

RFP for Design, Development, Implementation & Maintenance of ISMS 2.0
NIB No.F4.3(631)/RISL/Tech/2025/2168 dated 04/07/2025
Response to Pre- Bid Queries - 21/07/2025

Sr. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response
1	12		Regarding the EMD fee.	Request consideration for EMD exemption under MSME guidelines.	As per RFP
2	92	Clause 7.7	As per the condition in the covering letter of the bid submission format, selected bidder has to establish a local office in Jaipur.	We respectfully request you to kindly consider allowing participation based on the bidder should give an undertaking for establishment of an office, within one month of award of the contract	As per revised RFP
3	18	Clause 2	Average annual turnover should be at least INR 15 Crores during last three financial years from IT/ITES projects in application software development and its associated support and maintenance service (FMS) in India.	In view of the turnover/experience criteria, we respectfully request relaxation under the Start-up India guidelines (GFR 2017), which permit exemptions for eligible start-ups. As our organization is recognized as a Start-up, we are enclosing the Start-up Recognition Certificate for your kind reference. We would be thankful for the opportunity to participate under these provisions.	As per RFP
4	20	Clause 7 Pre-qualification	The Bidder must have the following valid certification: • ISO/IEC 27001:2013 - Information Security Management System • ISO/IEC 20000-1:2011 – IT Service Management System • CMMI Level – III or above	We respectfully request you to kindly consider allowing participation based on the following valid certifications, which we currently possess: CMMI Level III or ISO/IEC 27001:2013, ISO/IEC 20000-1:2011, ISO 14001:2015, ISO 9001:2015.	As per RFP
5	19	Clause 4 Pre-qualification	The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT project / IT & ITES projects in application software development projects and its associated support and maintenance services (FMS) with Central Government / State Government / PSUs / Private Organizations* in last five (5) years (i.e. 2020-21, 2021-22, 2022-23 2023-24 and 2024-25) in India comprising minimum of One (1) project of value not less than INR 3 Crores OR Two (2) projects of value not less than INR 2 Crores each OR Three (3) projects of value not less than INR 1.5 Crores each Note: - 1) The work order should be issued between 1st April 2020 to 31st Mar, 2025 2) The ongoing projects should have reached the steady state of operations as on the date of submission of bid.	We humbly request you to kindly consider revising the clause as follows: (1) project of value not less than INR 2 Crores OR (2) projects of value not less than INR 1 Crores each OR (3) projects of value not less than INR 75 Lakhs each Note: - The ongoing projects should have reached the steady state of operations as on the date of submission of bid.	As per revised RFP

RFP for Design, Development, Implementation & Maintenance of ISMS 2.0
NIB No.F4.3(631)/RISL/Tech/2025/2168 dated 04/07/2025
Response to Pre- Bid Queries - 21/07/2025

Sr. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response
6	29	4.7.Development of Application Software ISMS 2.0	6) The application must be integrated with SMS / WhatsApp / Email solutions (available with RISL/ RSLDC) for automatically sending the required details / alerts / information to various stakeholders.	Query: Who will be responsible for providing the SMS gateway, and who will bear the cost incurred for SMS and WhatsApp integration? Clarification regarding SMS Gateway: As per TRAI guidelines, the SMS gateway must be registered under the name of the end user — in this case, the department. Therefore, the department is required to procure the SMS gateway directly. If not, it will be registered under the bidder's name by default. Alternatively, if preferred, the department may handle the necessary documentation and registration process, while we facilitate the procurement and make the payment on behalf of the department. Kindly confirm if this arrangement would be acceptable.	As per revised RFP
7	15	Expected Outcomes	7. Inspection visits of institutions by designated officials using mobile applications with capabilities to capture multiple photos along with geo-coordinates.	Which GIS server needs to be used? Google API intergration is required or not? will it be developed on top of open source platform. Please confirm.	As per revised RFP
8	19	3-PRE-QUALIFICATION (PQ) / ELIGIBILITY CRITERIA (PRELIMINARY QUALIFICATION)	Technical Capability - The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT project / IT & ITES projects in application software development projects and its associated support and maintenance services (FMS) with Central Government / State Government / PSUs / Private Organizations* in last five (5) years (i.e. 2020-21, 2021-22, 2022-23 2023-24 and 2024-25) in India comprising minimum of - One (1) project of value not less than INR 3 Crores OR Two (2) projects of value not less than INR 2 Crores each OR Three (3) projects of value not less than INR 1.5 Crores each Note: - 1) The work order should be issued between 1st April 2020 to 31st Mar, 2025 2) The ongoing projects should have reached the steady state of operations as on the date of submission of bid.	With reference to this criterion, the authority is asking for • Work Order + Work Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor/ CA indicating the value of payment received against the work order(s)) (In the above case the value of payment received shall be greater than or equal to the amount mentioned in the eligibility criteria) Considering the scope and project requirement, for the Application of Software Development, technical manpowers will be required, so the IT Manpower work orders deployed should also be accepted.	As per revised RFP

RFP for Design, Development, Implementation & Maintenance of ISMS 2.0

NIB No.F4.3(631)/RISL/Tech/2025/2168 dated 04/07/2025

Response to Pre- Bid Queries - 21/07/2025

Sr. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response
9	20	3-PRE-QUALIFICATION (PQ) / ELIGIBILITY CRITERIA (PRELIMINARY QUALIFICATION)	Certification -The Bidder must have the following valid certification: • ISO/IEC 27001:2013 - Information Security Management System • ISO/IEC 20000-1:2011 – IT Service Management System • CMMI Level – III or above	We request to consider the updated version of below mentioned certificate, i.e. • ISO/IEC 20000-1:2018	As per RFP
10	12	1-NIB	Estimated Project Cost - 4,85 Cr.	Considering the scope and project requirement, for the Application of Software Development, as well as duration of the contract, the budget estimated by the authority is too less. We request you to kindly increase the Estimated Budget.	As per RFP
11	30	4.8. Data Migration	SI will be responsible to migrate master and transaction data from the existing database of ISMS 1.0 and should utilize the migrated data, without altering, for further development, report creation, etc.	Please provide the details of the volume of data to be migrated from the existing system to the new system like no. of tables, years of data available, data size, and the format of ISMS 1.0 database for planning migration efforts. Please confirm if the cost of licensing for the data migration tools will be borne by the department.	Data migrations will be done through Query Scripts
12	30	4.8.1. Data Migration Plan and Strategy:	4.8.1.1 Process for Digitation of Legacy Data through data Entry Screens	Our understanding regarding this clause is that the data entry screens will be developed by the SI to facilitate the data entry. The Digitization of data is excluded from the scope of SI. Please clarify.	As per revised RFP
13	31	4.8.2.1 Prepare a Data understanding Plan	4.8.2.1 Data definitions of all the data included in the system Procedures/ jobs for comprehensive data Mapping of all the fields and Entity relationship for entire system	Our understanding is that ER Diagrams, data definitions and other technical documents of ISMS 1.0 will be shared with the SI.	No
14	11	NIB	Bid Submission Date - 28/07/2025	It is requested to extend the deadline for bid submission by 15 days post publishing pre-bid queries clarification & corrigendum.	As per RFP
15	71	6.17 Confidential Information	Confidentiality	Bidder propose additional language for an exception for compelled disclosures and retention of documents. Proposed clause is as follows: "The Bidder may retain such portion of the Confidential Information that is required for compliance with its statutory, regulatory or professional conduct obligations" "The above obligations would not apply if disclosure is required under law or is requested by any regulatory authority"	As per RFP
16	72, 86	6.19, 7.4	Extension in Delivery Period and Liquidated Damages (LD)	Bidder requests that liquidated damages be applicable only in instances where the delay is exclusively due to the Consultant or Bidder. Further, we request you to reduce the cap on LDs from 10 to 5 %.	As per RFP
17	82	Payment Schedule	60% of Design, Development, Testing, Training, Deployment, Data Migration and Go-Live of Web Portal, Web Application and Mobile Application of ISMS 2.0.	Request you to break the payment into milestones such as : 1. 10% of the 60% - Advance at the Kick Off meeting 2. 30% of the 60% - On approval of SRS & Design 3. 30% of the 60% - On approval of UAT 4. 30% of the 60% - On Go - Live	As per RFP
18	83	7.1.2 Project Duration	9 months for Design, Development, Customization, Testing, Training, Deployment, and Go-Live of the web Portal, Web Application and Mobile Application.	From our experience in working on similar projects, the 9 months' time seems less. Request you to kindly change from 9 months to 12 months at least. The additional 3 months will be operation stabilization in O&M phase.	As per RFP

RFP for Design, Development, Implementation & Maintenance of ISMS 2.0
NIB No.F4.3(631)/RISL/Tech/2025/2168 dated 04/07/2025
Response to Pre- Bid Queries - 21/07/2025

Sr. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response
19	87	7.4 Penalty Clauses(during O&M phase):	Penalty for attrition of key resources during the project duration:	Request to modify this clause as follows: The attrition penalty amounts (ranging from ₹1,00,000 to ₹1,50,000 per resource) are quite high. We request a reduction in these penalties or a provision for waiver in genuine cases such as medical emergencies, resignation due to personal reasons, or mutual agreement with the department.	As per RFP
20	88	7.4 Penalty Clauses(during O&M phase):	Penalty on Incidents:	<u>Request to modify this clause as follows:</u> The penalties for delay in incident resolution (₹20,000/day for high severity, ₹15,000/day for medium, ₹10,000/day for low) are quite stringent.	As per revised RFP
21	88	7.4 Penalty Clauses(during O&M phase):	Penalty on Incidents:	A grace period of 4–6 hours for high-severity issues before penalties apply.	As per revised RFP
22	88	7.4 Penalty Clauses(during O&M phase):	Penalty on Incidents:	A cap on the total penalty per month to avoid disproportionate financial impact.	As per RFP
23	88	7.4 Penalty Clauses(during O&M phase):	Penalty on Incidents:	Consideration of external factors (e.g., infrastructure downtime, dependency on third-party APIs) before applying penalties.	As per RFP
24	68,99	Qualifications / Eligibility of Bidders	Qualifications / Eligibility of Bidders	The RFP states the following: (c) Not have, and their directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings; Suggest that this is rephrased slightly differently in the Self Declaration format (p 99) as GTBL can give the declaration as on date: “GTBL does not have, and our directors and officers have not been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process.”	As per RFP
25			Self-Declaration	GTBL is not have been otherwise disqualified pursuant to debarment proceedings as on date of submission of this bid.”	As per RFP
26	87	7.4 Penalty Clauses(during O&M phase):	Penalty for non-availability of deployed resources/ manpower:	<u>Request to modify this clause as follows:</u> The current clause allows only 18 leaves per year per resource, with penalties for excess leave. We request that the leave policy be aligned with standard industry practices (e.g., 24–30 leaves annually including casual, sick, and earned leaves), and that penalties be waived for approved leaves.	As per RFP

RFP for Design, Development, Implementation & Maintenance of ISMS 2.0
NIB No.F4.3(631)/RISL/Tech/2025/2168 dated 04/07/2025
Response to Pre- Bid Queries - 21/07/2025

Sr. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response
27	28	4.5.4 Resource Deployment	Selected Bidder shall deploy 15-18 full-time resources for the development of ISMS 2.0 application. The minimum qualification and experience details for the deployed resources is mentioned at Annexure 8. J. Additional resources required for timely completion may be deployed when required	Request you to kindly allow the deployment of key resources on onsite and the rest of the development team offsite. Please confirm, for the onsite resources the office infrastructure, seating space, internet connectivity etc. will be provided by RISL.	As per revised RFP
28	28	4.5 (6)	6) IT equipment (desktops/laptops) for development shall be provided by the bidder to its resources.	We understand the IT equipment will be provided by the SI. Please clarify that the development and staging environment such as server VMs, DB and required licenses in case of proprietary softwares will be provided by RSLDC?	As per revised RFP
29	28	4.5 (8) Resource replacement	8)RISL reserves the right to verify credentials of the resources throughout engagement. If misrepresentation is found: Immediate termination of the concerned resource. Replacement within 15 days by the bidder. Penalties may apply per RTTP Act, 2012 and as per rates quoted in the financial bid.	Request to modify this clause as follows : Replacement within 45 days by the bidder as per the standard industry practice.	As per revised RFP
30	37	4.16. 9. Provision of Seating and Connectivity	Provision of Seating and Connectivity The selected bidder will provide the necessary seating space (at office set up in Jaipur) and connectivity for the resources deployed onsite to carry out the tasks mentioned in this phase. The Bidder should ensure availability of resources at RISL office whenever required along with Laptop and connectivity	Please elaborate on the requirement. Whether the furniture & fixtures needs to be provided by the SI. Also, regarding the connectivity, do the SI needs to install the internet connection for the support team. It is requested that the office infrastructure & seating space may be provided by department.	As per RFP
31	38	4.17. Resource requirements	Bidder shall depute the following resources during FMS Period for 5 years Business Analyst Cum Project Coordinator - 1 Senior Web Developer - 1 Web Developer - 1 Mobile Application Developer – 1	As per the O&M requirements the proposed resource requirement seems in-sufficient. We suggest the following in addition to the specified resource requirement: Database Developer - 1 Database Administrator - 1 Network / Cloud Administrator - 1 L1 Support for HelpDesk – 2	As per RFP
32	33	4.10. Testing of Developed Application	SI shall implement an automated tool to automate the testing process at its own cost.	Please elaborate on the scope of automation testing.	As per revised RFP
33	36	4.16. Operation & Maintenance (O&M) with Facility Maintenance Services (FMS)	4.16. Operation & Maintenance (O&M) with Facility Maintenance Services (FMS)	Please elaborate on the scope of Facility Management/Maintenance Services expected from the bidder.	As per RFP

RFP for Design, Development, Implementation & Maintenance of ISMS 2.0
NIB No.F4.3(631)/RISL/Tech/2025/2168 dated 04/07/2025
Response to Pre- Bid Queries - 21/07/2025

Sr. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response
34	34	4.12. Security Audit and VAPT of the Developed Application by empaneled Agencies	The Selected Bidder shall get the Safe to Host Certification done for Software solution (Web Application and Web Portal) (including all the pages) from the Cert-in empanelled vendors.	The Security Audit cost / selection of Vendor will be in the scope of department. SI will be responsible to support the TPA and close the findings of the Audit.	As per revised RFP
35	37	4.16.11 Security Audits & VAPT	Security Audits and VAPT The SI will perform security audits and Vulnerability Assessment & Penetration Testing (VAPT) every alternate quarter and submit the clearance certificate to RISL.	The Security Audit cost will be borne by the department. SI will be responsible to support the TPA and close the findings of the Audit.	As per revised RFP
36	48	5.12 Selection Method	The selection method is Least Cost Based Selection (LCBS- L1).	Considering the strategic importance and complexity of the ISMS 2.0 project, it is requested that the selection methodology be based on Quality and Cost Based Selection (QCBS) with a 75:25 ratio. This approach ensures that technical competence and qualitative parameters are prioritized over financial quotes, especially when a budget cap is already defined. QCBS encourages participation from firms capable of deploying high-quality resources, which is essential for the success of this initiative. Hence, if weightage is to be given to both cost and quality, QCBS should be preferred to ensure a balanced and value-driven selection.	As per RFP
37	85	7.2.1.4 Purpose & Duration of SLAs	4. Service Window: ISMS 2.0 Software solution (Web Portal, Web Application and Mobile Application) shall be available 24*7 after their respective go-live(s) except approved downtime.	<u>Request to modify this clause as follows:</u> Service Window: ISMS 2.0 Software solution (Web Portal, Web Application and Mobile Application) shall be available 24*7 after their respective go-live(s) except approved downtime. However, the operation support window will be as per the working hours defined by the department.	As per RFP. Working hours defined in RFP.
38	23	4.3. Integration with Third Party Applications	4.3. Integration with Third Party Applications	There're 19 API integrations proposed for ISMS 2.0. Please clarify how many of these are already integrated in ISMS1.0	Will be shared with the Successful Bidder
39	28	4.4. Application Development Stack	Technology stack required for ISMS 2.0: Database : SQL	Please clarify does this refers to MS SQL Server or any SQL based DB like PostgreSQL/ MySQL etc.	As per revised RFP
40	28	4.4. Application Development Stack	Technology stack required for ISMS 2.0: Forntend : Angular	All the existing modules of ISMS 1.0 are intended to be re developed / migrated on the new tech stack proposed?	As per RFP
41	29	4.7.Development of Application Software ISMS 2.0	The developed web-based application software ISMS 2.0 should be compatible with all the standard latest versions of the web browsers. Also, mobile application developed should be compatible with minimum Android v12.0 and Apple iOS v15 and higher. In case any changes are required for accommodating the latest versions, it must be incorporated by SI.	Please provide the details. Is the mobile application expected to replicate all features of the web application, or only selected modules? Please clarify.	As per RFP
42	29	4.7.Development of Application Software ISMS 2.0	The application must be integrated with SMS / WhatsApp / Email solutions (available with RISL/RSLDC) for automatically sending the required details / alerts / information to various stakeholders.	Please confirm the cost associated with integration of third-party services such as SMS, WhatsApp, Email gateways, or any other APIs (including licensing, usage charges, or setup fees) will be by the department.	As per RFP

RFP for Design, Development, Implementation & Maintenance of ISMS 2.0
NIB No.F4.3(631)/RISL/Tech/2025/2168 dated 04/07/2025
Response to Pre- Bid Queries - 21/07/2025

Sr. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response
43	29	4.7.Development of Application Software ISMS 2.0	The development environment of the software application must be hosted at RSDC	Please clarify: The development environment will be pre-configured at RSDC or if the bidder is responsible for setup and configuration	All the required Hardware and Software will be available at RSDC, the Configuration of the ISMS 2.0 is to be done by the Bidder
44				b. Please also share the ticket / issues volume presently being logged on daily basis and the categorization of such issues.	Will be shared with the Successful Bidder
45	40	3. Responsibilities of Selected Bidder	b. To provide computing infrastructure (like desktop computer, laptop, printer, scanner, Attendance system, camera, Mobile Device, TAB etc. as per requirements of the project) to all the deployed team members of the selected bidder.	We request department to provide workplace logistics and infrastructure such as seating space, furniture & fixtures, printers, scanners etc.	As per revised RFP
46	37	4.16. Operation & Maintenance (O&M) with Facility Maintenance Services (FMS)	6. Action on Inputs from Stakeholders The SI shall take action on any changes to the application software as per the inputs received from TPs, students, or other stakeholders, which will be gathered through the Issue Tracker (Help Desk Management Software) module.	a. Please clarify if there's any existing Help Desk Management Software implemented for ISMS 1.0 so that the same can be used for ISMS 2.0 as well. In case this is a new requirement, please elaborate on the scope. Also, in case of new implementation should the cost of the software to be included in the bid value?	As per RFP
47	30	4.8	Data Migration	Can you share the detailed data schema of ISMS 1.0 (Oracle 12C) to assess complexity of mapping to the new SQL database?	Will be provided to the Successful Bidder
48	30	4.8	Data Migration	What is the proportion of clean vs. unstructured/legacy data? Are data validation scripts/rules defined by RSLDC?	As per revised RFP
49	30	4.8	Data Migration	Are anonymization or masking requirements applicable during migration/testing under DPDP Act?	Requirements will be shared with the Successful Bidder
50	30	4.8	Data Migration	Kindly share the volume/format of legacy data (transactions, multimedia, attachments) to be migrated.	As per RFP
51	138	Annexure S.	Checklist for SRS Document	What is the expected timeline for SRS/FRS sign-off to avoid development delays?	Any delays attributable to third party during sign-off will not be considered on Bidder Part.
52	138	Annexure S.	Checklist for SRS Document	Who is the SPOC for details on the existing system?	Will be provided to the Successful Bidder
53	138	Annexure S.	Checklist for SRS Document	Who will provide details for emails/messages?	Will be provided to the Successful Bidder
54	92	7.7	Local Office	Must 4 resources be onsite during O&M? Can co-working space models be used?	As per revised RFP
55	92	7.7	Local Office	For the Jaipur office, is a hybrid/co-working space model allowed?	As per revised RFP
56	86	7.4	Penalty Clauses	Can RISL consider a no-penalty clause for delays due to third-party integrations/departmental approvals?	As per revised RFP
57	86	7.4	Penalty Clauses	Clarify penalties for >3 role replacements. Request to limit to nominal charges (not % of contract value).	As per RFP
58	86	7.4	Penalty Clauses	Request a composite cap (total deductions for LD/SLA/attrition ≤10% of contract value).	As per RFP

RFP for Design, Development, Implementation & Maintenance of ISMS 2.0
NIB No.F4.3(631)/RISL/Tech/2025/2168 dated 04/07/2025
Response to Pre- Bid Queries - 21/07/2025

Sr. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response
59	115	Annexure - J	Expected Qualification, Experience and Number of Resources	Please clarify the specific technical skills (e.g., programming languages, frameworks) required for the Senior Web Developer, Senior Database Administrator and Web Developer roles, as they are not mentioned	As per revised RFP
60	34	4.12	Security Audit & VAPT	Is there a preferred CERT-IN empaneled vendor for VAPT? Who bears repeat audit costs post-remediation?	As per revised RFP
61	34	4.12	Security Audit & VAPT	What are mandatory security benchmarks (OWASP Top 10, ISO 27001)?	As per Cert-in Guidelines
62	34	4.12	Security Audit & VAPT	Expected timeframe for security audit post-UAT and before production?	As per RFP
63	34	4.12	Security Audit & VAPT	Will RISL cover costs for quarterly CERT-IN audits, or should the bidder include them?	As per revised RFP
64	34	4.12	Security Audit & VAPT	Does the system follow security compliances (ISO 27001, SOC 2)?	As per Cert-in Guidelines
65	92	7.2	Service Level Standards (SLAs)	Is there a defined performance benchmark (e.g., X concurrent users, <Y sec response time)?	As per Industry Standards
66	92	7.2	Service Level Standards (SLAs)	Can RISL confirm max concurrent load/user concurrency during peak hours?	2000 users are estimated as concurrent users of the system. May increase as the Number of Training Partners / Centers increases.
67	92	7.2	Service Level Standards (SLAs)	Who hosts infrastructure/manages uptime SLAs? Will RISL provision servers at RSDC?	RSDC provides and manages the requisite infrastructure for application hosting.
68	92	7.2	Service Level Standards (SLAs)	What is the Disaster Recovery Plan (DRP) for the current system?	As per the SDC guidelines
69	24	4.3	Integration with Third-Party Applications	Are APIs/sandbox environments available for all 19+ integrations (Raj SSO, Jan Aadhaar, etc.)? If not, expected turnaround time?	RISL will provide the environment
70	24	4.3	Integration with Third-Party Applications	What are the authentication mechanisms per integration (OAuth2, API key, SAML)?	SAML (Security Assertion Markup Language) has been used for Single Sign-On (SSO) in enterprise environments.

RFP for Design, Development, Implementation & Maintenance of ISMS 2.0
NIB No.F4.3(631)/RISL/Tech/2025/2168 dated 04/07/2025
Response to Pre- Bid Queries - 21/07/2025

Sr. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response
71	24	4.3	Integration with Third-Party Applications	What is the expected depth of integration with Raj Sewa Dwar (ESB)? Will MQ/REST/SOAP be required?	As per the IT framework of GoR, all the APIs are exposed/consumed through Raj Sewa Dwar (Enterprise Service Bus).
72	24	4.3	Integration with Third-Party Applications	Who provides API docs/sandbox/testing support for third-party systems (RISL or RSLDC)?	RISL will provide the environment
73	24	4.3	Integration with Third-Party Applications	Will RISL provide Sampark Chatbot API access/training data, or must the bidder develop a new module?	As per revised RFP
74	29	4.7	Development of Application Software ISMS 2.0	Is there any preference for container orchestration tools like Kubernetes if microservices are implemented?	Container orchestration tools are available in RSDC
75	29	4.7	Development of Application Software ISMS 2.0	Is deployment expected on virtual machines or containers (e.g., Docker)? What is the target environment at RSDC?	Container is setup on the Virtual Machines in RSDC
76	29	4.7	Development of Application Software ISMS 2.0	Please clarify the expected number of parallel sprints to be managed simultaneously and whether RISL will provide a Product Owner for each sprint.	As per RFP
77	29	4.7	Development of Application Software ISMS 2.0	Are the APIs in the existing system REST-based? What is the response format (JSON/XML)?	Yes, in most of the APIs in the existing system are primarily REST-based, following standard HTTP methods such as GET, POST, PUT, and DELETE and the default response format is JSON.
78	29	4.7	Development of Application Software ISMS 2.0	Is there an existing third-party ticketing system, or must a new one be built?	As per RFP. Ticketing system has to be developed in the application software.
79	32	4.9	Development of Mobile App	Are approvals needed for Face Detection/Geo-Fencing in the mobile app for attendance?	As per RFP
80	32	4.9	Development of Mobile App	Is there a mandated SDK/API (RajApp SDK, Sampark chatbot) for chatbot/camera/messaging?	As per RFP
81	32	4.9	Development of Mobile App	Should iOS/Android apps be hosted under government developer accounts or the vendor's?	Hosting shall be through Government Account only.

RFP for Design, Development, Implementation & Maintenance of ISMS 2.0
NIB No.F4.3(631)/RISL/Tech/2025/2168 dated 04/07/2025
Response to Pre- Bid Queries - 21/07/2025

Sr. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response
82	83	7.1.3 Payments	b.ii).The selected bidder's request for payment shall be made to the purchaser in writing, accompanied by invoices (in triplicate) describing, as appropriate, the services performed by each deployed resource, and by the required documents submitted pursuant to general conditions of the contract and upon fulfilment of all the obligations stipulated in the Contract. The Selected Bidder shall submit the invoice (in hardcopy and scanned format) for payment on a quarterly basis along with the OPE incurred (or as applicable in the department), clearly indicating the payment & expenses that have been accrued in each month per quarter.	We request you to amend the clause as mentioned below: b. ii). The selected bidder's request for payment shall be made to the purchaser in writing, accompanied by invoices (in triplicate) describing, as appropriate, the services performed by each deployed resource, and by the required documents submitted pursuant to general conditions of the contract and upon fulfilment of all the obligations stipulated in the Contract. The Selected Bidder shall submit the invoice (in hardcopy and scanned format) for payment on a monthly basis along with the OPE incurred (or as applicable in the department), clearly indicating the payment & expenses that have been accrued in each month .	As per RFP
83	84	7.1.3 Payments	d. Due payments shall be made promptly by the purchaser, generally within ninety (90) days after submission of an invoice or request for payment by the supplier/ selected bidder, and the purchaser has accepted it.	We request you to amend the clause as mentioned below: d. Due payments shall be made promptly by the purchaser, generally within Thirty (30) days after submission of an invoice or request for payment by the supplier/ selected bidder, and the purchaser has accepted it.	As per RFP
84	19	3. PRE-QUALIFICATION (PQ) / ELIGIBILITY CRITERIA (PRELIMINARY QUALIFICATION)	4. Technical Capability The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT project / IT & ITES projects in application software development projects and its associated support and maintenance services (FMS) with Central Government / State Government / PSUs / Private Organizations* in last five (5) years (i.e. 2020-21, 2021-22, 2022-23, 2023-24 and 2024-25) in India comprising minimum of -One (1) project of value not less than INR 3 Crores OR Two (2) projects of value not less than INR 2 Crores each OR Three (3) projects of value not less than INR 1.5 Crores each Note: - 1) The work order should be issued between 1st April 2020 to 31st Mar, 2025 2) The ongoing projects should have reached the steady state of operations as on the date of submission of bid.	We request you to amend the clause as mentioned below: 4. Technical Capability The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT project / IT & ITES projects in application software development projects and its associated support and maintenance services (FMS) with Central Government / State Government / PSUs / Private Organizations* in last Seven (7) years (i.e. 2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24 and 2024-25) in India comprising minimum of -One (1) project of value not less than INR 3 Crores OR Two (2) projects of value not less than INR 2 Crores each OR Three (3) projects of value not less than INR 1.5 Crores each Note: - 1) The work order should be issued between 1st April 2020 to 31st Mar, 2025 2) The ongoing projects should have reached the steady state of operations as on the date of submission of bid.	As per revised RFP

RFP for Design, Development, Implementation & Maintenance of ISMS 2.0
NIB No.F4.3(631)/RISL/Tech/2025/2168 dated 04/07/2025
Response to Pre- Bid Queries - 21/07/2025

Sr. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response
85	113	J. Expected Qualification, Experience and Number of Resources	1. Project Manager	We kindly request you to include the following certification under the 1. Project Manager "Expected Qualification and Experience" section: Certification: PMP / PRINCE.	As per RFP
86	113	J. Expected Qualification, Experience and Number of Resources	Development Phase Resources- 17 nos. O&M Phase Resources - 4 nos.	As there are 17 nos. resources are required in the Development phase and 4 nos. required in O & M phase. Request to please confirm how many CV need to be submitted in the tender against given role.	CV of resources proposed as per the project plan to be submitted.
87	4.8	30-32	Data migration from ISMS 1.0 to ISMS 2.0	Kindly share indicative volume of records for each table/module in ISMS 1.0 to assess migration efforts. Also, will sanitized datasets be provided for trial migration?	As per RFP
88	4.5	28	Deployment of 15–18 resources onsite during development phase	We request the department to kindly consider allowing Hybrid deployment (onsite + offsite) instead of mandatory full-time onsite presence of all 18 resources. Full-time onsite deployment of such a large team over a prolonged period may lead to operational challenges and reduced flexibility in resource allocation. Allowing a hybrid mode will ensure better project continuity while maintaining accountability.	As per revised RFP
89	7.1	81-83	Milestone-based payment schedule	Please clarify if payment for each milestone will be subject to third-party audit or only based on RSLDC sign-off. Also confirm if there is any hold-back or retention on the final payment.	Payment for each milestone will be subject to RSLDC sign-off. Payments shall be made as per RFP.
90	87	7.4	Penalty per attrition:	Request to reduce penalties	As per RFP
91	87	7.4	• Business Analyst – ₹1,00,000	• Business Analyst – ₹50,000	As per RFP
92	87	7.4	• Senior Web Developer – ₹1,50,000	• Senior Web Developer – ₹75,000	As per RFP
93	87	7.4	• Web Developer – ₹1,20,000	• Web Developer – ₹60,000	As per RFP
94	87	7.4	• Mobile App Developer – ₹1,00,000	• Mobile App Developer – ₹50,000	As per RFP
95	87	7.4	Penalty per incident per day:	Request to reduce penalties	As per RFP
96	87	7.4	• High – ₹20,000	• High – ₹10,000/day	As per RFP

RFP for Design, Development, Implementation & Maintenance of ISMS 2.0
NIB No.F4.3(631)/RISL/Tech/2025/2168 dated 04/07/2025
Response to Pre- Bid Queries - 21/07/2025

Sr. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response
97	87	7.4	• Medium – ₹15,000	• Medium – ₹7,500/day	As per RFP
98	87	7.4	• Low – ₹10,000	• Low – ₹5,000/day	As per RFP
99	86-87	7.4	Penalty per day for absence:	Request to reduce penalties	As per RFP
100	86-87	7.4	• Business Analyst – ₹3,000	• Business Analyst – ₹1,500/day	As per RFP
101	86-87	7.4	• Senior Web Developer – ₹4,000	• Senior Web Developer – ₹2,000/day	As per RFP
102	86-87	7.4	• Web Developer – ₹3,000	• Web Developer – ₹1,500/day	As per RFP
103	86-87	7.4	• Mobile App Developer – ₹2,500	• Mobile App Developer – ₹1,250/day	As per RFP
104	4.9	32	Development of mobile app for ISMS 2.0	Is the mobile app expected to be multilingual? If so, please confirm the languages expected apart from English and Hindi.	As per revised RFP
105	128	3.2 Attendance Management	1. Biometric Attendance: Integration with biometric devices (fingerprint/face recognition/IRIS) for secure attendance verification. 2. Manual Attendance Option: Option for trainers to manually mark attendance in case of technical issues with approval process.	a) What type of Face recognition attendance is required ? 1:N or 1:1 b) Should attendance also function offline ? c) How will manual attendance be integrated ?	No manual attendance. Please refer revised RFP

RFP for Design, Development, Implementation & Maintenance of ISMS 2.0
NIB No.F4.3(631)/RISL/Tech/2025/2168 dated 04/07/2025
Response to Pre- Bid Queries - 21/07/2025

Sr. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response
106	30	4.8.1. Data Migration Plan and Strategy:	The select bidder is expected to deliver the strategy for data migration which shall clearly lay out roadmap for migration. Below are few sample guidelines and principles which shall be adhered to while undertaking process of data migration. Estimation in terms of scope, efforts and volume of data shall be undertaken to develop data migration plan 1. Develop guideline and policy for migration of the records including • Type of records required to be migrated. • Identification of the critical information for migration. • Process for Digitation of Legacy Data through data Entry Screens • Foreseeable risk and challenges with respect to data migration shall be predetermined, evaluated and possible mitigation solution shall be defined. 2. Data Migration may be done from the following: • Data available in ISMS 1.0 • Data in Excel Format (as and when required) • data Entry Screens (as and when required)	a) What is the volume of data available to be migrated ? B) In what format are data available to be migrated ? Structured, Unstructured, Semi structured ? C) What is the volume of data to be entered ? D) Will data digitization be required ?	As per revised RFP
107	32	4.8.4. Data Cleaning	Analyse assessment results and report the findings, outlining what specific data problems were found, the extent of each type of problem, location of data problems and the overall impact on production data. For each type of data problem, propose a method of correction based on identified criteria to establish which data is critical, important, and significant to business operations. Utilize automated data profiling tools and customize the tools to ensure that data complies with old ISMS business and data rules.	a) What type of data cleaning process would be required ? B) Will data cleaning process be required for future data also ?	As per revised RFP
108	NA	General	No of Concurrent Users	How many concurrent users are there. What is it in Mille sec, Micro sec etc.	2000 users are estimated as concurrent users of the system. May increase as the Number of Training Partners / Centers increases.
109	NA	General	Max Transaction per Day	What is the number of transactions per day	Attendance of the Trainees, Faculty and the transactions by the Users

RFP for Design, Development, Implementation & Maintenance of ISMS 2.0
NIB No.F4.3(631)/RISL/Tech/2025/2168 dated 04/07/2025
Response to Pre- Bid Queries - 21/07/2025

Sr. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response
110	NA	General	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	Attendance of the Trainees, Faculty and the transactions by the Users
111	NA	General	Any Document Upload Permitted	Is there any document upload required	Yes
112	NA	General	Max Size of File in MB	What is the file Upload size in MB	As per the software requirements
113	NA	General	Max Files per User	What is the file upload per user required	As per the software requirements
114	NA	General	Database Backup Policy	What is the database back policy	As per the guidelines of the State Data Center
115	NA	General	Database Retention Policy	What is database retention policy	As per the guidelines of the State Data Center
116	NA	General	DC - DR Policy	What is Data recovery policy	As per the guidelines of the State Data Center
117	NA	General	RPO -- Recovery Point of Object	What is the required recovery Point of Object	As per the guidelines of the State Data Center
118	NA	General	RTO -- Recovery Time of Object	What is the Recovery Time of Object	As per the guidelines of the State Data Center
119	NA	General	Data Archival Policy	What is the current data archival policy	As per the guidelines of the State Data Center
120	24	Sanstha Aadhaar	Sanstha Aadhaar Number (SAN) is a unique ID given to all Govt. departments, Boards/ Corporation/ Autonomous Body/ Non-government organizations and all enterprises including private enterprises established in Rajasthan. Sanstha Aadhaar (Formerly known as "Rajasthan Business Register")	a) What is Sanstha Aadhaar ? Is it an identity given to a government or private organization ? B) Will the department provide the APIs for integration ?	Yes, Sanstha Aadhaar is a unique ID for government or private institutions in Rajasthan b) Yes, the department will provide APIs for integration as required by the RFP
121	28	4.5.Pre-Application Software Development Phase for ISMS 2.0	4) Selected Bidder shall deploy 15-18 full-time resources for the development of ISMS 2.0 application. The minimum qualification and experience details for the deployed resources is mentioned at Annexure 8. J. Additional resources required for timely completion may be deployed when required.	a) Can resources work from offshore ? B) Will billing be done for onsite resources ?	As per revised RFP

RFP for Design, Development, Implementation & Maintenance of ISMS 2.0
NIB No.F4.3(631)/RISL/Tech/2025/2168 dated 04/07/2025
Response to Pre- Bid Queries - 21/07/2025

Sr. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response
122	28	4.4.Application Development Stack Technology stack required for ISMS 2.0:	Frontend Angular (Latest Version) Backend .Net Core (Latest Framework) Database SQL Micro Service Architecture Required	a) Why is this tech stack required ? Can other technologies be used ?	As per revised RFP
123	35	4.15. Training & Capacity Building:	4. For Physical Training Sessions a. Physical training session will be held in Jaipur. b. RSLDC shall provide requisite training infrastructure like training hall, computers, projector and screen along with the connectivity. c. SI shall bear all the expenses towards its resource person/ faculty. d. There should be enough resources in every training session for conducting the training program. e. The preferred batch size should be of about 25 trainees or as decided by RSLDC. 5. For Online Training Sessions a. For the field level officers, the training will be conducted online through Video Conference	a) How many resources are to be trained ? B) Both Physical and online training are required. Can the training be done only on online ? C) Will training be an ongoing process ? D) What are the levels of training required ?	As per RFP
124	18	3 PREQUALIFICATION (PQ) / ELIGIBILITY CRITERIA (PRELIMINARY QUALIFICATION) Financial: Turnover	Average annual turnover should be at least INR 15 Crores (Fifteen Crores) during last three financial years (i.e. 2021-22, 2022-23 and 2023 24) from IT/ITES projects in application software development and its associated support and maintenance service (FMS) in India	Average annual turnover should be at least INR 8 Crores (Eight Crores) during last three financial years (i.e. 2021-22, 2022-23 and 2023 24) from IT/ITES projects in application software development and its associated support and maintenance service (FMS) in India.	As per RFP

RFP for Design, Development, Implementation & Maintenance of ISMS 2.0
NIB No.F4.3(631)/RISL/Tech/2025/2168 dated 04/07/2025
Response to Pre- Bid Queries - 21/07/2025

Sr. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response
125	19	4	Technical Capability The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT project / IT & ITES projects in application software development projects and its associated support and maintenance services (FMS) with Central Government / State Government / PSUs / Private Organizations* in last five (5) years (i.e. 2020-21, 2021-22, 2022-23 2023-24 and 2024-25) in India comprising minimum of One (1) project of value not less than INR 3 Crores OR Two (2) projects of value not less than INR 2 Crores each OR Three (3) projects of value not less than INR 1.5 Crores each Note: - 1) The work order should be issued between 1st April 2020 to 31st Mar, 2025 2) The ongoing projects should have reached the steady state of operations as on the date of submission of bid.	Technical Capability The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT project / IT & ITES projects / PMU Setup in application software development projects and its associated support and maintenance services (FMS) with Central Government / State Government / PSUs / Private Organizations* in last five (5) years (i.e. 2020-21, 2021-22, 2022-23 2023-24 and 2024-25) in India comprising minimum of One (1) project of value not less than INR 3 Crores OR Two (2) projects of value not less than INR 2 Crores each OR Three (3) projects of value not less than INR 1 Crore each Note: - 1) The work order should be issued between 1st April 2020 to 31st Mar, 2025 2) The ongoing projects should have reached the steady state of operations as on the date of submission of bid.	As per revised RFP

RFP for Design, Development, Implementation & Maintenance of ISMS 2.0
NIB No.F4.3(631)/RISL/Tech/2025/2168 dated 04/07/2025
Response to Pre- Bid Queries - 21/07/2025

Sr. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response
126	19	4	Project Reference Format as per Annexure-8. I AND Work Order + Work Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor/ CA indicating the value of payment received against the work order(s)) (In the above case the value of payment received shall be greater than or equal to the amount mentioned in the eligibility criteria) OR Work Order + Completion Certificate from the client indicating the amount of payment made against the work order. OR Work Order + Completion Certificate from the client indicating the amount. (In the above case the value of the payment received shall be greater than or equal to the amount mentioned in the eligibility criteria)	Dear Sir, We request you to kindly consider the total work order value of the entire project of Ongoing projects while evaluating the technical capability criteria. As per your requirement, the work order should be issued between 1st April 2020 and 31st March 2025, and the value should include both Development and AMC costs. In most cases, projects go live within 12 months; however, the AMC period continues for 3 years, 4 years, or even 5 years. Hence, we request you to consider the cumulative value of Development and AMC for a fair evaluation. Therefore, we kindly request you to consider the Work Order and Go-Live Certificate for ongoing projects as well. This relaxation will encourage broader vendor participation and help you receive the most competitive pricing.	As per revised RFP
127	General	General	General	We are requesting for exemption in EMD exemption be extended to MSME/Startup bidders other than local vendors from Rajasthan.	As per RFP
128	18	Financial: Turnover	Average annual turnover should be at least INR 15 Crores (Fifteen Crores) during last three financial years (i.e. 2021-22, 2022-23 and 2023-24) From IT/ITES projects in application software development and its associated Support and maintenance service (FMS) in India.	We would like to request some relaxation for MSME/Startups vendor. We would like to amend this clause as “ Average annual turnover should be at least INR 09 Crores (Nine Crores) during last three financial years (i.e. 2022-23, 2023-24 and 2024-25) From IT/ITES projects in application software development and its associated Support and maintenance service (FMS) in India.	As per RFP
129	18	Financial: Net Worth	The bidder should have positive net-worth as on March 31, 2024, as per audited balance sheet and record of positive net-worth for last three financial years (i.e. 2021-22, 2022-23 and 2023-24)	We would like to request kindly consider Financial Year 2024-25 for positive net worth as on March 31, 2025.	As per revised RFP
130	Page No.: 18	3. PRE-QUALIFICATION (PQ) / ELIGIBILITY CRITERIA (PRELIMINARY QUALIFICATION), Serail No.: 2 Financial: Turnover	Average annual turnover should be at least INR 15 Crores (Fifteen Crores) during last three financial years (i.e. 2021-22, 2022-23 and 2023-24) from IT/ITES projects in application software development and its associated support and maintenance service (FMS) in India.	We would like to request an amendment to this clause in order to allow participation from more prospective bidders: Average annual turnover should be at least INR 15 Crores (Fifteen Crores) during last three financial years (i.e. 2021-22, 2022-23 and 2023-24) from IT/ITES projects in application software development and its associated support and maintenance service (FMS) / Technical / Support services in India.	As per RFP

RFP for Design, Development, Implementation & Maintenance of ISMS 2.0
NIB No.F4.3(631)/RISL/Tech/2025/2168 dated 04/07/2025
Response to Pre- Bid Queries - 21/07/2025

Sr. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response
131	Page No.: 19	3. PRE-QUALIFICATION (PQ) / ELIGIBILITY CRITERIA (PRELIMINARY QUALIFICATION), Serail No.: 4 Technical Capability	The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT project / IT & ITES projects in application software development projects and its associated support and maintenance services (FMS) with Central Government / State Government / PSUs / Private Organizations* in last five (5) years (i.e. 2020-21, 2021-22, 2022-23 2023-24 and 2024-25) in India comprising minimum of - One (1) project of value not less than INR 3 Crores OR Two (2) projects of value not less than INR 2 Crores each OR Three (3) projects of value not less than INR 1.5 Crores each Note: - 1) The work order should be issued between 1st April 2020 to 31st Mar, 2025 2) The ongoing projects should have reached the steady state of operations as on the date of submission of bid.	We would like to request an amendment to remove required experience from Private organisation this clause, as this RFP involves services. To ensure the maintenance of quality and service standards, we propose the clause be amended as follows: The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT project / IT & ITES projects in application software development projects and its associated support and maintenance services (FMS) with Central Government / State Government / PSUs in last five (5) years (i.e. 2020-21, 2021-22, 2022-23 2023-24 and 2024-25) in India comprising minimum of - One (1) project of value not less than INR 3 Crores OR Two (2) projects of value not less than INR 2 Crores each OR Three (3) projects of value not less than INR 1.5 Crores each Note: - 1) The work order should be issued between 1st April 2020 to 31st Mar, 2025 2) The ongoing projects should have reached the steady state of operations as on the date of submission of bid.	As per revised RFP
132	Page No.: 20	3. PRE-QUALIFICATION (PQ) / ELIGIBILITY CRITERIA (PRELIMINARY QUALIFICATION), Serail No.: 5 Manpower Strength	The bidder should have at least 50 employees on its rolls in the area of Software development or Software Implementation of Software Integration as on the date of bid submission Documents Required: Certificate from HR Head clearly specifying the number of resources on it rolls as on the date of bid submission.	We would like to request to amend this clause as: The bidder should have at least 50 employees on its rolls in the area of Software development or Software Implementation of Software Integration / Technical / Support services as on the date of bid submission Documents Required: Certificate from HR Head clearly specifying the number of resources on it rolls and must submit proof of PF Challan / payment proof for the three months as evidence of having <u>active manpower on payrolls on the date of bid submission</u>	As per revised RFP
133	Page No.: 20	3. PRE-QUALIFICATION (PQ) / ELIGIBILITY CRITERIA (PRELIMINARY QUALIFICATION), Serail No.: 7 Certification	The Bidder must have the following valid certification: • ISO/IEC 27001:2013 - Information Security Management System • ISO/IEC 20000-1:2011 – IT Service Management System • CMMI Level – III or above	We would like to request to amend this clause as: The Bidder must have the following valid certification: • ISO/IEC 27001:2013 - Information Security Management System • ISO/IEC 20000-1:2011 – IT Service Management System • CMMI level 3 or above (Dev./Services) as on day of bidding verifiable on https://cmmiinstitute.com/portal .	As per RFP

RFP for Design, Development, Implementation & Maintenance of ISMS 2.0
NIB No.F4.3(631)/RISL/Tech/2025/2168 dated 04/07/2025
Response to Pre- Bid Queries - 21/07/2025

Sr. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response
134	In General	In General	In General	After conducting a thorough examination of the RFP documents, we observed that the financial bids of only technically qualified bidders will be considered. However, we noted that the RFP does not require a presentation, demonstration, or Proof of Concept (PoC) from the bidders. We suggest that your esteemed organization consider conducting a presentation, demonstration, or PoC for the solutions offered by the bidders. This would enable the department to assess the capabilities of the bidders and consider only those with qualitative solutions for financial bid opening	As per RFP
135	23	4.2. Modules to be covered under ISMS 2.0:	Point no. 14 (Messaging System (SMS / Email / WhatsApp)	We understand that the integration part will be done by the successful bidder but the SMS charges will be taken care by the department (RajCOMP Info Services Limited)	As per revised RFP