. FY: 2022-2023, 2023-2024 and 2024 2025 should be at least Rs. 3 Crores.</p>                                                                                                                                                                                                                    | <p><b>Proposed Change:</b> Reduce turnover requirement to Rs. 25 Cr.</p> <p><b>Justification:</b> Increasing the turnover threshold will ensure participation of only financially strong and well-established firms capable of handling large-scale e-Governance projects, thereby reducing execution risk.</p>                                                                                                                 | <p><b>Revised Clause:</b></p> <p>Average Annual Turnover of the bidder from IT/ITeS during last three financial years, i.e. FY: 2021-2022, 2022-2023 and 2023-2024 (as per last published audited balance sheets) should be at least Rs. 3 Crores.</p>                                                                                                                                                                                     |

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|----------------------------------------------|-------------------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>2. Dev Information Technology Limited</b> |                   |          |                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 4.                                           | 9                 | 1.3      | Financial: Turnover from IT/ ITeS- Average Annual Turnover of the bidder from IT/ITeS during last three financial years, i.e. FY: 2022-2023, 2023-2024 and 2024-2025 should be at least Rs. 3 Crores.                                                                                                                                                                                                     | As 2024-25 audit is in process so we request you please consider turnover of 2021-22 to 2023-24                                                                                                                                                                                                                                                                                                          | <b>Revised Clause:</b><br><br>Average Annual Turnover of the bidder from IT/ITeS during last three financial years, i.e. FY: 2021-2022, 2022-2023 and 2023-2024 (as per last published audited balance sheets) should be at least Rs. 3 Crores.                                                                                                                                                                      |
| 5.                                           | 9                 | 1.4      | Financial: Net Worth - The net worth of the bidder, as on March 31, 2025 (as per last published audited balance sheets), should be Positive.                                                                                                                                                                                                                                                              | As 2024-25 audit is in process so we request you please consider net worth of 2021-22 to 2023-24                                                                                                                                                                                                                                                                                                         | <b>Revised Clause:</b><br><br>The net worth of the bidder, as on March 31, 2024 (as per last published audited balance sheets), should be Positive.                                                                                                                                                                                                                                                                  |
| 6.                                           | 9                 | 1.6      | Project Experience – The bidder must have experience of having executed similar PMU assignments/ Projects/ Program in Central/State Govt. Dept. Schemes in e-Governancedomain.<br><br>Bidder should have executed/completedat least 3 projects/contracts not less than Rs 1 Cr each of similar nature from Central/ State Government from distinct clients, over the past 3 years in e-Governance domain. | Request to amend the clause as "The bidder must have experience of having executed assignments/ Projects/ Program in Central/State Govt. Dept. Schemes in e-Governancedomain.<br><br>Bidder should have executed/completedat least 3 projects/contracts not less than Rs 1 Cr each of similar nature from Central/ State Government from distinct clients, over the past 3 years in e-Governance domain. | <b>Revised Clause:</b><br><br>The bidder must have experience of having executedassignments/Projects/Program in Central/State Govt. Dept. Schemes in e-Governance domain.<br><br>Bidder should have executed/completed at least <b>1 project not less than ₹2 CrOR 2 projects not less than ₹1 Cr each</b> from Central/State Government from distinct clients, over the past <b>3 years</b> in e-Governance domain. |
| 7.                                           | 51                | i        | Penalty for non-availability of deployed resources/ manpower                                                                                                                                                                                                                                                                                                                                              | Request you to allow at least 24 leaved per year to resource.<br><br>Also request you that if resource take leaves without OIC approval, beyond the maximum allowed leave then there will be penalty as per penalty clause                                                                                                                                                                               | <b>Revised Clause:</b><br><br>i.Penalty for non-availability of deployed resources/ manpower: A maximum of <b>18 leaves per year (4.5 per quarter on prorated basis)</b> shall be allowed for resource deployed onsite at DoIT&C Office.                                                                                                                                                                             |

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|--------|-------------------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        |                   |          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                  | <p>In the event of a medical emergency involving the deployed If the absent resource has been granted leave for any major reason such as sickness of self/ parents / spouse / children; marriage, any casualty in blood relationship etc., the firm should seek permission for the same along with reasons certified by HR and provide suitable replacement during the days of leave. Such permitted leaves shall not be treated as absence of manpower.</p> <p>Leaves will be calculated including sandwich leave i.e. if a resource takes two leaves on Friday and consecutive Mondays, the weekend (Saturday and Sunday) following the Friday is also counted as leaves.</p> |
| 8.     | 52                | 7.1      | <p>The above-mentioned development team shall work from onsite. The selected bidder shall increase the team size as per requirement and ensure compliance to the prescribed Project timelines. The selected bidder may depute additional resources to work from offshore, if needed.</p> <p>Also, the selected bidder shall need to submit the MoU signed with the Third-Party Agency (TPA) in case of resources being taken on contractual basis through Third Party.</p> | <p>This work is manpower based so after deploying required manpower as per RFP, if additional manpower required, will we get additional charges for the same? Please clarify</p> | <p>No additional charges for additional manpower.</p> <p><b><u>Revised Clause:</u></b></p> <p>The selected bidder shall increase the team size as per requirement and ensure compliance to the prescribed Project timelines. <b>The selected bidder may depute additional resources to work from offshore for limited period, as per project need.</b></p>                                                                                                                                                                                                                                                                                                                      |

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|-------------------------------------------|-------------------|--------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>3. M/s E-Connect Solutions Pvt Ltd</b> |                   |                                                                    |                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                        |
| 9.                                        | 9                 | Technical Criteria Point No. 3 - Financial: Turnover from IT/ ITeS | Average Annual Turnover of the bidder from IT/ITeS during last three financial years, i.e. FY: 2022-2023, 2023-2024 and 2024-2025 should be at least Rs. 3 Crores. | As the audit process for FY 2024–25 is currently not completed and audited financial statements are not yet available, we would like to suggest regarding Average Annual Turnover Clause, please amend the clause as under:<br><br><b>Average Annual Turnover of the bidder from IT/ITeS during last three financial years, i.e. FY: 2022-2023, 2023-2024 and 2024- 2025 should be at least Rs. 3 Crores.</b><br>Or<br><b>Average Annual Turnover of the bidder from IT/ITeS during last three financial years, i.e. FY: 2021-2022, 2022-2023 and 2023-2024 should be at least Rs. 3 Crores, With Provisional Average Turnover Certificate of 2024-2025</b> | <b><u>Revised Clause:</u></b><br><br>Average Annual Turnover of the bidder from IT/ITeS during last three financial years, i.e. FY: 2021-2022, 2022-2023 and 2023-2024 (as per last published audited balance sheets) should be at least Rs. 3 Crores. |
| 10.                                       | 9                 | Technical Criteria Point No. 4 - Financial: Net Worth              | The net worth of the bidder, as on March 31, 2025 (as per last published audited balance sheets), should be Positive.                                              | As the audit process for FY 2024–25 is currently not completed and audited financial statements are not yet available, we would like to suggest regarding Average Annual Network Clause, please amend the clause as under:<br><br><b>The net worth of the bidder, as on March 31, 2025 (as per last published audited balance sheets), should be Positive.</b><br>Or<br><b>The net worth of the bidder, as on March 31, 2024</b>                                                                                                                                                                                                                            | <b><u>Revised Clause:</u></b><br><br>The net worth of the bidder, as on March 31, 2024 (as per last published audited balance sheets), should be Positive.                                                                                             |

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|--------|-------------------|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        |                   |                                                     |                                                                                                                                                                                                                                                                                                                                                                                | (as per last published audited balance sheets), should be Positive., With Provisional Networth Certificate of 2024-2025                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 11.    | 9                 | Technical Criteria Point No. 6 - Project Experience | The bidder must have experience of having executed similar PMU assignments/ Projects/ Program in Central/State Govt. Dept. Schemes in e-Governance domain. Bidder should have executed/completedat least 3 projects/contracts not less than Rs 1 Cr each of similar nature from Central/ State Government from distinct clients, over the past 3 years in e-Governance domain. | We would like to suggest regarding Average Annual Turnover Clause, please amend the clause as under:<br>The bidder must have experience of having executed similar PMU assignments/ <b>Manpower Based / Hiring of IT Professionals</b> / Projects/ Program in Central/State Govt. Dept. Schemes in e-Governance domain. Bidder should have executed/completedat least 3 projects/contracts not less than Rs 1 Cr each of similar nature from Central/ State Government from distinct clients, over the past 3 years in e-Governance domain. | <b><u>Revised Clause:</u></b><br><br>The bidder must have experience of having executedassignments/Projects/Program in Central/State Govt. Dept. Schemes in e-Governance domain.<br><br>Bidder should have executed/completed at least <b>1 project not less than ₹2 CrOR 2 projects not less than ₹1 Cr each</b> from Central/State Government from distinct clients, over the past <b>3 years</b> in e-Governance domain. |
| 12.    | 12                | 4.1SCOPE OF WORK                                    | Following broadly constitutes the Scope of Work                                                                                                                                                                                                                                                                                                                                | We understand that the selected bidder's responsibility willbe limited to deploying resources as per the requirements ofRISL/Department. The assignment of activities to theseresources will be managed by RISL/Department,andthebidder will not be held accountable for the same.                                                                                                                                                                                                                                                          | As per RFP.                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 13.    | 14                | Deployment of Manpower                              | It is the responsibility of the selected bidder to scale up the team as and when required to confirm smooth project execution throughout the duration                                                                                                                                                                                                                          | Kindly confirm, if the bidder is required to scale up the team as per project requirements, how will the bidder be compensated for the additional resources?                                                                                                                                                                                                                                                                                                                                                                                | No additional charges for additional manpower.<br><br><b><u>Revised Clause:</u></b><br><br>The selected bidder shallincrease the team size as per requirement and ensure compliance to the prescribed Project timelines. The selected bidder may depute additional resources                                                                                                                                                |

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|        |                        |                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                   | to work from offshore for limited period, as per project need.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |     |          |             |          |         |   |                        |                                                                                                                                                                                                                                                                                                                                                                 |                                                                      |                                                                            |
| 14.    | 50                     | 2) Service Level Requirements / Agreement - <b>Clause E</b>                                                                                                                                                                                                                                                                                                     | <b>Penalty Clauses:</b> If the selected bidder fails to deliver the required services due to reasons attributable to him like non-accessibility of non-availability/attrition of the technical personnel/ operational manpower, etc. The cumulative penalty, as applicable, would be imposed as mentioned below while processing the payment for respective milestone. | We would like to suggest regarding Penalty Clause, as there is no Maximum Penalty Limited mentioned, the cumulative penalty should not be more than 10%, Kindly confirm regarding Maximum Penalty / Penalty Limit | Penalties are imposed solely for non-deployment or absenteeism of manpower, for which no upper limit can be set.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |     |          |             |          |         |   |                        |                                                                                                                                                                                                                                                                                                                                                                 |                                                                      |                                                                            |
| 15.    | 49                     | 1) Payment Terms and Schedule                                                                                                                                                                                                                                                                                                                                   | New development and Enhancement Development/ Enhancement/ upgradation/ modification reports quarterly                                                                                                                                                                                                                                                                  | Kindly clarify how the payment would be made to bidder as there is no line item asked for new development and Enhancement in Financial Bid.                                                                       | <div><b>Revised Clause:</b><table><tr><th>S N</th><th>Activity</th><th>Deliverable</th><th>Timeline</th><th>Payment</th></tr><tr><td>1</td><td>Deployment of Manpower</td><td><ul style="list-style-type: none"><li>Quarterly Performance Report approved by Procuring Entity with summary of all activities &amp; performance against assigned tasks</li><li>Monthly Progress Report (MPR) of resources deployed duly approved by Procuring Entity</li><li>Monthly Attendance of onsite resources verified by the Procuring Entity</li></ul></td><td>Within 15 days of start of quarter (for 4 quarters starting from To)</td><td>100% of the total project cost to be paid in 4 equal quarterly instalments</td></tr></table></div> <div>Note: -</div> | S N | Activity | Deliverable | Timeline | Payment | 1 | Deployment of Manpower | <ul style="list-style-type: none"><li>Quarterly Performance Report approved by Procuring Entity with summary of all activities &amp; performance against assigned tasks</li><li>Monthly Progress Report (MPR) of resources deployed duly approved by Procuring Entity</li><li>Monthly Attendance of onsite resources verified by the Procuring Entity</li></ul> | Within 15 days of start of quarter (for 4 quarters starting from To) | 100% of the total project cost to be paid in 4 equal quarterly instalments |
| S N    | Activity               | Deliverable                                                                                                                                                                                                                                                                                                                                                     | Timeline                                                                                                                                                                                                                                                                                                                                                               | Payment                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |          |             |          |         |   |                        |                                                                                                                                                                                                                                                                                                                                                                 |                                                                      |                                                                            |
| 1      | Deployment of Manpower | <ul style="list-style-type: none"><li>Quarterly Performance Report approved by Procuring Entity with summary of all activities &amp; performance against assigned tasks</li><li>Monthly Progress Report (MPR) of resources deployed duly approved by Procuring Entity</li><li>Monthly Attendance of onsite resources verified by the Procuring Entity</li></ul> | Within 15 days of start of quarter (for 4 quarters starting from To)                                                                                                                                                                                                                                                                                                   | 100% of the total project cost to be paid in 4 equal quarterly instalments                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |          |             |          |         |   |                        |                                                                                                                                                                                                                                                                                                                                                                 |                                                                      |                                                                            |

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|        |                        |                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                         |                                                                                                                                                | Where, $T_0$ is the date of the issuance of Work Order                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |     |          |             |          |         |   |                        |                                                                                                                                                                                                                                                                                                                                                                 |                                                                          |                                                                            |
| 16.    | 49                     | 1) Payment Terms and Schedule                                                                                                                                                                                                                                                                                                                                   | Managed Services during the Period: Issue Tracker & Log reports of help desk, Call resolved, unresolved and escalated issues.Quarterly. | Kindly clarify how the payment would be made to bidder as there is no line item asked for Managed Services during the Period in Financial Bid. | <div>Revised Clause:<table><tr><th>S N</th><th>Activity</th><th>Deliverable</th><th>Timeline</th><th>Payment</th></tr><tr><td>1</td><td>Deployment of Manpower</td><td><ul style="list-style-type: none"><li>Quarterly Performance Report approved by Procuring Entity with summary of all activities &amp; performance against assigned tasks</li><li>Monthly Progress Report (MPR) of resources deployed duly approved by Procuring Entity</li><li>Monthly Attendance of onsite resources verified by the Procuring Entity</li></ul></td><td>Within 15 days of start of quarter (for 4 quarters starting from <math>T_0</math>)</td><td>100% of the total project cost to be paid in 4equal quarterly instalments</td></tr></table></div> <div>Note: -<br/>Where, <math>T_0</math> is the date of the issuance of Work Order</div> | S N | Activity | Deliverable | Timeline | Payment | 1 | Deployment of Manpower | <ul style="list-style-type: none"><li>Quarterly Performance Report approved by Procuring Entity with summary of all activities &amp; performance against assigned tasks</li><li>Monthly Progress Report (MPR) of resources deployed duly approved by Procuring Entity</li><li>Monthly Attendance of onsite resources verified by the Procuring Entity</li></ul> | Within 15 days of start of quarter (for 4 quarters starting from $T_0$ ) | 100% of the total project cost to be paid in 4equal quarterly instalments  |
| S N    | Activity               | Deliverable                                                                                                                                                                                                                                                                                                                                                     | Timeline                                                                                                                                | Payment                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |     |          |             |          |         |   |                        |                                                                                                                                                                                                                                                                                                                                                                 |                                                                          |                                                                            |
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| 17.    | 49                     | 1) Payment Terms and Schedule                                                                                                                                                                                                                                                                                                                                   | Managed Services during the Period Issue Tracker & Log reports of help desk, Call resolved, unresolved and escalated issues.Quarterly.  | Kindly clarify that who will be responsible for the delay due to issue in hardware components.                                                 | <div>Revised Clause:<table><tr><th>S N</th><th>Activity</th><th>Deliverable</th><th>Timeline</th><th>Payment</th></tr><tr><td>1</td><td>Deployment of Manpower</td><td><ul style="list-style-type: none"><li>Quarterly Performance Report approved by Procuring Entity with summary of all activities &amp; performance against assigned tasks</li><li>Monthly Progress Report (MPR) of</li></ul></td><td>Within 15 days of start of quarter (for 4 quarters starting</td><td>100% of the total project cost to be paid in 4 equal quarterly instalments</td></tr></table></div>                                                                                                                                                                                                                                                     | S N | Activity | Deliverable | Timeline | Payment | 1 | Deployment of Manpower | <ul style="list-style-type: none"><li>Quarterly Performance Report approved by Procuring Entity with summary of all activities &amp; performance against assigned tasks</li><li>Monthly Progress Report (MPR) of</li></ul>                                                                                                                                      | Within 15 days of start of quarter (for 4 quarters starting              | 100% of the total project cost to be paid in 4 equal quarterly instalments |
| S N    | Activity               | Deliverable                                                                                                                                                                                                                                                                                                                                                     | Timeline                                                                                                                                | Payment                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |     |          |             |          |         |   |                        |                                                                                                                                                                                                                                                                                                                                                                 |                                                                          |                                                                            |
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| S. No.                                                                                   | Bid Document Page | Rule No.                                      | Rule Details                                                                                                                                                                                                                                                                                                                                                                                                       | Query/Suggestion/ Clarification                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Response by RISL                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------------------------------------------|-------------------|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                          |                   |                                               |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <div>resources deployed duly approved by Procuring Entity</div> <div> <ul style="list-style-type: none"> <li>Monthly Attendance of onsite resources verified by the Procuring Entity</li> </ul> </div> <div>from T<sub>0</sub>)</div>                                                                                                                                                                                         |
| <p><i>Note: -</i><br/>Where, T<sub>0</sub> is the date of the issuance of Work Order</p> |                   |                                               |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>4. Raminfo Limited</b>                                                                |                   |                                               |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 18.                                                                                      | 9 and 10          | S.no.6 under Technical Qualification Criteria | <p>Project Experience - The bidder must have experience of having executed similar PMU assignments/ Projects/ Program in Central/State Govt. Dept. Schemes in e-Governance domain.</p> <p>Bidder should have executed/completed at least 3 projects/contracts not less than Rs 1 Cr each of similar nature from Central/ State Government from distinct clients, over the past 3 years in e-Governance domain.</p> | <p><b>Request to consider the criteria as follows:</b><br/>The bidder must have experience in executed OR currently executing similar PMU/<b>SWAN/eDistrict</b> assignments/ Projects/ Program in Central/State Govt. Dept. Schemes in e-Governance domain.</p> <p>Bidder should have executed <b>OR</b> completed <b>OR</b> currently executing at least 3 projects/contracts not less than Rs 1 Cr each of similar nature from Central/ State Government from distinct clients, over the past 3 years from the bid calling date in e-Governance domain.</p> | <p><b>Revised Clause:</b></p> <p>The bidder must have experience of having executed assignments/Projects/Program in Central/State Govt. Dept. Schemes in e-Governance domain.</p> <p>Bidder should have executed/completed at least <b>1 project not less than ₹2 Cr OR 2 projects not less than ₹1 Cr each</b> from Central/State Government from distinct clients, over the past <b>3 years</b> in e-Governance domain.</p> |
| <b>5. Dayton Natural Resources Private Limited</b>                                       |                   |                                               |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 19.                                                                                      | 9&10              | 1.6                                           | Project Experience - The bidder must have experience of having executed similar PMU assignments/ Projects/ Program in Central/State Govt. Dept. Schemes in e-Governance domain.                                                                                                                                                                                                                                    | The bidder must have experience in executed OR Currently executing PMU/ <b>SWAN/ eDistrict assignments</b> / Projects/ Program in Central/State/Govt. Dept. Schemes in e-Governance domain.                                                                                                                                                                                                                                                                                                                                                                   | <p><b>Revised Clause:</b></p> <p>The bidder must have experience of having executed assignments/Projects/Program in Central/State Govt. Dept. Schemes in e-Governance domain.</p>                                                                                                                                                                                                                                             |



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| S. No.                                    | Bid Document Page | Rule No.                                      | Rule Details                                                                                                                                                                                                         | Query/Suggestion/ Clarification                                                                                                                                                                                                | Response by RISL                                                                                                                                                                                                                                       |
|-------------------------------------------|-------------------|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                           |                   |                                               | Bidder should have executed/ completedat least 3 Projects / contracts not less than Rs 1 Cr each of similar nature fromCentral/ State Government from distinct clients, over the past 3years in e-Governance domain. | Bidder should have executed/ completedat least 3 Projects / contracts not less than Rs 1 Cr each of similar nature from Central/ State Government from distinct clients, over the past3years in e-Governance domain.           | Bidder should have executed/completed at least <b>1 project not less than ₹2 CrOR 2 projects not less than ₹1 Cr each</b> from Central/State Government from distinct clients, over the past <b>3 years</b> in e-Governance domain.                    |
| 20.                                       | 9                 | 1.2                                           | Certification - The bidder must possess, at the time of bidding, a valid ISO9001:2008 and CMMi Level 3 Certification                                                                                                 | This Clause should be deleted                                                                                                                                                                                                  | No Change.                                                                                                                                                                                                                                             |
| 21.                                       | 9                 | 1.3                                           | Financial: Turnover from IT/ ITeS - Average Annual Turnover of the bidder from IT/ITeS during last three financial years, i.e. FY: 2022-2023, 2023-2024 and 2024- 2025 should be at least Rs. 3 Crores.              | Annual Turnover of the bidder from IT/ITeS last year, should be at least Rs. 10 Crores.                                                                                                                                        | <b><u>Revised Clause:</u></b><br><br>Average Annual Turnover of the bidder from IT/ITeS during last three financial years, i.e. FY: 2021-2022, 2022-2023 and 2023-2024 (as per last published audited balance sheets) should be at least Rs. 3 Crores. |
| <b>6. BLS International Services Ltd.</b> |                   |                                               |                                                                                                                                                                                                                      |                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                        |
| 22.                                       |                   |                                               |                                                                                                                                                                                                                      | Extension of the submission deadline by 15 days                                                                                                                                                                                | No Change.                                                                                                                                                                                                                                             |
| <b>7. Starfin India Private Limited</b>   |                   |                                               |                                                                                                                                                                                                                      |                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                        |
| 23                                        |                   |                                               |                                                                                                                                                                                                                      | Extension of the submission deadline by 10 days                                                                                                                                                                                | No Change.                                                                                                                                                                                                                                             |
| <b>8. Rysun Labs Private Limited</b>      |                   |                                               |                                                                                                                                                                                                                      |                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                        |
| 24                                        | 5                 | NIB                                           | Estimated procurement cost = 80 Lakhs.                                                                                                                                                                               | Estimated procurement cost is inclusive or exclusive of taxes?                                                                                                                                                                 | Estimated procurement cost = 80 Lakhs (inclusive of taxes)                                                                                                                                                                                             |
| 25                                        | 9                 | Technical Qualification /Eligibility Criteria | A company registered under Indian Companies Act, 1956 OR A partnership firm registered under Indian Partnership Act, 1932.                                                                                           | May also include company registered under Indian Companies Act, 2013.<br><br><b>Proposed change:</b> A company registered under Indian Companies Act, 1956 / Indian Companies Act, 2013 OR A partnership firm registered under | <b><u>Revised Clause:</u></b><br><br>A company registered under Indian Companies Act, 2013<br>OR<br>A company registered under Indian Companies Act, 1956<br>OR                                                                                        |

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| S. No. | Bid Document Page | Rule No.                                      | Rule Details                                                                                                          | Query/Suggestion/ Clarification                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Response by RISL                                                                                                                                                                                                                |
|--------|-------------------|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        |                   |                                               |                                                                                                                       | Indian Partnership Act, 1932.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | A partnership firm registered under Limited Liability Partnership (LLP) Act, 2008                                                                                                                                               |
| 26.    | 9                 | Technical Qualification/ Eligibility Criteria | The bidder must possess, at the time of bidding, a valid ISO 9001:2008 and CMMi Level 3 Certification                 | <p>The ISO 9001:2008 certification is no longer valid as of September 2018. Organizations certified under ISO 9001:2008 were required to transition to the revised ISO 9001:2015 standard by that deadline. ISO 9001:2015 replaced the 2008 version and remains the current valid standard for quality management systems. Accordingly, the requirement of a valid ISO 9001 certification may be replaced with, the bidder must hold a valid ISO 9001:2015 (or later)</p> <p><b>Proposed change:</b> The bidder must possess, at the time of bidding, a valid ISO 9001:2015 (or later) and CMMi Level 3 Certification</p> | <p><b>Revised Clause:</b></p> <p>The bidder must possess, at the time of bidding, a valid ISO 9001:2015 (or later) and CMMi Level 3 Certification</p>                                                                           |
| 27.    | 9                 | Technical Qualification/ Eligibility Criteria | The net worth of the bidder, as on March 31, 2025 (as per last published audited balance sheets), should be Positive. | <p>Will department accept provisional financial statements or CA-certified un-audited statements for FY 2024-25, given audit timelines.</p> <p><b>Proposed change:</b> The bidder must have positive net worth in last three financial years.</p>                                                                                                                                                                                                                                                                                                                                                                         | <p><b>Revised Clause:</b></p> <p>The net worth of the bidder, as on March 31, 2024 (as per last published audited balance sheets), should be Positive.</p>                                                                      |
| 28.    | 9                 | Technical Qualification/ Eligibility Criteria | Average Annual Turnover of Rs. 3 Crores from IT/ITeS over past 3 years (FY: 2022-23, 2023-24, 2024-25)                | According to RTPP Rules, bidders often need to demonstrate an annual turnover of at least 50% of the estimated tender/project value during the last 3 to 5 financial years in order to qualify for a particular procurement item.                                                                                                                                                                                                                                                                                                                                                                                         | <p><b>Revised Clause:</b></p> <p>Average Annual Turnover of the bidder from IT/ITeS during last three financial years, i.e. FY: 2021-2022, 2022-2023 and 2023-2024 (as per last published audited balance sheets) should be</p> |

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| S. No. | Bid Document Page | Rule No.                                       | Rule Details                                                                                                                                                     | Query/Suggestion/ Clarification                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Response by RISL                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------|-------------------|------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        |                   |                                                |                                                                                                                                                                  | <p>In case of large works or strategic tenders, the turnover requirement may be up to 100% of project cost. Here the project value is 80 lakhs and project nature is normal, however asked turnover is 3 Crores. Any specific reason?</p> <p>Please confirm if provisional financials for FY 2024-25 will suffice, since statutory audit for FY 2024-25 may not be completed by bid submission date.</p> <p><b>Proposed change:</b> Average Annual Turnover of Rs. 80 Lakhs from IT/ITeS over past 3 years (FY: 2022-23, 2023-24, 2024-25)</p> | at least Rs. 3 Crores.                                                                                                                                                                                                                                                                                                                                                                                                       |
| 29.    | 9                 | Technical Qualification/ Eligibility Criteria; | "Bidder must have executed/completed at least 3 projects/contracts, not less than Rs. 1 Cr each, from distinct clients, in last 3 years in e-governance domain." | <p>Any specific reason for asking contracts of value not less than 1 crore where the procurement value is 80 lakhs only. As the project value is 80 lakhs, projects of contract value not less than 50 lakhs may be considered for required technical qualification.</p> <p>In accordance with RTTP, is there any relaxation in the required technical qualifications related to past experience and financial turnover for Startups situated in Rajasthan?</p>                                                                                | <p><b>Revised Clause:</b></p> <p>The bidder must have experience of having executed assignments/Projects/Program in Central/State Govt. Dept. Schemes in e-Governance domain.</p> <p>Bidder should have executed/completed at least <b>1 project not less than ₹2 CrOR 2 projects not less than ₹1 Cr each</b> from Central/State Government from distinct clients, over the past <b>3 years</b> in e-Governance domain.</p> |

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| S. No. | Bid Document Page | Rule No.                                   | Rule Details                                                                                                                                                                          | Query/Suggestion/ Clarification                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Response by RISL                                                                                                                                                                                                                                                  |
|--------|-------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        |                   |                                            |                                                                                                                                                                                       | <p>Will ongoing projects, where the total project value and within the specified period meeting the criteria be considered for evaluation?</p> <p><b>Proposed revision:</b> Bidder must have executed/completed at least 3 assignments, not less than Rs. 50 Lakhs each, from distinct clients, in last 5 years in e-governance domain</p> <p>Documents Required: Work Completion Certificates from the client;<br/>OR<br/>Work Order / Purchase Order + Work or Phase Completion Certificate + CA Certificate certifying that the payment of at least INR 50 Lakhs for the respective assignments in the period 01-Apr-2020 to 31-March-25.</p> |                                                                                                                                                                                                                                                                   |
| 30.    | 13                | Scope of Work;<br>Manpower Deployment      | Team deployment to be completed within 45 days of LOI                                                                                                                                 | Considering regulatory approvals and onboarding, can the manpower deployment schedule be extended to 60 days?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p><b><u>Revised Clause:</u></b></p> <p><b><u>Deployment of Manpower –</u></b></p> <p>a. The selected Bidder shall deploy the Team (as per Annexure 1) onsite within 30 days of date of issuance of Work Order to the bidder till the end of contract period.</p> |
| 31.    | 13, 52            | Annexure 1: Resource Deployment & Scope of | Educational qualifications and experience requirements for each role: Project Coordinator cum Business Analyst - MBA or higher degree, having at least 6 years of post- qualification | Most government tenders and job specifications include PGDBA as equivalent to MBA when specifying minimum qualification requirements, especially under technical or managerial eligibility                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p><b><u>Revised Clause:</u></b></p> <p><b>Annexure 1: Resource Deployment</b><br/> <b>Project Coordinator cum Business Analyst</b></p>                                                                                                                           |

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| S. No. | Bid Document Page | Rule No.           | Rule Details                                                                        | Query/Suggestion/ Clarification                                                                                                                                                                                                                                                                                                                                                                                                                          | Response by RISL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------|-------------------|--------------------|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        |                   | Work               | relevant work experience.                                                           | <p>criteria. This avoids unjust exclusion of qualified candidates holding PGDBA.</p> <p>PGDBA is widely accepted by employers and recognized by industry bodies, plus accreditation by universities and institutions granting these diplomas aligns with those granting MBAs.</p> <p><b>Proposed revision:</b> MBA / PGDBA (Post Graduate Diploma in Business Administration) or higher degree, having at least 6 years of relevant work experience.</p> | <ul style="list-style-type: none"> <li>• MBA/PGDBA or equivalent.</li> <li>• Having at least 6 years of relevant work experience. Preference will be given to one who has managed similar projects in the past.</li> <li>• Experience in handling team for design and development of customized IT applications</li> <li>• Overall project coordination, planning and monitoring</li> <li>• Project Documentation</li> </ul>                                                                                               |
| 32.    | 53                | IT Infrastructure  | Selected bidder is to provide IT infrastructure (laptops, printers) for onsite team | Who will be responsible for software licenses, antivirus, VPN connectivity, and other IT security requirements for the deployed resources? Please clarify.                                                                                                                                                                                                                                                                                               | No Change                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 33.    | 14                | Attendance, Leaves | Maximum leaves per onsite resource capped, with penalty for excess leaves           | Please confirm process for approval of emergency/medical leaves and what supporting documents are required for exemption from penalty.                                                                                                                                                                                                                                                                                                                   | <p><b><u>Revised Clause:</u></b></p> <p>i. Penalty for non-availability of deployed resources/ manpower: A maximum of <b>18 leaves per year (4.5 per quarter on prorated basis)</b> shall be allowed for resource deployed onsite at DoIT&amp;C Office.</p> <p><b>In the event of a medical emergency involving the deployed If the absent resource has been granted leave for any major reason such as sickness of self/ parents / spouse / children; marriage, any casualty in blood relationship etc., the firm</b></p> |

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| S. No. | Bid Document Page | Rule No.                                   | Rule Details                                                                                                                                                                                                                                                                          | Query/Suggestion/ Clarification                                                                                  | Response by RISL                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------|-------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        |                   |                                            |                                                                                                                                                                                                                                                                                       |                                                                                                                  | <p>should seek permission for the same along with reasons certified by HR and provide suitable replacement during the days of leave. Such permitted leaves shall not be treated as absence of manpower.</p> <p>Leaves will be calculated including sandwich leave i.e. if a resource takes two leaves on Friday and consecutive Mondays, the weekend (Saturday and Sunday) following the Friday is also counted as leaves.</p> |
| 34.    | 10                | Eligibility Criteria; Manpower Strength    | "Bidding firm should at least have 100 manpower strength with desired education, qualification and experience in their direct payroll"                                                                                                                                                | Is this requirement for total organizational strength or only project-relevant IT/ITeS manpower? Kindly specify. | <p><b><u>Revised Clause:</u></b></p> <p>Bidding firm should at least have 50 manpower strength with experience in delivery of IT/ITeS projectson their direct payroll</p>                                                                                                                                                                                                                                                      |
| 35.    | 12                | Scope of Work; Training & Helpdesk Support | Helpdesk support for all users and citizens, ticket creation/closure                                                                                                                                                                                                                  | What is the expected daily ticket volume and nature of typical queries?                                          | The daily ticket volume is seasonal and can vary significantly, ranging from 0 to over 20. Tickets include general informational queries, service requests related to enhancements and software updates, as well as incident reports concerning defects and bug fixes in the CRN application.                                                                                                                                  |
| 36.    | 3 & 14            | 4B. PROJECT DURATION                       | <p>It is mentioned at page 3 that the Contract/ Project Period shall commence from the date of issuance of work order till completion of one year.</p> <p>It is mentioned at page 14 that the Contract/ Project Period shall commence from date of issuance of LOI till one year.</p> | The Contract/ Project Period shall commence from date of issuance of Work Order till one year.                   | The Contract/ Project Period shall commence from the date of issuance of work order till completion of one year.                                                                                                                                                                                                                                                                                                               |

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| S. No. | Bid Document Page | Rule No.                                                               | Rule Details                                                                                                                                                                                                                                                                                                                                                                                                           | Query/Suggestion/ Clarification                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Response by RISL                                                                     |
|--------|-------------------|------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| 37.    | 49                | 2) Service Level Requirements / Agreement a) Purpose & Duration of SLA | The SLA purpose is to enforce a contract between the selected bidder and the Purchaser. SLA would come into effect from the date of issuance of Lol, under this RFP.                                                                                                                                                                                                                                                   | The selected Bidder shall deploy the Team onsite within 45 days of date of issuance of LOI to the bidder till the end of contract period. Therefore, following revision is proposed: The SLA purpose is to enforce a contract between the selected bidder and the Purchaser. SLA would come into effect from the 46th day from the date of issuance of Lol, under this RFP.                                                                                                                                         | As per RFP.                                                                          |
| 38.    | 12                | e-Mitra Plus                                                           | <ul style="list-style-type: none"> <li>Integration, development, and enhancement of existing applications.</li> <li>Data management and analytics Bug fixes and security compliances</li> </ul>                                                                                                                                                                                                                        | To understand the existing e-Mitra Plus application, its architecture, databases, connectivity and security features, RISL shall arrange for proper training, hand-holding and knowledge transfer as may be necessary for the execution of the project.                                                                                                                                                                                                                                                             | <p>No Change</p> <p>Knowledge transfer will be part of project kick-off meeting.</p> |
| 39.    | 43                | Limitation of Liability                                                | b) the aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement. | <p>The aggregate liability may be capped to 10% of the contract value</p> <p><b>Proposed change:</b>b) the aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed 10% of the contract value, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement.</p> | No Change                                                                            |
| 40.    | 45                | Termination                                                            | RISL, by a written notice of at least 30 days                                                                                                                                                                                                                                                                                                                                                                          | Both Parties may be allowed to terminate the contract for convenience.                                                                                                                                                                                                                                                                                                                                                                                                                                              | No Change                                                                            |

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| S. No. | Bid Document Page      | Rule No.                                                                                                                                                                                                                                                                                                                                                        | Rule Details                                                                                                                                                                                                                                                                                                                                                                         | Query/Suggestion/ Clarification                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Response by RISL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |     |          |             |          |         |   |                        |                                                                                                                                                                                                                                                                                                                                                                 |                                                                                   |                                                                            |
|--------|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----------|-------------|----------|---------|---|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------|
|        |                        | for Convenience                                                                                                                                                                                                                                                                                                                                                 | sent to the supplier/ selected bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser’s convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated, and the date upon which such termination becomes effective. | <b>Proposed change:</b> Both Parties, by a written notice of at least 30 days sent to the other Party, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Party’s convenience, the extent to which performance of the Other Party under the Contract is terminated, and the date upon which such termination becomes effective.                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |     |          |             |          |         |   |                        |                                                                                                                                                                                                                                                                                                                                                                 |                                                                                   |                                                                            |
| 41.    | 49                     | Payment Terms and Schedule                                                                                                                                                                                                                                                                                                                                      | Managed Services during the Period: Issue Tracker & Log reports of help desk, Call resolved, unresolved and escalated issues.                                                                                                                                                                                                                                                        | <p>As stated on page 7 of the RFP: Currently, the maintenance of e-Mitra Plus machines is managed by the district-Level Offices of DoIT&amp;C. The centralized support services outlined in this RFP pertain specifically to software integration, development, enhancement, live webcasting, and video conferencing.</p> <p>Therefore, to confirm our understanding: the managed services under this RFP apply only to the e-Mitra Plus application, and not to the physical e-Mitra Plus machines. Is this correct?</p> | <div><b>Revised Clause:</b><table><tr><th>S N</th><th>Activity</th><th>Deliverable</th><th>Timeline</th><th>Payment</th></tr><tr><td>1</td><td>Deployment of Manpower</td><td><ul style="list-style-type: none"><li>Quarterly Performance Report approved by Procuring Entity with summary of all activities &amp; performance against assigned tasks</li><li>Monthly Progress Report (MPR) of resources deployed duly approved by Procuring Entity</li><li>Monthly Attendance of onsite resources verified by the Procuring Entity</li></ul></td><td>Within 15 days of start of quarter (for 4 quarters starting from T<sub>0</sub>)</td><td>100% of the total project cost to be paid in 4 equal quarterly instalments</td></tr></table></div> <p><i>Note: -</i><br/><i>Where, T<sub>0</sub> is the date of the issuance of Work Order</i></p> | S N | Activity | Deliverable | Timeline | Payment | 1 | Deployment of Manpower | <ul style="list-style-type: none"><li>Quarterly Performance Report approved by Procuring Entity with summary of all activities &amp; performance against assigned tasks</li><li>Monthly Progress Report (MPR) of resources deployed duly approved by Procuring Entity</li><li>Monthly Attendance of onsite resources verified by the Procuring Entity</li></ul> | Within 15 days of start of quarter (for 4 quarters starting from T <sub>0</sub> ) | 100% of the total project cost to be paid in 4 equal quarterly instalments |
| S N    | Activity               | Deliverable                                                                                                                                                                                                                                                                                                                                                     | Timeline                                                                                                                                                                                                                                                                                                                                                                             | Payment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |     |          |             |          |         |   |                        |                                                                                                                                                                                                                                                                                                                                                                 |                                                                                   |                                                                            |
| 1      | Deployment of Manpower | <ul style="list-style-type: none"><li>Quarterly Performance Report approved by Procuring Entity with summary of all activities &amp; performance against assigned tasks</li><li>Monthly Progress Report (MPR) of resources deployed duly approved by Procuring Entity</li><li>Monthly Attendance of onsite resources verified by the Procuring Entity</li></ul> | Within 15 days of start of quarter (for 4 quarters starting from T <sub>0</sub> )                                                                                                                                                                                                                                                                                                    | 100% of the total project cost to be paid in 4 equal quarterly instalments                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |     |          |             |          |         |   |                        |                                                                                                                                                                                                                                                                                                                                                                 |                                                                                   |                                                                            |
| 42.    | 9 & 10                 | 3.TECHNICAL                                                                                                                                                                                                                                                                                                                                                     | The bidder must have experience of having                                                                                                                                                                                                                                                                                                                                            | <b>We hereby request to kindly change the criteria as</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Revised Clause:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |     |          |             |          |         |   |                        |                                                                                                                                                                                                                                                                                                                                                                 |                                                                                   |                                                                            |



**Request for Proposal (RFP) for Selection of Agency for Providing Project Support Unit (PSU) for e-Governance initiatives**  
**Reference No.:F4.9(1189)/RISL/Tech/Misc/2025/25217005 dated 05-08-2025,**  
**Unique Bid No: RIS2526SLOB00023 dated 05-08-2025**

| S. No. | Bid Document Page | Rule No.                                                                                   | Rule Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Query/Suggestion/ Clarification                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Response by RISL                                                                                                                                                                                                                                                                                                                                                                                |
|--------|-------------------|--------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        |                   | QUALIFICATION/<br>ELIGIBILITY<br>CRITERIA<br><br>1) Technical<br>Qualification<br>Criteria | <p>executed similar PMU assignments/ Projects/ Program in Central/State Govt. Dept. Schemes in e-Governance domain.</p> <p>Bidder should have executed/completed at least 3 projects/contracts not less than Rs 1 Cr each of similar nature from Central/ State Government from distinct clients, over the past 3 years in e-Governance domain.</p>                                                                                                                                                                                      | <p><b>below:</b></p> <p>The bidder must have experience of having executed similar PMU assignments/ Projects/ Program in Central/State Govt. Dept. Schemes in e-Governance domain.</p> <p>Bidder should have executed/<b>completed at least 2 projects/contracts not less than Rs 1 Cr each</b> of similar nature from Central/ State Government from distinct clients, over the past 5 years in e-Governance domain.</p>                                                                                                                                                                                                    | <p>The bidder must have experience of having executed assignments/Projects/Program in Central/State Govt. Dept. Schemes in e-Governance domain.</p> <p>Bidder should have executed/completed at least <b>1 project not less than ₹2 Cr OR 2 projects not less than ₹1 Cr each</b> from Central/State Government from distinct clients, over the past <b>3 years</b> in e-Governance domain.</p> |
| 43.    | 52                | ANNEXURES<br><br>Annexure 1:<br>Resource<br>Deployment                                     | <p>Operations Manager cum Team Lead:</p> <ul style="list-style-type: none"> <li>B. E/ B. Tech/ MCA or Equivalent degree in IT having at least 10 years of post-qualification relevant work experience</li> <li>3+ years of Team Lead or project management experience Must have good understanding of Government Processes and IT automation initiatives in e-Governance Domain</li> <li>Experience in handling team for design and development of customized IT applications</li> <li>Overall project coordination, planning</li> </ul> | <p><b>We hereby request to kindly change the criteria as below: Operations Manager cum Team Lead:</b></p> <ul style="list-style-type: none"> <li>B. E/ B. Tech / MCA or Equivalent degree in IT having at least 10 years of minimum-qualification relevant work experience</li> <li>3+ years of Team Lead or project management experience Must have good understanding of Government Processes and IT automation initiatives in e-Governance Domain</li> <li>Experience in handling team for design and development of customized IT applications</li> <li>Overall project coordination, planning and monitoring</li> </ul> | No Change                                                                                                                                                                                                                                                                                                                                                                                       |

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| S. No. | Bid Document Page                        | Rule No.                                                    | Rule Details                                                                                                                                                                                                                                                                                                                                                                                                                                | Query/Suggestion/ Clarification                                                                                                                                                                                                                                                                                                                                                                                                                                  | Response by RISL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------|------------------------------------------|-------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        |                                          |                                                             | and monitoring<br><ul style="list-style-type: none"> <li>Project Documentation</li> </ul>                                                                                                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>Project Documentation</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 44.    | 52                                       | 7. ANNEXURES<br><br>: Annexure 1: Resource Deployment       | <b>Project Coordinator cum Business Analyst:</b> <ul style="list-style-type: none"> <li>MBA or higher degree</li> <li>Having at least 6 years of post-qualification relevant work experience</li> <li>Experience in handling team for design and development of customized IT applications</li> <li>Overall project coordination, planning and monitoring</li> <li>Project Documentation</li> </ul>                                         | <b>We hereby request to kindly change the criteria as below: Project Coordinator cum Business Analyst:</b> <ul style="list-style-type: none"> <li>MBA or higher degree</li> <li>Having at least 6 years of minimum-qualification relevant work experience</li> <li>Experience in handling team for design and development of customized IT applications</li> <li>Overall project coordination, planning and monitoring</li> <li>Project Documentation</li> </ul> | <b><u>Revised Clause:</u></b><br><br><b>Annexure 1: Resource Deployment Project Coordinator cum Business Analyst</b> <ul style="list-style-type: none"> <li>MBA/PGDBA or equivalent.</li> <li>Having at least 6 years of relevant work experience. Preference will be given to one who has managed similar projects in the past.</li> <li>Experience in handling team for design and development of customized IT applications</li> <li>Overall project coordination, planning and monitoring</li> <li>Project Documentation</li> </ul> |
| 8.     | <b>Bharuwa Solutions Private Limited</b> |                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 1      | Page No.9                                | 3.Technical Qualification/ Eligibility Criteria >> S. No. 6 | The bidder must have experience of having executed similar PMU assignments/ Projects/ Program in Central/ State Govt. Dept. Schemes in e-Governance domain.<br>Bidder should have executed/completed at least 3 projects /contracts not less than Rs 1 Cr each of similar nature from Central/ State Government from distinct clients, over the past 3 years in e- Governance domain.<br><br>Work Order + Client Certificate of Completion. | With reference to this clause, we request to amend as "The bidder must have experience of having executed similar PMU assignments/ Projects/ Program/IT-Manpower in Central / State Govt/ PSU.<br><br>Bidder should have executed/completed at least 3 projects /contracts not less than Rs 50 Lakhs each of similar nature from Central/ State Government/ PSU, over the past 3 years.<br><br>Document: Work Order/Completion"                                  | <b><u>Revised Clause:</u></b><br><br>The bidder must have experience of having executed assignments/Projects/Program in Central/State Govt. Dept./PSU Schemes in e-Governance domain.<br><br>Bidder should have executed/completed at least <b>1 project not less than ₹2 Cr OR 2 projects not less than ₹1 Cr each</b> from Central/State Government Dept/PSU from distinct clients, over the past <b>3 years</b> in e-Governance domain.                                                                                              |

**Request for Proposal (RFP) for Selection of Agency for Providing Project Support Unit (PSU) for e-Governance initiatives**  
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| S. No. | Bid Document Page | Rule No. | Rule Details                                                                                                                                                                                                                                                                                         | Query/Suggestion/ Clarification | Response by RISL |
|--------|-------------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|------------------|
|        |                   |          | <p>Or<br/>Work Order + CA Certified Certificate of Completion with CA reg. Number and seal.</p> <p>The documents submitted in form of work orders/ agreement/ client certificate/ self-certificate should confirm project duration, nature and value of services delivered and the project cost.</p> |                                 |                  |