

RFP for Selection of Agency for O&M of Integrated IT Solution (RajERP) For IT Enablement of Various PSUs Under the Govt. of Rajasthan "
NIB no. : F4.3 (633)/RISL/Tech/2025/4253 dated 17/10/2025
Response to Pre-bid Queries

S. No.	RFP Page No.	RFP Clause Reference	Rule Details	Query/ Suggestion/ Clarification	Response by RISL
1	65	7.1	Payment Terms and Schedule	The 15-day timeframe for deploying resources appears insufficient ; it should reasonably be extended to 45–60 days .	As per revised RFP
2	33	4.15	Deployment of resources under O&M services	The Sales and Marketing module of RSMM is a critical and large module and requires an independent Domain expert which is not included in the list of required O&M resources.	As per revised RFP
3	33	4.15. Deployment of resources under O&M services	The bidder shall be responsible for deploying qualified resources for the operation and maintenance (O&M) of RAJERP to undertake various activities related to system support, upkeep, and user assistance. The deployed manpower shall meet the minimum qualifications prescribed in Annexure-10: Minimum Qualification for Deployed Manpower, and shall further be required to demonstrate adequate capability in handling the RajERP solution and its associated technologies.	The current RFP does not include any provision for a Functional Project Manager to handle day-to-day functional operations. As per the RFP, O&M support is required for the existing five PSU's with an additional five PSU's to be onboarded following the same pattern. Moreover, the scope may further expand in the future. Considering the increasing operational load and the need for streamlined coordination across multiple PSU's, we recommend incorporating a dedicated Functional Project Manager role in the RFP. This would ensure efficient management of daily functional tasks, timely issue resolution and smooth communication between stakeholders.	As per revised RFP
4	79	Financial Bid Format	On-boarding charges - Per Module	The payment terms for the onboarding charges have not been specified in the RFP. Kindly clarify the same.	As per Revised RFP

5	36	4.17.1. Scope of On-boarding Activities	Assessment and Study of On-boarding Organisation for RajERP Deployment	Please specify the list of organizations and departments which have to be studied with the high level functional requirements which must be covered under the new application. Since the complexity of each PSU is different, based on the size of the PSU, number of employees, number of offices, core business activities, geographical spread and the business processes. This is required to estimate the manpower and time requirement to conduct the above activities for multiple organizations and departments.	As per Revised RFP
6	69	7.2	Service Level Standards/ Requirements/ Agreement m) Penalty for non-timely performing software support service like Update Content Management on Software solution (Web Portal or Web Application)/ Defect fixing/ Change Management (Application Software) i.e. Minor Change Requests	Minor change requests for enhancements may increase depending on user inputs, complexity, and functionality. The allotted duration of 3 days for this category may therefore be insufficient.	As per Revised RFP
7	31	4.5.2	Any change requirement estimated to involve an effort of less than two (2) man-months shall be classified as a feature change, and no separate change request shall be entertained for such changes.	We request you to quantify the total number of change requirements of less than 2 months so that we can do proper costing of the project. In absence of this quantification the project may involve unlimited no of change requirements of less than 2 months increasing the cost of project substantially.	As per RFP
8	33	4.15	Deployment of resources under O&M services	The tender has listed minimum resources required under each type of resource. However if additional department/organization on boarding requires additional resources to be deployed specially of help desk /domain experts the same should be paid extra.	As per RFP

9	33	4.15	Deployment of resources under O&M services	For the HRMS module , which is widely implemented as per the provided details, a single Domain Expert resource seems inadequate considering both O&M and new onboarding support requirements.	As per RFP
10	33	4.15	Deployment of resources under O&M services	Help Desk Executives have not been considered for certain organizations such as RISL, JMRC, and RVUNL . Who will handle their day-to-day user queries ?	As per RFP
11	58	6.17	Extension in Delivery Period and Liquidated Damages	kindly clarify What is the criteria to determine the percentage of work completion under each category (bug, issue, minor feature, support, or change) for the purpose of imposing Liquidated Damages (LD)?	As per RFP
12	67	7.2	Service Level Standards/ Requirements/ Agreement j) Penalty for Downtime	Since the servers and related infrastructure are owned by SDC , how can the entire penalty be imposed on the bidder?	As per RFP
13	69	7.2	n) The maximum total penalty in any quarter (excluding non-availability of deployed manpower/ resources/ personnel) shall not exceed twenty percent (20%) of the total amount due for the quarter, beyond which the Tendering Authority shall be free to initiate action as per the terms and conditions of the RFP for breach of SLA. The Tendering Authority may, in such cases, also forfeit the Performance Security Deposit (PSD).	The maximum penalty of 20% is too high and should be capped at 10–12%.	As per RFP
14	70	7.3	CHANGE REQUESTS/ MANAGEMENT c) Change Request Procedure	What is the basis for evaluating and approving/rejecting Change Request (CR) efforts — is it determined by the number of forms, workflows, or other parameters?	As per RFP

15	11	2.2. RajERP Initiative	The solution has already been developed and implemented, with a set of core modules that support daily operations: • Human Resource Management & Pension (HRMS) • Finance & Accounts (FA) • Sales & Marketing • Works & Project Management • CPF/GPF Management • Material Management (MM) • Ticket Management • Dashboards, MIS & Reports, RGHS ID creation	We understand that the scope for the selected bidder is limited to onboarding new PSUs onto the pre-existing standard RajERP modules as per their requirements, and that no new development or major customization of modules is expected. Kindly confirm if our understanding is correct. This clarification is important to ensure proper estimation of effort and resource planning, and to avoid assumptions regarding custom development, so that the bidder may comply strictly as per RFP scope and RISL's expectations.	As per RFP
16	32	4.12. Deployment & Configuration of Integrated IT solution	The Bidder shall be responsible to coordinate with RSDC operator to host, install and configure web portal and application at RSDC Jaipur also assist in configuration as RSDC or DR site . Bidder shall adhere with the rules and regulation of RSDC.	Considering potential administrative or operational delays in access to RSDC infrastructure or resources, please clarify the provisions or allowances in the project timeline and milestones to accommodate any such delays. Specifically, will delays caused by waiting for RSDC approvals, resource availability, or access restrictions be recognized for corresponding extensions in deployment or configuration deadlines?	As per RFP
17	37	4.17.1. Scope of On-boarding Activities	10. Master Data Preparation and Migration	Kindly specify the volume of data to be migrated for each PSU/department and module. Also, please clarify whether the scope includes scanning and data entry, and if these activities are to be undertaken by the bidder.	As per RFP
18	35	4.16. Resource requirements	The bidder shall facilitate discussions or interviews of the proposed resources with the OIC or designated officer before deployment. Resources approved by the OIC/designated officer shall be deployed. In case a resource is not approved, the bidder shall propose an alternative resource within a reasonable time.	Kindly note that the project is structured as milestones-based project with a minimum resource requirement. Taking approval for each resource before hiring would delay the timelines of the milestones. We request you to kindly re-consider the conditions under the broad framework of minimum resources and minimum qualifications.	As per RFP

19	41	4.1.2. Upgradation and Provide Operation & Maintenance Services (O&M)	The selected bidder must use a project management tool like JIRA/Slack, or any relevant application for effective project monitoring.	Kindly confirm if separate licenses would require to be procured for such tools and have to be in the name of RISL with the number of user requirements for such tools.	As per RFP
20	41	4.1.2. Upgradation and Provide Operation & Maintenance Services (O&M)	At the initial level of the process, the bidder is expected to map all the current requirements of the PSU's/RISL through various meetings and convert these requirements into documents mentioning the approximate timelines for release of each point.	We would require the list of PSUs with their size and high level functional requirements to estimate the manpower required to conduct the above activity.	As per RFP
21	44	4.1.3. Resource Deployment	The selected bidder has to deploy the technical manpower at RISL as mentioned in Tables B and C with Laptops/Connectivity and required resource experience and qualification as mentioned in Annexure 10.	Kindly note that we require high speed and secure internet connectivity with the development environment for the optimum performance of the developers and same should be provided by RISL.	As per RFP

22	94	ANNEXURE-18: INDICATIVE REQUIREMENTS & TECHNICAL SPECIFICATIONS/ STANDARDS	The ERP system shall facilitate a comprehensive User Management framework to support users from existing PSUs and up to 5 other PSUs of the Government of Rajasthan.	The size and complexity of the PSUs has to be clearly defined to estimate the manpower required to execute the project.	As per RFP
23	39	4.22. Roles & Responsibilities of Stakeholders/ Implementation Agency	RISL is acting merely as a Pure Agent who neither intends to hold or holds any title to the goods and services being procured or provided. So all the goods and services are required to be delivered in the name of participating PSUs along with invoices of supplied items, although payment will be made by RISL on behalf of said department/company.	As you mentioned that RISL will act solely as a pure agent, we would request clarification on whether the payments to the SI for the respective milestones will be made in a timely manner or if they will be processed on a back-to-back basis, subject to the receipt of funds from the respective PSUs.	As per RFP
24	66	7.1. Payment Terms and Schedule	Annexure B – Feature/Enhancement Tracker with UAT/approval status.	As per our understanding, the development of new features and enhancements is not within the scope of the bidder. Kindly clarify.	As per RFP
25	66	7.1. Payment Terms and Schedule	Payments in respect of goods or services requiring testing shall be made only after such tests have been conducted, results have been received, and compliance with the prescribed specifications has been confirmed.	Since the payment terms are defined on a quarterly basis and are linked to the submission of quarterly performance reports, it is understood that this clause shall not be applicable to the project.	As per RFP

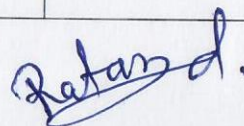
26	37	Training, Awareness & Change Management	Training, Awareness & Change Management	We request you to kindly elaborate on the scope of "Training and Capacity Building" mentioned in the RFP. Please specify the type of training expected from the bidder, the number of users/staff to be trained and also Request you to define the expected duration and number of training sessions to be planned for users	As per RFP
27	94	Others PSU's	The ERP system shall facilitate a comprehensive User Management framework to support users from existing PSUs and up to 5 other PSUs of the Government of Rajasthan.	The RFP currently does not include any scope provision for onboarding new PSUs in the future. We recommend incorporating a ERP cell clause that allows for the seamless inclusion of additional PSU's along with clear guidelines on module allocation, user limits and corresponding Implementation and FMS resource requirements.	As per RFP
28	94	Other PSU's	The ERP system shall facilitate a comprehensive User Management framework to support users from existing PSUs and up to 5 other PSUs of the Government of Rajasthan.	The RFP does not clearly define the exact scope for the additional PSUs that may be onboarded in the future. We request that the modules and user limits be specified PSU-wise. Additionally, there should be a provision to increase the quantity of FMS resources if the number of modules or users exceeds the defined limits.	As per RFP
29	9	1. INVITATION FOR BID (IFB) & NOTICE INVITING BID (NIB)	Bid Security and mode of payment 0.5% of the estimated procurement cost for the SSI Unit of Rajasthan	Please also consider MSME units of Rajasthan for Earnest Money Deposit (EMD) exemption as MSME has superseded the Small Scale Industry (SSI) classification.	As per RFP
30	32	4.10. Safe to Host Certification	Selected Bidder shall be solely responsible for implement the resolutions of identified vulnerabilities identified during the Safe to Host security testing and then deploy the Software solution at RSDC as every 6 months.	We understand that RISL will responsible for conducting security audit, the cost of the same will be borne by RISL, the bidder will be responsible for implement the resolutions of identified vulnerabilities identified during the Safe to Host security testing and then deploy the Software solution at RSDC	As per RFP

31	79	Financial Bid Format	O&M for RajERP - Per Quarter	As per our understanding, the O&M charges mentioned in the BOQ are applicable only for the existing ERP Modules of existing PSUs. Kindly clarify the payment mechanism in case additional PSUs are onboarded in the future.	As per RFP
32	79	Financial Bid Format	On-boarding charges - Per Module	Kindly note that each PSU may have a different number of users for each ERP module. Therefore, the cost of individual modules may vary across PSUs. In view of this, we request you to revise the BOQ accordingly.	As per RFP
33	25	3.1. Pre-Qualification Criteria	The bidder must demonstrate that the ERP Products deployed in the eligible projects had a cumulative minimum of 1,500 transactional users. In addition, at least three (3) of the following functional modules must have been implemented: • Finance and Accounting • Human Resource Management & Pension • Material Management • CPF/GPF • Sales & Marketing Management • Works & Project Management 1. Project Reference (Annexure-5), duly filled in by the bidder, and any one of the following: • Work Completion Certificate from the client, OR • Work Order along with a Self-Certificate of Completion (signed by an authorized signatory of the bidder), OR • Work Order along with Phase Completion Certificate from the client. - o The Phase Completion Certificate must explicitly state that development, O&M, and deployment of the modules have been completed as per the Work Order. - o The value realized under the cited project must be equal to or greater than ₹ 5 Crores.	Request you to amend the clause as under: The bidder must demonstrate that the ERP Products deployed in the eligible projects had a cumulative minimum of 1,500 transactional users. In addition, at least three (3) of the following functional modules must have been implemented: • Finance and Accounting • Human Resource Management OR Pension • Material Management • CPF/GPF • Sales & Marketing Management • Works & Project Management 1. Project Reference (Annexure-5), duly filled in by the bidder, and any one of the following: • Work Completion Certificate from the client, OR • Work Order along with a Self-Certificate of Completion (signed by an authorized signatory of the bidder), OR • Work Order along with Phase Completion Certificate from the client. - o The Phase Completion Certificate must explicitly state that development, O&M, and deployment of the modules have been completed as per the Work Order. - o The value realized under the cited project must be equal to or greater than ₹ 5 Crores.	As per RFP

34	27	3.2	Brief Experience in ERP Projects : Number of ERP implementation/upgrade projects for Govt/PSUs in the last 10 years., ≥3 similar projects=15, 2 similar projects=10, 1 similar project=5: None:=0	Number of ERP implementation/upgrade projects for Govt/PSUs in the last 10 years. ≥2 similar projects=15, 1 similar projects=5, None=0	As per RFP
35	33	4.5	Deployment of resources under O&M services The O&M Team shall report to RISL and ensure timely delivery of all assigned tasks with the agreed quality standards. The bidder shall mandatorily deploy a Core Team of twenty eight (28) resources in fixed locations, as detailed below, to ensure continuous support, monitoring, reporting, and compliance:	Please clarify: Proposed resources can work in remote (Offline) for the fixed location.	As per RFP
36	33	4.5	Deployment of resources under O&M services The bidder shall mandatorily deploy a Core Team of twenty eight (28) resources in fixed locations, as detailed below, to ensure continuous support, monitoring, reporting, and compliance:	Please clarify: It is mentioned that Core team of Twenty eight (28) resources in fixed locations. What will be the payment terms if there are extra resources to be delayed or directed by RISL.	As per RFP
37	38	4.18	Help Desk Support (Incident/ Problem management) a. The bidder shall also provide Helpdesk support services for effective Facility management and Application maintenance.	Please Clarify: How many man power is required in the helpdesk and will the helpdesk be operational in Office hours or 24/7.	As per RFP

38	38	4.18	Help Desk Support (Incident/ Problem management) b. The Bidder shall design, develop & implement a Helpdesk Management System (web enabled with SMS and e-Mail based alert system) or can use already developed some free source or open-source utility to facilitate helpdesk team in extending operational support/ resolving problems of Integrated IT solution users.	Please Clarify: It is mentioned that the bidder shall design, develop & implement a Helpdesk Management System. - Is there an existing helpdesk working? If No, then will this requirement be included as the Change request?	As per RFP
39	79	SL. No 2	On-boarding Activities - Per Module	In the BOQ it is mentioned that bidder should put a rate to the On-boarding Activities. Please Clarify: If this cost is included in the estimated total cost (18 Cr).	As per RFP
40	32	4.9	Testing & Regression	Will RISL provide access to automated testing environments/tools (e.g., Jenkins, Selenium), or should the bidder propose and implement their own testing framework within RSDC?	As per RFP
41	32	4.1	Safe-to-Host Certification every 6 months	Please confirm whether RISL will engage the CERT-In empaneled auditor or if this responsibility (including cost) lies with the bidder.	As per RFP
42	33	4.15	Deployment of Core O&M Team (28 resources)	Will resource deployment be centralized at Jaipur, or are hybrid (onsite-offsite) models permissible, considering some modules may need remote support?	As per RFP
43	35	4.17	PSU On-boarding	Will onboarding for new PSUs involve only configuration/customization, or is there scope for new module development? How will effort be compensated in such cases?	As per RFP
44	67	SLA Section	Penalties for Non-availability or Downtime	Will there be relaxation for downtime caused by infrastructure/network failures at RSDC or third-party systems?	As per RFP
45	67	7.2 (b)	SLA – Application response time of 3 seconds	What monitoring tools or metrics will be used to measure and validate the 3-second response time SLA across all modules and integrations?	As per RFP

46	99-101	1.3.6-1.3.7	CPF/GPF and Works Project Management Modules	Are bidders expected to redevelop or only maintain these modules? If enhancements are required, will detailed functional requirement documents (FRDs) be shared?	As per RFP
47	104	2.2 (c)	Anywhere Access – Optimization for low-bandwidth conditions (64 Kbps/GPRS)	Considering modern network standards, is 64 Kbps still the expected optimization benchmark, or can this be revised to reflect realistic usage scenarios and performance SLAs?	As per RFP
48	104	2.3	Existing Technology Stack (IBM WebSphere, IIS, DB2/Oracle, .NET MVC)	Please clarify if bidders can propose an alternative technology stack (e.g., open-source or cloud-native) to improve performance and scalability, or if they must mandatorily use the existing setup.	As per RFP
49	105	2.4	Security Standards	Please clarify whether SSL certificates and SSO integration tokens will be provided by RISL, or if the bidder is responsible for their renewal and deployment.	As per RFP
50	105	2.5	Quality Management Standards	Can the bidder propose CI/CD pipelines for version control and automated deployments at RSDC, and if so, what approvals are required?	As per RFP
51	105	Notes (I-III)	Functional requirements to be finalized during O&M	Can the bidder suggest functional or UI improvements during O&M without invoking a separate Change Request process, if within existing scope?	As per RFP



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