Annexure - B

RFP for Selection of Technology Partner for Design, Development and Operation & Maintenance (FMS) of Disaster Management Information System-2.0 (DMIS 2.0)

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response to be published	Clarification
1	11	PRE-QUALIFICATION (PQ) / ELIGIBILITY CRITERIA Technical Capability	The bidder should have experience of completed/Ongoing application software development and its associated support and maintenance service (FMS) projects with Central Government / State Government / PSUs in last five (05) years (i.e., 2021-2022 to 2025-2026) in India comprising minimum of: One (01) project of value not less than INR 3.20 Crores OR Two (02) projects of cumulative value not less than INR 4.80 Crores OR Three (03) projects of cumulative value not less than INR 6.40 Crores Note: 1) The work order should be issued between 1st April 2021 to 31st March 2026. 2) Only projects received directly from Central/State Government/Semi-Government/PSU/Bank/Telecom sector in India will be considered for evaluation. Subcontracted projects will not be considered for evaluation.	We request that the clause be revised as follows: One (01) project of value not less than INR 3.20 Crores OR Two (02) projects of cumulative value not less than INR 1.60 Crores OR Three (03) projects of cumulative value not less than INR 1 Crore Note: The Work Order along with a certificate from the client, or a self-certificate (certified by the Statutory Auditor/CA indicating the value of payment received against the work order(s)), be accepted as proof. The value of payment received should be greater than or equal to the amount mentioned in the eligibility criteria.	As per RFP	
2	12	PRE-QUALIFICATION (PQ) / ELIGIBILITY CRITERIA Certification	1. ISO/IEC 20000-1:2011 – IT Service Management System	Kindly confirm whether ISO/IEC 20000-1:2018 will also be accepted in place of ISO/IEC 20000-1:2011.	As per revised RFP	
3	31	c) Detailed Technical Evaluation Criteria for QCBS based Evaluation Previous Project Experience - Application Development 2.1 Number of IT/ITeS Projects executed	Bidder should have experience of application development. Projects which are successfully developed and implemented during the last 05 financial years, i.e., FY 2021-2022 to FY 2025-2026, with any Central Govt./State Govt./PSUs/BFSI in India as per the criteria mentioned below: Profile (Scope and Duration) of the projects. Minimum individual project value should not be less than INR 2.00 Crores.	We request that the project value be revised to INR 1 Crore instead of INR 2 Crores, and the eligible duration the last 10 financial years.	As per RFP	
4	32	c) Detailed Technical Evaluation Criteria for QCBS based Evaluation Previous Project Experience - Application Development 2.3 Mobile Apps (Transactional)	Mobile Apps (Transactional): Bidder should have experience of Transactional Mobile Application development. Projects which are completed during the last 05 financial years, i.e., FY 2021-2022 to FY 2025-2026, with any Central Govt./State Govt./PSUs/BFSI in India.	We request that work orders for "Mobile Application" development be considered, instead of restricting to "Mobile Apps (Transactional)" only, and that the eligible duration last 10 financial years.	As per revised RFP	
5	32	3. Experience in Govt. DBT/Subsidy/Welfare Related Areas	The bidder should have experience in the development, implementation, operation, or maintenance of applications related to Direct Benefit Transfer (DBT) services/beneficiary management/welfare scheme administration/subsidy or benefit disbursement/scholarship/pension in the government/public sector, which are either completed (phase completion will also be considered) OR have achieved Go-Live status OR are currently under Operation and Maintenance/FMS phase during the last 05 financial years, i.e., FY 2021-2022 to FY 2025-2026. Minimum individual project value should not be less than INR 1.00 Crore. No. of Projects 1-2 (5 Marks) No. of Projects 3-4 (10 Marks) No. of Projects > 4 (15 Marks)	We request that the minimum work order value be revised from INR 50 Lakh to INR 1 Crore, and that the eligible duration be extended to the last 10 financial years. We further request the marking criteria be revised as follows: No. of Projects 1-2 (10 Marks) No. of Projects more than 3 (15 Marks)	As per RFP	
6	12	3. PRE-QUALIFICATION (PQ) / ELIGIBILITY CRITERIA	The Bidder must have the following valid certification: 1. ISO/IEC 20000-1:2011 – IT Service Management System	Please allow bidders to submit higher versions of ISO/IEC 20000-1 Certificate i.e. ISO/IEC 20000-2018	As per revised RFP	
7	32	b) Technical Evaluation Marking Criteria and documents required from bidder: Point 2.3 Mobile Apps (Transactional)	Bidder should have experience of Transactional Mobile Application development. Projects which are Completed during last 05 financial years i.e., FY 2021-2022 to FY 2025-2026 with any Central Govt. /State Govt. /PSUs/ BFSI in India. No of Projects > than 4 ((10 Marks))	Please clarify Transactional Mobile Application development scope which would be considered for evaluation. Also we request to amend the clause and instead of No. of projects we request you to kindly do the evaluiation on the basis of no. of mobile applications.	As per revised RFP	

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8	24	Phase II: Operation and Maintenance (FMS) for New DMIS 2.0 Application	Upgradation / enhancement/development of new modules/ maintenance of application software as per requirement of RISL/user department/ organization	The clause requiring upgradation, enhancement, development of new modules, and maintenance of the application as per the requirements of RISL/user department/organization does not define the extent, volume, or complexity of such work. This creates significant scope, effort, budget, and delivery risks for the selected bidder, particularly during the FMS period. It is therefore requested that the department define a clear baseline scope and new functionality, new module, statutory change, or additional third-party integration beyond the approved baseline scope should be handled through a mutually agreed Change Request mechanism, with corresponding revision in cost and timelines.	As per RFP	
9	23	5. Project Deliverables	The successful bidder will perform all such works which are required for successful working of the application. Note: The scope of development/enhancement is not limited to above activities. RISL/DMR&CD Department may introduce new processes/ modules as per their requirements and may change the existing processes as per their requirement. All these would be in scope of operation and maintenance (FMS) services.	The above clause provides an open-ended scope during the FMS period without defining the extent of enhancements, new functionalities, new modules, statutory changes or third-party integrations. Such an undefined scope makes it difficult for bidders to accurately estimate effort, resources and commercial costs. It is requested that the Department clearly define the scope and limits of enhancements covered under FMS. Any requirement involving new business processes, new modules, major functional changes, statutory changes, or integrations beyond the approved SRS/Go-Live scope may kindly be treated as a Change Request (CR) with mutually agreed commercial implications and corresponding extension of timelines.	As per RFP	
10	20	4. SCOPE OF WORK, DELIVERABLES, TIMELINES & PAYMENT SCHEDULE	New Development and Enhancement: The enhancements, development of functionalities, up-gradation & integrations, etc. in the software during operation and maintenance (FMS) period shall have to be incorporated by the successful bidder in timely manner as desired by RISL with no extra cost to purchaser.	The above clause requires the successful bidder to undertake enhancements, new functionalities, upgrades and integrations during the entire FMS period at no additional cost, without defining the extent, complexity or effort involved. This creates an open-ended scope and makes it difficult for bidders to accurately estimate resources, timelines and commercial costs. It is requested that the Department clearly define the scope and limits of activities covered under FMS. Minor enhancements, bug fixes and statutory changes may be included within the FMS scope, whereas development of new functionalities, new modules, major workflow changes, large-scale integrations or significant business process modifications beyond the approved Go-Live scope may kindly be treated as Change Requests (CRs) with mutually agreed commercials and corresponding extension of timelines.	As per RFP	
11	17	4. SCOPE OF WORK, DELIVERABLES, TIMELINES & PAYMENT SCHEDULE	Employing statistical techniques/ data mining using SAS/ Power BI/ Tableau to extract insights.	Kindly clarify whether these tools are mandatory or indicative. Please confirm who will provide and bear the cost of these licences. The RFP should confirm this in responsibilities section.	As per RFP	Bidder will not be liable to bear the cost
12	18	Network Level Security	The application supports both HTTP & HTTPS (128 / 256-bit SSL certificates to be deployed by successful bidder for entire project duration). The Bidder will bear all expenses pertaining to SSL Certifications.	As per other government projects; SSL certifications are provided by the purchaser i.e. it is client responsibility to bear the expenses. We request you to amend the clause accordingly.	As per revised RFP	
13	17	4. SCOPE OF WORK, DELIVERABLES, TIMELINES & PAYMENT SCHEDULE	Mobile App – Selected Technology Partner shall be responsible for the development of Mobile Application (both in Android as well as iOS) as well as web services required for mobile application in timely manner.	Kindly provide scope of Mobile Application with list of functionalities	As per revised RFP	
14	14	Mobile Application	The solution shall also include a mobile application to provide field-level access, monitoring, data validation, workflow management, and citizen/service delivery functions as required. The mobile application shall be seamlessly integrated with the core DMIS 2.0 platform and support secure authentication, role-based access control, and real-time data synchronization.	Please confirm whether offline data capture with deferred synchronization is mandatory for areas with limited or disrupted network connectivity also confirm whether the mobile application must support geo-tagging, geo-fencing, photographs, videos, timestamping, digital signatures, device binding and biometric authentication.	As per revised RFP	
15	10,23	Project Duration- PROJECT PROFILE & BACKGROUND INFORMATION- Project Profile, Annexure- 7 – BoQ-Financial Bid Format (To be entered in eProcurement Portal only) and 6. Project Duration and Time Schedule	The department now aims to engage an agency to design, develop, implement and maintain a centralized robust solution on latest technology platform. In this direction, DoIT&C/ RISL proposes to seek application development (09 months) and three (03) years of Operations and Maintenance (FMS) services from the leading service providers, having relevant experience. Development of DMIS 2.0: Design, Development, Testing, Training, Deployment, Data Migration, Go-Live of Web Portal, Web Application and Mobile Application of DMIS 2.0. (Time Period: 9 months) Time schedule mentioned is from (T0 = Signing of Agreement)- T1 = T0+30 Days+ T2 = T1+15 Days, T3 = T2+240 Days and T4 = T3+30 Days	The document contains a timeline inconsistency: the project background speaks of 09 months development, but the milestone schedule adds up to 315 days from agreement signing to go-live. Kindly reconcile the development and implementation period and confirm the final contractual timeline.	As per revised RFP	
16	24	Phase II: Operation and Maintenance (FMS) for New DMIS 2.0 Application	Troubleshooting/Bugs removal- Bugs in the application software to be resolved within 48 hours of intimation.	Kindly classify incidents by severity and define separate response, workaround and resolution timelines for Critical, High, Medium and Low incidents.	As per RFP	

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17	24	7. Payment Schedule	Development of DMIS 2.0 Application & Migration of Legacy data from DMIS 1.0- 76- % payment of Total cost of DMIS 2.0 Application Development cost (BoQ-SNo-1)	At present, 76% of the total development cost is proposed to be released against this milestone. Considering the significant effort involved during the requirements analysis, solution design, and development phases, we request that the payment schedule be restructured as follows: 20% of the development cost upon submission of the Software Requirements Specification (SRS). 80% of the development cost upon successful Go-Live of the application. Alternatively, if milestone-based payments are not acceptable, we request that 100% of the development cost be released immediately upon successful Go-Live of the application.	As per revised RFP	
18	53	2. Service Level Requirement:	Application software bug fixing, issues received from departmental users/ emitra etc. (after Go-live of application software) in grievance redressal module- Within 48 hours ? More than 48 hours	Kindly classify incidents by severity and define separate response, workaround and resolution timelines for Critical, High, Medium and Low incidents and SLA to be modified accordingly.	As per revised RFP	
19	25	7. Payment Schedule	76- % payment of Total cost of DMIS 2.0 Application Development cost (BoQ-SNo-1)	The payment milestone provides 76% of the application development cost only upon completion of all development activities, UAT, and Go-Live, resulting in a single milestone payment for the entire implementation phase. Considering the significant investment required towards manpower and project execution over the development period, we request the Authority to introduce intermediate milestone-based payments linked to key deliverables such as SRS/FRS approval, completion of major development milestones, UAT completion, and Go-Live. This will help maintain healthy project cash flow and ensure timely resource deployment without affecting project delivery.	As per revised RFP	
20	23 & 63	6.Project Duration and Time Schedule	Time Schedule	As per 8) Annexure- 7 – BoQ- Financial Bid Format and 1) Project Profile point e, implementation period of 9 months, whereas the 6. Project Duration and Time Schedule for Phase I - Development and Implementation of new DMIS 2.0 Application aggregates to 315 days (approximately 10.5 months). Kindly clarify the correct project duration.	As per revised RFP	
21	25	8.Roles & Responsibilities of Stakeholders/ SI	To facilitate during UAT, Security Audit and appointment of agency for Security Audit and VAPT of application software after UAT.	Kindly share the number of security audits/VAPT to be done during the contract period.	As per RFP	As per RSDC policy
22	17	2) Details of Scope of Work (SoW)	Mobile App – Selected Technology Partner shall be responsible for the development of Mobile Application (both in Android as well as iOS) as well as web services required for mobile application in timely manner.	Kindly confirm who will bear the charges for Mobile App hosting charges.	As per RFP	RISL will bear the charges for Mobile App hosting charges.
23	14	2) Details of Scope of Work (SoW)	Data Migration and Master Data Management	Kindly provide the volume of legacy data to be migrated.	As per RFP	The existing DMIS 1.0 environment is as follows: Platform: Axpert Low Code Platform Technology Stack: Axpert Platform with Microsoft .NET Framework Database: Oracle Database 12c Approx DB Size: 280 GB Approx records: ₹70 Crore
24	19	Training & Capacity Building of the various stakeholders	STP has to provide trainings Offline/Online as per requirement by RISL/DMR&CD Department.	Kindly provide details regarding the total number of users to be trained, batch size, number of training sessions, training locations (centralized or multiple locations), and the expected duration of each training session to enable bidders to estimate the effort accurately.	As per RFP	The bidder shall organize and conduct training sessions as per the requirements communicated by the Department from time to time.
25		General	General	Our understanding is all hardware and software components including OS,database licenses,security components and monitoring tools will be provided by the department.Kindly confirm.	As per RFP	Bidder will not be liable to bear the cost
26		General	General	Our understanding is that required domain names will be provided by RISL/Department and bear recurring charges if any. Kindly confirm	As per RFP	Bidder will not be liable to bear the cost
27	84	20) Annexure- 19 - Checklist for SRS Document:	Generic Features of the Application * Issue Tracking System	Is the bidder required to develop a custom ticketing tool within DMIS 2.0, or should the bidder integrate with an existing enterprise ticketing system utilized by RSDC/RISL?	As per RFP	Issue Tracking System - Grievance redressal module is to be developed within DMIS 2.0 to submit, track, closure of the issues raised by users.
28	63	8) Annexure- 7 – BoQ- Financial Bid Format (To be entered in eProcurement Portal only)	3) Cost of any additional tools required to prove the functionality as per RFP & Scope of Work is to be included in item no. 1 and not separately. No Additional cost will be claimed by the bidder.	Will RISL/RSDC provide standard enterprise operating system licenses (e.g., RHEL/Windows Server) and enterprise database licenses ?	As per RFP	Bidder will not be liable to bear the cost

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29	18	2) Details of Scope of Work (SoW)	Application-Level Security Application has Role based access; Application-level security controls is provisioned in the application for following: - Prevent SQL Injection Vulnerabilities for attack on database - Prevent XSS Vulnerabilities to extract username password - Secure Authentication and Session Management control functionality is provided - Prevent Security incorrect configuration vulnerabilities - Prevent Failure to Restrict URL Access Vulnerabilities (By providing authorization for each sensitive page, use role-based authorization and make authorization policies configurable) - Prevent Insufficient Transport Layer Protection Vulnerabilities - Prevent invalidated Redirects and Forwards Vulnerabilities	Does RSDC provide centralized, platform-level Web Application Firewall (WAF) and DDoS protection suites to screen ingress traffic ?	As per RFP	Yes, a dedicated Security Operations Center (SOC) team manages the security of applications hosted at the Rajasthan State Data Centre (RSDC) using enterprise security tools such as SIEM, WAF, and other security monitoring solutions. However, the referenced clause pertains to the adoption of secure coding best practices during application development to ensure that security is built into the application from the design and development stages.
30	10 & 54	Ch.2 Cl.1(e) 'Project Profile'; Ch.11 Cl.2 Note (h) 'Penalty Clause'	Chapter 2 states: "DoIT&C/ RISL proposes to seek application development (09 months) and three (03) years of Operations and Maintenance (FMS) services". However, Chapter 11 (Special Terms & Conditions, Note under Penalty Clause) states: "Failure of the selected bidder to complete the development and deployment of the application within thirty (30) months from the date of commencement shall constitute a material breach of contract... Department may... blacklist the bidder". The Phase-I time schedule in Chapter 6 (T0+30+15+240+30 days) also computes to approximately 10.5 months, not 30 months.	Kindly clarify and reconcile the total development timeline. Is the contractually binding development period 9-10 months (as per Chapter 2 and the T0-T4 schedule in Chapter 6), with the 30-month reference being cap for invoking material breach/blacklisting only?	As per revised RFP	Yes, the 30-month period is only the maximum reference period for invoking the provisions relating to material breach and blacklisting.
31	32	Ch.9 Cl.12(b) Table 'Presentation and Demo' vs. Cl.12(c) Sl.4.2 'Detailed Technical Evaluation Criteria'	The summary Technical Evaluation Marking table (Cl.12(b), Page 31) requires "Demonstration of Live Application related to Disaster related domain", whereas the Detailed Technical Evaluation Criteria table (Cl.12(c), Sl.4.2, Page 32) requires "Demonstration of Go-Live Application related to Direct Benefit Transfer (DBT) services / beneficiary management/ welfare scheme administration/ subsidy or benefit disbursement/ scholarship/ pension in the government/public sector" - these describe two different domains (Disaster Management vs. general DBT/Welfare).	Kindly clarify the exact domain scope required for the live application demonstration - i.e., whether the demonstrated application must specifically pertain to Disaster Management, or whether any Government DBT/welfare/subsidy/pension disbursement application is acceptable	As per revised RFP	
32	13	Ch.4 Cl.2 'Details of Scope of Work (SoW)'	The RFP states: "The existing DMIS 1.0 system was developed in 2019 based on the then-prevailing technology landscape", without specifying the technology stack (programming language, framework, database, architecture), data volume, or number of active schemes/beneficiary records in the existing system.	Kindly share (i) the complete technology stack, database schema and source code (if permissible) of the existing DMIS 1.0 application; and (ii) the approximate volume of legacy data (number of beneficiary records, transactions, schemes, database size in GB/TB) to be migrated	As per RFP	As above
33	19	Ch.4 Cl.2 'Setup in DR Mode'	The RFP states: "Since all the Infrastructure and Servers comes under the RSDC (Rajasthan State Data Centre)... Infrastructure required for DR Site will be provided by RISL." The clause explicitly confirms infrastructure provisioning only for the DR site; the position on Production/primary site infrastructure (compute, storage, network, OS and database licenses) is not explicitly stated.	Kindly confirm whether Production site infrastructure (servers, storage, network bandwidth, Operating System and Database licenses) at RSDC will also be provided free of cost by RISL/RSDC (similar to the DR site),	As per RFP	Bidder will not be liable to bear the cost
34	13	Ch.4 Cl.2 'Details of Scope of Work (SoW)'	The RFP states that the proposed technology stack "offers significant advantages, including... support for containerization and cloud deployment", indicating a cloud-native architectural intent, while other clauses (e.g., RSDC/RSDC-DR hosting) suggest an on-premise State Data Centre deployment model.	Kindly clarify whether the DMIS 2.0 application is required to be deployed exclusively on the on-premise RSDC (and RSDC-DR Jodhpur) infrastructure	As per RFP	on-premise RSDC and DR Jodhpur
35	16	Ch.4 Cl.2 - Table of 14 Rajasthan Digital Stack Systems (e-Sanchar, RPP, Aadhaar eKYC, etc.)	The RFP requires integration with 14 State/Central digital platforms including e-Sanchar (SMS/Voice/IVRS), Rajasthan Payment Platform - RPP (payment gateway for DBT disbursement), and Aadhaar (eKYC). Several of these platforms typically involve per-transaction usage charges (e.g., SMS charges, payment gateway MDR/transaction fees, Aadhaar eKYC authentication fees).	Kindly confirm whether transaction/usage charges for e-Sanchar (SMS/IVRS), RPP (payment gateway), Aadhaar eKYC and similar services will be borne directly by RISL	As per RFP	Bidder will not be liable to bear the cost
36	23	Ch.6 'Project Duration and Time Schedule' - Phase I, Sl.4 (T4)	The Time Schedule culminates in a single milestone "User Acceptance Testing (T4)... & Go - Live of DMIS 2.0 Application", implying simultaneous Go-Live of all 17 functional modules together with the mobile application and all third-party integrations.	Given the scale of the solution (17 modules, mobile app, 14+ integrations), kindly confirm whether a phased/module-wise Go-Live will be acceptable for payment-milestone purposes or whether Go-Live strictly requires concurrent release of all modules.	As per RFP	
37	20	Ch.4 Cl.2 'New Development and Enhancement'	The RFP requires the selected bidder to "setup & maintain version control to track all the project artifacts" but does not specify the mandated version control platform/tool, its hosting location, or the access/audit rights to be granted to RISL.	Kindly confirm whether RISL has an existing/preferred version control platform (e.g., Azure DevOps, GitLab) that the bidder must use, or whether the bidder may propose its own tool.	As per RFP	The bidder may utilize RISL's existing version control platform or propose an alternative version control platform, provided that no additional cost is incurred by RISL.
38	21	Ch.4 Cl.2 'Training & Helpdesk Support (Incident/ Problem Management)'	The RFP requires the bidder to set up Helpdesk support with "two dedicated mobile telephone connections" but does not specify whether a formal ITSM/ticketing tool is mandated for incident/problem logging, tracking and SLA-based resolution reporting.	Kindly confirm whether RISL/DMR&CD has an existing helpdesk/ITSM ticketing tool that the bidder is required to use/integrate with, or whether the bidder is required to propose, procure, and host its own ticketing tool as part of the quoted cost.	As per RFP	

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39	22 & 53	Ch.5 'Project Deliverables - Deployment of Manpower' Clause (e) vs. Ch.11 Cl.2 Table, Sl.2	Chapter 5 permits each deployed resource "leave subject to upper limit of 15 in a year and maximum 2 in a month", while the SLA table (Ch.11) imposes a penalty of INR 2,000/day for "Absence of manpower without substitute after permitted limit of leaves", but does not specify the notice period the bidder is entitled to for arranging a substitute during planned/approved short-duration leave (i.e., leave within the permitted limit).	Kindly confirm that no SLA penalty is applicable for resource absence within the permitted leave limits (up to 2 days/month, 15 days/year) and without a substitute being mandatorily deployed for such short, permitted absences, and clarify the reasonable notice period within which a substitute must be arranged only in case of leave/absence beyond the permitted limit.	As per revised RFP	
40	35	Ch.9 Cl.19 'Copyright, Source Code and Intellectual Property Rights (IPR)'	The clause states: "The selected bidder shall not own any raw data/ intermediate data/ finished product/ customized solution/ initial, source code, intermediate & final reports etc. generated as part of this project" and that "Intellectual Property Rights (IPR) of all the deliverables... shall remain with RISL." This wide wording does not distinguish between IPR in the project-specific deliverables and any pre-existing/background IP (e.g., bidder's proprietary reusable frameworks, accelerators, libraries, low-code platforms, or licensed third-party/open-source components) that may be used within the solution.	Kindly confirm that: (i) IPR transfer to RISL is limited to the project-specific deliverables and (ii) the bidder's pre-existing background IP (proprietary frameworks/tools used to build the solution, but not developed specifically for this project) shall continue to vest with the bidder	As per RFP	
41	52	Ch.10 Cl.25(g) 'Exit Management' - 'Training, hand-holding and knowledge transfer'	The clause states: "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." This reference to 'e-Sanchar 3.0 Application' appears to be a drafting/template carry-over error, as e-Sanchar is listed elsewhere in the RFP (Ch.4, Cl.2) as a separate, pre-existing State communication platform unrelated to this DMIS 2.0 engagement.	Kindly confirm that all references to 'e-Sanchar 3.0 Application' in Ch.10, Cl.25(g) should correctly read 'DMIS 2.0 Application'	As per revised RFP	
42	12	Sec 3 – PQ / Certification	Bidder must hold valid ISO/IEC 20000-1:2011 (IT Service Management).	ISO/IEC 20000-1:2011 is superseded by ISO/IEC 20000-1:2018. Accept the current 2018 version (or add 'or latest'), since certificates issued today are on the 2018 standard.	As per revised RFP	
43	32	Sec 3 - Detailed Technical Evaluation Criteria for QCBS based Evaluation	The bidder should have experience in the development, implementation, operation, or maintenance of applications related to Direct Benefit Transfer (DBT) services / beneficiary management/ welfare scheme administration/ subsidy or benefit disbursement/ scholarship/ pension in the government/public sector, which are either Completed (Phase completion will also be considered) OR Go-Live status has been achieved OR Currently under Operation and Maintenance / FMS phase during last 05 financial years i.e., FY 2021-2022 to FY 2025-2026 . Minimum Individual Project value should not less than INR 1.00 Crores.	Please add disaster management applications also as an option, since the project is for upgrading the DMIS 1.0 to DMIS 2.0. Please modify the clause as under The bidder should have experience in the development, implementation, operation, or maintenance of applications related to Direct Benefit Transfer (DBT) services / Disaster Management /beneficiary management/ welfare scheme administration/ subsidy or benefit disbursement/ scholarship/ pension in the government/public sector, which are either Completed (Phase completion will also be considered) OR Go-Live status has been achieved OR Currently under Operation and Maintenance / FMS phase during last 05 financial years i.e., FY 2021-2022 to FY 2025-2026 . Minimum Individual Project value should not less than INR 1.00 Crores.	As per revised RFP	
44	25	Sec 7 – Payment Schedule	76% of development cost on Go-Live; remaining 24% + full 3-yr O&M paid quarterly over 12 installments.	Payment is heavily back-loaded across a ~9-month build. Provide a mobilization advance, or release milestone payments at SRS/FRS acceptance and module-wise UAT, to fund the development phase. Please change the Payment Milestones as under 1) Mobilization Advance – 10% 2) SRS / FRS – 20% 3) Pilot Run – 20% 4) UAT & Go Live – 26%	As per revised RFP	
45	39	Sec – Performance Security	Performance Security 5% of bid value; additional 50% of unbalanced amount if bid is unbalanced.	Confirm whether the 5% PBG is on the total contract value (development + 3-yr O&M) or on development cost only, and define the objective threshold used to classify a bid as 'unbalanced'.	As per RFP	The Performance Bank Guarantee (PBG) shall be 5% of the total Contract Value, including the Application Development, Implementation, and the entire O&M/FMS period, and shall be submitted in accordance with the provisions of the RFP and the Rajasthan Transparency in Public Procurement (RTPP) Rules, as applicable. The term "Unbalanced Bid" shall have the same meaning as prescribed under the Rajasthan Transparency in Public Procurement (RTPP) Rules.
46	53	SLA – Sec 2 / Penalty	LD 1%/month on delay; app-down INR 20,000/hour; penalty cap 10% of quarterly payment.	Confirm the overall LD + penalty ceiling for the full contract, and confirm penalties exclude downtime caused by RSDC/network/RISL infrastructure (per the Page-53 note).	As per RFP	
47	53	SLA – Sec 2 / Application Down	Application-down penalty INR 20,000/hour beyond 1 hour.	Define the required uptime %, the measurement window, and confirm that scheduled maintenance and RSDC/DR failover windows are excluded from downtime calculation.	As per revised RFP	
48	20	Sec – New Development / Enhancement	New modules/enhancements during O&M to be delivered at NO extra cost.	'No extra cost' is open-ended. Set a bounded change-request effort cap per quarter (e.g., person-days); work beyond the cap to be paid via an agreed man-day rate card.	As per RFP	

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49	13	Sec 4 – SoW / Tech Stack	.NET Core + microservices, API-first architecture mandated.	Confirm the acceptable .NET version (e.g., .NET 8 LTS) and whether container orchestration (Docker/Kubernetes) is supported at RSDC, or if VM-only deployment applies.	As per RFP	Acceptable .NET version (e.g., .NET 8 LTS) and VM-only deployment applies at RSDC.
50	19-20	Sec – Hosting / RSDC	Application and DB servers hosted at RSDC; DB OEM not prescribed.	Confirm the RSDC-approved RDBMS list and whether open-source (PostgreSQL) is permitted to avoid licence cost; and confirm RSDC supplies OS, DB licences, storage, and backup, or if the bidder must cost them.	As per RFP	The successful bidder shall be responsible for deploying, configuring, integrating, and ensuring the smooth functioning of the application using the infrastructure and software components made available by RISL/Department. Any additional software, tools, or licenses specifically required by the bidder for development, testing, or execution of the solution, and not available with RISL/Department, shall be arranged by the bidder at its own cost unless otherwise specified in the RFP.
51	18	Sec – Architectural Principles	ESB 'RajSewaDwaar' and RajSSO to be used for integration/authentication.	Confirm RISL provides the RajSewaDwaar/RajSSO integration kit, sandbox, and API documentation, and that any platform onboarding charges are borne by RISL.	As per RFP	RISL will provides the RajSewaDwaar/RajSSO integration kit, sandbox, and API
52	18-19	Sec – Security Audit / VAPT	RISL appoints a third-party agency for Security Audit and VAPT after UAT.	Confirm the audit/VAPT agency cost is borne by RISL, the number of audit-fix cycles included in scope, and the target closure timeline before Go-Live.	As per RFP	The bidder shall ensure closure of all audit observations and obtain the Safe-to-Host Certificate prior to Go-Live, in accordance with the project implementation schedule and timelines stipulated in the RFP. Any delay attributable to unresolved audit observations shall be the responsibility of the bidder.
53	18	Sec – DMIS 1.0 Data Migration	Legacy DMIS 1.0 data (transactional/audit) to be migrated into the new schema; migration is inside the lump-sum.	Provide DMIS 1.0 data volume, source DB technology/schema, and data-quality baseline; confirm RISL provides data extracts and a data owner for reconciliation, since effort sits in the fixed price.	As per RFP	As above
54	17	Sec – Mobile Application	Native Android + iOS transactional app required.	Confirm cross-platform frameworks (Flutter/React Native) producing native builds are acceptable, and clarify who owns the Apple/Google developer accounts and store-publishing responsibility.	As per RFP	cross-platform frameworks (Flutter/React Native) producing native builds are acceptable, and RISL owns the Apple/Google developer accounts and store-publishing responsibility.
55	20	Sec – Performance / Load	Bidder to implement performance/audit-driven changes at NO extra cost.	Fix the performance benchmarks at design stage (target concurrent users, response time, throughput) so scope and infra sizing are bounded; open-ended tuning against undefined load cannot be priced.	As per RFP	Target concurrent users : 50000 Resposne time : < 200ms
56	19	Sec – DR Site	DR site at RSDC Jodhpur; infrastructure provided by RISL.	Confirm the RPO/RTO targets, whether DR is active-active or active-passive, and whether DR compute/storage/replication is provided by RSDC or to be sized and costed by the bidder.	As per RFP	DR is active- Passive and RISL wil provide infrastructure
57	55	Annexure-A – Manpower	Fixed onsite team; manpower to be deployed within 20 days of agreement.	Confirm the development-phase team may work offsite (only O&M onsite), whether CVs are needed at bid stage or at deployment, and the rules for substituting a resource of equal/higher qualification.	As per RFP	
58	31	Sec 12 – Presentation & Demo	Presentation & live demo carry 30 marks; live application in the disaster-related domain.	Confirm whether the live demo must be a deployed disaster-management application specifically, or a comparable Govt workflow / GIS / alerting application demonstrates capability; and share the 30-mark scoring rubric.	As per revised RFP	
59	35	Sec 19 – IPR / Source Code	Complete source code and DB objects to be handed over to RISL.	Confirm the bidder may retain pre-existing reusable frameworks/libraries/tools under a licence-back, with only project-specific custom code IPR vesting in RISL.	As per RFP	
60	63	Annexure-7 – BoQ	Financial bid in BoQ (.XLS) with GST columns; cost of any additional tools built into Item 1.	Confirm the GST rate to assume, and that any statutory GST rate change during the contract will be adjusted/reimbursed (statutory variation).	As per RFP	
61	32	Sec – Technical Evaluation	Rajasthan MSME bidders subject to premises inspection during technical evaluation.	Confirm whether premises inspection applies to all bidders or only Rajasthan MSMEs, and the advance notice period for such inspection.	As per RFP	
62	31	1.2 – Company Performance (Certifications)	Certifications of - ISO/IEC 27001:2022 or latest (10 Marks)	Request that the ISO/IEC 27001:2022 certificate submitted by the bidder be verified from the IAF (International Accreditation Forum) website (**https://www.iafcertsearch.org**) against the accredited Certification Body, to establish authenticity of the certificate submitted.	As per RFP	
63	32	2.1 – Previous Project Experience (Application Development)	"Minimum Individual Project value should not less than INR 2.00 Crores. No. of Projects 1-3 (10 Marks) No. of Projects 4-5 (15 Marks) No of Projects > than 5 (25 Marks)	Request to change the marking criteria from "number of individual projects" to "cumulative value of projects" executed by the bidder, as under: • Cumulative value INR 2 Cr to 10 Cr – 10 Marks • Cumulative value INR 15 Cr to 30 Cr – 15 Marks • Cumulative value above INR 30 Cr – 25 Marks	As per RFP	
64	32	2.3 – Mobile Apps (Transactional)	"Bidder should have experience of Transactional Mobile Application development... No. of Projects 1-2 (3 Marks) No. of Projects 3-4 (7 Marks) No of Projects > than 4 (10 Marks)	Request to (a) delete the word "Transactional" so that all mobile application development projects are considered eligible, and (b) change the marking criteria from "number of projects" to "cumulative value of projects", as under: • Cumulative value upto INR 10 Cr – 3 Marks • Cumulative value INR 10 Cr to 20 Cr – 7 Marks • Cumulative value above INR 20 Cr – 10 Marks	As per revised RFP	

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S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response to be published	Clarification
65	32	3 – Experience in Govt DBT/Subsidy/ welfare related areas	"...applications related to Direct Benefit Transfer (DBT) services / beneficiary management/ welfare scheme administration/ subsidy or benefit disbursement/ scholarship/ pension... No. of Projects 1-2 (5 Marks) No. of Projects 3-4 (10 Marks) No of Projects > than 4 (15 Marks) Minimum Individual Project value should not less than INR 1.00 Crores"	Request to (a) add "eGovernance projects" to the eligible category of projects (i.e. DBT/beneficiary management/welfare scheme/subsidy/eGovernance projects), and (b) change the marking criteria from "number of individual projects" to "cumulative value of projects", on the same lines as Point 3 above, as under (illustrative): • Cumulative value upto INR 10 Cr – 5 Marks • Cumulative value INR 10 Cr to 20 Cr – 10 Marks • Cumulative value above INR 20 Cr – 15 Marks	As per RFP	
66	31	1.2 – Company Performance (Certifications)	Bidder shall possess **ISO/IEC 27001:2022 or latest** certification (10 Marks).	It is requested that the authenticity of the ISO/IEC 27001 certificate submitted by the bidder may be validated through the IAF CertSearch Portal (https://www.iafcertsearch.org/) by verifying the accredited Certification Body. This will help ensure that only valid and internationally recognized certifications are considered during evaluation.	As per RFP	
67	32	2.1 – Previous Project Experience (Application Development)	Minimum value of each project should be **INR 2 Crore**. Marks are awarded based on the number of qualifying projects.	It is requested that the evaluation methodology may be revised to consider the **aggregate value of completed projects** instead of the number of individual projects. Suggested marking criteria are: **• INR 2 Cr to 10 Cr – 10 Marks • INR 15 Cr to 30 Cr – 15 Marks • Above INR 30 Cr – 25 Marks.** This approach would better reflect the bidder's overall execution capability.	As per RFP	
68	32	2.3 – Mobile Apps (Transactional)	Experience in development of **Transactional Mobile Applications**. Marks based on the number of projects.	It is requested that the word **"Transactional"** may be omitted so that experience in all categories of mobile application development can be considered. Further, it is suggested that marks may be awarded based on the **cumulative value of eligible mobile application projects** instead of the project count, as follows: **• Up to INR 10 Cr – 3 Marks • INR 10 Cr to 20 Cr – 7 Marks • Above INR 20 Cr – 10 Marks.**	As per revised RFP	
69	32	3 – Experience in Govt. DBT/Subsidy/Welfare Related Areas	Experience in projects related to **DBT/Beneficiary Management/Welfare Schemes/Subsidy/Benefit Disbursement/Scholarship/Pension**, with minimum individual project value of **INR 1 Crore**. Marks are based on the number of projects.	It is requested that **e-Governance projects** may also be included within the scope of eligible experience, in addition to the existing categories. Further, the scoring methodology may be revised to evaluate bidders based on the **aggregate value of eligible projects** instead of the number of projects. Suggested marking criteria are: **• Up to INR 10 Cr – 5 Marks • INR 10 Cr to 20 Cr – 10 Marks • Above INR 20 Cr – 15 Marks.**	As per RFP	
70	11	3. PRE-QUALIFICATION (PQ) / ELIGIBILITY CRITERIA: Technical Capability	Technical Capability: The bidder should have experience of completed/Ongoing application software development and its associated support and maintenance service (FMS) projects with Central Government / State Government / PSUs in last five (05) years (i.e., 2021-2022 to 2025-2026) in India comprising minimum of One (01) project of value not less than INR 3.20 Crores OR Two (02) projects of cumulative value not less than INR 4.80 Crores OR Three (03) projects of cumulative value not less than INR 6.40 Crores Note: - 1) The work order should be issued between 1st April 2021 to 31st March, 2026. Note: - The projects which have been received directly from Central/ State Government/ Semi Government/ PSU/ Bank/ Telecom sector in India will only be considered for evaluation. Subcontracted projects will not be considered for evaluation.	In several Government projects, the issued Work Order is titled as "Deployment of Manpower for XYZ Project"; however, the deployed resources have executed the complete application software development, implementation, and support & maintenance activities for the project. Kindly clarify whether such Work Orders will be considered towards the Technical Capability criteria, provided the bidder submits supporting documents (such as detailed scope of work, client certificate, completion certificate, or performance certificate) establishing that the project involved application software development and associated support & maintenance services.	As per RFP	
71	12	3. PRE-QUALIFICATION (PQ) / ELIGIBILITY CRITERIA: Certification	CMMI Level -5 (from CMMI Institute)	We request the Department to kindly consider bidders possessing valid CMMI Maturity Level 3 in place of the existing CMMI Maturity Level 5 requirement. Reason: CMMI Level 3 is a globally recognized process maturity standard that ensures defined and standardized software development processes. Accepting CMMI Level 3 or above will broaden competition among technically qualified bidders while maintaining the required quality standards for project execution. Requested Amendment: "The bidder should possess a valid CMMI Maturity Level 3 or above certification."	As per RFP	
72	General	General	General	The bidder requests RISL to share details of the existing DMIS 1.0 technology landscape, including the application architecture, technology stack, programming languages, frameworks, database technologies, middleware, reporting tools, third-party components, hosting environment, and integration mechanisms currently in use. This information will enable bidders to accurately assess migration, integration, modernization, and interoperability requirements while formulating an optimal technical solution for DMIS 2.0.	As per RFP	As above

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S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response to be published	Clarification
73	General	General	General	The bidder requests RISL to share the current scale and usage metrics of the existing DMIS 1.0 platform, including but not limited to the number of registered users, active users, concurrent users, average and peak transaction volumes, data size, and annual growth trends. Further, kindly clarify the expected scalability requirements for DMIS 2.0 in terms of user growth, transaction throughput, storage expansion, and future integrations. This information will enable bidders to accurately size the proposed solution architecture, infrastructure, and performance requirements	As per RFP	
74	12	3 - PRE-QUALIFICATION (PQ) / ELIGIBILITY CRITERIA	Certification - The Bidder must have the following valid certification: 1. ISO/IEC 20000-1:2011 – IT Service Management System 2. CMMI Level -5 (from CMMI Institute)	1. The bidder requests RISL to also consider the latest versions of the prescribed certifications as acceptable. For instance, ISO/IEC 20000 (IT Service Management) has subsequently evolved beyond the 2018 version. 2.The bidder further requests that the prescribed certification requirements be evaluated at the legal entity level of the bidder. Certifications held in the name of the bidding entity may kindly be considered sufficient for compliance, without requiring the same to be held by parent companies, affiliates, group entities, or consortium partners	As per revised RFP	
75	14	4. SCOPE OF WORK, DELIVERABLES, TIMELINES & PAYMENT SCHEDULE	The solution shall also include a mobile application to provide field-level access, monitoring, data validation, workflow management, and citizen/service delivery functions as required. The mobile application shall be seamlessly integrated with the core DMIS 2.0 platform and support secure authentication, role-based access control, and real-time data synchronization.	The bidder requests to clearly specify the functionalities, modules, and services envisaged to be made available through the proposed mobile application. Additionally, kindly clarify whether the scope includes development of citizen-facing, departmental, and field-user mobile applications, along with the expected features such as workflow approvals, notifications, dashboards, geo-tagging, document management, offline functionality etc. This information is essential for accurate effort estimation and solution design.	As per revised RFP	
76	14	4. SCOPE OF WORK, DELIVERABLES, TIMELINES & PAYMENT SCHEDULE	Modules to be covered under DMIS 2.0	The bidder understands that the scope of work includes 16 modules explicitly listed therein. The bidder requests confirmation that the aforementioned list of modules is exhaustive and constitutes the complete scope of development under the present contract. Any requirement for development of additional modules, major functionalities, or significant scope enhancements beyond the stated modules may kindly be addressed through the prescribed Change Management/Change Request process, with corresponding impact on timelines and commercials to be mutually agreed between the parties.	As per RFP	
77	15	4. SCOPE OF WORK, DELIVERABLES, TIMELINES & PAYMENT SCHEDULE	17. Dynamic reporting dashboard, comprehensive role-based dashboard, Graphical reports,...	The bidder requests to provide an exhaustive list of reports, dashboards, MIS, analytics, statutory reports, and ad-hoc reporting requirements envisaged under DMIS 2.0. Additionally, kindly indicate the approximate number of reports to be developed, report complexity categories (standard/custom), expected data sources, and user groups for whom these reports are intended. This information is essential for accurate effort estimation, solution architecture, and sizing of the reporting and analytics components	As per RFP	
78	15	4. SCOPE OF WORK, DELIVERABLES, TIMELINES & PAYMENT SCHEDULE	Integration with Third Party Applications	The bidder requests to provide an exhaustive list of all proposed integrations envisaged under DMIS 2.0, including integrations with internal systems, external applications, third-party platforms, government databases, APIs, web services, payment gateways, authentication systems, GIS platforms, SMS/e-mail gateways, and other stakeholder applications. Additionally, kindly indicate the nature of each integration, interface standards, data exchange mechanisms, and whether the requisite APIs, credentials, access, and technical documentation will be made available by the respective system owners. The bidder further requests confirmation that RISL shall facilitate coordination with the concerned departments, agencies, and third-party system owners for enabling such integrations, including timely access to APIs, test environments, technical documentation, and necessary approvals. Any delays arising due to non-availability of external dependencies or support from third-party system owners may kindly be excluded from the bidder's scope of responsibility and associated project timelines.	As per RFP	
79	18	4. SCOPE OF WORK, DELIVERABLES, TIMELINES & PAYMENT SCHEDULE	Application shall be developed using Micro service Architecture. The Technology Partner will adhere to the following architectural principles while designing the DMIS2.0 Application software: Service Oriented Architecture (SOA): Service-oriented architecture is an approach to define integration architectures based on the concept of a service. It applies successful concepts proved by Object Oriented Development, Component Based Design, and Enterprise Application technology.	The bidder observes that the RFP refers to both Microservices Architecture and Service-Oriented Architecture (SOA). Since these are distinct architectural paradigms with different design principles, deployment approaches, integration patterns, and infrastructure considerations, the bidder requests to clarify the preferred architecture to be adopted for DMIS 2.0. Kindly confirm whether the solution is expected to be implemented using a Microservices-based Architecture, SOA, or any other architecture framework. This clarification is essential for accurate solution design, effort estimation, and technology selection	As per RFP	Application shall be developed using Micro service Architecture.

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S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response to be published	Clarification
80	19	4. SCOPE OF WORK, DELIVERABLES, TIMELINES & PAYMENT SCHEDULE	Training & Capacity Building of the various stakeholders	he bidder requests to share the estimated number of users to be trained, along with the proposed user categories (administrators, departmental users, field officials, citizen-facing operators, etc.). Further, kindly provide details regarding the expected number of training sessions, training locations, batch sizes, mode of delivery (online/offline/hybrid). This information is essential for accurate effort estimation, resource planning, and preparation of the training and capacity-building strategy	As per RFP	
81	20	4. SCOPE OF WORK, DELIVERABLES, TIMELINES & PAYMENT SCHEDULE	Setup on Multiple Domain and Hosting of the Application, Web Portal and Mobile App As per the requirement of RISL, the Technology partner will require to host part of the application on separate domains (URL). The Technology partner will be responsible for Safe to host certificate and SSL certificates for the entire contract period for all the domains. The technology partner will bear expenses of Safe to Host and SSL Certificates, if any.	The RFP requires the Technology Partner to bear the cost of Safe-to-Host and SSL certificates throughout the contract period. Since these certificates are associated with Government-owned domains and are long-term assets of the department, it is requested that RISL may procure and provide the Safe-to-Host and SSL certificates, or alternatively reimburse the actual costs incurred by the Technology Partner.	As per RFP	Bidder will not be liable to bear the cost
82	20	4. SCOPE OF WORK, DELIVERABLES, TIMELINES & PAYMENT SCHEDULE	The enhancements, development of functionalities, up-gradation & integrations, etc. in the software during operation and maintenance (FMS) period shall have to be incorporated by the successful bidder in timely manner as desired by RISL with no extra cost to purchaser.	It is requested that enhancements be classified into minor and major changes. Minor changes may be included within the FMS scope up to a defined effort limit. Any new module, third-party integration, workflow redesign, major functionality enhancement, analytics/dashboard development, or effort exceeding the defined threshold should be processed through a formal Change Request mechanism and compensated separately	As per RFP	
83	20	4. SCOPE OF WORK, DELIVERABLES, TIMELINES & PAYMENT SCHEDULE	RISL may arrange for the audits of the application through a third-party agency on timely basis. Based on the findings of audits, the selected bidder will have to bring in the necessary changes in the application to ensure the compliance in timely manner. These changes would have to be conducted by the selected bidder at no extra cost to RISL.	The clause requires the bidder to implement all changes arising from third-party audit findings at no additional cost. Audit observations may include new statutory, regulatory, security, functional or architectural requirements that constitute change requests beyond the original scope of work. It is requested to clarify that the bidder shall rectify only defects, vulnerabilities, non-compliances, and deviations attributable to the delivered solution and covered under the original scope of work at no additional cost. Any new features, enhancements, compliance requirements introduced after Go-Live, or changes resulting from revised policies, standards, or statutory requirements should be treated as Change Requests and handled through the mutually agreed Change Management process with applicable commercial implications.	As per RFP	
84	21	4. SCOPE OF WORK, DELIVERABLES, TIMELINES & PAYMENT SCHEDULE	The successful bidder shall have to setup help desk support for users. Successful bidder shall provide two dedicated mobile telephone with connections and connectivity at the Helpdesk for telephonic support during business hours i.e. from 9:30 AM to 6:00 PM from Monday to Friday.	The bidder requests clarification on the provision and operational costs associated with SMS services and Toll-Free Number support under the project. The bidder understands that recurring charges towards SMS delivery, OTP consumption, telecom connectivity, Toll-Free Number subscription, call usage, and other related third-party service charges shall be borne directly by RISL. Alternatively, RISL may facilitate the provision of these services through its existing empanelled agencies or service providers. Kindly confirm the same for accurate commercial estimation and bid pricing	As per RFP	
85	30	12. Selection Method	The selection criteria are Quality & cost-based selection (QCBS). The weightage of QCBS is 60:40 and bidder need to score minimum 70 marks to qualify the technical stage.	Considering the criticality and complexity of the proposed solution, it is requested that the minimum qualifying technical score be increased from **70 marks to 80 marks.** Accordingly, we request revision to 80:20 evaluation, instead of 60:40 evaluation. The project involves development of a mission-critical application with complex business processes, multiple stakeholder interactions, extensive integration with various Government systems, high security requirements, and long-term operational support. Selection of a technically superior bidder is therefore essential to ensure successful implementation and mitigate risks related to project delays, integration failures, security vulnerabilities, and service disruptions. A higher technical qualifying threshold will ensure that only bidders demonstrating strong technical competence, domain expertise, and implementation capability proceed to the financial evaluation, thereby improving the likelihood of successful project delivery and long-term sustainability	As per RFP	
86	31	Detailed Technical Evaluation Criteria for QCBS based Evaluation	Average Annual Turnover	The bidder requests revision of this clause for selection of a technically competent and financially viable bidder. Under the current 60:40 (Technical: Financial) evaluation framework, there remains a possibility of aggressive under-quoting by bidders to secure a higher financial score, which may adversely impact project quality and delivery outcomes. 1. 50 Cr - 100 Cr - 6 marks 2. 100 Cr - 250 Cr - 7 marks 3. 250 Cr - 500 Cr - 8 marks 3. > 500 Cr - 10 marks	As per RFP	

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S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response to be published	Clarification
87	32	Detailed Technical Evaluation Criteria for QCBS based Evaluation	Certifications of - ISO/IEC 27001:2022 or latest	The current evaluation assigns marks only for ISO/IEC 27001 certification, which primarily demonstrates an Information Security Management System. However, this assignment involves policy implementation support, application development oversight, stakeholder coordination, governance, process improvement, quality assurance, and service delivery over an extended period. CMMI Development Level 5 demonstrates an organization's maturity in software engineering, development processes, quality management, and continuous process improvement, while CMMI Services Level 5 demonstrates excellence in service management, project governance, risk management, service delivery, and continual improvement. Organizations certified in both models have independently assessed, globally recognized mature processes that significantly improve predictability, quality, governance, and delivery outcomes. Recognizing these certifications in the technical evaluation would encourage participation by organizations with proven process maturity and reduce project execution risks. We request below revision Certification Marks - 10 marks 1. ISO/IEC 27001:2022 or latest - 2 marks 2. CMMI Development Level 5 (CMMI DEV -5) - 4 marks 3. CMMI Services Level 5 (CMMI SVC 5) - 4 marks	As per revised RFP	
88	32	Detailed Technical Evaluation Criteria for QCBS based Evaluation	Presentation and Demo & Previous Project Experience- Application Development	The proposed application is a mission-critical platform involving complex workflows, multiple stakeholder interactions, and integration with various Government systems. The technical presentation and demonstration provide the Evaluation Committee with the best opportunity to assess the bidder's understanding, solution architecture, implementation approach, integration capability, and risk mitigation strategy. Since any implementation failure could have significant operational and service delivery implications, higher weightage for the presentation and demonstration will help identify the bidder with the strongest execution capability and implementation readiness. In view of the above, we request to allocate **40 marks instead of 30 marks to Presentation and Demo clause** 1. Presentation on the proposed solution as per scope of DMIS 2.0 on the following: - 20 marks 2. Demonstration of Go-Live Application related to Direct Benefit Transfer (DBT) services / beneficiary management/ welfare scheme administration/ subsidy or benefit disbursement/ scholarship/ pension in the government/public sector - 20 marks The corresponding marks may be rationalized (as mentioned below) by reducing the weightage assigned to objective parameters such as **the Previous Project Experience- Application Development**, as these primarily reflect past credentials rather than the bidder's capability to successfully deliver this complex assignment. 1. Number of IT/ITeS Projects executed - 20 maximum marks	As per RFP	
89	8	1. INVITATION FOR BID (IFB) & NOTICE INVITING BID (NIB)	Bid Security (EMD) and Mode of Payment Mode of Payment: Banker's Cheque or Demand Draft or Bank Guarantee, in the specified format, of a Scheduled Bank in favour of "Managing Director, RISL", payable at "Jaipur".	We kindly request you to consider allowing submission of the EMD in the form of an Insurance Surety Bond, as the Insurance Surety Bond is a secure, cost-effective alternative to traditional instruments and enables MSMEs to manage their working capital more efficiently.	As per RFP	
90	15	Scope of Work – Integration with Third Party Applications (AgriStack & Raj Khasra Girdawari)	Mandates integration with GoI AgriStack and State's Raj Khasra Girdawari System for the Agriculture Input Subsidy module.	Kindly confirm whether these integrations are mandatory deliverables for the initial Go-Live (within the 9-10.5 month development period) or may be taken up as a subsequent enhancement, considering dependency on external system APIs/access which may not be within the Technology Partner's control.	As per RFP	
91	17	4. SCOPE OF WORK, DELIVERABLES, TIMELINES & PAYMENT SCHEDULE	Employing statistical techniques/ data mining using SAS/ Power BI/ Tableau to extract insights.	Kindly clarify whether licenses for SAS/Power BI/Tableau will be provided by RISL or are expected to be included in the bidder's scope.	As per RFP	Bidder will not be liable to bear the cost
92	18	4. SCOPE OF WORK, DELIVERABLES, TIMELINES & PAYMENT SCHEDULE	Migration of existing DMIS1.0 data The Selected Technology partner will have to migrate the existing records into new schema of DMIS2.0 Application as finalized by STP.	Kindly provide the existing application architecture, technology stack, database version, source code availability, and data volume of DMIS 1.0 to enable accurate effort estimation for migration.	As per RFP	As above
93	18	4. SCOPE OF WORK, DELIVERABLES, TIMELINES & PAYMENT SCHEDULE	Migration of existing DMIS1.0 data : Migration of existing schemes/services (along with transactional/audit/etc. data) would be required to be migrated to new Application.	Kindly provide the approximate database size, number of records, and historical data period to be migrated.	As per RFP	As above

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S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response to be published	Clarification
94	18	4. SCOPE OF WORK, DELIVERABLES, TIMELINES & PAYMENT SCHEDULE	Network Level Security: The application supports both HTTP & HTTPS (128 / 256-bit SSL certificates to be deployed by successful bidder for entire project duration). The Bidder will bear all expenses pertaining to SSL Certifications.	Kindly clarify the number of domains/sub-domains for which SSL certificates will be required.	As per RFP	
95	20	Managed Services during Operations and Maintenance Period	RISL may arrange for the audits of the application through a third-party agency on timely basis.	Kindly confirm that Security Audit/VAPT will be conducted by RISL through empanelled agencies and the bidder shall only address the audit observations.	As per RFP	
96	19	Training & Capacity Building of the various stakeholders	Training Mode: STP has to provide trainings Offline/Online as per requirement by RISL/DMR&CD Department.	Kindly specify the estimated number of users, batches, locations, and training duration for accurate effort estimation.	As per RFP	
97	22	Deployment of Manpower	The resources shall be deployed onsite/ offsite as per requirement by RISL/DMR&CD Department. Minimum onsite resource requirement has been mentioned in Annexure-A.	Kindly confirm the minimum mandatory onsite resource requirement throughout the project duration and whether remaining resources may work remotely.	As per RFP	
98	22	Deployment of Manpower	In the event of a resource leaving the employment with the selected bidder, **the same shall be immediately replaced with another resource** of equivalent minimum qualifications and experience.	Kindly request a replacement timeline of up to 30 days for key resources subject to approval by RISL.	As per RFP	
99	25	7. Payment Schedule	76- % payment of Total cost of DMIS 2.0 Application Development cost.	The RFP provides 76% payment of the development cost only after Go-Live, while the remaining 24% is linked with the three-year O&M period. Considering the substantial effort involved in design, development, integrations, legacy data migration, testing, and documentation, we request the department to introduce milestone-based payments (e.g., SRS approval, development completion, UAT completion, and Go-Live) to ensure healthy project cash flow.	As per revised RFP	
100	25	7. Payment Schedule	Quarterly payment equated in 12 installments for the DMIS 2.0 Application after Go Live (BoQSNo-2) . 24% Payment of Total cost of Development of Application Software for DMIS 2.0 (BoQ Item 1) on quarterly basis equated in 12 installments/Quarters	We request the department to release 100% of the application development cost upon successful Go-Live and acceptance. O&M payments may be kept separate and linked only to O&M services, rather than retaining a portion of the development cost over three years.	As per revised RFP	
101	84	20) Annexure- 19 - Checklist for SRS Document	Requirement Report for DC and DR – for Testing, Staging and Production environments.	Requesting to provide clarity on who will near the cost of Testing, Staging and Production environments?	As per RFP	Bidder will not be liable to bear the cost
102	11	Section 3: Pre-Qualification (PQ) / Eligibility Criteria, S.No. 2: Financial: Turnover from IT/ITeS	Average Annual Turnover of the bidder from IT/ ITeS projects... in India during three financial years (FY: 2022-2023 to 2024-2025) should be at least Rs. 20.00 Crores.	Request to reduce the average annual turnover requirement. "Average Annual Turnover of the bidder from IT/ ITeS projects... should be at least Rs. 10.00 Crores to Rs. 15.00 Crores."	As per revised RFP	
103	12	Section 3: Pre-Qualification (PQ) / Eligibility Criteria, S.No. 5: Certification	The Bidder must have the following valid certification: 1. ISO/IEC 20000-1:2011 – IT Service Management System 2. CMMI Level -5 (from CMMI Institute)	Request to accept and include ISO 9001 and ISO 27001 certifications as eligible alternatives or additions to the required certifications. "The Bidder must have the following valid certifications: ISO 9001 (Quality Management System) AND ISO/IEC 27001 (Information Security Management System) OR ISO/IEC 20000-1 / CMMI Level-5."	As per RFP	
104	31	Section 9 (12)(c): Detailed Technical Evaluation Criteria for QCBS, S.No. 1.1: Annual Turnover	>= 20 but <= 50 Cr (6 Marks) > 50 but <=80 Cr (7 Marks) > 80 but <=110 Cr (8 Marks) > than 110 Cr (10 Marks)	Request to align the technical marking slabs with the requested reduction in minimum eligible turnover. Modify the QCBS marking slabs as follows:\n\n* >= 10 but <= 30 Cr (6 Marks)\n* > 30 but <= 60 Cr (7 Marks)\n* > 60 but <= 100 Cr (8 Marks)\n* > 100 Cr (10 Marks)	As per revised RFP	
105	14	Section 4 (2): Scope of Work - Data Migration	"...including data migration from DMIS 1.0, testing, UAT, training, implementation, Go-Live..."	Please provide details on the volume of legacy data in DMIS 1.0 (database type, number of tables, approximate record count, and size in GB) to help estimate migration effort accurately. The database is [Database Type, e.g., MS SQL Server/PostgreSQL] with approximately [X] GB of transactional and master data records.	As per RFP	As above
106	19	Setup in DR Mode	"Technology partner should develop, implement, configure and deploy the application at the proposed DR site after go-live..."	Please clarify if Active-Active or Active-Passive DR setup is expected, and whether replication licenses (database, OS) will be provided by RISL/RSDC. RISL/RSDC will provide all necessary infrastructure, system software, and database replication licenses. The DR setup will be Active-Passive.	As per RFP	DR is in active passive mode & licenses (database, OS) will be provided by RISL/RSDC.
107	22	Section 5: Deployment of Manpower	"The resources shall be deployed onsite/ offsite as per requirement by RISL/DMR&CD Department."	Keeping in view that Phase-I is the core development phase, can developers and QA profiles work offsite (from Bidder's ODC) during development, while PM, BA, and Lead Architect remain onsite for coordination? Bidder may deploy the development and QA teams offsite. However, key coordination resources (PM/BA) must remain onsite during critical phases.	As per RFP	
108	20	Training & Helpdesk Support	"The successful bidder shall have to setup help desk support for users. Successful bidder shall provide two dedicated mobile telephone with connections..."	Please clarify the expected volume of daily helpdesk calls and if a web-based ticketing tool is to be developed under the DMIS 2.0 scope, or if the bidder should integrate with an existing state-level ticketing system. Bidder shall design a simple, basic ticketing module within DMIS 2.0 to track field issues. Expected calls average 30–50 daily.	As per RFP	Bidder shall design a simple, basic ticketing module within DMIS 2.0 to track field issues. Expected calls average 30–50 daily.
109	25	Section 7: Payment Schedule (Sr. No. 1)	"76% payment of Total cost of DMIS 2.0 Application Development cost... on SRS/FRS, UAT and Go-Live of all modules."	Suggested Revised Milestones: 1. SRS/FRS approval: 15% 2. Development & UAT of Phase-1 modules: 30% 3. Final Go-Live & Data Migration: 31%	As per revised RFP	

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response to be published	Clarification
110	20	Managed Services / Audits	"...Based on the findings of audits, the selected bidder will have to bring in the necessary changes in the application... at no extra cost to RISL."	If third-party audits recommend changes that are completely outside the initial SRS/FRS scope, will these be treated as Change Requests? Change efforts should not be at "no extra cost" if they alter the baseline scope. Changes required to fix security vulnerabilities (VAPT) or performance issues are at no extra cost. Functional enhancements outside the approved SRS will be processed under the Change Control Procedure.	As per RFP	
111	15	Section 4: Third-Party Integrations	"The DMIS 2.0 application must seamlessly integrate with existing State Government applications..."	Please specify the systems to be integrated (e.g., Jan Aadhaar, RajDharaa GIS, State SMS/Email Gateway, Payment Gateways, Treasury system) and confirm if all necessary APIs/SDKs will be provided by RISL. RISL will facilitate access to integration APIs and sandboxes for Jan Aadhaar, RajDharaa, and State Gateways. No API licensing cost is expected from the bidder.	As per RFP	
112	17	Mobile Application Scope	"Design and develop Android and iOS mobile applications for field surveys, reporting, and citizen engagement."	Please clarify if the mobile applications require offline data synchronization capabilities for field officials operating in remote disaster areas with poor internet connectivity. Yes, the mobile application must support offline data storage (via SQLite/local database) with auto-sync capability once internet connectivity is restored.	As per revised RFP	
113	18	Section 4: Security and VAPT Audit	"The selected bidder must obtain Safe-to-Host certificate from a CERT-In empanelled agency before hosting..."	Please clarify who will bear the cost of hiring the CERT-In empanelled security auditor—the Bidder or RISL. The cost of hiring the CERT-In security auditor shall be borne by the Bidder. RISL will assist in obtaining the final staging environment clearance.	As per RFP	Bidder will not be liable to bear the cost
114	24	Section 6: Change Request (CR) Process	"Any minor modifications during the O&M phase must be executed without additional cost."	To prevent scope creep, please define the limit of "minor modifications" (e.g., in terms of person-hours per month or maximum story points). Anything exceeding this limit should follow a structured Change Request (CR) process. Minor modifications are defined as layout, text changes, or report modifications requiring up to 24 person-hours of effort per month. Changes beyond this limit will be evaluated under the formal Change Request process.	As per RFP	
115	32	Section 2.1Previous Project Experience - Application Development	"Projects which are successfully developed, implemented... with any Central Govt. / State Govt. / PSUs/ BFSI in India..."	We request the authority to amend the clause to read:"...with any Central Govt. / State Govt. / PSUs / BFSI or any Public Limited / Private Limited Companies (registered under the Companies Act) / Fortune 500 companies in India." Leading private and public limited companies implement highly complex, secure, and large-scale enterprise application development projects. Allowing this experience will ensure wider participation of highly capable IT service providers, driving better technical execution and competitive pricing.	As per RFP	
116	32	Section 2.3Mobile Apps (Transactional)	"...Transactional Mobile Application development... with any Central Govt. /State Govt. /PSUs/ BFSI in India."	We request the authority to amend the clause to read:"...with any Central Govt. / State Govt. / PSUs / BFSI or repute Private/Public Limited companies in India." Transactional mobile applications (such as e-commerce, logistics, and large-scale consumer utility apps) developed for private enterprises often possess cutting-edge UI/UX, robust security, and handle massive concurrent user traffic. Restricting this to government/BFSI limits the evaluation of top-tier mobile app capabilities.	As per RFP	
117	32	Section 3 & 4.2Experience in Govt DBT/Subsidy/welfare related areas / Demonstration	"...applications related to Direct Benefit Transfer (DBT) services / beneficiary management... in the government/public sector..."	We request the authority to consider the following addition:"...in the government/public sector OR similar high-volume disbursement, loyalty programs, CSR fund distribution, or payroll/benefit disbursement systems executed for large private/public corporate entities." While DBT is traditionally a government initiative, large private sector organizations run massive CSR distribution programs, employee/vendor benefit programs, and complex digital wallets/loyalty programs that share identical functional architecture (beneficiary registration, eligibility verification, bank integration, and disbursement). Allowing this will bring in innovative private sector practices.	As per RFP	
118	11	PQ 2 - Financial: Turnover from IT/ITeS	Average annual turnover from IT/ITeS application development & FMS should be at least ₹20 Crores.	Kindly reduce the minimum average annual turnover requirement from ₹20 Crores to ₹10 Crores. This will encourage wider participation from competent MSMEs and mid-sized IT companies with relevant government project experience while maintaining healthy competition and ensuring value for money.	As per revised RFP	
119	12	PQ 5 - Certification	ISO/IEC 20000-1:2011 and CMMI Level-5 mandatory.	Kindly revise the CMMI requirement from Level-5 to Level-3. CMMI Level-3 is an industry-recognized benchmark for mature software development processes and is sufficient for successful execution of enterprise e-Governance projects, thereby increasing competition without compromising delivery quality.	As per RFP	

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S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Response to be published	Clarification
120	32	TQ 2.3 Mobile Apps (Transactional)	Marks: 1–2 Projects = 3, 3–4 Projects = 7, >4 Projects = 10.	Kindly revise the scoring criteria to: 1 Project = 5 Marks and 2 or more Projects = 10 Marks. This will recognize bidders having relevant implementation experience while promoting fair competition instead of rewarding only higher project volume.	As per RFP	
121	32	TQ 3 Experience in Govt DBT/Subsidy/welfare related areas	Only DBT/beneficiary management/welfare scheme related projects are considered.	Kindly allow relevant application development, implementation, operation and maintenance projects across all Government sectors instead of restricting eligibility to DBT-related projects. Similar large-scale e-Governance applications require comparable technical capabilities, integration expertise and FMS experience, thereby ensuring broader participation and better competition.	As per RFP	
122	18	Migration of existing DMIS1.0 data	The Selected Technology partner will have to migrate the existing records into new schema of DMIS2.0 Application as finalized by STP. Technology Partner will ensure that there should not be any dependency on previous application and database after migration. Migration of existing schemes/services (along with transactional/audit/etc. data) would be required to be migrated to new Application.	a) What is the volume of data to be migrated ? B) Will data cleansing be required ? C) Will data entry be required ?	As per RFP	As above
123	55	12. ANNEXURES: 1) Annexure-A: MINIMUM MANPOWER DEPLOYMENT	2. Business Analyst cum Project Coordinator □ B. E/ B. Tech/ MCA/ M. Tech /MBA with at least 10 years of post- qualification relevant work experience in gathering of user requirements, system requirements and design, develop and prepare SRS/ FRS as Business Analyst, preferably in government. □ Must have good inter-personal communication skills and documentation & presentation skills and advanced analytical and problem-solving skills, ability to work in team. Proficiency in Hindi and English language. □ Should be able to communicate the user requirements and system requirements to the project team and stake-holders.	Please make qualification as any graduate with experience in place of qualifications mentioned.	As per RFP	

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