

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
1	Page No- 9	Bid Security & Mode of payment	In case of MSME registered in Rajasthan, the amount will be 3,00,000 lacs	Would be looking for MSME exemption for all the registered companies across country	As per RFP
2	Page No. 12	Financial Turnover from IR/ITeS	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 the last published audited balance sheets), should be at least Rs. 20 Crores. (Note Turnover of hardware will not be considered for evaluation)	Looking for MSME exemption from Turnover	As per RFP
3	12	4	Technical Capabilities	Is there is any exemption for MSME	As per RFP
4	13	5	Certification	Our CMMI certification is under process, we applied for it but we don.t have right now or Is there is any exemption for MSME	As per RFP
5	12	3.4	The bidder must have successfully completed design, development/customization and maintenance of application software projects for any State/Central Government/PSU only in India.	As an MSME registered under the Government of India, we request consideration of projects executed for private organizations and international clients to demonstrate similar technical capabilities and innovation. Kindly confirm.	Please refer the updated RFP
6	12	3.4	A) One Application Software Development project of amount Rs. 6,00,00,000.00 i.e., Rs. Six Crores or more.	As an MSME registered under the Government of India, we request to kindly confirm if projects with private organizations and global clients can be included for this criterion, provided they meet the project size and scope. Please confirm eligibility for exemption	Please refer the updated RFP
7	12	3.4	B) Minimum Two Application Software Development projects totaling Rs. 7,00,00,000.00 (INR Seven Crores) with at least Rs. 3.5 Crores for each project.	As an MSME registered under the Government of India, we request to kindly confirm if projects with private organizations and global clients can be included for this criterion, provided they meet the project size and scope. Please confirm eligibility for exemption	Please refer the updated RFP
8	15	4.1	Scope of work includes development of e-Sanchar 3.0 and O&M of e-Sanchar 2.0.	Clarify the detailed modules required for e-Sanchar 3.0 and any expected challenges in migrating from 2.0.	An indicative list of modules is provided with RFP
9	17	4.1. v	Support and O&M for existing e-Sanchar 2.0 system.	Are there any existing tools/scripts for data migration, or should the bidder develop them from scratch?	No existing tool/script is there with RISL
10	19	4.1.xii	Development of Integrated Communication Module for e-Sanchar Portal.	Please specify the APIs or communication platforms expected for integration (e.g., WhatsApp, Voice Bot System).	As per RFP
11	24	5.2	Pre-Bid Meeting / Clarifications/ Modifications/ Changes.	What is the timeline for response to bidder queries post pre-bid meeting?	As per NIB

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12	23	4.3	Project duration is mentioned as 5 years and 6 months.	Can you confirm the payment milestones for the development and O&M phases?	As per RFP
13		3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA Page No. 12 & 13	The bidder must have successfully completed design, development/ customization and maintenance of Application software projects for any State/ Central Government organization/ PSU only in India, during the period 01-Apr-2019 to 31-March-24. A) One Application Software Development project of amount Rs. 6,00,00,000.00 i.e. Rs. Six Crores or more. OR B) Minimum Two Application Software Development projects of amount totalling to Rs. 7,00,00,000.00 i.e. INR Seven Crores or more each with at-least 3.5 Cr Note- The W.O. should have been issued on or after 01-Apr-2019	<u>We hereby request to kindly change the criteria as below:</u> The bidder must have successfully completed design, development/ customization and maintenance of Application software projects for any State/ Central Government organization/ PSU only in India, during the period 01-Apr-2019 to 31-March-24. A) One Application Software Development project of amount <u>Rs. 5,00,00,000.00 i.e. Rs. Five Crores or more.</u> OR B) Minimum Two Application Software Development projects of amount totalling to Rs. 7,00,00,000.00 i.e. INR Seven Crores or more each with at-least 3.5 Cr Note- The W.O. should have been issued on or after 01-Apr-2019	Please refer the updated RFP
14	12	2	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 the last published audited balance sheets), should be at least Rs. 20 Crores. (Note Turnover of hardware will not be considered for evaluation)	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 the last published audited balance sheets), should be at least Rs. 10 Crores. (Note Turnover of hardware will not be considered for evaluation) - Please amend this clause as mentioned above.	As per RFP
15	12	2	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 the last published audited balance sheets), should be at least Rs. 20 Crores. (Note Turnover of hardware will not be considered for evaluation)	As per government guidelines, if the project cost is 6 cr, so you can only keep turnover criteria double of project cost. Kindly modify this clause and make it 12 cr turnover.	As per RFP

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16	12	3.1.4 (Technical Capability)	<p>The bidder must have successfully completed design, development/ customization and maintenance of Application software projects for any State/ Central Government organization/ PSU only in India, during the period 01-Apr-2019 to 31-March-24.</p> <p>A) One Application Software Development project of amount Rs. 6,00,00,000.00 i.e. Rs. Six Crores or more.</p> <p>OR</p> <p>B) Minimum Two Application Software Development projects of amount totalling to Rs. 7,00,00,000.00 i.e. INR Seven Crores or more each with at-least 3.5 Cr</p> <p>Note- The W.O. should have been issued on or after 01-Apr-2019</p>	<p>We request you to that The bidder must have successfully completed design, development/ customization and maintenance of Application software projects for any State/ Central Government organization/ PSU only in India, during the period 01-Apr-2019 to 31-December-24.</p> <p>A) A) One Application Software Development project of amount Rs. 6,00,00,000.00 i.e. Rs. Six Crores or more.</p> <p>OR</p> <p>A) B) Minimum Two Application Software Development projects of amount totalling to Rs. 7,00,00,000.00 i.e. INR Seven Crores or more each with at-least 3.5 Cr</p> <p>Note- The W.O. should have been issued on or after 01-Apr-2019</p> <p>Dear Sir, we request you to consider all the ongoing projects till the time of bid publishing or 31-December-2024 as it will help the bidders who are working on the large size projects to participate in the bid and would help in getting your more participants and fostering a better competition amongst bidders.</p>	Please refer the updated RFP

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17	Dec-13	3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA	<p>4- Technical Capability :- The bidder must have successfully completed design, development/ customization and maintenance of Application software projects for any State/ Central Government organization/ PSU only in India, during the period 01-Apr-2019 to 31-March-24.</p> <p>A) One Application Software Development project of amount Rs. 6,00,00,000.00 i.e. Rs. Six Crores or more.</p> <p>OR</p> <p>B) Minimum Two Application Software Development projects of amount totalling to Rs. 7,00,00,000.00 i.e. INR Seven Crores or more each with at-least 3.5 Cr</p> <p>Note- The W.O. should have been issued on or after 01-Apr-2019</p>	<p>4- Technical Capability :- The bidder must have successfully completed design, development/ customization and maintenance of Application software projects for any State/ Central Government organization/ PSU only in India, during the period 01-Apr-2019 to 31-March-24.</p> <p>A) One Application Software Development project of amount Rs. 2,00,00,000.00 i.e. Rs. two Crores or more.</p> <p>OR</p> <p>B) Minimum Two Application Software Development projects of amount totalling to Rs. 2,00,00,000.00 i.e. INR two Crores or more each with at-least 1 Cr</p> <p>Note- The W.O. should have been issued on or after 01-Apr-2020</p> <p>Justification: The proposed relaxation in the Technical Capability criteria ensures fair competition by allowing more qualified bidders to participate while maintaining high standards. The current requirement (Rs. 6 Cr for a single project or Rs. 7 Cr combined for two projects) appears restrictive and may favor a particular bidder with large-scale projects, limiting healthy competition. Reducing the threshold to Rs. 2 Cr for a single project or Rs. 2 Cr combined for two projects will ensure a level playing field, encouraging participation from competent mid-sized firms with relevant experience in government projects, without compromising quality and expertise.</p>	Please refer the updated RFP

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18	12	3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA Sub-point: 2	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 the last published audited balance sheets), should be at least Rs. 20 Crores. (Note Turnover of hardware will not be considered for evaluation)	With reference to the clause of Pre - qualification Criteria of applicants, to allow interested bidders, enhanced participation; we kindly request you to amend the clause as per below : Average Annual Turnover of the bidder from IT/ ITeS/ ICT/ Consulting Management/ IT Services during last three financial years, i.e. FY: 2021-2022 ,2022-2023 and 2023-2024 (as per the last published audited balance sheets), should be at least Rs. 20 Crores.	As per RFP
19	12 & 13	3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA Sub-point: 4	Any one of the followings: 1. Work Order + Work Completion Certificates from the client 2. Work Order + Certificate of Completion (Certified by the Statutory Auditor) 3. Work Order + Phase Completion Certificate from the client The documents submitted in form of work orders/ agreement/ client certificate/ self-certificate should confirm project duration, nature, value of services delivered and project cost.	With reference to the Supporting documents of past experience criteria we kindly request you to please consider supporting documents as per below: Any one of the followings: 1. Work Order + Work Completion Certificates from the client OR 2. Work Order + CA Certificate of payment received OR 3. Work Order + Phase Completion Certificate from the client The documents submitted in form of work orders/ agreement/ client certificate/ self-certificate should confirm project duration, nature, value of services delivered and project cost.	As per RFP
20	12	3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA	(4) Technical Capability	We request to consider Grade A private organization (Tata group companies etc) projects and unlisted private companies projects in pre qualification criteria. This will allow us to participate in the bid.	Please refer the updated RFP
21	18	4. SCOPE OF WORK, DELIVERABLES & TIMELINES	ix. Data migration from existing database/ applications of e-Sanchar 3.0	What is the current size of database to be migrated,	Please refer the updated RFP

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22	12	2	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 the last published audited balance sheets), should be at least Rs. 20 Crores. (Note Turnover of hardware will not be considered for evaluation)	As per tender document, estimated cost of the project is 6 cr. So we are requesting you to please revise this clause and make it 12cr turnover.	As per RFP
23	18	ix	Data migration from existing database/ applications of e-Sanchar 3.0	What is the volume of the existing database?	It's approx 2.5 TB
24	109	Annexure 14	Details of e-Sanchar 2.0	Could you elaborate on any existing challenges or limitations in the current system ?	Technology and performance upgradation is required
25	109	Annexure 14	Details of e-Sanchar 2.0	What specific versions of HTML, JavaScript, Bootstrap, and jQuery are currently in use?	As per RFP
26	109	Annexure 14	Details of e-Sanchar 2.0	Is there a need for multi-language support in the SMS/OTP services? If so, which languages should be supported?	Hindi and English
27	109	Annexure 14	Details of e-Sanchar 2.0	Can you clarify the expected volume of SMS/OTP requests the system will handle on a daily basis?	As per requirement
28	109	Annexure 14	Details of e-Sanchar 2.0	Are there any plans to migrate from Microsoft ASP.NET Web API and C# to other technologies that are scalable?	It can be discussed during finalization of SRS
29	109	Annexure-14	Details of e-Sanchar 2.0	What are the allocated compute, storage, and bandwidth resources for the e-Sanchar 2.0 application at RSDC?	Its dependent upon the system requirements
30	68	Technology Stack	Technology Stack	Are there a predefined cloud or virtualization environment at RSDC, or does the bidder need to provision virtual machines?	Application will be hosted in RSDC
31	67	Software Terms	Software Terms	What operating system and database versions are required or preferred for deployment at RSDC?	Please refer the updated RFP
32	17	Hosting and DR Site	Hosting and DR Site	What backup and disaster recovery (DR) mechanisms are in place at RSDC, and how should the bidder ensure compliance?	A DR site of RSDC exists. A copy of application would be deployed at DR site as well with a Asynchronous/Synchronous replication based upon the requirement
33	79	Security	Security	Does RSDC mandate the use of a specific load balancer or firewall configuration for e-Sanchar 3.0?	Yes. Load balancer and Firewall infra will be provisioned by RSDC
34	80	User Access Management	User Access Management	What level of access control (VPN, SSH, RDP, etc.) will be provided for managing the hosted application?	As per the RSDC security policy

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35	79	Security	Security	Are there any network segmentation requirements or firewall rules for isolating the application from other hosted services?	It will be as per RSDC policies
36	80	System Control and Audit	System Control and Audit	Does RSDC provide centralized logging and monitoring, or does the bidder need to implement a separate logging solution?	Microfocus EMS is being used by RSDC for the same
37	22	Operations & Maintenance	Operations & Maintenance	What service-level agreements (SLAs) are applicable for infrastructure uptime and support at RSDC?	As per RSDC policy
38	17	Hosting and DR Site	Hosting and DR Site	Is real-time data replication required between the primary and DR site, or will periodic backups be used?	Asynchronous/Synchronous replication based upon the requirement
39	68	Database Replication	Database Replication	What database replication strategies are preferred for maintaining synchronization between DC and DR?	Asynchronous/Synchronous replication based upon the requirement
40	68	8 (point 7)	Technology	It is understood that the technology to be used is angular/.Net with database as Oracle 12c or higher. The required licenses for the database would be provided by the department?	Please refer the updated RFP
41	68	8 (point 7)	Technology	Infrastructure managed services (Servers, Network, Storage, Backup, VM) would be provided by the RSDC during development and O&M phase. This means that the Development, Staging and Production environments will be provided by RSDC?	Yes.
42	71	Point No 6	Security	Can the SI implement Open Source Solution for Identity, Access & Authorization Management or the department will provide the solution	A Single Sign On (SSO) mechanism developed by Govt. of Rajasthan will be used for this
43	73	Annexure 1 A	SMS	The SMS Gateway and its recurring costs will be borne by the department?	Yes
44	74	Annexure 1 A	Dashboard Widgets	The department has any dashboard/visualization tool or the SI can propose their own?	Tableau and SAS are available with department to be used
45	78	Annexure 1 E	Data Migration	1. Current application is using MS SQL Server from which data needs to be migrated. Does the department intend to migrate to Oracle or the current MS SQL Server can be used? 2. Is there any DMS also in use from which data needs to be migrated?	User of Oracle is preferred. No DMS is in use currently

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46	79	Annexure 1 E	Security	SSL would be provided by the department?	Yes
47	16	iv. Testing, Deployment and Configuration of e-Sanchar 3.0 Application	The e-Sanchar 3.0 Application shall be hosted in RSDC	Kindly confirm who shall be responsible for administration of server at RSDC. Whether bidder has to manage the same or RSDC team will handle	RSDC will administer the Servers
48	16	iv. Testing, Deployment and Configuration of e-Sanchar 3.0 Application	The e-Sanchar 3.0 Application shall also be hosted on the DR site of RSDC.	Kindly confirm who shall be responsible for administration of server at RSDC. Whether bidder has to manage the same or RSDC team will handle	RSDC will administer the Servers
49	18	xi. Training and Handholding Support on application software	<ul style="list-style-type: none"> The selected bidder shall provide training material (role and module based), language of which shall be in Hindi and English. The selected bidder shall prepare all the relevant user manuals and integration documents for various services of the system. 	<p>Kindly provide below details to estimate the training cost</p> <ol style="list-style-type: none"> No. of resources to be trained with batch size Location of training Duration of the training <p>And our understanding is that the training infra like training room, projectors etc will be provided by department. Kindly confirm</p>	No training need to be provided. Only training manuals be prepared and provided by SI
50	68	7) Features of the Software:	<ol style="list-style-type: none"> Technology <ul style="list-style-type: none"> Application software should be web enabled based on client server technology. The central server will be placed at Rajasthan State Data Centre, Jaipur. The following stacks are available in RSDC. Front End: Platform of application should be angular/.NET RDBMS Compatibility: Should be capable of being deployed with Oracle 12c or higher version and should be capable to handle high volume transactions. 	<p>Our understanding is that if the bidder decides to develop the application on .NET platform and Oracle 12c or higher as database, then all the license required for the same will be provided by department.</p> <p>However if the bidder chooses any other platform/database any license required has to be provided by the bidder and licenses has to be enterprise edition with perpetual in nature. Kindly confirm</p>	Please refer the updated RFP
51	68	7) Features of the Software:	Note: Infrastructure managed services (Servers, Network, Storage, Backup, VM) would be provided by the RSDC during development and O&M phase.	All compute infra along with operating system and other system software will be provided by RSDC. Kindly confirm	Yes
52		General	Jan Aadhaar Application	We have noticed that RFP document frequently refers Jan Aadhar application, we believe it might be typo error. Kindly correct it	It was a typo error. Corrected accordingly
53	71	16) The general features of the application software are as below :	10. Digital Signature: The software should facilitate digital signing and eSign of documents before submitting or uploading them in the System for verification and other reason.	Our understanding is that the bidders responsibility is limited to integration with the PKI solution for digital signature. The same shall be made available by department. Kindly confirm	Yes

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54	85	ANNEXURE-2: Resource Deployment	1. The selected bidder shall deploy minimum following resources onsite at RISL for the development of e-Sanchar 3.0 Application and afterward for O&M of e-Sanchar 3.0 Application for 3 years ; within 30 days from the date of work order issued:	Please correct the typo error of O&M of e-sanchar 3.0 Application for 3 years to 5 years	It was a typo error. Corrected accordingly
55	9	Bid Security and Mode of Payment	Ammount(INR): 12,00,000 (Rupees Twelve Lacs Only)	Kindly clarify the EMD Validity period, as EMD Validity period is not mentioned in RFP.	As per RFP
56	15	4. SCOPE OF WORK, DELIVERABLES & TIMELINES	The proposed work shall have following (but not limited to) key components: 1. Design and development of e-Sanchar 3.0 application as per requirement and integration with standard platforms of GoR.	1. Please let us know whether the development of e-Sanchar 3.0 is the greenfield development from scratch OR its an enhancement of e-Sanchar 2.0 application. Please clarify 2. In case of enhancement, we assume that client will provide all source code with proper documentation to successful bidder. Please confirm	It will be a fresh development from the scratch
57	17	4. SCOPE OF WORK, DELIVERABLES & TIMELINES	v. Support and O&M for existing e-Sanchar 2.0 system The implementing agency shall provide comprehensive support and Operations & Maintenance (O&M) for the existing e-Sanchar 2.0 system until the development of e-Sanchar 3.0 is completed, deployed in production, and the Go-Live certificate is awarded to the implementing agency. This includes ensuring the smooth functioning of e-Sanchar 2.0, addressing any technical issues, performing regular updates, and providing necessary support to maintain system stability and continuity of services.	1. We kindly request the department to reconsider and remove the Operations & Maintenance (O&M) scope of the existing e-Sanchar 2.0 system from the current RFP. Given that the system was developed by a different bidder, it would be highly challenging for a new agency to effectively manage its O&M without prior involvement in its development. Therefore we propose that the existing agency continue handling the O&M of the current system until the new system is fully developed. Once the new system is in place, the existing agency can facilitate a structured knowledge transfer to the new agency, ensuring a seamless transition and effective data migration. 2. Additionally, we seek clarification on the following points: 2.1 If the O&M scope is not removed from the RFP, will the new agency be permitted to onboard existing agency resources under its payroll for the O&M of the existing system? 2.2 Will the existing agency allow the transfer of its resources to the new agency for the O&M of the e-Sanchar 2.0 system?	As per RFP

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58	18	4. SCOPE OF WORK, DELIVERABLES & TIMELINES	ix. Data migration from existing database/ applications of e-Sanchar 3.0 The Selected Bidder shall plan, migrate & monitor the migration of legacy Data from existing database/ applications of e-Sanchar.... The data migration process from the existing e-Sanchar 2.0 to e-Sanchar 3.0 should include the migration of master data, transaction summary data, reporting data, log tables (excluding transactional data), and any additional data tables as requested by the procuring entity during the migration process.	1. Please share below details of existing legacy system from which data migration will be required to carried out. 1.1 Number of Master and Transaction Tables 1.2 Total data size in terms of GB/TB 1.3 Data format - Directly from tables OR CSV/Excel format	Please refer the updated RFP
59	18, 19	4. SCOPE OF WORK, DELIVERABLES & TIMELINES	xi. Training and Handholding Support on application software	1. Please share below details with respect to providing of training to users. 1.1 Training mode - Online or Offline 1.2 User type wise number of users 1.3 Number of batches 1.4 Location details in case of offline training 1.5 Refreshment Training period - Yearly/ Half-yearly / .. 2. In case of offline training, we assume that training infrastructure will be provided by Client. Please confirm. 3. What will be the handholding period (i.e. number of	No training need to be provided. Only training manuals be prepared and provided by SI
60	19	4. SCOPE OF WORK, DELIVERABLES & TIMELINES	xii. Development of Integrated Communication Module for e-Sanchar Portal • A new module is to be developed within the e-Sanchar portal, aiming to integrate various communication platforms , including Rajasthan Sampark, RISL's WhatsApp Management Portal, Voice Bot System through APIs .	1. Kindly share user role wise features, functionalities and processes required to be developed for integrated communication module. 2. Please provide the list of all communication platforms to which this new communication module needs to be integrated. 3. We assume that all required APIs to integrate with various communication modules will be provided by Client. Please confirm. 4. We assume that integration with various communication platforms will be for exchanging of text communication chat only. Please confirm.	As per RFP

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61	19, 20	4. SCOPE OF WORK, DELIVERABLES & TIMELINES	<p>xiii. Operations & Maintenance (O&M) for e-Sanchar 3.0 Application</p> <p>a) Deployment of Manpower</p> <ul style="list-style-type: none"> The selected Bidder shall deploy the Team (as per Annexure: 2) onsite from the start of the O&M period for 5 years. <p>...</p> <ul style="list-style-type: none"> It is the responsibility of the selected bidder to scale up the Operations & Maintenance (O&M) team as and when required to confirm smooth project execution throughout the duration. 	<p>1. Please allow bidder to quote additional resource cost for scaling up the Operation & Maintenance team if required for handling unexpected work during that period.</p>	As per RFP
62	20	4. SCOPE OF WORK, DELIVERABLES & TIMELINES	<p>b) New Enhancement</p> <ul style="list-style-type: none"> Addition of new functionalities/ modules as and when required Integration with any applications of GoI/ GoR/ Third party for compliance of any mandate of government or to enhance the services through e-Sanchar 3.0 Any task related to application enhancement, development, maintenance, for the compliance of government orders or as directed by the purchaser 	<p>1. We assume that any kind of new enhancement will be carried out by onsite deployed resources and if any new resources will be required to work for new enhancement then it will be either processed through change request or by monthly resource charging. Please confirm.</p> <p>2. If not, then kindly share details to estimate the expected new enhancement work during O & M period.</p> <p>2.1 New functionalities/ modules details</p> <p>2.2 3rd party application details to which integration will be required to carried out.</p>	As per RFP
63	20, 21	4. SCOPE OF WORK, DELIVERABLES & TIMELINES	<p>c) Managed Services during O&M Period</p> <p>The selected bidder shall be responsible for the overall administration, operations, monitoring & maintenance of the deployed e-Sanchar 3.0 Application and the Database to ensure the desired uptime and performance.</p> <p>I. Performance Monitoring & Enhancement:</p>	<p>1. Please share below details with respect to O & M of e-Sanchar</p> <p>2.0</p> <p>1.1 Resource type wise number of resources currently working.</p> <p>1.2 Current challenges you are facing with e-Sanchar 2.0 application.</p> <p>1.3 Average monthly number of support calls received during last year</p>	As per RFP

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64	26	5. INSTRUCTION TO BIDDERS (ITB)	5) Format and Signing of Bids d) The technical bid shall consist of the following documents: - 1. Bidding document Fee (Tender Fee) 2. RISL Processing Fee (e-Procurement) 3. Bid Security 4. Bidder's Authorisation Certificate .. 5. All the documents mentioned in the "Eligibility Criteria" 6. Certificate of Conformity/ No Deviation	1. We assume that bidder needs to submit below mentioned document only with their Technical Bid. There will not be any other documents like Technical Proposal required to submit with Technical Bid. Please confirm "d) The technical bid shall consist of the following documents: - 1. Bidding document Fee (Tender Fee) 2. RISL Processing Fee (e-Procurement) 3. Bid Security 4. Bidder's Authorisation Certificate .. 5. All the documents mentioned in the "Eligibility Criteria" 6. Certificate of Conformity/ No Deviation"	As per RFP
65	58	6. GENERALTERMS AND CONDITIONS OF TENDER & CONTRACT	22) Exit Management g) Training, hand-holding and knowledge transfer ii. The selected bidder shall hold operational hand-holding sessions on the e-Sanchar 3.0 Application with the designated officers/staff members, so that RISL can continue with the e-Sanchar 3.0 Application even after Selected Bidder exits the project	1. What will be the handholding period before exiting from the project?	As per RFP

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66	59	7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT 1) Payment Terms and Schedule	Table 7.1: Deliverable and Time Schedule (For e-Sanchar 3.0 Application) 1. Detailed Project Plan with timelines - NA 2. SRS Preparation - NA 3. Design & Development of e-Sanchar 3.0 Application -NA 4. Beta version Testing - 25 % of [Cost of Design & Development of e-Sanchar 3.0 Application (Component (A) of financial bid)] 5. Go-live= 63 % of [Cost of Design & Development of e-Sanchar 3.0 Application (Component (A) of financial bid)] 6. Deployment of Manpower, New Enhancement in the e-Sanchar 3.0 Application, Managed Services during Operations and Maintenance Period - 1) The total quoted amount for the O&M, as per Component B of Financial Bid shall be equated in 20 instalments and each instalment shall be paid quarterly, after the submission and approval of associated deliverables during O&M phase subject to necessary deductions. AND 2) 2% of [(Cost of Design & Development of e-Sanchar 3.0 Application (Component (A) of financial bid)); shall be paid quarterly for 6 first quarters, after the submission and approval of associated deliverables during O&M phase subject to necessary deductions.	1. We would like to bring your attention that financial challenges posed by the current payment terms outlined in the RFP. As per the existing payment terms, the selected bidder will not receive any payments for the first six months after the award of work. This creates significant cash flow constraints, given the following financial commitments: - Submission of a Performance Bank Guarantee (PBG) amounting to 10% of the total contract value for the entire contract duration. - Submission of an Earnest Money Deposit (EMD) as part of the bidding process. - Monthly salary payments to deployed resources working on the project. Maintaining financial viability under these conditions is highly challenging for bidders, particularly for managing operational expenses and resource commitments. Therefore, we kindly request the department to reconsider and revise the payment structure to include milestone-based OR periodic payments during the initial six months. This will help and ensure financial sustainability for the bidder while maintaining uninterrupted progress on the project 2. We requesting department for kindly amend the payment terms as below: 1. Detailed Project Plan with timelines - 10% (Component (A) of financial bid) 2. SRS Preparation - 15% (Component (A) of financial bid)	As per RFP
67	62	7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT 1) Payment Terms and Schedule	7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT 1) Payment Terms and Schedule h) All remittance charges will be borne by the supplier/ selected bidder.	1. What are the remittance charges required to borne by the supplier/selected bidder? Please specify.	As per related Govt. policies

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
68	68	8. SOFTWARE TERMS AND CONDITIONS OF TENDER & CONTRACT	<p>7) Features of the Software:</p> <p>1. Technology</p> <ul style="list-style-type: none"> • Application software should be web enabled based on client server technology. The central server will be placed at Rajasthan State Data Centre, Jaipur. The following stacks are available in RSDC. • Front End: Platform of application should be angular/.NET • RDBMS Compatibility: Should be capable of being deployed with Oracle 12c or higher version and should be capable to handle high volume transactions. <p>Any new software product proposed in the solution has to be arranged by the bidder himself. The software license for same need to be perpetual in nature and in the name of DISC.</p>	<p>1. We assume that the Department will also accept solution that are build on other platforms (such as Open Source Technology) as well and .Net with Oracle based solutions are preferred but not mandatory. Please confirm.</p>	Please refer the updated RFP
69	71	8. SOFTWARE TERMS AND CONDITIONS OF TENDER & CONTRACT	<p>16) The general features of the application software are as below :</p> <p>10. Digital Signature: The software should facilitate digital signing and eSign of documents before submitting or uploading them in the System for verification and other reason.</p>	<p>1. We assume that all required digital signatures along with associated hardware/software will be provided by Client. Please confirm.</p> <p>2. If not, then kindly share the number of digital signatures required to consider in scope of the bidder.</p>	Yes.
70	73	ANNEXURE-1:	<p>The Implementation Agency (IA) shall develop the System Requirement Specifications (SRS) documents where all the processes, procedures and existing templates should be studied in detail by the IA. IA should independently design the solution as may be required to support the business operations.</p> <p>A. Indicative list of modules</p>	<p>1. Please provide user role wise features, functionalities and processes required to develop in the e-Sanchar 3.0 application.</p> <p>2. Approximate how many SMS templates will be required to create in the application?</p> <p>3. Please also share expected concurrency of users during peak time.</p>	As per RFP
71	73	ANNEXURE-1:	<p>Key Module: SMS Campaign Management</p> <p>Functionality/ Description: A number of campaigns would be created for different departments/projects.</p>	<p>1. Kindly define the complete process start for initiation to review to approve to broadcast to auditing/report for SMS campaign.</p> <p>2. We assume that processes for complaining of all the departments/ projects are same. Please confirm.</p>	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
72	73	ANNEXURE-1:	Key Module: SMS API Configuration Management Functionality/Description: API endpoints would be created for applications/projects required to get integrated with the services . Each endpoint configuration would contain the API credentials, mapped SMS campaign, mapped SMS channel etc.	<ol style="list-style-type: none"> 1. Approximate how many API endpoints need to create for integration. If will be great help is you can provide the complete list of it. 2. Please provide the complete list of services, which needs to be integrated with the application. 3. We assume that client will procure and provide all these services APIs. Please confirm. 4. Please also provide the list of existing services that is currently implemented in the application. 5. What will be the expected SMS request volume 	As per RFP
73	74	ANNEXURE-1:	Public Website The basic and common view to be displayed to the public users. Will contain pages: Home, About Us, Documents, Contact Us etc.	<ol style="list-style-type: none"> 1. Please provide complete sitemap along with number of pages to be integrated in to the Public Website. 2. If Public Website contains any type of dynamic module, then please also share the details of that dynamic module 	As per RFP
74	75	ANNEXURE-1:	Project financial management Module to record project expenditures, demands, receiving and other financial details	<ol style="list-style-type: none"> 1. Kindly share user role wise feature, functionalities and processes required to develop for Project Financial Management module. 	As per RFP
75	75	ANNEXURE-1:	B. Indicative List of Web Services :	<ol style="list-style-type: none"> 1. Approximate how many web services required to develop and provide to external application for integrating with the application? 	As per the requirement
76	75	ANNEXURE-1:	C. Indicative List of Windows Services/Schedulers :	<ol style="list-style-type: none"> 1. We assume that all required services/schedulers will be procured and provided by Client. Please confirm. 	Yes
77	76, 77	ANNEXURE-1:	D. INTEGRATION WITH 3rd PARTY APPLICATIONS : • And with any other new applications of GoI/ GoR/ Third party for <u>compliance of any mandate of State/ Central Government</u>	<ol style="list-style-type: none"> 1. Approximate how many 3rd party applications will be required to integrate with the application? 	As per the requirement
78	85, 86	ANNEXURE-2: Resource Deployment	ANNEXURE-2: Resource Deployment 1. The selected bidder shall deploy minimum following resources onsite at RISL for the development of e-Sanchar 3.0 Application and afterward for O&M of e-Sanchar 3.0 Application for 3 years ; within 30 days from the date of work order issued:	<ol style="list-style-type: none"> 1. We assume that mentioned O & M period of 3 years for onsite resource deployment is typo, actually deployment period will be 5 years as requested many other places of RFP and in BOQ. Please confirm 	it's 5 years

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
79	97	ANNEXURE-9: Format for CVs of Key Profiles	ANNEXURE-9: Format for CVs of Key Profiles	<p>1. We assume that CVs of mentioned resources (i.e. Project Manager, Senior Software Developer, Software Developer and PL/SQL Developer cum DBA) under Annexure-2 are only required to submit. Please confirm.</p> <p>2. If not then please share resource type wise number of CVs required to submit</p>	CVs required to be submitted before the time of resource deployment
80		General	GIGW Compliance Audit	<p>1. We assume that self certificate of successful bidder will suffice the requirement for submitting application as GIGW comply and 3rd party audit is not require. Please confirm</p> <p>2. If 3rd party GIGW Compliance audit is required for the application then kindly share the languages to be present in the application and number of GIGW compliance audits is required during entire project period (i.e. 5 years)</p>	As per RFP
81		General	Extension	1. We request you to provide at least 7-8 working days time to all the bidders to prepare and submit their bids after you publish responses of the bidder's queries.	As per RFP
82		General	Deployment Architecture	We requesting to department kindly share the Deployment Architecture of e-Sanchar 2.0 System that will help us to understand the existing scenario of the system	As per RFP
83			<p>Clause No. 3.1.4 Technical Eligibility: According to this clause, The bidder must have successfully completed design, development/ customization and maintenance of Application software projects for any State/ Central Government organization/ PSU only in India, during the period 01-Apr-2019 to 31-March-24.</p> <p>A) One Application Software Development project of amount Rs. 6,00,00,000.00 i.e. Rs. Six Crores or more. OR</p> <p>B) Minimum Two Application Software Development projects of amount totalling to Rs. 7,00,00,000.00 i.e. INR Seven Crores or more each with at-</p>	<p>Query 1: As per RFP, clause no. 4.1. xiii, it is a BOOT Project involving implementation of Manpower, Training, Facility Management, Hardware supply and Software development. Would RISL consider similar experience of an end-to-end similar BOO/BOOT Project and, if yes, what would be the project cost/numbers criteria?</p>	As per RFP
84				Query 2: If Indian IT Co. has done Government/Corporate projects in other Countries, can also be considered?	As per RFP
85				Query 3: As it's a BOOT project involving multiple components, we propose allowing of a Consortium of at least one partner to bring in all skill-sets required for project deliverables on board.	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
86	12 & 13	3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA	<p>The bidder must have successfully completed design, development/ customization and maintenance of Application software projects for any State/ Central Government organization/ PSU only in India, during the period 01- Apr-2019 to 31-March-24.</p> <p>A) One Application Software Development project of amount Rs. 6,00,00,000.00 i.e. Rs. Six Crores or more.</p> <p>OR</p> <p>B) Minimum Two Application Software Development projects of amount totalling to Rs. 7,00,00,000.00 i.e. INR Seven Crores or more each with at least 3.5 Cr</p>	<p>We respectfully request a revision in the PQ clause, which currently states:</p> <p>"The bidder must have successfully completed the design, development / customization / maintenance of Application Software projects for any State/Central Government organization/PSU in India during the period from April 1, 2019, to December 31, 2024."</p> <p>This revision would enable the inclusion of recently executed projects, ensuring a fair and competitive bidding process while allowing bidders to showcase their most relevant and up-to-date experience.</p>	Please refer the updated RFP
87	18	SOW Point ix	<p>Data migration from existing database/ applications of e-Sanchar 3.0</p> <p>The Selected Bidder shall plan, migrate & monitor the migration of legacy Data from existing database/ applications of e-Sanchar. No extra payment shall be made to the selected bidder for Data migration work. The Selected bidder has to ensure that no data is lost in the process. The data migration process from the existing e-Sanchar 2.0 to e-Sanchar 3.0 should include the migration of master data, transaction summary data, reporting data, log tables (excluding transactional data), and any additional data tables as requested by the procuring entity during the migration process.</p>	<p>Here, We are assuming that Data Migration is required to migrate the existing data to the new platform.</p> <p>Please confirm.</p> <p>Please provide information regarding the size of the existing data in GBs which needs to be uploaded on the web application, as well as details about the current database technology stack and its version.</p>	Please refer the updated RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
88	19	SOW Point xii	A new module is to be developed within the e-Sanchar portal, aiming to integrate various communication platforms, including Rajasthan Sampark, RISL's WhatsApp Management Portal, Voice Bot System through APIs.	Please provide the detailed features and requirement of the new module which needs to be developed. Additionally, we are assuming that all the APIs for integration with Rajasthan Sampark, RISL's WhatsApp Management Portal, Voice Bot System will be provided by RISL. Please confirm.	Indicative scope of defined in RFP. All the third-party API will be provided by DOIT/RISL
89	20	SOW Point b	Integration with any applications of GoI/ GoR/ Third party for compliance of any mandate of government or to enhance the services through e-Sanchar 3.0	Here, we assume that all the APIs for integration with any applications of GoI/ GoR/ Third party for compliance of any mandate of government or to enhance the services through e-Sanchar 3.0 will be provided by RISL. <u>Please confirm</u>	All the third-party API will be provided by DOIT/RISL
90	68	SOW Point 1	Any new software product proposed in the solution has to be arranged by the bidder himself. The software license for same need to be perpetual in nature and in the name of RISL.	We need to clarify whether the cost of any paid software licenses or tools will be covered by the RISL or the bidder.	Any required tool/license which is not available with RSDC, shall be purchased by the bidder along with AMC/Support
91	68	SOW Point 2	Facility to interact with gateways wherever required like SMS gateway, whatsapp gateway etc	We need to clarify whether we should integrate your existing SMS and WhatsApp gateways or implement new ones. If new gateways are required, who will bear the cost for bulk SMS and WhatsApp message packages, including DLT registration and WABA account setup? If the responsibility lies with the bidder, please confirm the estimated number of SMS and whatsapp messages to be sent daily or monthly.	Integration with existing gateways will be required. If procurement of new gateways is required, it will be done by RISL and the SI will be required to integrate it with the system during the development/support phase. Transactional cost will be borne by RISL
92	70	Point 16 (2)	Web Based: The Jan Aadhaar Application will a web based application which would be connected through central servers through primary network connectivity.	We need to clarify whether the APIs for Integration with Jan Aadhar will provided by RISL or Bidder. <u>Please confirm</u>	All the third-part API will be provided by DOIT/RISL
93	71	SOW Point 6	Security: The application should be designed and developed by incorporating security features as per the best industry practices. To maintain information security at transaction level, application should support both HTTP and HTTPS protocol. The specific elements of the application should be provided access to authorized personnel.	Here we need to know who will bear the cost of the SSL certificate throughout the contract period - Bidder or RISL. Please clarify.	SSL Certificate will be provided by RISL

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
94	-	-	General Query	Who will bear the cost of any paid plugin or licensed tool as and when required during the contract period - RISL or Successful Bidder ?	Any required tool/license which is not available with RSDC, shall be purchased by the bidder along with AMC/Support
95	-	-	General Query	We are assuming that the existing domain name will be used and its renewal will be in the RISL's scope. Please confirm.	Existing domain will be used
96	-	-	General Query	Is there a preferred technology stack for Backend and database for the development of the website, or should the successful bidder propose one?	Please refer the updated RFP
97	-	-	General Query	We are assuming that all the content authoring and uploading will be done by the RISL. Please confirm.	Yes
98	-	General Request	Online Pre-Bid Meeting Link	We kindly request to provide the online link for the Pre-Bid Meeting scheduled for 31.01.2025 at 1500 hrs for this RFP. This will enable us to address our queries and submit our most competitive offer.	Not applicable
99	12	Technical Capability	<p>The bidder must have successfully completed design, development/ customization and maintenance of Application software projects for any State/ Central Government organization/ PSU only in India, during the period 01- Apr-2019 to 31-March-24.</p> <p>A) One Application Software Development project of amount Rs. 6,00,00,000.00 i.e. Rs. Six Crores or more.</p> <p>OR</p> <p>B) Minimum Two Application Software Development projects of amount totalling to Rs. 7,00,00,000.00 i.e. INR Seven Crores or more each with at-least 3.5 Cr</p> <p>Note- The W.O. should have been issued on or after 01-Apr-2019</p>	<p>Please amend this clause as:</p> <p>The bidder must have successfully completed design, development/ customization and maintenance of Application software projects for any State/ Central Government organization/ PSU only in India, during the period 01- Apr-2019 to 31-March-24.</p> <p>A) One Application Software Development project of amount Rs. 2,00,00,000.00 i.e. Rs. Two Crores or more.</p> <p>OR</p> <p>B) Minimum Two Application Software Development projects of amount totalling to Rs. 3,00,00,000.00 i.e. INR One Crore fifty lacs or more each with at-least 1.5 Cr</p> <p>Note- The W.O. should have been issued on or after 01-Apr-2019</p>	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
100	13	Technical Capability	Any one of the followings: 1. Work Order + Work Completion Certificates from the client 2. Work Order + Certificate of Completion (Certified by the Statutory Auditor) 3. Work Order + Phase Completion Certificate from the client	Please amend this clause as: Any one of the followings: 1. Work Order/Agreement Copy 2. Work Order + Certificate of Completion (Certified by the Statutory Auditor) 3. Work Order + Phase Completion/Go-Live Certificate from the client	As per RFP
101	75	Send SMS Request	Web API to send SMS request by an external application	What is the maximum number of SMS messages that the system should support per day?	As per requirement
102	75	Send SMS Request	Web API to send SMS request by an external application	Should the system generate alerts if the daily SMS limit is about to be reached?	It may be required
103	75	Send SMS Request	Web API to send SMS request by an external application	Is there a requirement to support multiple SMS gateways for redundancy and load balancing?	Yes
104	75	Send SMS Request	Web API to send SMS request by an external application	What is the estimated total number of recipients the SMS system will need to handle?	As per requirement
105	75	Send SMS Request	Web API to send SMS request by an external application	Are there rate-limiting or throttling requirements to avoid system overload?	As per RFP
106	78	Data Migration	The selected bidder shall ensure migration of data from existing database/ application being used by existing e-Sanchar 2.0 application. The data migration process from the existing e-Sanchar 2.0 to e-Sanchar 3.0 should include the migration of master data, transaction summary data, reporting data, log tables (excluding transactional data), and any additional data tables as requested by the procuring entity during the migration process.	What is the total estimated data volume that needs to be migrated from e-Sanchar 2.0 to 3.0?	Please refer the updated RFP
107	74	Indicative list of modules	Summary Reports	Should the system support real-time analytics and visualization?	Realtime analytics would not be required
108	9	INVITATION FOR BID (IFB) & NOTICE INVITING BID (NIB)	Bid Security and mode of payment (In case of MSME registered in Rajasthan the amount will be 3,00,000.00 Lacs (Rupee Three Lacs))	We kindly request you to consider granting a full exemption of the bid security amount for MSME units registered in Rajasthan. This exemption will encourage greater participation from small enterprises, fostering competitiveness and supporting the growth of MSMEs in line with government initiatives.	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
109	17	v. Support and O&M for existing e-Sanchar 2.0 system	The implementing agency shall provide comprehensive support and Operations & Maintenance (O&M) for the existing e-Sanchar 2.0 system until the development of e-Sanchar 3.0 is completed, deployed in production, and the Go-Live certificate is awarded to the implementing agency. This includes ensuring the smooth functioning of e-Sanchar 2.0, addressing any technical issues, performing regular updates, and providing necessary support to maintain system stability and continuity of services. The onshore resources assigned for the e-Sanchar 3.0 project will also be responsible for providing assistance for e-Sanchar 2.0 during the development phase to ensure seamless transition and minimal disruption to ongoing operations. Details of the existing e-Sanchar 2.0 system are available in Annexure-14.	a) What are the present issues in the application 2.0 ? B) Will it be necessary to fix bugs issues during maintenance ? C) Will there be enhancements required in the existing system ?	Support & Maintenance will be required as per the standard requirements
110	18	ix. Data migration from existing database/ applications of e-Sanchar 3.0	The Selected Bidder shall plan, migrate & monitor the migration of legacy Data from existing database/ applications of e-Sanchar. No extra payment shall be made to the selected bidder for Data migration work. The Selected bidder has to ensure that no data is lost in the process. The data migration process from the existing e-Sanchar 2.0 to e-Sanchar 3.0 should include the migration of master data, transaction summary data, reporting data, log tables (excluding transactional data), and any additional data tables as requested by the procuring entity during the migration process.	a) What is the volume of data to be migrated ? B) Will data cleansing be required ?	Please refer the updated RFP
111	18	xi. Training and Handholding Support on application software	<ul style="list-style-type: none"> The selected bidder shall provide training material (role and module based), language of which shall be in Hindi and English. The selected bidder shall prepare all the relevant user manuals and integration documents for various services of the system. 	a) How many users are to be trained ? B) Will training be an ongoing process ? C) What are the levels of training to be imparted ?	No in-person training sessions would be required
112	59	7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	<ul style="list-style-type: none"> Software Design & Development of e-Sanchar 3.0 Application T3=T2+120 days	a) In case it is required to develop prototypes then the timelines needs to be increased to more than 30 days	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
113	75	D. INTEGRATION WITH 3rd PARTY APPLICATIONS:	Integration with other applications of GoR/ Third-party applications, as mentioned below, shall be done through Service delivery gateway/ Enterprise Service Bus (Raj Sewa)only, which shall act for middleware functionality of the application. The access to the gateway for this purpose shall be provided by RISL to the selected bidder.	a) It is assumed that the department will share all the required APIs for integration. Hope this is correct ?	Yes
114	NA	General	No of Concurrent Users	How many concurrent users are there. What is it in Mille sec, Micro sec etc.	As per the requirement
115	NA	General	Max Transaction per Day	What is the number of transactions per day	As per the requirement
116	NA	General	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	As per the requirement
117	NA	General	Any Document Upload Permitted	Is there any document upload required	Yes
118	NA	General	Max Size of File in MB	What is the file Upload size in MB	Can be finalized at the level of SRS finalization
119	NA	General	Max Files per User	What is the file upload per user required	It's as per the requirements
120	NA	General	Database Backup Policy	What is the database back policy	As per RSDC policies
121	NA	General	Database Retention Policy	What is database retention policy	The data retention and archival policy is under finalization stage
122	NA	General	DC - DR Policy	What is Data recovery policy	As per RSDC DR Policy
123	NA	General	RPO -- Recovery Point of Object	What is the required recovery Point of Object	As per RSDC DR Policy
124	NA	General	RTO -- Recovery Time of Object	What is the Recovery Time of Object	As per RSDC DR Policy
125	NA	General	Data Archival Policy	What is the current data archival policy	The data retention and archival policy is under finalization stage

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
126	12	3.1.4 PRE-QUALIFICATION/ ELIGIBILITY CRITERIA	The bidder must have successfully completed design, development/ customization and maintenance of Application software projects for any State/ Central Government organization/ PSU only in India, during the period 01-Apr-2019 to 31-March-24.	"UTIITSL has a proven track record of successfully implementing and managing various IT/ITES projects in collaboration with government departments. As India's digital initiatives continue to evolve, many IT projects have now entered the maintenance and support phase . However, to keep up with emerging technological advancements and changing user requirements, there is a growing need for continuous enhancements , including the addition of new features, modules, and partial code modifications —collectively categorized as Change Requests . Hence, UTIITSL requests consideration for project eligibility in maintenance and support project with implementation (design,developetc) of change requests .	As per RFP
127	Page No.12	3. PREQUALIFICATION/ ELIGIBILITY CRITERIA >> S. No.1 Legal Entity	A) The bidder should be a company registered under Indian Companies Act, 1956; OR B) A partnership firm registered under Indian Partnership Act, 1932 or LLP Act, 2008 of India; OR C) The bidder should be a Proprietorship firm duly registered either under the Rajasthan Shops & Commercial Establishments Act, 1958; OR D) Any other Act of State/ Union, as applicable for dealing in the subject matter of procurement; Note: A self-certified declaration regarding Copy of valid Registration/ Incorporation Certificates the non-applicability of registration to any Act should be submitted by the bidder	We request you to kindly also incorporate the Companies Act, 2013. As many companies has been incorporated under New Government of India guidelines of Companies Act, 2013 rather than Companies Act, 1956	Please refer the updated RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
128	Page No.12	3. PREQUALIFICATION/ ELIGIBILITY CRITERIA >> S. No.4 Technical Capability	The bidder must have successfully completed design, development/ customization and maintenance of Application software projects for any State/ Central Government organization/ PSU only in India, during the period 01 Apr-2019 To 31-March-24. A) One Application Software Development project of amount Rs. 6,00,00,000.00 i.e. Rs. Six Crores or more. OR B) Minimum Two Application Software Development projects of amount totalling to Rs. 7,00,00,000.00 i.e. INR Seven Crores or more each with at-least 3.5 Cr Note- The W.O. should have been issued on or after 01-Apr-2019.	With reference to this clause please consider Private Sector experience also as Private Sector work is equally credible and the bidders participating for this tender are Private companies. Please amend as : The bidder must have successfully completed design, development/ customization and maintenance of Application software projects for any State/ Central Government organization/ PSU/Private organization only in India, during the period 01 Apr-2019 To 31-March-24 A) One Application Software Development project of amount Rs. 2,00,00,000.00 i.e. Rs. 2 Crores or more. OR B) Minimum Two Application Software Development projects of amount totalling to Rs. 3,00,00,000.00 i.e. INR 3 Crores or more each with at-least 1.5 Cr	Please refer the updated RFP
129	13		5 Certification: Bidder must possess a valid SEI CMMI level 3 or higher Copy of a certificate valid as on last date of bid submission	Please consider CMMI Level 5 complied and ISO 9001 & 27001 Certification	As per RFP
130	12		4 Technical Capability: The bidder must have successfully completed design, development/ customization and maintenance of Application software projects for any State/ Central Government organization/ PSU only in India, during the period 01-Apr-2019 to 31-March-24 Note- The W.O. should have been issued on or after 01-Apr-2019	Our request the bidder must have successfully completed design, development/ customization and maintenance of Application software projects for any State/ Central Government organization/ BFSI/PSU only in India, during the period 01-Apr-2016 to 31-March-24 request your consideration to accept Work Orders (W.O.) issued on or after 01-April-2016	As per RFP
131		5 INVITATION FOR BID (IFB) & NOTICE INVITING BID (NIB)	Estimated Procurement cost	Looking to the scope of work with 5 years O&M the cost of the project is very low. We request to increase the proeject cost to Rs. 15 Crores for quality bids	As per RFP
132	12	3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA	The bidder must have successfully completed design, development/ customization and maintenance of Application software projects for any State/ Central Government organization/ PSU only in India, during the period 01-Apr-2019 to 31-March-24.	We Request to accept the same project with multiple work order issued by cleint	Please refer the updated RFP
133	15	4(1)(i)	Preparation of Detailed Project Plan	As per RFP"The selected bidder shall prepare a detailed project plan for the project in coordination with RISL",and the timelines for DPP is 10 days. Can u please increase the timeline for submission of project plan to 21 days to propose plan after detailed study of the system ?	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
134	15	4	Scope of work, deliverables & timelines	What is the necessity (or pain-points in 2.0) for implementation of e-Sanchar 3.0? Can you please explain	Technology and performance upgradation is required
135	18	4(1)(ix)	Data migration from existing database / applications of e-Sanchar 3.0	Can you please define the quantum of data to be migrated?	Please refer the updated RFP
136	18	4(1)(ix)	Data migration from existing database/ applications of e-Sanchar 3.0	Can you please define if transaction summary data is stored anywhere or any logic shall be provided to bidder for developing transaction summary data ?	Transaction summary data will be generated on timely basis for the transactions taken place
137	18	4(1)(xi)	Training and Handholding Support on application software	Pls specify the number of locations for end- user training and expected enduser count?	No in-person training sessions would be required
138	20	4(1)(xiii b)	New Enhancements	Can you provide tentative list of applications to be integrated with Gol / GoR / third party for compliance of any mandate of government or to enhance the services through e-Sanchar 3.0	As per the requirement
139	45	5(37)	Price fall	Can you please remove the "Price fall" clause as it impacts IT contracts and bidding by organization elsewhere in Rajasthan ?	As per RFP
140	50		13) Recoveries from Supplier/ Selected Bidder a) Recovery of liquidated damages shall be made ordinarily from bills. b) The Purchase Officer shall withhold amount to the extent of liquidated damages/ penalties, as applicable. In case of failure to withhold the amount, it shall be recovered from his dues and performance security deposit available with RISL. c) The balance, if any, shall be demanded from the Supplier/ Selected Bidder and when recovery is not possible, the Purchase Officer shall take recourse to law in force.	There shall not be direct deductions from the payment made to the Supplier. Any such recovery shall be for the reasons directly and solely attributable to the Supplier, which remains uncured for 60 days from the date of receipt of written notice of default. The total amount to be withhold by the Purchase Officer in any given quarter shall not exceed 10% of the total payments received by the Supplier in the preceding quarter.	As per RFP

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141	52		d) In case of extension in the delivery and/ or installation/ completion/ commissioning period is granted with liquidated damages, the recovery shall be made on the basis of value of services (up to that milestone) which the supplier/ selected bidder has failed to deliver/ install/ complete	We would request to reduce the LD percentages as follows: a. Delay up to one-fourth of the prescribed period: 1% b. Delay exceeding one-fourth but not exceeding half: 2.5% c. Delay exceeding half but not exceeding three-fourths: 5% d. Delay exceeding three-fourths: 7.5% We would request that the total LD shall not exceed 5% of Total value of the services to be supplied.	As per RFP
142	54		Termination: (1) Termination for Default -	In case of Termination by default – any such default shall be directly and solely attributable to the Supplier which remains uncured for 60 days after the receipt of notice of default.	As per RFP
143	55		Termination: (3) Termination for Convenience	We kindly request that there shall be 90 days notice for termination for convenience or Termination compensation shall be payable to the Contractor	As per RFP
144			Settlement of Disputes:	We would request to provide Arbitration mechanism for the dispute resolution, in accordance with the Arbitration and conciliation act, 1996 and as per its amendments.	As per RFP
145	59	7(1)	Detailed Project Plan with timelines	It is requested to separate data migration task from development task. After UAT, the data migration shall be taken up. Pls consider.	As per RFP
146	59	7(1)	Detailed Project Plan with timelines	Total timeframe for developing e-Sanchar 3.0 Application is 6 months, can you please extend by 2 more months i.e. 8 months	As per RFP
147	59	7(1)	Applicable Payment & Schedule	The payment milestones are very stringent for development phase. We request you to revise payment plan as per SDLC. We propose the following: 1. SRS - 35% of development cost - T+1mon 2. Development completion - 30% of development cost - T+6mon 3. UAT - 20% of development cost - T+7mon 4. Security audit and go-live - 15% of development cost - T+8mon	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
148	60	7(1)	Operations & Maintenance of e-Sanchar 3.0 web application	Can you please remove " 2% of [(Cost of Design & Development of e-Sanchar 3.0 Application (Component (A) of financial bid)]; shall be paid quarterly" ? In case of performance issue, penalty clause is already applicable. Additionally, withholding development cost will dent cashflows for bidder.	As per RFP
149	61	7(1)	Deliverable and Time Schedule (For e-Sanchar 3.0 Application)	As per RFP "Handover and KT of existing system e-sanchar2.0", what will be timeframe for Handwover and KT of existing system e-sanchar 2.0 when the total duration of support is just 6 months?	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
150			Service Level Requirements/ Agreement for Operations & Maintenance (O&M): Penalty Clauses:	<p>We kindly request to reduce the penalty percentages as follows:</p> <p>Here's a revised and more relaxed penalty structure for downtime:</p> <p>Revised Downtime & Penalties:</p> <p>1 >=0 but <4 Hours No Penalty</p> <p>2 >=4 but <12 Hours 1% of applicable quarterly payment for FMS</p> <p>3 >=12 but <24 Hours 2% of applicable quarterly payment for FMS</p> <p>4 >=24 but <48 Hours 5% of applicable quarterly payment for FMS</p> <p>5 >=48 Hours 7.5% of applicable quarterly payment for FMS</p> <p>Revised Penalty for Non-Availability of Deployed Manpower:</p> <p>1 Project Manager Rs 1500/- per day of absence</p> <p>2 Senior Software Developer Rs 1000/- per day of absence</p> <p>3 Software Developer Rs 1000/- per day of absence</p> <p>4 Senior Application Developer/ PL/SQL Developer cum DBA Rs 1000/- per day of absence</p> <p>Penalty shall be imposed is directly or solely attributable to the bidder, which remains unremedied after the cure period of 60 days.</p> <p>Total penalty amount for any quarter shall not exceed 10% of the invoiced payments to the bidder in the respective quarter.</p>	As per RFP
151	64	7(2)(a)	Helpdesk support	"Helpdesk Support" shall mean the team which shall handle fault reporting, Trouble Ticketing and related enquiries during this contract. Can you please elaborate the scope helpdesk support ?	Yes

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
152	67	8(1)	Software terms & conditions of tender & contract - Platform	Are you expecting solution in .NET only or open source technology ? If .NET, will you provide licensed framework or bidder should consider license & AMC till end of contract.	Please refer the updated RFP
153	68	8(7)	Features of the Software	"Any new software product proposed in the solution has to be arranged by the bidder himself." is this means any licensed software would be purchased by SI?	Yes, if it is not available with RSDC
154	71	8(7)(16)(8)	Bilingual User Interface	As per RFP "The users should see the labels and captions on selected language, the System Integrator must translate, at its own , the equivalent state-specific local language captions for the English version. Will SI be responsible for translation work?"	Hindi and English languages must be used for user interface text
155	84	Annexure-1 (E-128)	Interoperability	"Users of e-Sanchar 3.0 application and integrated applications shall be able to login through Single Sign On." how many users are there in current system?	It's not fixed. Getting changed as per requirements
156	87	Annexure-2	ANNEXURE-2: Resource Deployment	"Resources / team to ensure successful implementation and maintenance of the web and mobile application(s)." Could you please provide us the list of current Mobile applications.	No mobile app is there
157	97	Annexure-9	Format for key profiles	Please let us know for which profiles CV is to be submitted in the technical bid ?	CVs required to be submitted before the time of resource deployment
158	13		5 Certification: Bidder must possess a valid SEI CMMI level 3 or higher Copy of a certificate valid as on last date of bid submission	Please consider CMMI Level 5 complied and ISO 9001 & 27001 Certification	As per RFP
159	12		4 Technical Capability: The bidder must have successfully completed design, development/ customization and maintenance of Application software projects for any State/ Central Government organization/ PSU only in India, during the period 01-Apr-2019 to 31-March-24 Note- The W.O. should have been issued on or after 01-Apr-2019	Our request the bidder must have successfully completed design, development/ customization and maintenance of Application software projects for any State/ Central Government organization/ BFSI/PSU only in India, during the period 01-Apr-2016 to 31-March-24 request your consideration to accept Work Orders (W.O.) issued on or after 01-April-2016	Please refer the updated RFP
160	78	35	Data Migration	What is the expected volume of data to be migrated from E-Sanchar 2.0? Provide estimated database size and complexity.	Please refer the updated RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
161	15	Scope Of Works, Deliverables & timelines, Page No	Operations & Maintenance (O&M) of existing e-Sanchar 2.0 application during development phase of e-Sanchar 3.0 application. Details of the existing system e[1]Sanchar 2.0 is placed in Annexure-14	For O&M of e-Sanchar 2.0 application request to kindly confirm whether the vendor will be provided the Source Code for setting up the staging or the staging server will be provided by the department & the associated access of the same if applicable.	Staging server will be provisioned by department
162	85	Annexure:2 – Resource Deployment	The selected bidder shall deploy minimum following resources onsite at RISL for the development of e-Sanchar 3.0 Application and afterward for O&M of e-Sanchar 3.0 Application for 3 years; within 30 days from the date of work order issued.	Request to kindly clarify "afterward for O&M of e-Sanchar 3.0 Application for 3 years" as the O&M period for this project is mentioned as 5 Years.	Please refer the updated RFP
163	16	4.1 Scope of Work	Design & Development of e-Sanchar 3.0 Application:	Do we need to develop the eSanchar 3.0 from Scratch or do we need to build the eSanchar 2.0 with added features	It will be a fresh development from the scratch
164	18	4.1.9	Current Database Details: The Selected bidder has to ensure that no data is lost in the process. The data migration process from the existing e-Sanchar 2.0 to e-Sanchar 3.0 should include the migration of master data, transaction summary data, reporting data, log tables (excluding transactional data), and any additional data tables as requested by the procuring entity during the migration process	Shall we use the existing tech stack of eSanchar 2.0 such as IBM ESB or do we need to use a new tech stack?	IBM ESB is a shared and centralized platform to aggregate web services of all the applications of RISL. It's not a part of e-Sanchar 2.0 stack
165				What is the target database type and version for e-Sanchar 3.0?	Please refer the updated RFP
166				Is there any database structure or schema change in the new system	Yes
167				What is the approximate size of the data to be migrated (in GB/TB)?	Please refer the updated RFP
168				Are there any archiving or purging policies in place for historical data?	Yes
169				Are there encrypted or compressed data files that need to be handled specifically?	No
170				Is there a preferred migration approach(e.g., phased migration)?	Migration would be a single go activity
171				Will the migration be conducted in a live environment, or will there be a downtime window?Will rollback mechanisms be required in case of migration failure?	Migration will be done in live environment without a downtime. If it fails, option of rollback whould be there

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
172	11	2.1.3	A number of G2C and G2G e-Governance Applications and Services are notifying their users for various alerts, information, confirmations through SMS services on their mobile phones. Apart from this, large numbers of applications are authenticating their users for a number of service requests through OTP messages	Messaging Cost Responsibility: Who will bear the cost of SMS, email, and WhatsApp notifications—the government or the selected bidder? Will different departments have predefined quotas for messaging usage, or will it be an open system based on demand?	Transactional cost will bear by RISL
173		Projected Volume: What is the estimated total number of messages (SMS, email, WhatsApp) expected to be sent annually across departments? What are the scaling requirements for messaging infrastructure to handle peak loads efficiently? In a single email, sms or whatsapp what is the size of the document that you are planning to send?		As per the requirement	
174		Salary Payment Integration: Will salary payments to government employees be integrated via an API export, or will e-Sanchar handle this internally?		Its not applicable	
175		Scope of Integration: How many departments and projects will be integrated into e-Sanchar 3.0? How many DLT operators shall be integrated/considered in the system?		As per the requirement	
176		Integration Methods: What will be the integration workflow for data exchange across different departments? Will APIs be provided by the departments, or does the vendor need to develop them?		As per RFP	
177	19	4.1.12	Development of Integrated Communication Module for e-Sanchar Portal	External Communication Channels: Will WhatsApp, email, voice bots, and other communication channels be integrated natively into e-Sanchar 3.0, or will they use third-party providers? How will issues related to message delivery failures (SMS, Email, WhatsApp) be tracked and resolved?	As per RFP
178		API Dependencies: What are the external APIs that need to be redeveloped, modified, or maintained from e-Sanchar 2.0 to 3.0?		As per RFP	
179		Real-time vs Batch Processing: Will the inter-departmental data exchange require real-time synchronization, or can it be handled in scheduled batches?		As per RFP	

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
180				Troubleshooting & Ticketing: Will the selected bidder need to implement a ticketing and issue-tracking system for bug fixes and support? In case the bidder need to implement a ticketing system, is there an existing Ticketing system or do we need to develop ticketing and troubleshooting system from scratch.What are the defined SLA response times for ticket resolution based on priority levels (Critical, High, Medium, Low)?	As per RFP
181	15	4. SCOPE OF WORK, DELIVERABLES & TIMELINES	Operations & Maintenance (O&M) of existing e-Sanchar 2.0 application during development phase of e-Sanchar 3.0 application	Apart from the live production team, what additional support resources (helpdesk, security monitoring, API management) will be <u>required</u> ?	As per RFP
182				How will knowledge transfer (KT) sessions for e-Sanchar 2.0 to 3.0 be planned for smooth operational handover? Will the same resources who take KT be deployed for development or there is the flexibility of using different set of resources for KT and different <u>set for development</u> ?	As per RFP
183				Will the support team for e-Sanchar 2.0 also be responsible for handling integration-related issues, or will that be managed <u>separately</u> ?	Yes
184				As part of KT, shall the selected bidder get demo of the existing eSanchar application?	Yes
185	73 - 84	ANNEXURE-1	Indicative list of modules and requirements to be Designed and Developed under e-Sanchar 3.0 Application	How many multilingual languages will the system support?	Hindi and English
186				Will there be a modular structure to allow departments to <u>enable/disable specific functionalities</u> ?	Yes
187				What is the number of the expected reports to be generated by the system. Also share names of the reports that we need to <u>consider in scope</u> .	It's not fixed. Getting changed as per <u>requirements</u>
188				Campaign Data Upload: Will there be a validation mechanism to check file formats and data consistency before upload?	Yes. Proper validations should be applied before uploadign and importing <u>data files</u>
189				Dashboard Widgets Module: Will widgets be configurable per user role, or will there be a standard dashboard for all users?	Yes. Widgets should be displayed based upon the role of logged in user
190				Public Website Module: Will the public website have a feedback mechanism for users to report issues	It is not required

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
191				Master Management Module: How frequently will master data (roles, users, DLT operators) be updated? Please share the list of user personas who shall be using this web portal and their roles. Also please define what sort of access and what reports would the users be provided on the basis of their roles.	Updation of master data will be less frequent
192				Service Integration Request Management: How will cross-department service requests be handled in the workflow?	It should be based upon REST APIs
193				Is there any existing Disaster Recovery Mechanism in place for eSanchar 2.0? If yes, do we need to use the same mechanism for eSanchar 3.0, build a DR mechanism on top of that or develop DR mechanism from scratch.	A DR version of existing application is there. DR version of the new application would also be required in similar manner
194				What are the expected fields and functionalities expected to be displayed on the homepage?	Will be decided at the level of SRS preparation
195				What is the current hosting environment (e.g., NIC, Cloud - AWS, On-Premise)?	On-premise
196				Will the platform be only web-based or do we need some mobile based functionalities as well? If mobile app development is required, will it include all features of the web platform, or will specific features/roles be mobile-exclusive?	Web based platform would suffice the existing requirements
197				Are there any limitations or constraints in terms of infrastructure, computing resources, or technology selection? What is the current or expected user base of the platform?	Resources will be allocated on the basis of requirements
198				Will the platform support heavy file management (e.g., uploading/downloading large files) or routine tasks?	System should allow to upload/download data files but it would not be very frequent
199				What third-party integrations are currently available in eSanchar 2.0 platform or required for the development of the eSanchar 3.0 platform?	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
200				If any new feature or enhancement is introduced within the existing scope, will it be considered as a Change Request (CR) or be included in the original scope?	enhancements will be covered under support & maintenance activities
201				How many WhatsApp messages are expected to be sent daily, and what are the size and number limitations per message? What is the total number of departments and applications that will be using this platform?	Sending of WhatsApp messages is not in the scope of proposed application
202				What is the maximum threshold for email and SMS messages that can be sent daily?	It will be based upon the requirements
203				What are all the analytics that the users shall be able to see, please provide a list of analytics and reports mapped to user personas and roles	It's not fixed. Getting changed as per requirements
204		Estimated Project Value		As per SoW estimated project cost is low so Here we request you for increase the same	As per RFP
205	13	3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA Point No. 4	Technical Capability: The bidder must have successfully completed design, development/ customization and maintenance of Application software projects for any State/ Central Government organization/ PSU only in India, during the period 01-Apr-2019 to 31-March-24. A) One Application Software Development project of amount Rs. 6,00,00,000.00 i.e. Rs. Six Crores or more. OR B) Minimum Two Application Software Development projects of amount totalling to Rs. 7,00,00,000.00 i.e. INR Seven Crores or more each with at least 3.5 Cr Note- The W.O. should have been issued on or after 01-Apr-2019	We understand that you requirement of project as per clause here we request you please accept the extension or renewals of the same project/application and it will be certifide by client.	Please refer the updated RFP
206	19	xii. Development of Integrated Communication Module for e-Sanchar Portal	<ul style="list-style-type: none"> A new module is to be developed within the e-Sanchar portal, aiming to integrate various communication platforms, including Rajasthan Sampark, RISL's WhatsApp Management Portal, Voice Bot System through APIs. 	Kindly clarify if all API's will be provided by DoIT?	All the third-part API will be provided by DOIT/RISL

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
207	74	ANNEXURE-1: Indicative list of modules and requirements to be Designed and Developed under e-Sanchar 3.0 Application: A. Indicative list of modules	Public Website: The basic and common view to be displayed to the public users. Will contain pages: Home, About Us, Documents, Contact Us etc.	Kindly clarify the scope of the website to be developed and Technology Stack on which the website has to be developed?	Please refer the updated RFP
208	76	D. INTEGRATION WITH 3rd PARTY APPLICATIONS:	3rd Party (Application Integration): • AI/ML based Voice Bot/Chat Bot system	Kindly explain the complete scope of and implementation of AI/ML based Voice Bot/Chat Bot System.	Implementation of AI/ML based Voice Bot/Chat Bot System is not in the scope of the current system
209	76	E. Non- Functional Requirements:	1. System should support multilingual interface 2. System should support multilingual labels	Kindly clarify if only Hindi/ English support required ? Or any other language Interface/labels required?	Support of Hindi and English would be required
210	85	ANNEXURE-2	Resource Deployment 1. The selected bidder shall deploy minimum following resources onsite at RISL for the development of e-Sanchar 3.0 Application and afterward for O&M of e-Sanchar 3.0 Application for 3 years; within 30 days from the date of work order issued.	Kindly clarify if the resource requirement is for the period of 3 years or 5 years?	it's for 5 years.
211	12	3.1.4	Technical Capability The bidder must have successfully completed design, development/ customization and maintenance of Application software projects for any State/ Central Government organization/ PSU only in India, during the period 01-Apr-2019 to 31-March-24. A) One Application Software Development project of amount Rs. 6,00,00,000.00 i.e. Rs. Six Crores or more. OR B) Minimum Two Application Software Development projects of amount totalling to Rs. 7,00,00,000.00 i.e. INR Seven Crores or more each with at least 3.5 Cr Note- The W.O. should have been issued on or after 01-Apr-2019	With reference to this criterion, the authority is asking for successfully completed project in Application of Software Development equivalent to the Actual Project Cost. As per the bid document, the project cost is also valued at Rs. 6,00,00,000. We request you to kindly minimise the amount of project and fix it at 50% or 60% of the Estimated Project Cost (i.e. upto 3 Cr. only) as well as accept the Orders of Technical Manpower Deployment also, during the period 01.04.2019 to 31.12.2024. 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 RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Answer
212	9	1.7	Estimated Project Cost - 6 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