

PreBid Queries & Response (Tier-I)

#	Firm Name	RFP Page No.	RFP RULE / CLAUSE	RULE DETAILS	QUERY / SUGGETION / CLARIFICATION	Decision	RISL Response
1	M/s PruTech IT Services & Solutions	12	3	Average annual turnover should be at least Rs. 100 Cr. in India during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet. Note: Turnover of hardware will not be considered for evaluation	Request to kindly modify the clause as: Average annual turnover should be at least Rs. 100 Cr. in India/Globally during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet. Note: Turnover of hardware will not be considered for evaluation.	No Change	As per RFP.
2	AKAL Information Systems Ltd	12	3 (3)	Average annual turnover should be at least Rs. 100 Cr. in India during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet. Note : Turnover of hardware will not be considered for evaluation	Kindly amend it as Average annual turnover should be at least Rs. 80 Cr. in India during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet. Note : Turnover of hardware will not be considered for evaluation OR Kindly amend it as Average annual turnover should be at least Rs. 100 Cr. in India during last three financial years i.e. for the year ending March 31, 2020, 2021 and 2022 (provisional) as per balance sheet. Note : Turnover of hardware will not be considered for evaluation	No Change	As per RFP.
3	Alpha Technologies Inc (USA)	12 & 13	3,5,6	Elegibility Criteria	We would like to know if an Indian-based company use their experience and financials of its parent company based out of the USA.	No Change	As per RFP.
4	Ashoka Buildcon Ltd	12	3. Eligibility Criteria	Average annual turnover should be at least Rs. 100 Cr. in India during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet. Note : Turnover of hardware will not be considered for evaluation. CA Certificate with CA's Registration Number/ Seal	Request you to kindly amend this clause as follow: Average annual turnover should be at least Rs. 100 Cr. in India during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021/2022 as per audited balance sheet. In the event the audited balance sheet for FY2021-22 is not ready , the bidder can provide the provisional balance sheet provided the bidder submits the audited balance sheet prior to the bid award. CA Certificate with CA's Registration Number/ Seal	No Change	As per RFP.
5	Ashoka Buildcon Ltd	13	3. Eligibility Criteria	Bidder should have a valid CMMI3, ISO 9001:2000 and ISO 27000 or higher active certification. Certified copy of valid certificates.	Kindly add the below clause: In case of bidders where the CMMI certification is under renewal, the bidders shall provide the details of the previous CMMI certification and the current assessment details for consideration in the RFP process. If you wish, we can send you copies of 4-5 RFPs/tenders wherein such clauses are incorporated and published.	Change in RFP	As per revised RFP
6	Coforge	12	Financial: Turnover	Average annual turnover should be at least Rs. 100 Cr. in India during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet. Note : Turnover of hardware will not be considered for evaluation	We request you to kindly modify this clause as per the below bolded changes for the Tier 1 Companies Empanelment : Average annual turnover should be at least Rs. 500 Cr. in India during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet. Note : Turnover of hardware will not be considered for evaluation	No Change	As per RFP.
7	Coforge	12	Technical Capability	The bidder should have executed/executing at least 2 large-scale e-Governance / Government transformation project in India in last five financial years (i.e. FY 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22) for work order value more than Rs. 50 lac each. Note:- The work order should be issued between 1st April, 2017 to 31st Mar, 2022	We request you to kindly modify this clause as per the below bolded changes for the Tier 1 Companies Empanelment: The bidder should have executed/executing at least 2 large-scale e-Governance / Government transformation project in India in last five financial years (i.e. FY 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22) for work order value more than Rs. 25 Crore each. Note:- The work order should be issued between 1st April, 2017 to 31st Mar, 2022	Change in RFP	As per revised RFP.
8	Coforge	13	Manpower Strength	The bidder should have at least 300 full time employees in IT/ITES/e-Governance/ Consultancy/ Service Provider/IT based project manpower services across India as on 31st Mar 2022	We request you to kindly modify this clause as per the below bolded changes for the Tier 1 Companies Empanelment : The bidder should have at least 5000 full time employees in IT/ITES/e-Governance/ Consultancy/ Service Provider/IT based project manpower services across India as on 31st Mar 2022	No Change	As per RFP.
9	Coforge	13	Certificate	Bidder should have a valid CMMI3, ISO 9001:2000 and ISO 27000 or higher active certification	We request you to kindly modify this clause as per the below bolded changes for the Tier 1 Companies Empanelment: Bidder should have a valid CMMI5 , ISO 9001:2000 and ISO 27000 or higher active certification	No Change	As per RFP.

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10	Dev Information Technology Ltd	12	3. ELIGIBILITY CRITERIA Point 3	Financial: Turnover Average annual turnover should be at least Rs. 100 Cr. in India during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet. Note : Turnover of hardware will not be considered for evaluation	Request to please amend the clause as "Financial: Turnover Average annual turnover should be at least Rs. 70 Cr. in India during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet. Note : Turnover of hardware will not be considered for evaluation	No Change	As per RFP.
11	Dev Information Technology Ltd	12	3. ELIGIBILITY CRITERIA Point 4	Financial: Net Worth The bidder should have positive net-worth as on March 31, 2022	Request to please amend the clause as "Financial: Net Worth The bidder should have positive net-worth as on March 31, 2021 " as according to guidelines of NSE the balance sheets of the Financial Year 2021-22 is under audit.	Change in RFP	As per Revised RFP.
12	Dev Information Technology Ltd	12	3. ELIGIBILITY CRITERIA Point 5	Technical Capability The bidder should have executed/executing at least 2 large-scale e-Governance / Government transformation project in India in last five financial years (i.e. FY 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22) for work order value more than Rs. 50 lac each.	Request to please amend the clause as "Technical Capability The bidder should have executed/executing at least 2 large-scale e-Governance / Government transformation project in India in last five financial years (i.e. FY 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22) for work order value more than Rs. 1 Cr each "	Change in RFP	As per Revised RFP.
13	Dev Information Technology Ltd	16	4.2	Categories and Education Qualification of required IT Manpower	In many projects there is requirement of Resource who have experience 10+ and 12+ and this type of resources not added in RFP so we request you please add the same	No Change	As per RFP.
14	Dev Information Technology Ltd	20	4.3.13	RISL/ Nominated Agencies shall arrange for laptops or desktops for the deployed resources and shall provide connectivity as per the needs.	Kindly clearly mention the responsibility of Hardware . Will it be RISL or Nominated Agency?	Clarification	Hardware / Connectivity will be provided subject to Availability.
15	Dev Information Technology Ltd	20	4.3.14	Also RISL/ Nominated Agencies will arrange for seating places. However, generally the resource at any level across state are expected to be on the move and flexible working locations given the nature of the work.	Kindly clearly mention the responsibility of Seating space . Will it be RISL or Nominated Agency?	Clarification	Seating space will be provided subject to Availability.
16	Dev Information Technology Ltd	33	24	The bidder is required to submit 2% of total bid value as performance security against the bid within the 15 days of issue of Letter of Intent and thereafter the selected bidder shall be responsible for submitting additional performance security of 3% of the amount of respective work orders issued (time to time) during the contract.	We request you please update this clause as per updated rtp act clause no. 75 . Performance security	Change in RFP	As per revised RFP
17	Dev Information Technology Ltd	55	2) Service Level Standards/ Requirements/ Agreement: Point b	1. Deployment of all personnel for project- Maximum 4 weeks	Request to please increase the timeline for deployment of resource to 10-12 weeks as process of selection of resource as per required Norms of RFP is timetaking.	No Change	As per RFP.
18	Dev Information Technology Ltd	55	2) Service Level Standards/ Requirements/ Agreement: Point b	2. Replacement of personnel at request of Purchaser- After 4 Weeks	Request to please increase the timeline for deployment of resource to 10-12 weeks as process of selection of resource as per required Norms of RFP is timetaking.	No Change	As per RFP.
19	Dev Information Technology Ltd	56	2) Service Level Standards/ Requirements/ Agreement: Point b	3) First Replacement of individual resource at the request of the Selected Agency: Immediate	Request to please remove the penalty against the clause.	No Change	As per RFP.
20	Dev Information Technology Ltd	56	2) Service Level Standards/ Requirements/ Agreement: Point b	4) Second and Subsequent Replacement of individual resource at the request of the Selected Agency: Immediate	Request to please remove the penalty against the clause.	No Change	As per RFP.
21	Dev Information Technology Ltd	56	2) Service Level Standards/ Requirements/ Agreement: Point b	6) Willful absence / withdrawal of Resource without permission of the Purchaser / Competent Authority: 100% attendance except permitted leave of absence- Over and above the deduction of man-month rate of the absentee resource for the absence period, a penalty of twice the amount payable (per day) for the absentee resource for the period of absence may be levied.	Request to reduce penalty and charge per day penalty amount of the resource for the period of his/her absence.	No Change	As per RFP.

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22	In2IT Technologies Pvt Ltd	Page-33	Point 24 (B)	The bidder is required to submit 2% of total bid value as performance security against the bid within the 15 days of issue of Letter of Intent and thereafter the selected bidder shall be responsible for submitting additional performance security of 3% of the amount of respective work orders issued (time to time) during the contract.	Please reconsidered the performance security amount are to be submit 2% of total bid value by bidder (i.e 1.6 Cr). Here it is irrespective of the value amount of work order issued and after that submitting additional performance security of 3% of the amount of respective work orders issued Instead of this, we may consider 5% of performance security amount of total work ordered issue to bidder.	Change in RFP	As per revised RFP
23	Panamax Infotech Ltd	12	Clause No.3 - Sr. No. 3 - Eligibility Criteria - Financial Turnover	Average annual turnover should be at least Rs. 100 Cr. in India during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet. Note : Turnover of hardware will not be considered for evaluation.	We request to kindly consider the average annual turnover of 50% of total estimated value and consider the average annual turnover of Rs. 40 Crores during last 3 financial years.	No Change	As per RFP.
24	Panamax Infotech Ltd	12-13	Clause No.3 - Sr. No. 5 - Eligibility Criteria - Technical Capability	The bidder should have executed/executing at least 2 large-scale e-Governance / Government transformation project in India in last five financial years (i.e. FY 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22) for work order value more than Rs.50 lac each Note:- The work order should be issued between 1st April, 2017 to 31st Mar, 2022	Request to consider e-Governance Projects in India for any Govt Department / PSUs in India. Furthr, request to kindly consider the self certificate form the bidder in case of ongoing projects.	No Change	As per RFP.
25	TerraCIS Technologies Ltd	12	3. ELIGIBILITY CRITERIA	Average annual turnover should be at least Rs. 100 Cr. in India during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet. Note : Turnover of hardware will not be considered for evaluation	We request to change the clause as : Average annual turnover should be at least Rs. 100 Cr. in India during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet from IT/ITes	No Change	As per RFP.
26	E-Connect Solutions Pvt. Ltd,	12	Pre-Qualification	Average annual turnover should be at least Rs. 100 Cr. in India during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet. Note : Turnover of hardware will not be considered for evaluation	We request you to reduce the turnover criteria to atleast 50 Cr? Or Change to turnover from IT/ITES services with removing Hardware Turnover clause.	No Change	As per RFP.
27	E-Connect Solutions Pvt. Ltd,	12	Pre-Qualification	2 large-scale e-Governance / Government transformation project	Large Scale means what?.It is a multiple location project or are you asking for high value project.	Clarification	Please refer RFP Clause 3.1(5)
28	E-Connect Solutions Pvt. Ltd,	14	Bid Security	· 2% of the estimated procurement cost · 0.5% of the estimated procurement cost for S.S.I. unit of Rajasthan and · 1% of the estimated procurement cost for Sick Industries, other than S.S.I., whose cases are pending with Board of Industrial & Financial Reconstruction.	We request you to change it to a lump sum amount of 10 Lakhs , as 2% of estimated cost is very big amount as per RFP which would be approx. 1.6 Cr.	No Change	As per RFP.
29	E-Connect Solutions Pvt. Ltd,	33	24) Performance Security	The bidder is required to submit 2% of total bid value as performance security against the bid within the 15 days of issue of Letter of Intent and thereafter the selected bidder shall be responsible for submitting additional performance security of 3% of the amount of respective work orders issued (time to time) during the contract.	We request you to change it to a lump sum amount of 10 Lakhs/20 Lakhs , as 2% of estimated cost is very big amount as per RFP which would be approx. 1.6 Cr.	Change in RFP	As per revised RFP
30	E-Connect Solutions Pvt. Ltd,	55	Service Level Standards/ Requirements/ Agreement	Deployment of all personnel for project. Maximum 4 weeks	Looking at the current market scenerio, we request you to change to atleast 8 Weeks .	No Change	As per RFP.
31	SRIT India Pvt. LTD.	12	3. ELIGIBILITY CRITERIA	3. Financial: Turnover Average annual turnover should be at least Rs. 100 Cr. in India during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet. Note : Turnover of hardware will not be considered for evaluation.	Request you to kindly amend this clause as below: 3. Financial: Turnover Average annual turnover should be at least Rs. 100 Cr. in India during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021/2022 as per audited balance sheet. In the event the audited balance sheet for FY2021-22 is not ready , the bidder can provide the provisional balance sheet provided the bidder submits the audited balance sheet prior to the bid award. CA Certificate with CA's Registration Number/ Seal	No Change	As per RFP.
32	SRIT India Pvt. LTD.	12	3. ELIGIBILITY CRITERIA	Bidder should have a valid CMMI3, ISO 9001:2000 and ISO 27000 or higher active certification Certified Copy of Valid Certificate	Kindly add the below clause: "In case of bidders where the CMMI certification is under renewal, the bidders shall provide the details of the previous CMMI certification and the current assessment details for consideration in the RFP process. " If you wish, we can send you copies of 4-5 RFPs/tenders wherein such clauses are incorporated and published	Change in RFP	As per revised RFP

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33	KPMG	47	24) Limitation of Liability	Except in cases of gross negligence or wilful misconduct: - a) neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay penalties to the Purchaser; and b) the aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement.	We understand that our aggregate liability under this engagement is limited to the amount specified in the contract	No Change	As per RFP.
34	KPMG	36	29) Conflict of Interest F	A bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the subject matter of procurement of the bidding process. All bidders shall provide in Eligibility Criteria documents, a statement that the bidder is neither associated nor has been associated directly or indirectly, with the consultant or any other entity that has prepared the design, specifications and other documents for the subject matter of procurement or being proposed as Project Manager for the contract.	We understand that affiliate referred here shall mean and include member firms or sublicensees of KPMG Network and/or their controlled parties, incorporated or registered in India	No Change	As per RFP.
35	KPMG	13	3 Eligibility Criteria 9 (b)	not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings	We understand that directors & officers referred here are Directors (within the meaning of Companies Act, 2013)	No Change	As per RFP.
36	KPMG	76	Annexure - 10	CV Format	We understand that 1 CV for each position mentioned under section 4.2 on page 16 in required to submitted. Please clarify	Clarification	CV not Required in bidding process.
37	Tech Mahindra	12	3 Eligibility Criteria 1 (2)	The bidder should be in existence for more than 5 years in India	The bidder should be in existence and operational in IT and ITes for more than 5 years in India	No Change	As per RFP.
38	Tech Mahindra	12	3 Eligibility Criteria 1 (2)-Document Required	Copy of Certificates of incorporation	Copy of Certificates of incorporation and commencement of Business	No Change	As per RFP.
39	Tech Mahindra	12	3 Eligibility Criteria 1 (3)- Financial TurnOver	Average annual turnover should be at least Rs. 100 Cr. in India during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet. Note : Turnover of hardware will not be considered for evaluation	Average annual turnover should be at least Rs. 500 Cr. in India during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet. Note : Turnover of hardware will not be considered for evaluation	No Change	As per RFP.
40	Tech Mahindra	12	3 Eligibility Criteria 1 (4)-Financial: Net Worth	The bidder should have positive net-worth as on March 31, 2022	The bidder should have positive net-worth in last 3 financial Year as on March 31, 2022	Change in RFP	As per Revised RFP
41	Tech Mahindra	12	3 Eligibility Criteria 1 (5)-Technical Capability	The bidder should have executed/executing at least 2 large-scale e-Governance / Government transformation project in India in last five financial years (i.e. FY 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22) for work order value more than Rs. 50 lac each. Note:- The work order should be issued between 1st April, 2017 to 31st Mar, 2022	The bidder should have executed/executing at least 2 large-scale e-Governance / Government transformation project in India in last five financial years (i.e. FY 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22) for work order value more than Rs. 200 Crore each.	Change in RFP	As per Revised RFP
42	Tech Mahindra	13	3 Eligibility Criteria 1 (7)-Certification	Bidder should have a valid CMMI3, ISO 9001:2000 and ISO 27000 or higher active certification.	Bidder should have a valid CMMI5 in continuation from last 3 FY, ISO 9001:2000 or higher and ISO 27001: 2013 or higher active certification.	No Change	As per RFP.
43	Tech Mahindra	13	3 Eligibility Criteria 1 (7)-Certification Document Required	Certified copy of valid Certificates	Certified copy of valid Certificates In case of Service Providers where the CMMI certification is under renewal, the Bidder shall provide the details of the previous CMMI certification and the current assessment consideration in the Bid Process. Further, if the Bidder is selected, it shall ensure that the certifications continue to remain valid till the end of the Agreement.	Change in RFP	As per revised RFP
44	Data Ingenious Global Limited	54	Pont. No. 7 SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	1) d) The payment to the Selected Agency will be made on a monthly basis (or as applicable in the department). h) Due payments shall be made promptly by the purchaser, generally within ninety (90) days after submission of an invoice or request for payment by the supplier/ selected bidder, and the purchaser has accepted it.	Both of the above clauses contradict for payment. Since this is manpower (effort based) project hence payout shall be released with 7 -15 working days from the date of Invoice submission.	No Change	As per RFP.

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45	Data Ingenious Global Limited	55	2) Service Level Standards/ Requirements/ Agreement:	Replacement of personnel at request of Purchaser	Penalties should be relaxed in such case.	No Change	As per RFP.
46	Data Ingenious Global Limited	43	9) Delivery of Services	d) Shifting the place of deployment: The user will be free to shift the place of deployment of resources for the said services within the same city /town/ district/ division. The successful/ selected bidder shall provide all assistance, including transportation, in relocating the resources.	Query: Since this is departmental need hence the relocation charges shall be paid to the Agencies as one time allowance and expenses on actuals. A prior intimation at least 1 months in advances shall be given to agency.	No Change	As per RFP.
47	Data Ingenious Global Limited		General		What are working days and timings. Which Calendar would be followed ?	Clarification	According to the calender of Government of Rajasthan.
48	Data Ingenious Global Limited		General		Would remote working like work from home or central office, project office is allowed.	Clarification	As per requirement of the project.
49	Data Ingenious Global Limited		General		Resources would be provided Laptop along with licensed softwares and commonly used applications like Antivirus, Email, Office Suite, Adobe.	Clarification	As per requirement of the project.
50	SISL Infotech Pvt. Ltd.	12	3 Eligibility Criteria	3. Financial Turnover : Average annual turnover should be at least Rs. 100 Cr. in India during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet. Note : Turnover of hardware will not be considered for evaluation	Request you to please amend the clause as below for wider participation: Financial Turnover : Average annual turnover should be at least Rs. 70 Cr in India during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet.	No Change	As per RFP.
51	M/s Trigyn Technologies Limited	12	3 Eligibility Criteria	Average annual turnover should be at least Rs. 100 Cr. in India during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet. Note : Turnover of hardware will not be considered for evaluation	We would request you to amend the clause as Average annual turnover should be at least Rs. 70Cr. in India / 100Cr Global Turnover during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet. Note : Turnover of hardware will not be considered for evaluation Trigyn being a global company, we do multiple projects across the globe. Because of this clause, we will not be able to bid though our global turnover is above 1000Cr and CMMI Level 5 certified company We recently won and executing eMitra project in Rajasthan State.	No Change	As per RFP.
52	Ernst & Young LLP	12	3.1 – Eligibility Criteria	3.1.3 – Financial: Turnover Average annual turnover should be at least Rs. 100 Cr. In India during last three financial years i.e., for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet. Note: Turnover of hardware will not be considered for evaluation	Considering the mission critical nature of projects implemented / to be implemented by RISL, we propose the increase the Average Annual Turnover from Rs. 100 Cr. to Rs. 500 Cr. in India during last three financial years Amended clause for your kind consideration and approval: Average annual turnover should be at least Rs. 500 Cr. In India during last three financial years i.e., for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet. Note: Turnover of hardware will not be considered for evaluation	No Change	As per RFP.
53	Ernst & Young LLP	12	3.1 – Eligibility Criteria	3.1.4 – Financial: Net Worth The bidder should have positive net-worth as on March 31, 2022	"Considering the mission critical nature of projects implemented / to be implemented by RISL, we request you to consider asking for positive net-worth in last 3 Financial Years Amended clause for your kind consideration and approval: The bidder should have positive net-worth during last five financial years i.e., for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet"	Change in RFP	As per Revised RFP.
54	Ernst & Young LLP	12	3.1 – Eligibility Criteria	3.1.5 - Technical Capability The bidder should have executed/executing at least 2 large-scale e-Governance / Government transformation project in India in last five financial years (i.e., FY 2017- 18, 2018-19, 2019-20, 2020-21 and 2021-22) for work order value more than Rs. 50 lac each. Note: - The work order should be issued between 1st April, 2017 to 31st Mar, 2022	Considering the mission critical nature of projects implemented / to be implemented by RISL, we understand that similar large scale implementation experience is required to execute and honor relationship with RISL. So, hereby we request you to kindly consider the projects / work order having value more than Rs. 5 Cr. Amended clause for your kind consideration and approval: The bidder should have executed/executing at least 2 large-scale e-Governance / Government transformation project in India in last five financial years (i.e., FY 2017- 18, 2018-19, 2019-20, 2020-21 and 2021-22) for work order value more than Rs. 20 Cr. each. Note: - The work order should be issued between 1st April, 2017 to 31st Mar, 2022	Change in RFP	As per Revised RFP.
55	Ernst & Young LLP	13	3.1 – Eligibility Criteria	3.1.6 – Manpower Strength The bidder should have at least 300 full time employees in IT/ ITES /e-Governance/ Consultancy/ Service Provider/ IT based project manpower services across India as on 31st Mar 2022	Considering the mission critical nature of projects implemented / to be implemented by RISL, we understand that a strong technical workforce with diversified experience is required to successfully execute the project(s). Amended clause for your kind consideration and approval: The bidder should have at least 1000 full time employees in IT/ ITES /e-Governance/ Consultancy/ Service Provider/ IT based project manpower services across India as on 31st Mar 2022	No Change	As per RFP.
56	Ernst & Young LLP	13	3.1 – Eligibility Criteria	3.1.7 – Certification Bidder should have a valid CMMI3, ISO 9001:2000 and ISO 27000 or higher active certification	We understand that quality deliverables and mature standardized processes at organization level is crucially required for successful execution of assignments. We submit our request for your kind consideration to mandatorily ask for CMMI Level 5 certification as CMMI 5 Maturity level 5 focuses on continually improving process performance through both incremental and innovative technological improvements. Amended clause for your kind consideration and approval: Bidder should have a valid CMMI5, ISO 9001:2000 and ISO 27000 certification.	No Change	As per RFP.

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57	Deloitte Touche Tohmatsu India, LLP	Page 12	3, point 3	Average annual turnover should be at least Rs. 100 Cr. in India during last three financial years i.e. for the year ending March 31, 2019, 2020 and 2021 as per audited balance sheet	As this is the empanelment for Tier 1 companies we request you to raise the required turnover from INR 100 Cr. To INR 1000 cr. in order to ensure best in class Tier 1 companies participation	No Change	As per RFP.
58	Deloitte Touche Tohmatsu India, LLP	Page 20	Note, point 3	The Selected Agency should share the documentary evidence of due diligence as per the process finalized with RISL	Please let us know the documents which RISL envisage for due diligence.	Clarification	As per applicable Norms.
59	Deloitte Touche Tohmatsu India, LLP	Page 21	4.4.7	The 'Man Month Rate' by Level applicable for the replacement Personnel shall be the same or lower as of the replaced Personnel	We request you to keep the man-month rate of the replaced personnel same.	No Change	As per RFP.
60	Deloitte Touche Tohmatsu India, LLP	Page 21	4.4.8	The Selected Agency shall bear all additional travel and other costs arising out of or incidental to any removal and/or replacement	We request that any out of pocket expense (OPE) should be reimbursed by RISL on actuals post submission of valid bills/receipts.	No Change	As per RFP.
61	Deloitte Touche Tohmatsu India, LLP	Page 22	4.6.3	RISL may ask the selected agency for deployment of resources on partial (example 25%, 50%, 75% etc.) or full time basis depending upon the scope of work and requirement of the project	Please let us know if this will be a 100% onsite requirement or a hybrid mode of working.	Clarification	As per requirement of the project.
62	Deloitte Touche Tohmatsu India, LLP	Page 22	4.6.5	The Selected Agency should ensure that an Organizational Level NDA is signed by the Selected Agency with every candidate that is deployed on the project	We usually provide Offer Letter to the candidates with detailed terms of requirement. Please let us know if still the bidder needs to sign the NDA.	No Change	As per RFP.
63	Deloitte Touche Tohmatsu India, LLP	Page 22	4.6.7	Confidential Information, Security and Data to the Purchaser	We understand that the pre-existing IPR of the Bidder will still be with the Bidder.	No Change	As per RFP.
64	Deloitte Touche Tohmatsu India, LLP	Page 34	26	Confidentiality	We request you to cap the confidentiality timeline and include following; The confidentiality obligations shall survive the termination of this Contract / completion of services for a period of one (1) year	No Change	As per RFP.
65	Deloitte Touche Tohmatsu India, LLP	Page 49	28	Termination	We request you to add the following in the section; The Bidder may suspend or terminate the Contract, by not less than thirty (30) days in case - Client does not make the payment to the Bidder - Does not adhere to the arbitration judgement - if Bidder determines that a law, regulation or anything having similar import, or a circumstances (including cases where client's ownership or constitution has changed), makes Bidder's performance of the Contract impermissible or in conflict with independence or professional rules applicable to Bidder.	No Change	As per RFP.
66	Deloitte Touche Tohmatsu India, LLP	Page 47	24	Limitation of Liability	We request you to add the following; Limitation of liability: Notwithstanding anything contained in the contract, Client agrees that the Vendor/ Bidder / Consultant shall not be liable to Client, for any losses, claims, damages, liabilities, cost or expenses ("Losses") of any nature whatsoever, for an aggregate amount in excess of the fee paid under the contract for the services provided under the contract, except where such Losses are finally judicially determined to have arisen primarily from fraud or bad faith of the Vendor/ Bidder / Consultant. In no event shall the Vendor/ Bidder / Consultant, be liable for any consequential (including loss of profit and loss of data), special, indirect, incidental, punitive, or exemplary loss, damage, or expense relating to the services provided pursuant to this Contract	No Change	As per RFP.

PreBid Queries & Response (Tier-I)

#	Firm Name	RFP Page No.	RFP RULE / CLAUSE	RULE DETAILS	QUERY / SUGGETION / CLARIFICATION	Decision	RISL Response
67	Deloitte Touche Tohmatsu India, LLP	Page 55	7 (2)	Service Level Standards/ Requirements/ Agreement	For any penalty whatsoever we understand that the penalty shall only be considered for the reasons solely attributable to the Bidder.	No Change	As per RFP.
68	Deloitte Touche Tohmatsu India, LLP	Page 64	Annexure 6	Addition	We request you to add the following clause; "The prices quoted by bidders should be within plus and minus 25% of the average prices quoted by the technically qualified bidders. If the prices are higher or lower than this band, bid will be rejected."	No Change	As per RFP.