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1	10	35	Mobile App (iOS and Android) As part of the citizen engagement initiative, the agency will also develop a mobile application for both Android and iOS platforms.	Here, We assume that the cost for Apple and Google developers' accounts including their recurring charges will be in the scope of PSeGS. Please confirm.	The client will provide the necessary accounts for the production environment only, specifically for Web applications and Mobile applications. Client will not provide accounts for non-production environments, such as testing or staging.
2	13.3	39	Cutting-Edge AI Driven Survey App A mobile based application to conduct structured surveys from citizens. This app should: ● Enable evaluation of citizen sentiment regarding: ○ Change in citizen sentiment on the new govt portal ○ Service delivery effectiveness on the government portal. ○ Whether service resolutions were satisfactory. ○ Overall citizen satisfaction with the government's responsiveness and approach. ● Useful for continuous improvement through real-time public perception monitoring	Kindly clarify whether a separate Survey mobile application is to be developed for conducting structured surveys from citizens, or if the required functionality should be integrated into the citizen app.	All required features will be integrated into a single, newly developed Mobile application, ensuring a comprehensive and unified solution
3	7.1.4.9.	47	Integration with other Government Initiatives	Here, We assume that the appropriate APIs for integration with govt initiatives will be arranged by PSeGS.	The client will facilitate access to available APIs from other Govt. departments/agencies, enabling seamless integration and functionality
4	07.03.05	50	Live training for Departments of Punjab government be provided as and when requested by the Client.	Kindly confirm whether the live training will be conducted onsite or offsite.	Training Requirements: - Both onsite and offsite training will be provided as needed. - Onsite training: - To be provided by the service provider at

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					least 3 times a year. - Service provider will bear the cost. - Client will provide premises, electricity, and internet. - Offsite training: - To be provided as and when required, in addition to onsite training.
5	07.04.02	52	The above-mentioned on-site resources are required to be present on the location as decided by the Client for the whole contract period. The Client's office working hours and working days shall be applicable on these resources. However, the deployed manpower should be available 24*7 on call for providing necessary support services.	Here we assume that location of deployed resources will be Chandigarh/ Mohali. Kindly confirm if our understanding is correct. And please confirm the working days for the deployed resources. Additionally, please clarify whether Saturdays and Sundays are included in their regular working schedule.	Please refer Corrigendum
6	07.06.01	56	The Service Provider shall perform necessary integrations as per the requirement of the Client. For example: SMS gateway, email gateway, digilocker, payment gateway, etc.	Here, We assume that all APIs for integration with SMS gateway, email gateway, digilocker, payment gateway, etc. will be arranged by PSeGS.	The client will facilitate access to available APIs from other Govt. departments/agencies, enabling seamless integration and functionality.
7	07.06.08	57	The Service Provider shall provide the security audit certificate of the complete solution from a CERT-In empanelled agency prior to Go-Live and thereafter, after every two years from the date of Go-Live.	Please clarify who will bear the cost of security audit throughout the contract period, Bidder or PSeGS?	Please refer Corrigendum
8	07.06.11	57	The Service Provider shall implement the software with multilingual support i.e. in Punjabi and English.	Here, we assume that this can be achieved with the help of Google translator. Kindly confirm.	- The service provider can use third-party Punjabi translation tools/solutions with high accuracy at their own cost. - The tool will be finalized by the client in consultation with the service provider during development. - If the tool's accuracy is low, the service provider must develop a custom tool at their own cost.

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9	07.06.09	57	The Service Provider shall provide the GIGW Compliance Audit certificate of the portal from STQC or its authorized agency.	Please clarify who will bear the cost of the GIGW certificate throughout the contract period, Bidder or PSeGS?	Please refer Corrigendum
10	-	-	General query	Please confirm whether the existing domain name will be utilized for the new web portal. If not, clarify who will cover the expenses for the domain name and its renewal.	The client will procure and provide the domain name for the production environment
11	-	-	General query	We assume that content authoring and uploading will be the responsibility of PSeGS, Please confirm.	- The client will provide the content. - The service provider will upload the content.
12	-	-	General query	We need to clarify whether the cost of any paid licenses or tools will be covered by the PSeGS or the bidder.	Any Infrastructure including hardware and licenses (OS and Database only) required at production environment shall be provided by the client.
13	-	-	General query	Please clarify who will bear the cost of the SSL certificate throughout the contract period - Bidder or PSeGS.	The client will provide the SSL certificate for the production environment.
14	-	-	General query	We would like to clarify the total duration of the project. As per our understanding, there are two possible interpretations: 1. The entire project duration is 5 years, which includes the 195-day software development period up to Go-Live and the AMC period thereafter; Or 2. The project includes 195 days for software development up to Go-Live, followed by 5 years of AMC, making the total project duration 5 years and 195 days. Kindly confirm which of the above interpretations is correct.	The entire project duration is 5 years, starting from the date of contract signing.

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15	-	-	Request of EMD exemption	We would like to respectfully request exemption from the submission of Earnest Money Deposit (EMD) as our organization is registered as a Micro/Small Enterprise (MSE) under the Ministry of Micro, Small & Medium Enterprises (MSME), Government of India. As per the provisions of: Rule 170(i) of the General Financial Rules (GFR) 2017, and Clause 6.1 of the Public Procurement Policy for MSEs Order, 2012, MSEs are exempted from the payment of EMD for participation in government tenders. We kindly request you to consider our application for EMD exemption in accordance with the above provisions.	As per RFP
16	-	-	Online Pre-Bid Meeting Link	We kindly request to provide the online link for the Pre-Bid Meeting scheduled for 25 July 2025, at 11:00 AM for this RFP. This will enable us to address our queries and submit our most competitive offer	As per RFP
17	7.1.3.1.	30	Design and develop a Service-Oriented Architecture (SOA)-based web application along with mobile applications for both Android and iOS platforms	We understand that the scope includes the development of an Android and iOS-based mobile application. However, the resource requirements do not currently mention a position for a Mobile Application Developer. We kindly request that this role be included under the resource category for clarity and alignment with the stated requirements	Please refer corrigendum

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18	07.01.04	34	#Requirement Call center and user interaction	As per our understanding, there is an existing IVRS/Call Centre system currently in operation. The service provider is expected to integrate with the existing APIs, without the need to develop a new IVRS system. Kindly confirm if our understanding is correct.	Yes. Understanding is correct.
19	10	35	#Requirement Mobile App (iOS and Android) As part of the citizen engagement initiative, the agency will also develop a mobile application for both Android and iOS platforms	We understand that the scope includes the development of a mobile application for both Android and iOS platforms. However, the resource section does not mention a position for a Mobile Application Developer. We kindly request you to include this role under the resource category for proper alignment with the project requirements.	Please refer corrigendum
20	13.1	39	#Requirement Integrated Call Centre Web Interface for the allied call centres	Kindly confirm if our understanding is correct: The Citizen Portal is expected to integrate with the existing Call Centre applications and provide an interface primarily for viewing feedback call statistics and grievance tracking insights.	Yes. Understanding is correct.
21	7.1.4.4.2.	46	Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies	Could you please confirm the duration for which data will be retained within the PSeGS system? Is the retention period limited to 1 year or a different duration? Additionally, kindly clarify the number of years for which active and archived/offline data must be maintained.	The Service Provider is required to retain data, documents, and information related to services as per Government instructions, which typically mandates lifetime retention for most data. Storage for this purpose will be provided by the client.
22	7.1.4.2.	46	Migration of the existing applications	We assume that there will be a one-time historical data migration from the existing applications, followed by incremental data synchronization during the Parallel Run period (when both the existing and new applications will operate concurrently). Kindly confirm if this understanding is correct.	Yes. Understanding is correct.

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23	7.1.4.2.1.	46	The Service Provider shall develop and migrate all the existing applications, e-forms, MIS dashboard of e-Sewa Portal to the new Architecture of Citizen Portal.	If migration of data from the existing applications to the new system is required, we kindly request you to provide details regarding the type and volume of data to be migrated. This information will help ensure proper planning and smooth execution of the migration process.	- MS SQL relational database is used for data storage. - Blob storage is used for object storage. - Current database size is approximately 50 TB. - Exact database information, including schema, will be shared with the selected service provider.
24	7.5	55	7.5. Proposed Technology Stack IV. Cloud Infrastructure & Services (MeitY-empanelled, hosted in India) ● Cloud Provider: MeitY-empanelled cloud providers hosted in India (as per RFP guidelines).	Kindly confirm whether the cloud infrastructure is to be provisioned by the service provider, or if it will be provided by the client.	Hosting infra to be decided and provided by the client
25	07.06.04	56	The Service Provider shall host the solution at Punjab State Data Center. The infrastructure will be provided by the Client.	Kindly confirm if our understanding is correct: Will PSeGS provide the cloud infrastructure for hosting the applications, or is the Service Provider expected to engage an empanelled Cloud Service Provider (CSP) for deployment? This clarification will assist in accurate infrastructure planning and cost estimation.	Hosting infra to be decided and provided by the client
26	07.06.01	56	The Service Provider shall perform necessary integrations as per the requirement of the Client. For example: SMS gateway, email gateway, digilocker, payment gateway, etc.	We understand that the SMS APIs, Payment Gateway, Email Gateway, and DigiLocker services will be provisioned by the customer, and the Service Provider will only be responsible for integrating these with the proposed Citizen Portal system. Kindly confirm if this understanding is correct.	The client will facilitate access to available APIs from other Govt. departments/agencies, enabling seamless integration and functionality by Service Provider..
27	5.2.2. The eligibility criteria are given as below: (2)	11	The bidder should be in operation for at least the last five years as on 30.04.2025 and should have successfully completed "Similar Work" in government / large private organizations during the last five years ending 31.03.2025 as per following details: -	The bidder should be in operation for at least the last five years as on 30.04.2025 and should have successfully completed "Similar Work" in State Government/ Central Government/ PSU/Other Government Institutions.	No Change.

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28	5.2.2. The eligibility criteria are given as below: (5)	12	The bidder should be ISO 9001 and CMMi3 certified which should be valid on the date of submission.	The bidder should be ISO 9001 and CMMi5 certified which should be valid on the date of submission.	Please refer Corrigendum
29	5.2.2. The eligibility criteria are given as below: (3)	12	The bidder should have a minimum annual average turnover of Rs. 50 crores, in any three of the last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24. Alternatively, the bidder may include the financial year 2024–25 for consideration, provided a CA-certified certificate with a valid UDIN is submitted for that year.	The bidder should have a minimum annual average turnover of Rs. 200 crores, in any three of the last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24. Alternatively, the bidder may include the financial year 2024–25 for consideration, provided a CA-certified certificate with a valid UDIN is submitted for that year.	No Change
30	5.6 Preparation of bid (5.6.6)	19	The bids submitted by a consortium of companies / firms or any subcontractors will be rejected.	Given the nature and scale of work in referenced Tender, TCIL believes that Consortium Bidding or Sub-Contracting should be allowed to deliver the best possible results in a timely and cost-effective manner.	No Change
31	7.4 Manpower Requirements	50	The below mentioned bare minimum manpower is required to be deputed exclusively for this project and must be deployed onsite by the Service Provider:	Kindly clarify whether the deployed manpower is required to be on the rolls of the Bidder (Service Provider) or if deployment through a sub-contracting agency is permissible.	Yes, Deployed manpower should be on roll of the Service Provider.
32	7.8 Outsourcing / subletting (7.8.1)	58	No part of the contract shall be outsourced by the Service Provider. Non-adherence to the same shall attract penal action against the Service Provider	Given the nature and scale of work in referenced Tender, TCIL believes that Please allow Subletting/Outsourcing to deliver the best possible results in a timely and cost-effective manner.	No Change
33	7.1.3.2.	30	Migrate the existing applications, data into the new architecture. Currently legacy data backup is around 45-50 TB.	a) How many rows and columns would be there for migration ? B) Will data cleansing be required ? C) Will data entry and data digitization be required ?	- MS SQL relational database for data storage - Blob storage for object storage - Current database size: approximately 50 TB - Exact database information, including schema, will be shared with the selected service provider - Service Provider will provide required software, tools, and manpower at their own cost

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					- Data cleansing (if required) will be done by the Service Provider at their own cost, in consultation with the client - No data entry or digitization is required for existing data
34	Single point for G2C Services	32	● The objective is to have all such departments use Uniform Interface (UI) which is a citizen portal to provide all G2C services.	a) How many G2C Services are there ? B) Will more services be added ? C) Will external interface be required for such service ?	As per RFP
35	Generic Workflow Engine	33	This generic workflow engine will allow easy creation of workflow for new services with drag and drop feature and minimum technical programming support and thus enable the State government to create new services as and when required by the various Departments. At the minimum, the workflow engine should have the following features: ● Feature to use the master data for the auto populating the forms and dropdowns specifically with reference to : o Name of District, Tehsils, Blocks & Villages o Designation of officials involved in the processing of the application	a) How many workflows are required ? B) Will workflows be dynamic in nature ?	As per RFP - Workflow will vary by service according to government instructions. - Workflow is subject to change as per government instructions issued from time to time.
36	Last mile connectivity	37	B. Call Centre/Helpdesk Systems ● Integration with call centre dashboards to: ● Record and escalate grievances. ● Assist with application filling. ● Update citizens on status via IVR or agent support.	a) What are the conditions for call escalations ? B) How many levels of escalations are needed ?	- Escalation will be triggered if grievances are not resolved within the timelines defined by the government. - A 2-level escalation system will be implemented to ensure timely resolution.

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37	13 Complementary Products for Enhanced Ecosystem Efficiency	38	The following complementary Ready to Use AI/ML-enabled tools are required to support the key governance objectives: ● Enhance operational efficiency across government service delivery workflows. ● Enable longitudinal and cross-sectional citizen feedback collection across services and time periods. ● Deploy AI-powered monitoring to deliver real-time feedback loops that support improved communication and service delivery.	a) What are the kind of enhancements suggested ? B) Will enhancements be major which would require estimation ?	- AI will be used to enhance citizen services, including: - Personalized services (chatbots, virtual assistants, auto-form filling, multilingual support) - Accessibility improvement - AI will also be used for: - Process streamlining (automated workflows, intelligent workflow orchestration) - Data-driven decision-making (predictive analysis, fraud detection, citizen feedback analysis) - The Service Provider is expected to bring innovative use cases to improve service quality and governance during the project.
38	17 Integration with Digi Locker	41	Citizen portal shall integrate with Digi-Locker and for integration of already issued certificates	a) What is the process of integrating already issued certificates with digi locker ?	Current portal (esewa) is integrated with digilocker using APIs.
39	22 Storage	42	Study of existing system and cater the issues of increasing Database size and shall propose Document Management System.	a) What is the envisaged increase in the database ?	Currently, approximately 10 GB data and objects per day is stored in database related to 430+ services which will be increased with the number of services being added. The bidders are required to make its own estimates for storage, however, it is again clarified that required storage shall be provided by the client.
40	7.4.8. Helpdesk Resources:	53	7.4.8.1. The agency shall provide 2 dedicated personnel. These resources will be deployed at Govt. of Punjab Call Centre situated at Chandigarh/ Mohali. These resources shall train helpdesk executives which will provide uninterrupted technical and operational assistance. This team shall be responsible for L1	a) What are the working hours of the helpdesk resources ? B) Will the department provide the necessary space and infrastructure for the resources ?	a). 8 AM to 8 PM. b). Premises, furniture, electricity, internet shall be provided by the client.

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			and L2 support, incident resolution, user guidance, and escalation management.		
41	7.7. Project Timelines & Deliverables & Payment terms	57	2. Deployment of team, Study As-Is & KT Understanding & takeover of existing Application, Deputing Manpower - onsite and offsite. T2: T1 + 45 days	a) The time line mentioned have a dependency on the department and would depend on the signoff timeline.	The client will provide formal sign-off to the selected service provider.
42	213 Labour	96	CORRECTION IN APPLICATION FOR MATERNITY BENEFIT SCHEME	a) There are several corrections mentioned , hence wish to know the number of bugs and enhancements required in the present system.	Exact details of each service will be shared with the selected service provider.
43	General	NA	No of Concurrent Users	How many concurrent users are there. What is it in Mille sec, Micro sec etc.	Please refer RFP Sl. No. 7 at Page no. 34.
44	General	NA	Max Transaction per Day	What is the number of transactions per day	Please visit esewa.punjab.gov.in
45	General	NA	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	Please visit esewa.punjab.gov.in
46	General	NA	Any Document Upload Permitted	Is there any document upload required	Yes
47	General	NA	Max Size of File in MB	What is the file Upload size in MB	- Current maximum file size limit: 2 MB - Limit may be increased based on specific service requirements.
48	General	NA	Max Files per User	What is the file upload per user required	It varies from service to service.
49	General	NA	Database Backup Policy	What is the database back policy	Please refer current policy at https://dit.punjab.gov.in/wp-content/uploads/2024/10/Data-Archival-Policy-for-In-House-Developed-Software-at-PSeGS-and-DGRPG-4.pdf.
50	General	NA	Database Retention Policy	What is database retention policy	Please refer current policy at https://dit.punjab.gov.in/wp-content/uploads/2024/10/Data-Archival-

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					Policy-for-In-House-Developed-Software-at-PSeGS-and-DGRPG-4.pdf.
51	General	NA	DC - DR Policy	What is Data recovery policy	Shall be prepared in consultation with selected service provider.
52	General	NA	RPO -- Recovery Point of Object	What is the required recovery Point of Object	10 mins
53	General	NA	RTO -- Recovery Time of Object	What is the Recovery Time of Object	20 mins
54	General	NA	Data Archival Policy	What is the current data archival policy	Please refer current policy at https://dit.punjab.gov.in/wp-content/uploads/2024/10/Data-Archival-Policy-for-In-House-Developed-Software-at-PSeGS-and-DGRPG-4.pdf.
55	5.3.	5.3. Technical Evaluation, Page 15, SN 1	Average Annual Turnover in any three of the last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23, and 2023-24. Alternatively, the bidder may include the financial year 2024–25 for consideration, provided a CA-certified certificate with a valid UDIN is submitted for that year.	Kindly confirm that marks are assigned for Average Annual Turnover 2019-20, 2020-21, 2021-22, 2022-23, and 2023-24. Since, 2024-25 Audit is still under processing, we won't be able to get a CA certificate for this year. Kindly remove this.	It is clarified that as per eligibility criteria, RFP Clause 5.2.2 Sl. No. 3,4, the bidder may submit required documents of any three of the last financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23, 2023-24 and 2024-25
56	5.3	5.3. Technical Evaluation, Page 16, SN 2	Supporting Document Required	Kindly include CA certificate for fees receiving during the years with Start date and end date to proof the cost of the project.	Please refer Corrigendum
57	5.2.2.5	5.2.2. The eligibility	The bidder should be ISO 9001 and CMMi3 certified which should be valid on the date of submission.	Since this is a large project, we request you to revise this criteria and include CMMi5 Certification.	Please refer Corrigendum

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		criteria are given as below. Point no 5			
58	5.2.2.3	5.2.2. The eligibility criteria are given as below. Point no 3	The bidder should have a minimum annual average turnover of Rs. 50 crores, in any three of the last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24.	Request you to revise this criteria as below: The bidder should have a minimum annual average turnover of Rs. 100 crores, in any three of the last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24. This will ensure only large firms with repute will be able to participate considering the nature and importance of the project.	No Change
59	5.3.2.1	5.3. Technical Evaluation, Page 16, SN 1	Average Annual Turnover in any three of the last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23, and 2023-24. Alternatively, the bidder may include the financial year 2024–25 for consideration, provided a CA-certified certificate with a valid UDIN is submitted for that year. ● More than or equal to Rs. 50 Crore but less than Rs. 100 Crore : 10 Marks ● More than or equal to Rs. 100 Crore but less than Rs. 200 Crore : 15 Marks ● More than or equal to Rs. 200 Crore: 20 Marks	Request you to revise this criteria as below: ● More than or equal to Rs. 100 Crore but less than Rs. 200 Crore : 10 Marks ● More than or equal to Rs. 200 Crore but less than Rs. 300 Crore : 15 Marks ● More than or equal to Rs. 400 Crore: 20 Marks	No Change
60	5.11	7.1.2. Page 30	Service Charge for design, development, UAT and hosting on production environment, provided by PSeGS, for one service	These services belongs to the different departments, who will be coordinating with other	- FRS for each service will be provided by the client in consultation with the concerned department.

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				departments and what in case delay of not availability of the work from.	- The client will facilitate coordination as needed..
61	7.1.3.2.	7.1.3.2 Page 30	Migrate the existing applications, data into the new architecture. Currently legacy data backup is around 45-50 TB	For existing services data is with the esewa database, does this need to migrate.	Yes, understanding is correct.
62	7.1.4.1.4.	Requirement Section 2nd point Page 32	Service Provider shall do Web Service/API integration for all G2C services available.	Workflow is required for those services?	Yes, understanding is correct. - Workflow will vary for each service. - The specific workflows will be shared with the selected service provider.
63	7.1.4.2.1.	7.1.4.2.1. Page 46	The Service Provider shall develop and migrate all the existing applications, e-forms, MIS dashboard of e-Sewa Portal to the new Architecture of Citizen Portal.	Does existing services need to be redeveloped or just integration is required. As per requirement it is mentioned that existing services need to be integrated from citizen portal.	As per RFP
64	7.7.1.	7:07:01	Deployment of team, Study As-Is & KT	Give extension to the Manpower Deployment and Then Understanding of the of existing application require time. Understanding can be done after team is deployed. Time required for team deployment should be 45 days and Understanding required additional time for that.	No Change
65		Generic		Time Lines given for the application development is not practical.	No Change
66		Generic		SRS: Department should provide nodal officers and in time bound.	Details of nodal officers will be shared with selected service provider.
67		Generic		Since this is a large and reputed project, we request you consider QCBS 70:30 or 80:20 evaluation	No Change

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				process so that large firms with repute can gain technical advantage.	
68		Generic		Since this project is regarding Design, Development, Implementation and Maintenance of Citizen Portal we request to include the following criteria in Eligibility of projects: #2 projects involving implementation scope of Government to citizen services	No Change
69	5.2.Pre-qualification/ Eligibility criteria	11	The bidder should be in operation for at least the last five years as on 30.04.2025 and should have successfully completed "Similar Work" in government / large private organizations during the last five years ending 31.03.2025 as per following details: - A. One similar work costing not less than the amount equal to Rs. 10 Cr. OR B. Two similar works each costing not less than the amount equal to Rs. 6.25 Cr. each. OR C. Three similar works costing not less than the amount equal to Rs. 5 Cr. each.	We kindly request you to amend the clause as under: The bidder should be in operation for at least the last Seven years as on 30.04.2025 and should have successfully completed "Similar Work" in government / large private organizations during the last seven years ending 31.03.2025 as per following details: - A. One similar work costing not less than the amount equal to Rs. 6 Cr. OR B. Two similar works each costing not less than the amount equal to Rs. 3.5 Cr. each. OR C. Three similar works costing not less than the amount equal to Rs. 2 Cr. each.	Please refer Corrigendum
70	2. Document control sheet	5	Earnest Money Deposit (EMD) through online mode Rs. 50,00,000/- (Rs. Fifty Lakhs Only)	We kindly request you to allow the submission of EMD in the form of Bank Guarantee also.	Please refer Corrigendum
71	5.3. Technical Evaluation 1.	15	Organizational Financial Strength Average Annual Turnover in any three of the last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23, and 2023-24. Alternatively, the bidder may include the financial year 2024–25 for consideration, provided a CA-	We kindly request you to amend the clause as under: Average Annual Turnover in any three of the last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23, and 2023-24. Alternatively, the bidder may include the financial	No Change

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			certified certificate with a valid UDIN is submitted for that year. ● More than or equal to Rs. 50 Crore but less than Rs. 100 Crore : 10 Marks ● More than or equal to Rs. 100 Crore but less than Rs. 200 Crore : 15 Marks ● More than or equal to Rs. 200 Crore: 20 Marks	year 2024–25 for consideration, provided a CA-certified certificate with a valid UDIN is submitted for that year. ● More than or equal to Rs. 30 Crore but less than Rs. 50 Crore : 10 Marks ● More than or equal to Rs. 50 Crore but less than Rs. 100 Crore : 15 Marks ● More than or equal to Rs. 100 Crore: 20 Marks	
72	5.3. Technical Evaluation 2.	16	Past Experience The bidder should have executed or in the process of executing a statewide single IT project of minimum value Rs. 3.5 Crore with State Government/ Central Government/ Semi Government/ Quasi Government/ PSU/Private Organization Other Government Institutions, which includes any 3 activity of below – ● Development of Web-Portal ● Electronics Forms & Workflow ● Capacity Building and Change Management ● Deployment of Data Centre Infrastructure and Networking ● Quality Testing and Certification	We kindly request you to amend the clause as under: The bidder should have executed or in the process of executing a statewide single IT project of minimum value Rs. 2 Crore with State Government/ Central Government/ Semi Government/ Quasi Government/ PSU/ULB/Private Organization Other Government Institutions, which includes any 3 activity of below – ● Development of Web-Portal ● Electronics Forms & Workflow ● Capacity Building and Change Management ● Deployment of Data Centre Infrastructure and Networking ● Quality Testing and Certification ● Online Citizen Services ● E-Auction ● Accounts and Finance Management	Please refer corrigendum
73	8. SLA and Penalties 8.1.2.	61	The maximum penalty shall be 20% of the invoice value. After this limit is reached, a letter of warning shall be issued and the Client reserves the right to terminate the contract for default.	The total cumulative penalty shall not exceed 10% of the total contract value kindly confirm.	No Change
74	2. Document control sheet	5	10. Earnest Money Deposit (EMD) through online mode Rs. 50,00,000/- (Rs. Fifty Lakhs Only)	The bidder requests the following modifications: Please accept EMD to be submitted in the form of a Bank Guarantee also for the following reasons: 1. Bank Guarantee is a valid form of PBG widely	Please refer Corrigendum

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				accepted across tenders. 2. Issuing an EMD in the form of RTGS/NEFT will block the working capital for the bidder and this would be retained by the tendering authority till the end of the tendering process, which in case is delayed , the money is held back till such time and intern a financial impact to the bidder. In case of a BG only a margin money of the EMD would be blocked for the said period. However, this does not affect the tendering authority as they are assured of the security deposit from the issuing bank on behalf of the bidder.	
75	2. Document control sheet	5	13 Method of Selection Cost Based Selection (CBS)	The bidder requests the following modifications: Please change the evaluation methodology to Quality and Cost-based Selection (QCBS) system. The technical and financial scores secured by each bidder to be added using weightage of 80% (Technical) and 20% (Financial) respectively to compute a Composite Bid Score. $Bn = 0.80 * Tn + 0.20* Fn$ Where Bn = overall score of bidders Tn = Normalized technical score of the bidder (out of maximum of 100 marks) Fn = Normalized financial score of the bidder The bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.	No Change
76	5:02:02	12	3. The bidder should have a minimum annual average turnover of Rs. 50 crores, in any three of the last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24. Alternatively, the bidder may include the financial year 2024–25 for consideration, provided a CA-certified certificate with a valid UDIN is submitted for that year. Supporting documents:	The bidder requests the following modifications: Please accept certificate from Company Secretary also.	No Change

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			Audited Financial Statements with Certificate from statutory auditors clearly certifying the turnover requirements OR CA certificate clearly certifying the turnover requirements		
77	5:02:02	12	4. The bidder's net worth should be positive in at least three of the last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23, and 2023-24. Alternatively, the bidder may include the financial year 2024–25 for consideration, provided a CA-certified certificate with a valid UDIN is submitted for that year. Supporting documents: CA certificate clearly certifying the net-worth.	The bidder requests the following modifications: Please accept certificate from Company Secretary also.	No Change
78	5:02:02	12	5. The bidder should be ISO 9001 and CMMi3 certified which should be valid on the date of submission.	The bidder requests the following modification: To implement such a critical citizen centric project, the bidder should be CMMi5 certified. Please modify.	Please refer Corrigendum
79	5:03:02	15	1 Organizational Financial Strength Supporting Document Required: Audited Financial Statements WITH Certificate from statutory auditors clearly certifying the turnover requirements OR CA certificate clearly certifying the turnover requirements	The bidder requests the following modifications: Please accept certificate from Company Secretary also.	No Change
80	5:03:02	16	2 Past Experience The bidder should have executed or in the process of executing a statewide single IT project of minimum value Rs. 3.5 Crore with State Government/ Central Government/ Semi Government/ Quasi Government/ PSU/Private	The bidder requests the following modifications / clarifications: 1) Under the Eligibility Criteria, the minimum order value of project is 5 Crores, while in the Technical Evaluation Criteria, the minimum value of project criteria has been relaxed to 3.5 Crores. The bidder	Please refer Corrigendum

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			Organization Other Government Institutions, which includes any 3 activity of below – ● Development of Web-Portal ● Electronics Forms & Workflow ● Capacity Building and Change Management ● Deployment of Data Centre Infrastructure and Networking ● Quality Testing and Certification The maximum marks for each project is 5 marks. 2 Projects – 10 Marks Every single project of similar nature will be awarded 5 marks, subject to a maximum of 20 Marks	requests uniformity across the criteria. 2) Also, for such a project, the Past Experience is critical and so, the minimum value of such projects to be considered for evaluation should be higher.	
81	5:03:02	16	3 CMMi Certification The bidder possesses CMMi certification which should be valid on the date of bid submission.	The bidder requests the following modification: To implement such a critical citizen centric project, the bidder should be CMMi5 certified. Please modify.	Please refer Corrigendum
82	5:03:02	17	8 Net worth: The bidder has a positive net worth in the minimum number of years out of last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24: ● any three FYs : 5 Marks ● more than three FYs : 10 Marks Alternatively, the bidder may include the financial year 2024–25 for consideration, provided a CA-certified certificate with a valid UDIN is submitted for that year. Supporting Document Required: CA certificate clearly certifying the net-worth	The bidder requests the following modifications: Please accept certificate from Company Secretary also.	No Change
83	5:03:03	18	Only those Bidders whose absolute technical score is 60 or more shall be considered by the Client for further evaluation i.e. Financial bid evaluation.	The bidder requests the following modifications: It is a standard practice across all state department RFPs to have a minimum Technical score for qualification as 70. As it is, the evaluation methodology is CBS and not QCBS. So, at least, for	Please refer corrigendum

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				attracting better bidders with higher experience to participate in the RFP, the qualifying marks should at least be 70 or 75.	
84	5:03:04	18	Note: No clarifications shall be sought from the bidders regarding any of the documents submitted as part of the Technical Bid. The Client shall award marks based on documents submitted and the decision of the Client regarding the marks awarded shall be final and binding on the bidders. It shall be the sole responsibility of the bidder to submit all supporting documents as mentioned in the above table at the time of bid submission.	The bidder requests the following modifications: We understand that this is Client's prerogative to not seek any clarifications from the bidders regarding any of the documents submitted as part of the Technical Bid. but this is another non-standard practice. The bidder requests a chance to clarify if there is any discrepancy regarding any of the documents submitted as part of the Technical Bid.	Please refer Corrigendum
85	5:04:01	18	The bidder shall furnish EMD through online mode, as part of the Eligibility Criteria, as per detail provided in the Document Control sheet.	The bidder requests the following modifications: Please accept EMD to be submitted in the form of a Bank Guarantee also for the following reasons: 1. Bank Guarantee is a valid form of PBG widely accepted across tenders. 2. Issuing an EMD in the form of RTGS/NEFT will block the working capital for the bidder and this would be retained by the tendering authority till the end of the tendering process, which in case is delayed , the money is held back till such time and intern a financial impact to the bidder. In case of a BG only a margin money of the EMD would be blocked for the said period. However, this does not affect the tendering authority as they are assured of the security deposit from the issuing bank on behalf of the bidder.	Please refer Corrigendum
86	5:04:03	18	EMD of all unsuccessful bidders would be refunded by Client as promptly as possible after signing of the contract with the successful bidder.	The bidder requests the following modifications: EMD of all unsuccessful bidders would be refunded by Client as promptly as possible after signing of the contract with the successful bidder or 15 days from	Please refer Corrigendum

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				the date of notification of award, whichever is earlier.	
87	5:07:01	20	Bids submitted with any deviations to the contents of the Tender Document will be considered as non-responsive. No deviation(s) / assumption(s) / recommendation(s) shall be allowed with the bid. Bidders must ensure that the pre-bid meeting is attended by their concerned senior people so that all clarifications and assumptions are resolved before bid submission.	The bidder requests the following modifications: No deviation clause should be applicable only for the technical features and commercial clauses. Legal deviations on MSA / General Condition of Contract should be allowed which may be negotiated between the Customer and the successful Bidder at the time of MSA/Contract signing. Hence bidder would request to kindly consider Legal deviations which can be discussed and mutually agreed upon.	No Change
88	5:11	21	Financial bid format and evaluation Category 2: O & M of Software solution O&M shall be applicable after 1 year from Go Live. O&M cost would be 20% of the total rate quoted above by the bidder.	The bidder requests the following modification / clarifications: What is the duration of the O&M period?	Please refer Corrigendum
89	5:11	21	Financial bid format and evaluation Category 2: O & M of Software solution O&M shall be applicable after 1 year from Go Live. O&M cost would be 20% of the total rate quoted above by the bidder.	The bidder requests the following modification / clarifications: Does this mean that: a) 20% of the total price of 600 services will be the O&M cost per annum OR b) 20% of the total price of 600 services will be the O&M cost for the entire O&M period? Please clarify.	Please refer Corrigendum
90	5:11	21	Note: GST will be paid as applicable.	The bidder requests the following clarifications: The bidder understands that all fees payable to bidder are exclusive of any sales, use, value added tax, service , GST or taxes of a similar nature measured by the services, deliverables or charges thereon, imposed by any applicable taxing jurisdiction and where such taxes are applicable,	The client will pay only the applicable GST.

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				the department shall be responsible to pay or reimburse bidder the amount of such taxes. Please confirm if the understanding is correct.	
91	5:11:02	22	The bids will be evaluated on a Cost Based Selection method (CBS) basis.	The bidder requests the following modifications: Please change the evaluation methodology to Quality and Cost-based Selection (QCBS) system. The technical and financial scores secured by each bidder to be added using weightage of 80% (Technical) and 20% (Financial) respectively to compute a Composite Bid Score. $B_n = 0.80 * T_n + 0.20 * F_n$ Where B_n = overall score of bidders T_n = Normalized technical score of the bidder (out of maximum of 100 marks) F_n = Normalized financial score of the bidder The bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.	As per RFP
92	5.11.7.1.	22	If there is a discrepancy between words and figures of the cost, the amount in figures will prevail.	The bidder requests the following modifications: If there is a discrepancy between words and figures of the cost, the amount in words will prevail.	Please refer Corrigendum
93	5:13:01	23	Client will issue a Letter of Intent (LoI) to notify the successful bidder in writing about acceptance of their bid. The LoI will constitute the formation of the contract.	The bidder requests the following modification / clarifications: The date of LoI shall be the Effective date of start of contract OR the Date of signing of contract by both parties shall treated as the final start date of the contract. Please confirm.	The contract start date will be the date of signing of the contract.
94	5:14:01	24	The successful bidder shall furnish performance security to Client valuing @ 10% of the value of the contract within 15 days of release of LoI in the	The bidder requests the following modifications: The successful bidder shall furnish performance security to Client valuing @ 3% of the value of the contract within 30 working days of acceptance of	No Change

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			form of NEFT / DD / ePBG before signing of the contract.	LoI in the form of NEFT / DD / ePBG / PBG before signing of the contract.	
95	5:14:03	24	ePBG shall remain valid for a period of 180 (one hundred eighty) days beyond the expiry of the contract. Whenever the contract is extended, the Service Provider will have to extend the validity of ePBG proportionately. If more items are brought under the contract, the concerned ePBG will have to be increased proportionately whenever the increase in required ePBG is more than one lakh rupees.	The bidder requests the following modifications: ePBG / PBG shall remain valid for a period of 30 (thirty) days beyond the expiry of the contract. Whenever the contract is extended, the Service Provider will have to extend the validity of ePBG / PBG proportionately for 5% of the value of undelivered services only on pro rate basis. If more items are brought under the contract, the concerned ePBG / PBG will have to be increased proportionately whenever the increase in required ePBG is more than one Crore rupees.	Please refer Corrigendum
96	5:15:01	24	The successful bidder shall sign the contract with Client within 15 days of the issuance of LoI.	The bidder requests the following modifications: The successful bidder shall sign the contract with Client within 30 working days of the acceptance of LoI by the successful bidder, or any reasonable extension as agreed between both parties.	No Change
97	6:05:01	27	The Client reserves the right to terminate, by prior written 6 months' notice, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for Client's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. In such a case, the provisions under the Exit Management clause shall apply.	The bidder requests the following modifications: Either party may by written notice with a notice period of 6 months sent to the other, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective. In such a case, the provisions under the Exit Management clause shall apply. On termination, the bidder is entitled to compensation against all the services rendered, material delivered, advances paid and all such costs that have been incurred by the bidder to provide services as per the agreement.	No Change

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98	6:05:01	27	Termination	The bidder requests the addition of the following clause: 1) In the event that Client terminates this agreement, compensation will be accorded to the bidder for the services rendered, advance paid and expenses incurred Up to the termination along with the cost for the additional period for which the Client has requested the bidder to continue the services. 2) If any amount due and payable by Client under the Agreement is more than 30 days overdue; and there is no dispute between Client and the bidder in relation to that amount, the bidder may issue to Client a notice that payment is overdue. If Client fails to pay the bidder within 7 days after the date of such notice, the bidder may by a further notice to Client terminate the Agreement or at its election withdraw services or stop performance of its obligations until payment is made.	No Change. As per RFP
99	7:04:02	52	The above-mentioned on-site resources are required to be present on the location as decided by the Client for the whole contract period. The Client's office working hours and working days shall be applicable on these resources. However, the deployed manpower should be available 24*7 on call for providing necessary support services.	The bidder requests the following modifications: There is a requirement of minimum 21 resources to be available onsite for the entire contract duration. Why such a high number of resources is required post Go-Live to be available onsite? Only 20% of the Total cost of 600 services is to be paid for O&M. Then, in such a case, how is the SI expected to maintain the same team size of 21 resources during the entire term of the contract? The bidder requests that as this is fixed price contract, the team size to be maintained onsite-offshore and their relevant experience should be at the discretion of the SI. Please consider.	No Change
100	7:04:03	52	The Client shall onboard these resources on its attendance mobile app for SLA measurement.	The bidder requests the following modifications: This is not a Time & Material based contract. It is a fixed price contract where the SI shall have to	No Change

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				achieve milestones as per agreed upon timelines for which, even if additional resources are required, they shall be provided at no extra cost. So to have SLAs pertaining to the resource availability onsite is not the right approach. Please delete this attendance tracking requirement.	
101	7.4.8.1.	53	The agency shall provide 2 dedicated personnel. These resources will be deployed at Govt. of Punjab Call Centre situated at Chandigarh/ Mohali. These resources shall train helpdesk executives which will provide uninterrupted technical and operational assistance. This team shall be responsible for L1 and L2 support, incident resolution, user guidance, and escalation management.	The bidder requests the following clarifications: 1) 2 dedicated personnel from Day 1 of the contract or Post Go Live? Please clarify. 2) Is the support to be provided 24*7*365 or only during business hours in a day? 3) Will these 2 personnel be required together in 1 shift or 2 persons in each shift?	1. Resources are required to be deployed during the UAT (User Acceptance Testing) phase. 2. The deployment will follow a 7-day week schedule from 8 AM to 8 PM. 3. The bidder is expected to make its own assessment of resource requirements.
102	7.6.7.2.	56	The production environment shall be hosted in production-grade servers isolated from the development and staging environments.	The bidder requests the following clarifications: Who shall provide the development and staging environments?	Selected Service Provider
103	7:07	57	Project Timelines & Deliverables & Payment terms 1. Signing of Contract - T1	The bidder requests the following clarifications: So, the effective date of contract shall be the date on which, the contract is signed by both parties and not the date of LoA. Please confirm if the understanding is correct.	Yes , Understanding is correct. Signing of contract shall be start date of contract.
104	7:07	57	Project Timelines & Deliverables & Payment terms	The bidder requests the following clarifications: When does the O&M phase start and what is the duration of the O&M period?	Please refer corrigendum.
105	7:07	58	Project Timelines & Deliverables & Payment terms 4. Design & development Mobile Apps (iOS & Android)	The bidder requests the following clarifications: What is T3*? Is this the same as T3 i.e., T2 + 45 days	Yes, T3 will be T2+45 days.
106	7:07	58	Project Timelines & Deliverables & Payment terms	The bidder requests the following clarifications: 1) Will the bidder be paid for these additional 1000	It is clarified that - Payment will be made on a per-service basis

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			Additionally, up to 1000 more services may be added in the Scope of bidder.	services separately? 2) Do we need to do sizing for 600 services OR 1600 services including the 1000 services which may need to be added in the future?	as mentioned in the financial bid. - Initially, 600 services will be included. - There is a possibility of adding 400 more services in the future. Please refer corrigendum
107	7:08:01	58	No part of the contract shall be outsourced by the Service Provider. Non-adherence to the same shall attract penal action against the Service Provider	The bidder requests the following modifications: 1) Sub-contracting should be allowed. The SI should able to decide in the best interest of delivering the project. However, total responsibility will rest with the SI. Please consider. 2) Is the Helpdesk Manpower also mandated to be on bidder's payroll?	No Change
108	7:10:01	59	On expiry or premature termination of the contract / work order, the Successful Bidder shall handover the complete valid source code, database backup, login credentials, knowledge transfer, design documents, latest API documents and project technical documentation, updated user manuals, training materials etc. to the client, failing which appropriate action shall be taken against the Successful Bidder including blacklisting.	The bidder requests the following clarifications: 1) When does the Exit Management period start and end? 2) How will the payments be made during the Exit Management period? 3) The bidder understands that in the event of expiry or premature termination of the contract / work order, the bidder shall be paid for all the goods delivered / services rendered and accepted by the Client till the effective date of termination. Please confirm if the understanding is correct.	1. The client shall issue a letter to the selected bidder before 2 months from date of expiration of contract to start the exit Management process. 2. The duration of the Exit Management period is of 2 months. The payments will be made as per payment terms. 3. Understanding is correct.
109	8:01:01	60	The SLA and penalties are as under: 10 Non-Availability/deployment of manpower as per Scope of Work	The bidder requests the following modifications: This is not a Time & Material based contract. It is a fixed price contract where the SI shall have to achieve milestones as per agreed upon timelines for which, even if additional resources are required, they shall be provided at no extra cost. Also, there are penalties applicable on the SI for missing those timelines. So to have SLAs pertaining to the resource availability onsite is not the right	No Change

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				approach. Please delete this SLA parameters and associated penalty.	
110	8:01:02	61	The maximum penalty shall be 20% of the invoice value. After this limit is reached, a letter of warning shall be issued and the Client reserves the right to terminate the contract for default.	The bidder requests the following clarifications: The maximum penalty of 20% is applicable only for the Implementation phase till Go-Live OR for the invoices during the Warranty / O&M phase also? Please clarify.	As per RFP
111	8:01:02	61	The maximum penalty shall be 20% of the invoice value. After this limit is reached, a letter of warning shall be issued and the Client reserves the right to terminate the contract for default.	The bidder requests the following modifications: 1) The maximum penalty shall be 5% of the invoice value for the entire contract period. If the penalty calculations cross 20% of the total invoice value for the Implementation phase OR for 3 subsequent quarters during the Warranty / O&M phase, a letter of warning shall be issued and the Client reserves the right to terminate the contract for default. 2) Also, penalty shall be applicable only if the reasons for delays are solely attributable to the selected bidder. Please confirm.	No Change
112	8:02	61	Support Services	The bidder requests the following clarifications: There is no maximum penalty percentage mentioned in this section. Is the maximum penalty limit of 20% of invoice value also applicable during the post Go-Live period of the contract? Please confirm.	Understanding is correct
113	8:03	64	Solution Availability 8.3.6. Penalties for non-adherence to timelines shall be as under: Actual Uptime >= 99.99% - No penalty shall be imposed Actual Uptime >= 99.9% to <99.99% - 5% of that particular month Actual Uptime >=99.75 to <99.9% - 10% of that particular month	The bidder requests the following modifications: Actual Uptime >= 99.99% - No penalty shall be imposed Actual Uptime >= 99.9% to <99.99% - 2% of that particular month Actual Uptime >=99.75 to <99.9% - 3% of that particular month Actual Uptime < 99.75% - 5% of that particular month	Please refer Corrigendum

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			Actual Uptime < 99.75% - No payment shall be made for that quarter.	The maximum penalty for a quarter shall not exceed 5% of the total invoice value for the quarter.	
114	9:01:02	65	Payment for development of services shall be paid in batches - 10 services at a time for which Go-Live on production environment and minimum 50 transactions to be done on production environment.	The bidder requests the following clarifications: As the Go Live is expected to be done in batches, the O&M of the services shall start from Go-Live itself or from the Go-Live of all the services only? As few services which are Live in batch 1 will require O&M for a longer duration than services which are declared Live in subsequent batches. Please clarify.	Please refer corrigendum.
115	9:01:03	65	Payment for shall be done in the following manner: 9.1.3.1. 50% after Go-live of the service. 9.1.3.2. 30% after successful completion of the first year of Operations and Maintenance of the service. 9.1.3.3. 1.25% after successful completion of each quarter after the first year of O&M of the service till completion of 5 years. .	The bidder requests the following clarifications: 1) The bidder understands that if there is a delay in Go Live of a service, the O&M period of the delayed service will be shortened as the contract shall end by 5 years only. So, in such a scenario, the bidder will not be able to bill for the entire O&M period in case of delay in Go-Live. So, actual billing will be pro-rated basis the actual O&M period of that particular services. Please confirm if the understanding is correct. 2) Also, there is no credit period mentioned in the RFP. Please specify the number of days within which, an invoice submitted by the bidder and accepted by the Client shall be paid.	Please refer corrigendum.
116	9:01:04	65	Payments regarding Operations and Maintenance shall be released on quarterly basis.	The bidder requests the following modification / clarifications: Payments regarding Operations and Maintenance shall be released on Monthly basis as SLAs are also being measured monthly and penalty terms are also defined monthly.	No Change
117	9:01:06	65	In the event of default by Service Provider, the Client reserves the right to get the concerned work / services fixed at its own level at the cost, risk and responsibility of the Service Provider	The bidder requests the following modifications: In the event the Client terminated the contract in whole or in part or default by the service provided, the Client reserves the right to get the concerned	Please refer Corrigendum

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			after giving a notice in regard thereto in writing and expenditure so incurred by the Client will be recovered from the invoices of the Service Provider or from Performance Security, as it may deem fit.	work / services fixed at its own level at the cost, risk and responsibility of the Service Provider after giving a notice in regard thereto in writing and expenditure so incurred by the Client will be recovered from the invoices of the Service Provider or from Performance Security, as it may deem fit. Bidder shall be required to bear only the Excess Cost for procurement of goods and/or services similar to those undelivered. The Term "Excess Cost" as referred herein shall mean cost at which alternative arrangements shall be providing the undelivered goods and/ or services of equivalent specification to the Client under this project minus the cost on which the Bidder agreed to provide the undelivered goods and/or services under this project. Provided further that the Bidder shall not be liable to Excess Cost in excess of (ten) 10 percent of the price of undelivered goods or services for which such option is exercised by the Client.	
118	9:01:07	66	All taxes, duties and any statutory levies etc. payable by the Service Provider during the contract tenure shall be the sole responsibility of the Service Provider	The bidder requests the following modifications: Prices shall be quoted in Indian rupees and charges quoted should be exclusive of all types of Taxes. All fees payable to bidder are exclusive of any sales, use, value added tax, service , GST or taxes of a similar nature measured by the services, deliverables or charges thereon, imposed by any applicable taxing jurisdiction and where such taxes are applicable, the department shall be responsible to pay or reimburse bidder the amount of such taxes.	The client will pay only the applicable GST.
119	9:02:01	66	The rates quoted in the financial bid shall be inclusive of all taxes. However, the taxes shall be paid as applicable from time to time.	The bidder requests the following clarifications: In the financial format, the prices are to be quoted excluding GST. Please clarify.	Please refer Corrigendum

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120	10:01	67	Covering letter 4. We agree to abide by this bid, consisting of this letter and financial bid, and all attachments, till 180 days from the date of submission of bids as stipulated in the tender and any additional documents submitted, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.	The bidder requests the following clarifications: On page 20 of the RFP, the bid validity is mentioned as 90 days from the date of bid submission. Please confirm which is correct.	Please refer Corrigendum
121	10:02	70	Format for Electronic Performance Bank Guarantee (e-PBG)	The bidder requests the following modifications: Please accept Performance Bank Guarantee in physical form also instead of ePBG. Also, provide PBG format accordingly.	As per RFP. Please refer RFP Clause no. 10.2, Page No. 70 for e-PBG format.
122	General	General	Maximum cap on Penalty	The bidder requests the addition of the following clause: Notwithstanding anything contained in this Agreement of the RFP the maximum aggregate penalty including liquidated damages shall not exceed five percent of the value of the delayed or undelivered services and can be imposed for reasons that are solely applicable to the SI.	No Change
123	General	General	Invoicing & Settlement	The bidder requests the addition of the following clause: The Client shall be entitled to delay or withhold payment of any invoice or part of it delivered by the bidder where the Client disputes such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to that which is in dispute. In the event that Client disputes, Client shall notify bidder reasons for disputing any amount within fifteen (15) days after receipt of applicable invoice, where upon Parties shall promptly seek to resolve the dispute by mutual discussion. If no dispute, substantiated in writing, is made by Client within a period of fifteen (15) days of having	Please refer Corrigendum

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				received that invoice about any inaccuracy or any defect in the invoice, each such invoice shall be deemed to have been accepted as correct by the Client. Any dispute shall not relieve Client from paying when due, the undisputed portion of the invoice. Any invoice remaining unpaid after the aforesaid period of thirty days shall be treated as a debt owed by the Client to the bidder and the bidder shall be, without prejudice to any other remedies that it may have in this regard, entitled to recover it as such with a monthly interest of 2% calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, the bidder also reserves the right to withhold the provision of Services till such time all the payments due to it under this Agreement have been made by Client and any such withholding by the bidder shall not be treated as breach by it of the provisions of this Agreement.	
124	General	General	Acceptance of deliverables	The bidder requests the addition of the following clause:
The Purchaser shall provide response or feedback on deliverables within 7 working days. Purchaser shall provide signoff within 15 calendar days from the submission of final deliverable in complete form by the bidder. In case, the purchaser fails to provide signoff on the final deliverable within 15 working days, same may be considered as deemed acceptance. However, in case the purchaser confirms to the SI with an alternative date, then that date would stand revised for deemed acceptance. Such revisions will be limited to 1 (one) time for the respective deliverable.	It is clarified that
- The client will conduct UAT in consultation with other departments within 30 days of receiving intimation from the service provider.
- In case of any delay, the client will inform the service provider accordingly.

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125	7.4. Manpower Requirements	50	Project Manager (1) - with minimum 15 years relevant IT experience BE/B.Tech /MCA with MBA Certification: prince2/PMP	Please accept educational qualification as BE/B.Tech /MCA along with required certification and remove MBA.	No Change
126	5.2. Pre-qualification/Eligibility criteria	11	2. The bidder should be in operation for at least the last five years as on 30.04.2025 and should have successfully completed "Similar Work" in government / large private organizations during the last five years ending 31.03.2025 as per following details: - A. One similar work costing not less than the amount equal to Rs. 10 Cr. OR B. Two similar works each costing not less than the amount equal to Rs. 6.25 Cr. each. OR C. Three similar works costing not less than the amount equal to Rs. 5 Cr. each. Supporting Documents. 1. For completed projects: a. Work order confirming year, cost and similar work. b. Completion certificate / Satisfactory Client certificate confirming year, cost and similar work. 2. For projects in progress in which minimum 1 year has been completed: a. Work order confirming year, cost and similar work. b. Satisfactory Client certificate/Phase Client	As some of the projects are under NDA, it is not feasible to share the customer artifacts (Work order or Go-Live / Completion certificate / Satisfactory Client certificate confirming year, cost / Agreement/LOA/LOI, Invoice Copy or any other relevant proof mentioning work order details, completion of at least 1 year of activity issued by the client along with cost for the duration for which the work has been done and CA certificate specifying payment received etc.). Hence the bidder requests the following. 1. Please allow to submit the anonymize project citations. 2. Please accept self-certificate signed by authorized signatory / Company Secretary stating the relevant experience details as a documentary evidence.	Please refer Corrigendum

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			Certificate / Invoice Copy or any other relevant proof mentioning work order details, completion of at least 1 year of activity issued by the client along with cost for the duration for which the work has been done and CA certificate specifying payment received.		
127	5:03:02	16	2. Past Experience The bidder should have executed or in the process of executing a statewide single IT project of minimum value Rs. 3.5 Crore with State Government/ Central Government/ Semi Government/ Quasi Government/ PSU/Private Organization Other Government Institutions, which includes any 3 activity of below – ● Development of Web-Portal ● Electronics Forms & Workflow ● Capacity Building and Change Management ● Deployment of Data Centre Infrastructure and Networking ● Quality Testing and Certification The maximum marks for each project is 5 marks. 2 Projects – 10 Marks Every single project of similar nature will be awarded 5 marks, subject to a maximum of 20 Marks Supporting Documents 1. For completed projects: a. Work order confirming year, cost and similar work b. Satisfactory Client certificate confirming year, cost and similar work. 2. For projects in progress in which minimum 1 year has been completed: a. Work order confirming year, cost and similar	As some of the projects are under NDA, it is not feasible to share the customer artifacts (Work order confirming year, cost and similar work or Go-Live / Satisfactory Client certificate confirming year, cost / Agreement/LOA/LOI etc. Hence the bidder requests the following. 1. Please allow to submit the anonymize project citations. 2. Please accept self-certificate signed by authorized signatory / Company Secretary stating the relevant experience details as a documentary evidence.	Please refer Corrigendum

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			work b. Satisfactory Client Certificate mentioning work order details along with completion of at least 1 year of activity and the cost for the duration for which the work has been done.		
128	5.2. Pre-qualification/Eligibility criteria	13	The bidder must have one office in Punjab. In case, bidders do not have office in Punjab, bidder should give undertaking to open office in Punjab within 45 days from the date of issuance of work order. Please attach the copy of any two of the following: Property tax bill/ Electricity Bill/Telephone Bill/ registration/Lease agreement. OR Undertaking, if the office is not in the state of Punjab.	Since the bidder has office in Delhi/NCR, therefore bidder will operate its activities from this office. Hence, Please remove this requirement of having an office in the state of Punjab.	Please refer corrigendum
129	5:03:02	17	Quality of CV for the Onsite Core Resources proposed for the project ● Project Manager Technical ● Solution Architect ● Database Administrator Supporting Documents CV along with Copy of Degrees/certificates and Work Experience certificates.	When the bidder hires any employee, the bidder takes all the documents of the employee and does the background check thoroughly. The bidder keeps those degree certificates securely, therefore since these documents are PERSONAL INFORMATION of the employees, these cannot be shared. Hence the bidder requests to remove this requirement of submitting Copy of Degrees/certificates and Work Experience certificates.	Please refer Corrigendum
130	8.1.1 The SLA and penalties are as under:	60	Pt. no. 6 Target Service Level: Within 2 weeks of exit or as mentioned in this document	Please confirm if the 2-week period for HOTO is after the Contract End date or before the contract end date. Also, there are no further details mentioned in RFP for Exit Management process. We assume that 2 week is the prescribed exit management process.	HOTO will start as per mutually discussed timelines.

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131	5.11 Financial bid format and evaluation	22	5.11.2. The bids will be evaluated on a Cost Based Selection method (CBS) basis. Calculation shall be done as follows:	We recommend that bid should be made QCBS 70:30 to ensure that capable SI with requisite quality not just the cost consideration is selected	No Change
132	7. Scope of Work	34	Pt. no. 6 -District Web Page and Dashboard	It is understood that district web pages will be a part of the portal only as a separate section. Please confirm	Yes. Understanding is correct. In addition, any link of district website shall be provided on state portal.
133	7. Scope of Work	35	Pt. no. 10 Mobile App (iOS and Android)	The proposed mobile app with only be for citizens (no functionalities for internal users). Please confirm.	Mobile App shall be required for all users including citizens and employes etc.
134	7. Scope of Work	39	Pt. no. 13.1 Integrated Call Centre Web Interface for the allied call centres	How many call centers are functional as of now, what is their current feedback mechanism.	- Currently, Two operational call centres: 1. 1100: Grievance handling and non-emergency calling 2. 1076: Doorstep delivery appointments and related information - Current feedback mechanism: Calling-based feedback (agent/IVRS) through the call centre.
135	7. Scope of Work	39	Pt. no. 13.2 AI Tool for Quality Monitoring of Audio Recordings Pt no. 13.3 Cutting-Edge AI Driven Survey App Pt. no. 13.4 Advanced AI ML- driven advanced analytical engine	All the suggested AI related functions may be available as COTS products, thus IPR rights will not provided to the department for these. Please confirm.	In case of any COTS products being used, perpetual licenses shall be taken (at its own cost)and handed over to the client after expiry/termination of contract. In case of any tool shall be used on Pay as you Go, the service provider shall be responsible for making payments to OEM for entire period of contract and subscriptions/licenses shall be transferred to client. Prior approval shall be required to be taken from the client before using any such product/tool.
136	7. Scope of Work	49	7.2.26. Provide multilingual interface support as per departmental requirements.	It is assumed that English, Hindi & Punjabi to be supported. Please confirm.	Yes, Understanding is correct.

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137	7. Scope of Work	50	7.3.6. The Service Provider shall be required to cater to the redesigning and amendment in the portal, as may be requested by the Client, at no extra cost.	This is highly open ended, we recommend that certain amount of efforts(department to suggest) are considered for accommodating such changes. The bidders will consider these efforts in their costing.	The bidder is expected to make its own assessment to meet the project objectives and timelines.
138	7. Scope of Work	52	7.4.2. The above-mentioned on-site resources are required to be present on the location as decided by the Client for the whole contract period. The Client's office working hours and working days shall be applicable on these resources. However, the deployed manpower should be available 24*7 on call for providing necessary support services.	It is recommended that profiles which require interaction with Department stakeholders or users should be specified for onsite deployment, rest can be remote deployment. Being a fixed price milestone based contract, bidder's performance is being accessed as per governing SLAs. Remote deployment enables bidder to deploy, best of the available talent without any location constraints.	- The bidder has the flexibility to deploy additional resources beyond the onsite team. - These resources (In addition to the onsite team as required in RFP) can be deployed anywhere as needed to meet project requirements and deliver quality outcomes.
139	7. Scope of Work	52	7.4.4. These resources can avail one leave a month on prior approval from the reporting officer at Client's location	Being a fixed price contract with milestone based deliveries, such conditions are not relevant. It is applicable for T&M contracts. Please remove.	No Change
140	7. Scope of Work	53	7.4.7. There may be additional requirements of resources depending upon work load and timelines for tasks. The Service Provider shall deploy additional resources required at no extra cost, so that project milestones are completed within timelines. The additional resources may be housed offsite by the Service Provider and may not be deployed exclusively for this project, as deemed fit by the Service Provider.	This is highly open ended, we recommend that certain amount of efforts(department to suggest) are considered for accommodating such changes. The bidders will consider these efforts in their costing. Any other additional work should be covered under Change Control Process.	The bidder is expected to make its own assessment to meet the project objectives and timelines.
141	7. Scope of Work	57	Additionally, up to 1000 more services may be added in the Scope of bidder.	Overall we assume that approx. 1600 services are in scope. The implementation timeline mentioned is for 600 services only. For additional 1000 separate plan will be mutually discussed. Please confirm.	Please refer to the corrigendum.
142	7. Scope of Work	57	7.6.12. The Client may ask for any type of customization in the software. The Service Provider may also be requested to provide APIs	The timelines may vary from case-to-case basis, such fixed constraint cannot be considered	Please refer Corrigendum

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			for interacting with the solution database or consume external APIs in the customized software at no extra cost within 7 days of intimation.	beforehand. Recommend to remove "within 7 days of initiation"	
143	8.2. Support Services	61	8.2.1. The criticality of the required services for software solution including bug fixing, technical support, etc. is categorized under the four categories/priorities i.e. Critical, High, Medium, and Low. Each of the Support Category is associated with a respective response and resolution time as under:	What exactly we mean by "response time" what all activities will it include and how will this be measured. Please clarify.	Please refer corrigendum
144	9:02:01	33	The rates quoted in the financial bid shall be inclusive of all taxes.	Please specify whether the price includes or excludes taxes. There is a discrepancy in the provided details.	Please refer Corrigendum
145	5:11	21	Financial bid format and evaluation - Total Cost (in Rs. excluding GST)		
146	9:02:01	33	The taxes shall be paid as applicable from time to time.	Please confirm if the given statement indicates that any future increase in the tax rate will require the recipient to compensate the supplier for the additional cost.	Please refer Corrigendum
147	7.1.2/7.1.4.3.1.	30	The scope of work includes, but is not limited to, end to end software solutions including Software Development, Operations and Maintenance (including hosting at production environment provided by PSeGS) of the citizen Portal.	The bidder requests the following clarifications: a) The bidder assumes that the production environment will be provided and maintained by Punjab State Data Center ? - kindly confirm and share the DC location b) Kindly confirm whether the DR environment will be provided by client, if yes then kindly share the location .	It is clarified that The client will provide the production environment infrastructure, which includes SDC at Mohali or Cloud (MeitY empaneled) including OS and Database, as per mutually decided requirements. The service provider will be responsible for the deployment, maintenance, and related work of the portal on the production environment. Additionally, the service provider will provide all necessary software, tools, and manpower required for deployment, maintenance, and backup at their own cost. The service provider will also be responsible for development,

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					testing, and staging environments, including hardware and software, at their own cost. The location of the DR site will be intimated to the selected service provider..
148	7.1.4.3.1. Hosting Infrastructure-	46	7.1.4.3.1. -The Bidder will be responsible for sizing the required infrastructure for hosting the citizen portal. The bidder has to provide the solution architecture and sizing of the proposed solution. Necessary infrastructure to be provided by the Client for hosting of the citizen portal and mobile application	a) The Bidder will provide the sizing details to the client , and the client will provide all required VMs, operating system, and storage and other necessary infrastructure for hosting the citizen portal for DC and DR ? - Kindly confirm b) Kindly confirm which Linux Operating system (including version) will be provided by customer for DC & DR?	It is clarified that The client will provide the production environment infrastructure, which includes SDC at Mohali or Cloud (MeitY empaneled) including OS and Database, as per mutually decided requirements. The service provider will be responsible for the deployment, maintenance, and related work of the portal on the production environment. Additionally, the service provider will provide all necessary software, tools, and manpower required for deployment, maintenance, and backup at their own cost. The service provider will also be responsible for development, testing, and staging environments, including hardware and software, at their own cost. The location of the DR site will be intimated to the selected service provider..
149	. Hosting Infrastructure-	46	7.1.4.4. Backup Management Services: The Service Provider shall provide backup management services to conduct regular backups and restoration as required, of critical data and systems to achieve the required service level.	The bidder requests the following clarifications: a)Bidder assumes that Bidder will share the backup strategy (daily, weekly monthly and yearly etc.) along with retention policy of the backup? B) Bidder assumes that Bidder will be responsible for backup management and, while required storage for backup operations will be provided by client ? c) Who will provide the backup management tools for DC & DR - Bidder or Client ?	a) Please refer current policy at https://dit.punjab.gov.in/wp-content/uploads/2024/10/Data-Archival-Policy-for-In-House-Developed-Software-at-PSeGS-and-DGRPG-4.pdf. The bidder may propose enhancements/improvement to meet project objectives in the policy . b) Yes, understanding is correct. c) Service Provider

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150	Requirement	44	Development, Testing, Staging, and Production Requirements	The bidder requests the following clarifications: a) Bidder assumes that Non-Prod environment (Dev, Test and Staging) will be set up and Maintained by the Bidder ? - Kindly clarify	Yes, Understanding is correct
151	Generic		Generic	The bidder requests the following clarifications: a) Who will provide the ITSM tools (Helpdesk tools) to logging the tickets and manage IM, change management processes, and SLA Monitoring & reporting - kindly confirm b) The Bidder Understands that underlying infra (Network, Server (VM) Performance Monitoring, OS , Storage monitoring etc.) on DC and DR will be monitored and Maintained by client - Kindly confirm c) The Bidder assumes that bidder will provide the application performance monitoring tool (open source) to monitor the deployed application ? - kindly confirm	a) Service Provider b) It is clarified that The client will provide the production environment infrastructure, which includes SDC at Mohali or Cloud (MeitY empaneled) including OS and Database, as per mutually decided requirements. The service provider will be responsible for the deployment, maintenance, and related work of the portal on the production environment. Additionally, the service provider will provide all necessary software, tools, and manpower required for deployment, maintenance, and backup at their own cost. The service provider will also be responsible for development, testing, and staging environments, including hardware and software, at their own cost. The location of the DR site will be intimated to the selected service provider.. c) Yes, Assumption is correct. Bidder will provide proven and reputed tools meeting best industry standards for monitoring.
152	Generic		Generic	Bidder assumes that the client will provide and maintain all necessary network connectivity and replication link , including a) Connectivity and replication link from DC and DR ? b)Connectivity from the client's office location to both DC and DR sites ? C) Non-prod environment to DC ?	The Client will provide necessary network connectivity from DC to DR and Client office location/s only. VPN Service upon requests shall be provided by client.

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				d)VPN service - Connect remotely to DC remotely to managed 24x7 support.	
153	6.2. Confidentiality		6.2.1. Confidential information shall mean and include any and all confidential or proprietary information furnished, in whatever form or medium, or disclosed verbally or otherwise by the Service Provider and/ or the Client to each other including, but not limited to, the services, plans, financial data and personnel statistics, whether or not marked as confidential or proprietary by the parties. 6.2.2. The Service Provider shall ensure that while providing services, all the details and information is kept confidential. 6.2.3. During the execution of the project except with the prior written consent of the Client, the Service Provider or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract. 6.2.4. The Service Provider will maintain the confidentiality of the data stored on the computer systems of the Service Provider / resources deployed for this work. The Service Provider will be required to take appropriate actions with respect to its personnel to ensure that the obligations of non-use & non-disclosure of confidential information are fully satisfied. In case of failure, the Client has the right to take legal action against the firm.	6.2. Confidentiality 6.2.1. Confidential information shall mean and include any and all confidential or proprietary information furnished, in whatever form or medium, or disclosed verbally (subsequently reduced in writing within 7 days of disclosure) or otherwise by the Service Provider and/ or the Client to each other including, but not limited to, the services, plans, financial data and personnel statistics, whether or not marked as confidential or proprietary by the parties. 6.2.2. The Service Provider and Client shall ensure that while providing/receiving services, all the details and information is kept confidential. 6.2.3. During the execution of the project except with the prior written consent of the other Party Client, the Parties Service Provider or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract. 6.2.4. The Parties Service Provider will maintain the confidentiality of the data stored on the computer systems of the Parties Service Provider / resources deployed for this work. The Parties Service Provider will be required to take appropriate actions with respect to its personnel to ensure that the obligations of non-use & non-disclosure of confidential information are fully satisfied. In case of failure, the aggrieved Party Client has the right to take legal action against the firm.	No Change
154	6.3. Termination of contract for default		6.3.1. The Client or the Service Provider can terminate the contract in the event of default of terms and conditions of this tender or the	6.3. Termination of contract for default 6.3.1. The Client or the Service Provider can terminate the contract in the event of default of	No change

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			subsequent contract by the other party by giving 6 months' written notice. In such a case, the provisions under the Exit Management clause shall apply. 6.4. Termination of contract for insolvency, dissolution etc. 6.4.1. The Client may at any time terminate the Contract by giving written notice to the Service Provider, if the Service Provider becomes bankrupt or otherwise insolvent or in case of dissolution of firm/company or winding up of firm/company. In this event termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to Client. In such a case, the provisions under the Exit Management clause shall apply. 6.5. Termination for convenience 6.5.1. The Client reserves the right to terminate, by prior written 6 months' notice, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for Client's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. In such a case, the provisions under the Exit Management clause shall apply	terms and conditions of this tender or the subsequent contract by the other party by giving 6 months' written notice. In such a case, the provisions under the Exit Management clause shall apply. 6.4. Termination of contract for insolvency, dissolution etc. 6.4.1. The Client may at any time terminate the Contract by giving at least 7 days written notice to the Service Provider, if the Service Provider becomes bankrupt or otherwise insolvent or in case of dissolution of firm/company or winding up of firm/company. In this event termination will be without compensation to the Service Provider however payment shall be made to Service Provider for the delivered services, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to Client. In such a case, the provisions under the Exit Management clause shall apply. 6.5. Termination for convenience 6.5.1. The Client reserves the right to terminate, by prior written 6 months' notice, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for Client's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. In such a case, the provisions under the Exit Management clause shall apply 6.5.2 Notwithstanding the above, If any amount due and payable by Client under the Agreement is more than 30 days overdue; and there is no dispute between Client and Service Provider in relation to that amount, Service Provider may issue Client a	

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				notice that payment is overdue. If Client fails to pay Service Provider within 7 days after the date of such notice, Service Provider may by a further notice to Client terminate the Agreement or at its election withdraw services or stop performance of its obligations until payment is made.	
155	7.1.4.3.2.		The Service Provider shall ensure a minimum of 99.99% software uptime measured monthly for availability on 24 * 7 basis. Considering the criticality of the infrastructure, the Service Provider is expected to design the solution with high level of redundancy and resilience to meet the uptime requirements.	The time lost due to any of the following reasons shall be taken into account while calculating the availability/ uptime requirement: (a) Time lost due to power or environmental failures; (b) Time taken to recover the system because of power or environmental failures; (c) Time lost due to damage or malfunction in the system or any units thereof due to causes attributable to Purchaser such as attachment of additional devices, making alteration to the system, maintenance of the system, etc. without Bidder's consent and/ or failure to maintain the site as required by the Bidder; (d) Time taken for scheduled maintenance/ troubleshooting either for preventive purposes or improvement in function or other purposes; (e) Time taken for reconfiguration or other planned downtime situations; (f) Scheduled shutdowns as required by Purchaser (Bidder may also request Purchaser for a shutdown for maintenance purpose, which request will not be denied unreasonably by Purchaser); (g) Time taken for booting the system (h) Time lost due to unavailability of links (i) Mis-handling of system by any person other than Bidder's authorized representatives	Please refer corrigendum
156	7.8. Outsourcing / subletting		7.8.1. No part of the contract shall be outsourced by the Service Provider. Non-adherence to the same shall attract penal action against the Service Provider	7.8. Outsourcing / subletting 7.8.1. No part of the contract shall be outsourced by the Service Provider. Non-adherence to the same shall attract penal action against the Service Provider Neither party may assign, delegate or	No Change

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				transfer this Agreement including any Statement of Work, or any obligations hereunder, without the prior written consent of the other party, which consent shall not be unreasonably withheld or delayed. Notwithstanding the foregoing, either party may assign, delegate or transfer this Agreement to any affiliate of such party for so long as such assignee, delegate, or transferee remains an affiliate of such party. Any assignment, delegation, or transfer in violation of this provision shall be void and without legal effect.	
157	7.10. Exit Management		7.10.1. On expiry or premature termination of the contract / work order, the Successful Bidder shall handover the complete valid source code, database backup, login credentials, knowledge transfer, design documents, latest API documents and project technical documentation, updated user manuals, training materials etc. to the client, failing which appropriate action shall be taken against the Successful Bidder including blacklisting.	7.10. Exit Management 7.10.1. Subject to payment of charges , On expiry or premature termination of the contract / work order, the Successful Bidder shall handover the complete valid source code, database backup, login credentials, knowledge transfer, design documents, latest API documents and project technical documentation, updated user manuals, training materials etc. to the client, failing which appropriate action shall be taken against the Successful Bidder including blacklisting.	No Change
158	7.11. Intellectual Property Rights		7.11.1. The work done by the Service Provider i.e. Software Development, database backup/schema, creatives, designs, documents, source code, etc. shall be Intellectual Property of the Client. The complete software solution (except AI related works, if any) should be developed exclusively for the Client from scratch so that the rights of the source code shall be transferred to the Client at the end of the contract. In case of any COTS software for AI, the licenses for the same shall be perpetual and shall be handed over to the Client at the end of the contract.	7.11. Intellectual Property Rights 7.11.1. The work done by the Service Provider i.e. Software Development, database backup/schema, creatives, designs, documents, source code, etc. shall be Intellectual Property of the Client. The complete software solution (except AI related works, if any) should be developed exclusively for the Client from scratch so that the rights of the source code shall be transferred to the Client at the end of the contract. In case of any COTS software for AI, the licenses for the same shall be perpetual and shall be handed over to the Client at the end of the contract.	No change

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			7.11.2. The Service Provider will not have the right to use/reproduce the citizen portal / software solution in whatsoever manner during or after the end of the contract. 7.11.3. Database is the exclusive property of Client and the same shall not be used/shared by Service Provider in any manner. 7.11.4. The source code will be under escrow lock for the full duration of the contract period.	7.11.2. The Service Provider will not have the right to use/reproduce the citizen portal / software solution in whatsoever manner during or after the end of the contract. 7.11.3. Database is the exclusive property of Client and the same shall not be used/shared by Service Provider in any manner. 7.11.4. The source code will be under escrow lock for the full duration of the contract period. All intellectual property rights in the software, all tools, processes, software, utilities and methodology including any Service Provider proprietary products or components thereof any development carried out by Service Provider thereto in the course of providing services hereunder, including customization, enhancement, interface development etc. shall remain the exclusive property of Service Provider and the CLIENT shall not acquire any right title or interest of any nature therein except to the extent provided herein. Service Provider 's Proprietary Software and Pre-Existing IP:- CLIENT acknowledges and agrees that this is a professional services agreement and this agreement is not intended to be used for licensing of any Service Provider 's proprietary software or tools. If Service Provider and CLIENT mutually agree that the Service Provider provides to CLIENT any proprietary software or tools of Service Provider or of a third party, the parties shall negotiate and set forth the applicable terms and conditions in a separate license agreement and the provisions of this Clause shall not apply to any deliverables related to customization or implementation of any such proprietary software or products of Service Provider or of a third party. Further, CLIENT acknowledges that in performing	

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				Services under this Agreement Service Provider may use Service Provider 's proprietary materials including without limitation any software (or any part or component thereof), tools, methodology, processes, ideas, know-how and technology that are or were developed or owned by Service Provider prior to or independent of the Services performed hereunder or any improvements, enhancements, modifications or customization made thereto as part of or in the course of performing the Services hereunder, ("Service Provider Pre-Existing IP"). Notwithstanding anything to the contrary contained in this Agreement, Service Provider shall continue to retain all the ownership, the rights title and interests to all Service Provider Pre-Existing IP and nothing contained herein shall be construed as preventing or restricting Service Provider from using Service Provider Pre-Existing IP in any manner. To the extent that any Service Provider Pre-Existing IP or a portion thereof is incorporated or contained in a deliverable under this Agreement, Service Provider hereby grants to CLIENT a non-exclusive, perpetual, royalty free, fully paid up, irrevocable license, with the right to sublicense through multiple tiers, to use, copy, install, perform, display, modify and create derivative works of any such Service Provider Pre-Existing IP in connection with the deliverables and only as part of the Deliverables in which they are incorporated or embedded. The foregoing license does not authorizes CLIENT to (a) separate Service Provider Pre-Existing IP from the deliverable in which they are incorporated for creating a stand-alone product for marketing to others; (b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in	

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				any other way convey, transfer or alienate the Service Provider Pre-Existing IP in favour of any person (either for commercial consideration or not (including by way of transmission), and/or (c) except as specifically and to the extent permitted by the Service Provider in the relevant Statement of Work, reverse compile or in any other way arrive at or attempt to arrive at the source code of the Service Provider Pre-Existing IP. Residuary Rights. Each Party shall be entitled to use in the normal course of its business and in providing same or similar services or development of similar deliverables for its other clients, the general knowledge and experience gained and retained in the unaided human memory of its personnel in the performance of this Agreement and Statement of Work(s) hereunder. For the purposes of clarity the Service Provider shall be free to provide any services or design any deliverable(s) that perform functions same or similar to the deliverables being provided hereunder for the Client, for any other customer of the Service Provider (including without limitation any affiliate, competitor or potential competitor of the CLIENT). Nothing contained in this Clause shall relieve either party of its confidentiality obligations with respect to the proprietary and confidential information or material of the other party Similarly all the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Service Provider's licensor and CLIENT shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software.	

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159	8. SLA and Penalties		8.1.2. The maximum penalty shall be 20% of the invoice value. After this limit is reached, a letter of warning shall be issued and the Client reserves the right to terminate the contract for default. 8.1.3. The penalty/timelines may be relaxed by the Client for justified reasons submitted in writing by the Service Provider.	8. SLA and Penalties 8.1.2. The maximum penalty shall be 520% of the invoice value of delayed services. After this limit is reached, a letter of warning shall be issued and the Client reserves the right to terminate the contract for default. 8.1.3. The penalty/timelines may be relaxed mutually by the Client for justified reasons submitted in writing by the Service Provider.	No change
160	9. Payment terms		9. Payment terms	9. Payment terms Service Provider shall submit invoices to Client on a monthly basis (or more or less frequently as may be specified in the applicable Statement of Work) detailing the amounts payable by Client hereunder. Client shall remit payment to Service Provider within thirty (30) days following its receipt of each such invoice; provided that Client may withhold payment of any amounts that are disputed by Client in good faith pending resolution of the dispute. All fees payable to Contractor are exclusive of any sales, use, value added tax, service , GST or taxes of a similar nature measured by the services, deliverables or charges thereon, imposed by any applicable taxing jurisdiction and where such taxes are applicable, BUYER shall be responsible to pay or reimburse Seller the amount of such taxes. Where applicable, Seller shall invoice such taxes as a separate line item in applicable invoices and shall pay such amount of tax to the appropriate taxing authority upon receipt of such amount from the BUYER. Any increase or decrease in the existing taxes or newly introduced taxes shall be to the account of the BUYER. Each party is responsible for its own income taxes, corporate taxes and franchise taxes	The client will pay only the applicable GST.

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				9.1.6. The decision of the Client pertaining to the quality and quantity of works / services performed by the Service Provider will be final and acceptable to the Service Provider besides being binding. It shall be the responsibility of the Service Provider to rectify the deficiencies so pointed out without any extra payment. In the event of default by Service Provider, the Client reserves the right to get the concerned work / services fixed at its own level at the cost, risk and responsibility of the Service Provider after giving a notice in regard thereto in writing and expenditure so incurred by the Client will be recovered from the invoices of the Service Provider or from Performance Security subject to cap of 2 percent of the value of delayed services, as it may deem fit.	
161	10. Bid formats		10.1. Covering letter Dear Sir, 1. We, the undersigned, have carefully examined the above referenced tender and submit our bid in full conformity with the said tender. 2. We have read all the provisions of tender & corrigendum and confirm that these are acceptable to us. 3. We further declare that additional conditions, deviations, if any, found in our bid shall not be given effect to. 4. We agree to abide by this bid, consisting of this letter and financial bid, and all attachments, till 180 days from the date of submission of bids as stipulated in the tender and any additional documents submitted, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period. 5. Until the formal final contract is prepared and	10. Bid formats 10.1. Covering letter Dear Sir, 1. We, the undersigned, have carefully examined the above referenced tender and submit our bid in full conformity with the said tender. 2. We have read all the provisions of tender & corrigendum and subject to deviations confirm that these are acceptable to us. 3. We further declare that additional conditions, deviations, if any, found in our bid shall not be given effect to. 4. We agree to abide by this bid, consisting of this letter and financial bid, and all attachments, till 180 days from the date of submission of bids as stipulated in the tender and any additional documents submitted, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.	No change

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			executed between us, this bid, together with your written acceptance of the bid and your notification of award, shall constitute a binding contract between us. 6. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation or misinterpretation contained in it may lead to our disqualification. 7. We understand you are not bound to accept any bid you receive, not to give reason for rejection of any bid and that you will not reimburse any expenses incurred by us in bidding. 8. We declare that this is our sole participation in this tender bid and we are not participating / co-participating through any of the other related parties or channels. 9. We have not been blacklisted or barred by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU for any reason. 10. Tender document cost and EMD has been paid online and the details are as below:- [Insert the details as applicable]. 11. Our details have been filled below:-	5. Until the formal final contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of award, shall constitute a binding contract between us. 6. We hereby declare that all the information and statements made in this proposal are true to the best of our knowledge and accept that any misrepresentation or misinterpretation contained in it may lead to our disqualification. 7. We understand you are not bound to accept any bid you receive, not to give reason for rejection of any bid and that you will not reimburse any expenses incurred by us in bidding. 8. We declare that this is our sole participation in this tender bid and we are not participating / co-participating through any of the other related parties or channels. 9. We have not been blacklisted or barred by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU till the time of submission of this bid for any reason. 10. Tender document cost and EMD has been paid online and the details are as below:- [Insert the details as applicable]. 11. Our details have been filled below:-	
162	LIMITATION OF LIABILITY		LIMITATION OF LIABILITY (CLAUSE MISSING)	The bidder requests the addition of the following clause: LIMITATIONS OF LIABILITY • The Service Provider shall be excused and not be liable or responsible for any delay or failure to perform the Services or failure of the Services or a Deliverable under this Agreement to the extent that such delay or failure has arisen as a result of any delay or failure by the CLIENT or its employees or	Please refer Corrigendum

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				agents or third party service providers to perform any of its duties and obligations as set out in this Agreement and the applicable Statement of Work. In the event that the Service Provider is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the CLIENT, the Service Provider shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Service Provider is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the CLIENT. Such failures or delays shall be brought to the notice the CLIENT and subject to mutual agreement with the CLIENT, the Service Provider shall take such actions as may be necessary to correct or remedy the failures or delays. The Service Provider shall be entitled to invoice the CLIENT for additional costs incurred in connection with correction or remedy. • Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages. • The total cumulative liability of either party arising from or relating to this agreement shall not exceed in the aggregate the total amount paid to SERVICE PROVIDER by the CLIENT during twelve (12) months under that applicable Statement of Work immediately preceding the claim that gives rise to such liability (as of the date the liability arose); provided, however, that this limitation shall not apply to any liability for damages arising from (a) willful misconduct or (b) indemnification against	

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				<u>third party claims for infringement of intellectual property rights.</u>	
163	General Clause		General Clause	The bidder requests the addition of the following clauses: Validity of Proposal This proposal will remain valid for acceptance for a period of ….weeks from the proposal date. Language for Communication The official language for communication on this assignment will be English. Further, all deliverable documents will be in the English language. Letter of Acceptance As the first step for the assignment, the CLIENT will issue Bidder a Letter of Acceptance. This letter will refer to proposal and confirm its acceptance. Initial payment, by cheque or draft drawn on a branch at the location of Bidder's branch submitting the proposal, must accompany the Letter of Acceptance. Lead Time Bidder will commence work within ….. weeks of receiving the requisite advance payment. Execution Infrastructure The CLIENT will provide necessary and adequate infrastructure to enable Bidder to fulfill its commitment for the assignment. This will be applicable for each Bidder Consultant associated with the project and will be arranged for and provided at no cost to Bidder. The infrastructure will include: i. Office space;	No change

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				ii. Hardware and software; iii. Computer consumable including stationery, printer ribbons/toner, magnetic storage media such as floppy disks, tapes, cartridges, DATs; iv. Office stationery and consumable; v. Secretarial assistance, if necessary at site; vi. Telephone, e-mail and fax facilities at site; vii. Photocopying assistance; viii. Meeting Room facilities including room equipped with a writing board, seating arrangements, computers/ terminals, overhead projector and consumables. (pl. mention if any additional infrastructure is to be provided). The above-mentioned infrastructure will be required for work to be carried out at the site of CLIENT during regular working hours. CLIENT shall make arrangements to provide for the same beyond these hours such as after regular working hours and on holidays (excluding only compulsory national holidays), whenever required. Co-ordination CLIENT will provide timely clarifications and feedback sought by Bidder's Consultants during the period of this assignment. CLIENT will allocate a Project Coordinator to interact with Bidder, fix appointments with various CLIENT Personnel and provide local assistance to Bidder's Consultants. The Project Coordinator will have necessary authorization from CLIENT to take decisions and give timely approvals as per the need of the project. Assistance The CLIENT will ensure, through its Project Coordinator, transfer of information, specification	

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				of mutually agreed change-requirements (Change Requests), availability of materials such as documents and equipment, meetings with relevant users and other personnel among other requisites for Bidder to understand and document the same for the purpose of time-bound formal approval by the CLIENT, before the service is undertaken by Bidder. Necessary and sufficient time will have to be spent by Users in CLIENT with Bidder personnel during this stage of the assignment. Methodology, Tools and Techniques Bidder will use the methodology, tools and techniques as stated in the accompanying Technical Proposal. Any change in these, if desired by the CLIENT will need to be communicated to Bidder in writing with a reasonable notice period to allow for an assessment of their impact, if any, on schedule, technical requirements, feasibility and cost. Deliverables The deliverables will be as per the details of the deliverables provided in the accompanying Technical Proposal. Acceptance of Deliverables CLIENT will carry out acceptance of deliverables (for the deliverables which are subject to acceptance procedure) as per the schedule presented in the accompanying Technical Proposal. The application software (if any) will be delivered/installed for acceptance to CLIENT as and when the same is ready for delivery. The actual Acceptance Testing of the software will be the	

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				responsibility of CLIENT. CLIENT will prepare the Acceptance Test data along with the expected test results (consistent with the detailed specifications of the system and any change-request agreed in the documents) and keep it ready at least four (4) weeks in advance before the scheduled commencement of the Acceptance Testing of the software. The acceptance testing will be based on the test cases provided by CLIENT. Bidder will provide support for any clarifications during the Acceptance Testing of the system. Defects if any, observed by CLIENT, will be notified to Bidder in writing not later than two (2) weeks of delivery. Bidder will correct the defects that are a deviation from the baseline immediately following the acceptance, whichever is later. CLIENT will confirm acceptance in writing to Bidder. The CLIENT shall not withhold or delay the issuance of acceptance certificate of any of the deliverables, if the deliverables substantially meet the specifications or on account of any minor defects which have no material effect on the functionality of the deliverables. Notwithstanding the foregoing sentence, a deliverable shall be treated as accepted by CLIENT if the CLIENT (a) fails to provide the list of non conformities within two (2) weeks of delivery, (b) fails to notify the acceptance of the deliverables in terms of this clause within the period of two (2) weeks from delivery, or (c) starts using the deliverable in a live production environment (other than as part of agreed review and acceptance testing procedure, such as UAT). Reworking of defects shall be at the cost of Bidder provided the defects are for reasons solely and entirely attributable to the Bidder, in all other cases it shall be to the account of the CLIENT. Items reported as defects that are not deviations from the immediate	

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				previous accepted baseline will be reported again through fresh Change Request documents under the Change Management Procedure described herein. Items reported through the Change Management Procedure will be dealt with separately. Change Management Procedure A change identified at any stage of the assignment which requires the deliverable to deviate from the then current baseline or the approved deliverable of the previous baseline to be modified, will be conveyed by the CLIENT to Bidder or vice-versa in the form of a Change Request document. The request for change will then be assessed by Bidder to evaluate its impact on feasibility, time schedules, technical requirements in consequence of the proposed change and cost. Bidder will present this assessment to the CLIENT for its approval within a reasonable time period. Bidder will incorporate the change after receiving the CLIENT's written approval. In case of delay in approval by the CLIENT, the baseline itself may undergo a change; this will mean a reassessment of the charges. Changes in the requirements like office space, hardware/software, and tools etc. during the execution of the assignment will be conveyed by Bidder to the CLIENT. These will be evaluated jointly by the CLIENT and Bidder and will be provided by the CLIENT at no cost to Bidder. Warranty Bidder shall warrant that the delivered software meets the requirements as specified in the detailed Specifications. This warranty shall remain valid for three (3) months after the acceptance of the	

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				software by the CLIENT or three (3) months after the delivery of the software, whichever is earlier. CLIENT shall promptly notify Bidder in writing of any 'defect' in the software arising due to the reasons solely and entirely attributable to Bidder under this warranty. Upon receipt of such notification, Bidder shall remove the 'defect' in the application software. The scope of the warranty shall be limited only to correction of any bugs that were left undetected during acceptance testing by the CLIENT. Warranty shall not cover any enhancements or changes in the application software, carried out after acceptance testing. This warranty is only valid for defects against approved Specifications. The above mentioned warranty shall also not apply if there is any (i) combination, operation, or use of some or all of the deliverables or any modification thereof furnished hereunder with information, software, specifications, instructions, data, or materials not approved by Bidder and operation of the deliverables on incompatible hardware not recommended by Bidder; (ii) any change, not made by Bidder, to some or all of the deliverables; or (iii) if the deliverables have been tampered with, altered or modified by the CLIENT without the written permission of Bidder; or (iv) defects in components or materials provided to Bidder by CLIENT in connection with the preparation of the deliverable. In case of breach of this warranty, CLIENT's exclusive remedy will be to obtain (1) the re-performance of the service or the correction or replacement of any service deliverable that provides substantially similar functionality or (2) if	

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				both parties mutually determines that such remedies are not practicable, a refund of the fees allocable to that part of the deliverable will be due to the CLIENT if already paid by the CLIENT. EXCEPT AS SET FORTH IN THIS AGREEMENT, BIDDER MAKES NO WARRANTIES TO CLIENT, EXPRESS OR IMPLIED, WITH RESPECT TO ANY SERVICES OR DELIVERABLES PROVIDED HEREUNDER, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL SUCH OTHER WARRANTIES ARE HEREBY DISCLAIMED BY THE BIDDER. Additional Support and Services In case the CLIENT requires any additional support in execution of its tasks in respect of the assignment, it shall be provided to them by Bidder on availability-basis at its then current market rate. Travel and Related Expenses Should the assignment require any travel by any Bidder expert outside their respective base location(s), the CLIENT will provide to-and-fro airfare, board-and-lodging expenses (or, arrangements for the same), as well as local transportation for all such travels. Cost Escalation Bidder will monitor the cost components related to this assignment. At each milestone and at the time of periodic reviews, in case of variances against its budget for reasons not attributable to Bidder like delays in inputs/approvals by the CLIENT, non-availability of facilities at the CLIENT, increase in the scope of the agreed Change-Requirements or increase in the CLIENT's Implementation support	

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				requirements etc., Bidder will bring this to the attention of the CLIENT. All such cost increases will be discussed and mutually agreed upon. Bidder will then raise invoices, payment period and other conditions for such invoices, which will be similar to those for payments laid out in this proposal. Non-employment The CLIENT will neither offer to employ nor employ, directly or otherwise, any Bidder employee, associated for the purpose of, or with the assignment, during the period between the date of this proposal and two years from the completion of the assignment arising here from. Limitation of Liability Bidder shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the CLIENT or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the CLIENT, then Bidder shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the CLIENT. Such failures or delays shall be brought to the notice of the CLIENT and subject to mutual agreement with the CLIENT, then Bidder shall take	

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				such actions as may be necessary to correct or remedy the failures or delays. Bidder shall be entitled to invoice the CLIENT for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties. Notwithstanding anything to contained in this Agreement or under any other document, neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue, loss of data), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages. The total cumulative liability of either party arising from or relating to this Agreement or otherwise shall not exceed the total amount paid to Bidder by the CLIENT in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose. General Indemnity The CLIENT will, during the period of the coverage of this assignment, indemnify and hold Bidder harmless from any loss, injury, claim or damage resulting from any death or injury to any person or property of Bidder arising out of the use or possession of the equipment or location of the CLIENT by Bidder or its personnel, unless caused by the negligence of Bidder personnel and the limitation or liability provided herein shall not apply to such loss, injury, claim or damages. Indemnity for infringement of intellectual property rights	

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				The CLIENT warrants that all software, information, data, materials and other assistance provided by it under this proposal shall not infringe any intellectual property rights of third parties, and agrees that it shall at all times indemnify and hold Bidder harmless from any loss, claim, damages, costs, expenses, including Attorney's fees, which may be incurred as a result of any action or claim that may be made or initiated against it by any third parties alleging infringement of their rights. Notices All notices, requests, demands and other communications under this proposal or in connection herewith shall be given to or made upon the respective parties as follows – Bidder: Tata Consultancy Services Limited, TCS House, Raveline Street, Fort, Mumbai 400 001. With a copy to: General Counsel Tata Consultancy Services Limited, TCS House, Raveline Street, Fort, Mumbai 400 001. CLIENT: (pl. fill up the Address). or to such other person or addresses as any of the Parties shall have notified to the others. All notices, requests, demands and other communications given or made in accordance with the provisions of this proposal shall be in writing by letter, fax, email or telegram. Waiver	

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				No forbearance, indulgence or relaxation by any Party at any time to require performance of any provision of this Proposal shall in any way affect, diminish or prejudice the right of such party to require performance of that provision and any waiver by any party or any breach of any provisions of this Proposal shall not be construed as a waiver or an amendment of the provisions itself, or a waiver of any right under or arising out of this Proposal. Assignment Neither Party shall be entitled to assign or transfer all or any of its rights, benefits and obligations under this proposal without the prior written consent of the other Party

Nonexclusively Bidder shall be free to do similar business either for itself or for any other party or offer similar services to any third parties but without in any way affecting the services agreed to be offered by Bidder under this   Proposal.

Independent   Relationship This Proposal is not intended to create a relationship such as a partnership, joint venture, agency, or employment relationship. Neither party may act in a manner, which expresses or implies a relationship other than that of independent party nor   bind   the   other   party.

Modification This proposal may be modified only by an amendment executed in writing by a duly authorized   representative   for   each   party.

Publicity | |

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				Neither party shall publicize any information pertaining to this assignment or the other party without seeking the prior written consent of the other party.

Entire Understanding
This Proposal together with the Schedules, Annexure and Exhibits hereto and executed by the parties hereto constitutes the entire understanding between the parties hereto with respect to the subject matter hereto and supersedes and cancels all previous negotiations thereof. To the extent permitted by Applicable Law, a party is not liable to another party in contract or tort or in any other way for a representation or warranty that is not set out in this Agreement.

Tata Code of Conduct:
The business activities of the Bidder are self-regulated by the "Tata Code of Conduct". The CLIENT undertakes that it will endeavor to promptly report any violation or potential violation of the Code by any person to the Local Ethics Counselor or the Principal Ethics Counsellor or the CEO of Bidder. Bidder, in turn, undertakes that it will maintain confidentiality of all communications received.

Survival
The clauses of this proposal which by their nature are intended to survive shall so survive the termination/expiry of this proposal.

IPR indemnity from CLIENT:
CLIENT warrants to Bidder that the software, materials, and other assistance ('CLIENT materials') supplied by CLIENT to Bidder for the purpose of | |

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				execution of the terms of the agreement are either CLIENT owned properties or are properties obtained by CLIENT under proper intellectual property licenses. CLIENT further warrants that the said software, material and other information, to be provided by CLIENT shall not infringe the intellectual property rights, proprietary rights or any other property rights of any party. If CLIENT materials supplied by CLIENT are found to infringe the intellectual property rights of any party, then CLIENT shall hold harmless and indemnified Bidder , against all claims and actions associated with such infringement, including without limitation the attorney fees spent by Bidder in defending such actions and claims, and any compensation that may be paid by Bidder to settle such claim either in satisfaction of a court decree or otherwise. This clause shall survive the termination of this agreement. The CLIENT will indemnify, defend and hold Bidder harmless from any loss, injury, claim or damage resulting from any death or injury to any person or property of Bidder arising out of the use or possession of the facilities/equipment or location of CLIENT by Bidder or its personnel, unless caused by the negligence of Bidder personnel and the limitation of liability provided herein shall not apply to such loss, injury, claim or damages. Termination in case of default and non payment of fees: Bidder may terminate this Agreement for cause if CLIENT materially breaches this Agreement, provided Bidder gives CLIENT notice of such breach and it remains uncured after 30 days following notice. If any amount due and payable by CLIENT under the	

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				Agreement is more than 30 days overdue; and there is no dispute between CLIENT and Bidder in relation to that amount, Bidder may issue to CLIENT a notice that payment is overdue. IF CLIENT fails to pay Bidder within 7 days after the date of such notice, Bidder may by a further notice to CLIENT terminate the Agreement or at its election withdraw services or stop performance of its obligations until payment is made. SLA Exclusions The time lost due to any of the following causes shall not be included in calculating "Fix/Work Around Available Time" or "Resolution Time": i Time lost due to power or environmental failures; ii Time taken to recover the equipment because of power or environmental failures; iii Time lost due to damage or malfunction of the equipment or any of the units thereof due to causes attributable to Customer/OEM, such as attachment of additional devices, making alteration to the system, participate in maintenance of the system, etc., without Contractor/ Bidder's consent. iv Time taken for scheduled maintenance/troubleshooting (including back-up and restore times) either for preventive purposes or improvement in function or other purposes; v Time taken for reconfiguration or other planned downtime situations; vi Scheduled shutdowns as required by Owner/ Purchaser. Contractor/ Bidder may also request Owner/ Purchaser for a shutdown for maintenance purpose, which request will not be denied unreasonably by Owner/ Purchaser.	

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				vii Time taken for booting the systems. viii Time taken to get approval from all stakeholders for the exclusive availability of system for support activities where the prospective solutions can be tested prior to promotion into production. ix Time taken by Customer to approve the work around or fix. x Time taken by the third-party Bidders and service providers for fixing a product related fault/ defect, replacement of part(s), or responding to clarifications. Audit Any such audit shall be conducted expeditiously, efficiently, and at reasonable business hours after giving due notice to the Bidder which shall not be less than 10 days. The cost of such audit shall be borne by the CLIENT. CLIENT shall not have access to the proprietary data of, or relating to, any other customer of Bidder, or a third party or Bidder's cost, profit, discount and pricing data. The audit shall not be permitted if it interferes with Bidder's ability to perform the services in accordance with the service levels, unless the CLIENT relieves Bidder from meeting the applicable service levels. CLIENT will ensure that the auditor (except CAG) appointed to conduct the audit will not be the competitor of Selected Bidder and will be bound by confidentiality obligations	
164	7.4.8. Helpdesk Resources:	53	7.4.8.1. The agency shall provide 2 dedicated personnel. These resources will be deployed at Govt. of Punjab Call Centre situated at Chandigarh/ Mohali. These resources shall train helpdesk executives which will provide uninterrupted technical and operational assistance. This team shall be responsible for L1	Kindly confirm the following: (i)Which is the agency referred to here which will be providing the 2 dedicated personnel? (ii)What will be the educational qualifications of these 2 resources. (iii)Will these resources be required to only provide training to helpdesk executives or will they also be responsible for L1 and L2 support, incident	(i) Service Provider (ii) Please refer Corrigendum (iii) Please refer RFP Clause No. 7.4.8.1 (iv) 8 AM to 8 PM (7 days a week) (v) Related to Software/Portal and Services

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			and L2 support, incident resolution, user guidance, and escalation management.	resolution, user guidance, and escalation management. (iv)What will be the shift timings & workdays/week for 2 dedicated personnel? (v) What will be the nature of training to be imparted to the 2 helpdesk resources?	
165	7.1.4.1.4. Service Provider shall prepare Detailed Design documents which will include:	34	8 Call center and user interaction Following each interaction, the system will generate feedback that will be used by the call center operator (engaged by the Client) to conduct feedback calls, enabling real-time improvements and adjustments to the system based on citizen insights.	We understand call center/helpdesk systems including IVRS/ACD/Recordings and Call center/helpdesk manpower is not in scope of bidder deliverables. Kindly confirm.	Yes, Understanding is correct.
166	7.1.4.1.4. Service Provider shall prepare Detailed Design documents which will include:	38	12 Last mile connectivity B. Call Centre/Helpdesk Systems ● Integration with call centre dashboards to: ● Record and escalate grievances. ● Assist with application filling. ● Update citizens on status via IVR or agent support.	We understand call center/helpdesk systems including IVRS/ACD/Recordings and Call center/helpdesk manpower is not in scope of bidder deliverables. Kindly confirm.	Yes, Understanding is correct.
167	8.2. Support Services	61	8.2.1. The criticality of the required services for software solution including bug fixing, technical support, etc. is categorized under the four categories/priorities i.e. Critical, High, Medium, and Low. Each of the Support Category is associated with a respective response and resolution time as under:	(i) We understand that the Govt. of Punjab Call Centre will be raising these tickets using the call center solutions and the MSP resources deployed onsite need to provide L3 support to resolve the tickets as per the assigned category and response time. Kindly confirm. (ii) We understand that the Govt. of Punjab call center ticketing solution will be extended to the MSP resources deployed onsite for the purpose of resolution of the issues. Kindly confirm.	Yes, Understanding is correct.
168	7.6. General	57	7.6.8. The Service Provider shall provide the security audit certificate of the complete solution from a CERT-In empanelled agency prior to Go-	A. Please confirm if the cost of the third-party CERT-In security audit is to be borne by Service provider or PSeGS.	Please refer Corrigendum

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			Live and thereafter, after every two years from the date of Go-Live.	B. Also, Please confirm who will appoint the Audit Agency, Service Provider or PSeGS.	
169	7.2. Process	48	7.2.22. Conduct vulnerability assessments and regular penetration testing.	A. Please confirm the frequency of VAPT (e.g. Quarterly, Semi-Annually, Annually). B. The vulnerability assessment and Penetration testing needs to be carried by Cert-In empaneled vendor . Please confirm? C. Please confirm , who will bear the cost for VAPT.	Please refer Corrigendum
170	7.2. Process	48	7.2.21. Apply advanced security features including input validation, encryption of sensitive data, multi-factor authentication (where applicable), and compliance with MeitY cybersecurity guidelines.	Please confirm the number of internal and external user.	The portal will be used by various stakeholders, including: - Citizens - State Government employees - Sewa Kendras - Other agencies/individuals - The bidder is expected to make its own assessment for calculating the number of users.
171	7.6. General and 7.5. Proposed Technology Stack	56 and 55	7.6.4. The Service Provider shall host the solution at Punjab State Data Center. The infrastructure will be provided by the Client. However, Section IV on Page 55 states Cloud Provider: MeitY-empanelled cloud providers hosted in India (as per RFP guidelines).	Please confirm the definitive hosting Infrastructure. Will the solution be hosted exclusively at Punjab State Data Center or on a MeitY-empanelled public cloud. Also, Please confirm the available security services which can be leverage by Bidder.	It is clarified that The client will provide the production environment infrastructure, which includes SDC at Mohali or Cloud (MeitY empaneled) including OS and Database, as per mutually decided requirements. The service provider will be responsible for the deployment, maintenance, and related work of the portal on the production environment. Additionally, the service provider will provide all necessary software, tools, and manpower required for deployment, maintenance, and backup at their own cost. The service provider will also be responsible for development, testing, and staging environments, including hardware and software, at their own cost. The location of the DR site will be intimated to the selected service provider.

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172	7.1.4.3. Hosting Infrastructure	46	7.1.4.3.1. The Bidder will be responsible for sizing the required infrastructure for hosting the citizen portal. The bidder has to provide the solution architecture and sizing of the proposed solution. Necessary infrastructure to be provided by the Client for hosting of the citizen portal and mobile application.	As the hosting Infrastructure will be provided by PSeGS. Kindly confirm on type of IT Security Solution specific to host, server, network, connectivity, application, database, device and monitoring systems will be provided by the client.	It is clarified that The client will provide the production environment infrastructure, which includes SDC at Mohali or Cloud (MeitY empaneled) including OS and Database, as per mutually decided requirements. The service provider will be responsible for the deployment, maintenance, and related work of the portal on the production environment. Additionally, the service provider will provide all necessary software, tools, and manpower required for deployment, maintenance, and backup at their own cost. The service provider will also be responsible for development, testing, and staging environments, including hardware and software, at their own cost. The location of the DR site will be intimated to the selected service provider.
173	4.6. Existing infra configurations : and 7.5. Proposed Technology Stack	9 and 55	A WAF is listed as part of existing Infrastructure and Section IV also list WAF as a Service.	Please confirm WAF at SDC will be provided by PSeGS and Bidder will given access to leverage the WAF for configuration and management of the rules for new application.	It is clarified that The client will provide the production environment infrastructure, which includes SDC at Mohali or Cloud (MeitY empaneled) including OS and Database, as per mutually decided requirements. The service provider will be responsible for the deployment, maintenance, and related work of the portal on the production environment. Additionally, the service provider will provide all necessary software, tools, and manpower required for deployment, maintenance, and backup at their own cost. The service provider will also be responsible for development, testing, and staging environments, including hardware and software, at their own cost. The location of the DR site will be intimated to the selected service provider.

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174	4.8. Background	10	4.8.3. Connect Portal: The Connect Portal (https://connect.punjab.gov.in/) serves as a centralized platform for delivering a wide array of government services to citizens where citizen can apply directly from anywhere. It allows users to apply for services, track applications, and receive digitally signed documents online.	Kindly confirm if the existing Portal have DSC integration enabled? If yes, Please confirm the issuance of Certificate will be responsibility of Client.	- The current portal (e-Sewa) has DSC integration enabled. - The client will be responsible for providing DSC/E-Sign as required.
175	Technical	41	2. Integration with e-Sign	Kindly confirm the onboarding of e-sign service provider and procurement of e-sign certificate will be the responsibility of PSeGS and Bidder will only responsible for Integration.	Yes, understanding is correct.
176			1. Advance Payment Request - Page 65	We kindly request that the payment terms include at least 20% advance payment for the recruitment and deployment of manpower onsite, covering 23 resources — 21 for the Tech team and 2 for the Helpdesk team.	No Change
177			2. Alignment of Payment with Timelines (Milestones) - Page 57	We request you to align the overall payment plan with the agreed project milestone payment structure, to ensure smooth execution and timely delivery.	No Change
178			3. Post-Deployment Support Team	Please confirm whether the Post-Deployment Support Team is expected to work onsite or remotely. If feasible, we request that this team be allowed to operate remotely, to enable flexibility and optimize costs.	It is clarified that The team required as per the RFP will be stationed onsite for the duration of the contract.
179	7	30	The scope of work shall broadly include the creation of a Platform, Portal, Mobile App, Chat bot, Data Analytics etc.	It is our understanding that the existing citizen portal is to be redeveloped. The takeover of the existing portal and O&M of the existing portal are not within the scope of this RFP. Is our understanding correct?	Yes. Understanding is correct.

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180	7.1.4.1.4	32	The available as well as proposed IT infrastructure shall be a part of the document (Design document)	Is it mandatory to use the existing stack?	- Bidders have the flexibility to choose any latest technology stack that meets: - Project objectives - Future requirements - SLA (Service Level Agreement) requirements
181	7.1.4.1.4 (functional req 4)	33	Digital Payment Enablement	Will the department provide the Payment Gateway, Wallet, etc., which need to be integrated?	The payment gateway will be provided by the client.
182	7.1.4.1.4 (functional req 13.1)	39	Integrated Call Centre Web Interface for the allied call centres	It is our understanding that the Call center solution would be provided by the department and would have the interfaces to support integration, and the SI only needs to do the integration. Is our understanding correct?	Yes, understanding is correct
183	7.1.4.1.4 (functional req 16)	41	Integration with e-Sign	Will the department facilitate the API of e-Sign?	Yes, understanding is correct
184	7.1.4.1.4 (functional req 19)	42	The Security Audit support has to be provided by the Service Provider and should close any non-compliances as reported by the Third Party auditor.	Will the department provide the 3rd party Security & GIGW Auditor, and SI only needs to resolve the issues/findings, or the SI need to facilitate this?	It is clarified that The service provider is responsible for addressing and closing any non-compliances reported by the Third Party Auditor selected by the Service Provider.
185	7.1.4.1.4 (functional req 29)	44	Dev, Test & Staging Environments	The Dev, Test & Staging environments are to be provided and hosted by the SI. Is our understanding correct?	Yes. Understanding is correct.
186	7.1.4.3.3	46	In case of any future requirement of changing the hosting environment, the service provider shall migrate the application including database to the new hosting environment at its own cost. Hosting environment to be provided by PSeGS. The service provider shall ensure business continuity during the migration process.	Is there any DR operational?	Details of DR Site shall be shared with selected service provider.

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187	7.4.1	50	Project Manager credentials/qualifications	Request the qualifications to be changed to B.E./B.Tech/MCA/MBA and Prince2/PMP certification.	No Change.
188	7.4.1	50	Team Lead Certifications	Please allow certifications like CAPM from PMI	No Change
189	7.5	53	Technology stack - Mobile application	Can the SI use Cross Platform Technology, which allows leveraging platform-specific features by allowing native module development & integration?	Please refer RFP Clause no. 7.5.I
190	7.5	54	Database (Primary Data Storage)	Which database edition is required, Enterprise Edition or Open Source Community Edition?	The database at the hosting environment will be provided by the client, following mutual discussions.
191	7.5	55	Cloud Infrastructure & Services (MEITY empanelled, hosted in India)	Does the SI need to provide the cloud hosting or the department will provide the hosting as mentioned in 7.1.4.3.3	It is clarified that The client will provide the production environment infrastructure, which includes SDC at Mohali or Cloud (MeitY empaneled) including OS and Database, as per mutually decided requirements. The service provider will be responsible for the deployment, maintenance, and related work of the portal on the production environment. Additionally, the service provider will provide all necessary software, tools, and manpower required for deployment, maintenance, and backup at their own cost. The service provider will also be responsible for development, testing, and staging environments, including hardware and software, at their own cost. The location of the DR site will be intimated to the selected service provider.
192	7.6.1	56	SMS Gateway, Email gateway	Will the department provide the SMS Gateway and Email gateway and bear the one-time and/or recurring cost of these?	Yes, Understanding is correct.

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193	7.5	55	Database Licenses	Will the department provide the SI recommended database licenses?	Database at hosting environment shall be provided by the Client after mutual discussions.
194	7.5	55	Other Tools & Protocols	1. Will the department provide Monitoring & alerting tools like EMS, NMS, App monitoring, etc., in the datacenter? 2. Can the SI propose Open Source Tools for components like API Gateway, Messaging queues, monitoring, alerting, etc.?	It is clarified that The client will provide the production environment infrastructure, which includes SDC at Mohali or Cloud (MeitY empaneled) including OS and Database, as per mutually decided requirements. The service provider will be responsible for the deployment, maintenance, and related work of the portal on the production environment. Additionally, the service provider will provide all necessary software, tools, and manpower required for deployment, maintenance, and backup at their own cost. The service provider will also be responsible for development, testing, and staging environments, including hardware and software, at their own cost. The location of the DR site will be intimated to the selected service provider.
195	Sec-7.1.3.1	30	7.1.3.1. Design and develop a Service-Oriented Architecture (SOA)-based web application along with mobile applications for both Android and iOS platforms. Additionally, ensure that all services are accessible through WhatsApp, enabling citizens to apply for and avail services directly via the WhatsApp interface.	Who will pay for the onboarding of Google Play Store, Apple Store, and WhatsApp services?	- The client will be responsible for making payments (one-time and recurring) related to onboarding services for: - Google Play Store - Apple Store - WhatsApp services - These payments are for the production environment.
196	Sec-7.1.4.4	46	7.1.4.4. Backup Management Services: The Service Provider shall provide backup management services to conduct regular backups and restoration as required, of critical data and systems to achieve the required service level.	As per our understanding Department will provide the necessary backup infrastructure like Backup Software, Tape Library/Archival Storage, etc.	Hardware shall be provided by Client. Backup software shall be provided by the service provider.

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197	Sec-7.3.5	50	7.3.5. Live training for Departments of Punjab government be provided as and when requested by the Client	As per our understanding, Learning Management Software (LMS) and other required infrastructure will be provided by the Department.	The service provider will provide any software or tools required for training purposes.
198	Sec-7.5	55	IV. Cloud Infrastructure & Services (MeitY-empanelled, hosted in India).	As per our understanding, required cloud infrastructure and services will be provided by the department as per the clause "7.6.4. The Service Provider shall host the solution at Punjab State Data Centre. The infrastructure will be provided by the Client."	The client will provide the production environment infrastructure, which includes SDC at Mohali or Cloud (MeitY empaneled) including OS and Database, as per mutually decided requirements. The service provider will be responsible for the deployment, maintenance, and related work of the portal on the production environment. Additionally, the service provider will provide all necessary software, tools, and manpower required for deployment, maintenance, and backup at their own cost. The service provider will also be responsible for development, testing, and staging environments, including hardware and software, at their own cost. The location of the DR site will be intimated to the selected service provider.
199	Sec-7.5	55	**Monitoring & Alerting**: Automated tools and systems for real-time monitoring of system components and proactive anomaly detection.	As per our understanding, required monitoring and alerting tools will be provided by the department.	The client will provide the production environment infrastructure, which includes SDC at Mohali or Cloud (MeitY empaneled) including OS and Database, as per mutually decided requirements. The service provider will be responsible for the deployment, maintenance, and related work of the portal on the production environment. Additionally, the service provider will provide all necessary software, tools, and manpower required for deployment, maintenance, and backup at their own cost. The service provider will also be responsible for development, testing, and staging environments, including hardware and software, at their own cost. The location

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					of the DR site will be intimated to the selected service provider.
200	Sec-7.6.8	57	7.6.8. The Service Provider shall provide the security audit certificate of the complete solution from a CERT-In empanelled agency prior to Go-Live and thereafter, after every two years from the date of Go-Live. 7.6.9. The Service Provider shall provide the GIGW Compliance Audit certificate of the portal from STQC or its authorized agency.	Who will bear the cost of these certifications?	Please refer Corrigendum
201	Sec-7.4.8.1	53	7.4.8.1. The agency shall provide 2 dedicated personnel. These resources will be deployed at Govt. of Punjab Call Centre situated at Chandigarh/ Mohali. These resources shall train helpdesk executives which will provide uninterrupted technical and operational assistance. This team shall be responsible for L1 and L2 support, incident resolution, user guidance, and escalation management.	As per our understanding, Service Provider will deploy 2 resources, who will train the Helpdesk executives deployed by the department. Required Helpdesk application/tools will be provided by the department.	Please refer corrigendum - These resources will provide training to helpdesk executives beyond the tasks mentioned in the RFP. - The service provider will provide technical ticketing tools.
202	5.4 Earnest Money Deposit (EMD)	18	The bidder shall furnish EMD through online mode, as part of the Eligibility Criteria, as per detail provided in the Document Control sheet.	Since the EMD amount is Rs. 50,00,000/-, which is a very huge amount. Requesting the department to kindly allow the submission of EMD in the form of a Bank guarantee also.	Please refer Corrigendum
203	7.1.4.1.4	33	Analytical Dashboard - Should include all the reports available in existing e-Sewa portal	Kindly clarify how many reports are available in existing e-Sewa portal.	There are currently 56 reports available within the e-Sewa Portal logins. Additionally, reports are generated for authorities and processing officials in required formats from the database as needed.
204	7.1.4.1.4	33	Digital Payment enablement	Only one payment gateway to be integrated or multiple gateways?	The service provider will be required to integrate multiple payment gateways provided by the client.

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205	7.1.4.1.4	33	Digital Payment enablement	We assume PSeGS will bear PG charges, integration charges, and platform fees for Payment Gateways.	Yes, understanding is correct.
206	7.1.3.2	30	Migrate the existing applications, data into the new architecture. Currently legacy data backup is around 45–50 TB	Kindly clarify whether complete redevelopment of existing e-Sewa and Connect portal services (430+) is expected under the new architecture, or only data and partial service migration is in scope.	- The project involves complete redevelopment of the existing: - e-Sewa portal - Connect portal services - These will be developed under a new architecture.
207	4.8.2 & 4.8.3	9	e-Sewa and Connect Portals described separately, both serving citizen services.	Are both e-Sewa and Connect Portals expected to be merged into the new portal, or will they continue to run in parallel with API or UI redirection?	Yes, both shall be merged into new portal developed by service provider.
208	7.1.4.1.4	31	Enhancements pertaining to BPR, addition of new services and potential G2C/B2C services	Will the existing 430+ services be redesigned through Business Process Reengineering (BPR), or will the same forms and flows be retained as-is in the new system?	FRS for all services shall be provided by the client.
209	5.3	16	CMMi Certification The bidder possesses CMMi certification which should be valid on the date of bid submission.	We request that this criterion be revised to specify CMMi Level 5 certification and award marks accordingly. Suggested Revision: "Bidder having valid CMMi Level 5 certification on date of bid submission – 5 marks."	No Change
210	5.11.2	22	The bids will be evaluated on a Cost Based Selection method (CBS) basis	Kindly consider changing the evaluation method from Cost Based Selection (CBS) to Quality and Cost Based Selection (QCBS) with 70% technical and 30% financial weightage	No Change
211	7.1.3.1	30	Design and develop a Service-Oriented Architecture (SOA)-based web application along with mobile applications for both Android and iOS platforms. Additionally, ensure that all services are accessible through WhatsApp, enabling	Kindly clarify whether Apple App Store hosting and renewal charges are to be borne by the Service Provider or the Client.	- The client is responsible for one-time and recurring payments for onboarding services on: - Google Play Store - Apple Store

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			citizens to apply for and avail services directly via the WhatsApp interface.		- WhatsApp services - This applies to the production environment.
212	29	44	Development, Testing, Staging, and Production Requirements	Kindly confirm whether the development, testing, and staging environments (hardware and hosting) are to be provided by the bidder or will this be provisioned by the Client.	The client will provide the production environment infrastructure, which includes SDC at Mohali or Cloud (MeitY empaneled) including OS and Database, as per mutually decided requirements. The service provider will be responsible for the deployment, maintenance, and related work of the portal on the production environment. Additionally, the service provider will provide all necessary software, tools, and manpower required for deployment, maintenance, and backup at their own cost. The service provider will also be responsible for development, testing, and staging environments, including hardware and software, at their own cost. The location of the DR site will be intimated to the selected service provider.
213	7.6.1.	56	The Service Provider shall perform necessary integrations as per the requirement of the Client. For example: SMS gateway, email gateway, digilocker, payment gateway, etc.	Kindly confirm whether the recurring usage costs for SMS gateway, email gateway, if any, will be borne by the Client or the Service Provider.	Client shall be responsible for payments (Onetime/Recurring) related to SMS gateway and email gateway.
214	9.1.3	65	Payment for shall be done in the following manner: 9.1.3.1. 50% after Go-live of the service. 9.1.3.2. 30% after successful completion of the first year of Operations and Maintenance of the service. 9.1.3.3. 1.25% after successful completion of each quarter after the first year of O&M of the service till completion of 5 years.	We request you to kindly consider revising the payment structure to allow better cash flow during project execution. Suggested revision: 70% on Go-live, 20% in 4 equal quarterly installments in Year 1, and 10% spread over next 4 years.	Please refer corrigendum.

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			9.1.4. Payments regarding Operations and Maintenance shall be released on quarterly basis		
215	Annexure-A (Indicative list of services to be developed)	74	Annexure-A (Indicative list of services to be developed)	As per the RFP, 430+ services are currently being offered, but Annexure-A lists only 385 services. Kindly share the complete list of all 430+ services. Also, please confirm if there are any planned or upcoming B2C services (beyond current G2C scope) that are expected to be developed under this project.	The indicative services listed in Annexure A are meant to provide an understanding of the nature of services that will be developed under the project. The final list of services will be provided to the selected service provider, which will form the basis of the project scope and deliverables.
216				1. Kindly confirm that the service provider will not be liable for the cost of any APIs to be integrated in the application. They will only be responsible for integrations.	The client will bear the cost of APIs required for integration with any government department/system. The service provider will be responsible for integrating these APIs and will also bear the cost of any other APIs required for the project as specified in the RFP or clarified through queries.
217				1. Requesting to consider 30% advance payment, as the requirement is of senior resources. In addition to total 23 onsite resources, offline resources will also have to be deployed.	No Change
218				1. Currently the payment plan is not related to timelines for deliverables, please release at least 15-20% payment on each milestone achievement.	No Change
219				1. Kindly allocate dedicated SPOC from each department, considering coordination regarding workflows with different departments, it can lead to delays.	Details of nodal officers shall be shared with selected service provider.
220	teria > Point no. 2	11	The bidder should be in operation for at least the last five years as on 30.04.2025 and should have successfully completed "Similar Work" in government / large private organizations during	We understand that "Similar Work" refers to software development, implementation, and	Please refer RFP Clause no. 3.1.15

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			the last five years ending 31.03.2025 as per following details: - A. One similar work costing not less than the amount equal to Rs. 10 Cr. OR B. Two similar works each costing not less than the amount equal to Rs. 6.25 Cr. each. OR C. Three similar works costing not less than the amount equal to Rs. 5 Cr. each.	maintenance services, and is not limited to any specific domain. Kindly clarify	
221	2	12	5.2.2 > Pre-qualification / Eligibility criteria > Sub point no. 3	The bidder should have a minimum annual average turnover of Rs. 50 crores, in any three of the last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24. Alternatively, the bidder may include the financial year 2024–25 for consideration, provided a CA-certified certificate with a valid UDIN is submitted for that year. Kindly confirm whether we can consider FY 2024–25 as one of the three financial years for calculating the average turnover.	It is clarified that as per eligibility criteria, RFP Clause 5.2.2 Sl. No. 3,4, the bidder may submit required documents of any three of the last financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23, 2023-24 and 2024-25
222	5.2.2 Eligibility Criteria	11	2. The bidder should be in operation for at least the last five years as on 30.04.2025 and should have successfully completed "Similar Work" in government / large private organizations during the last five years ending 31.03.2025 as per following details: - A. One similar work costing not less than the amount equal to Rs. 10 Cr. OR B. Two similar works each costing not less than the amount equal to Rs. 6.25 Cr. each. OR C. Three similar works costing not less than the amount equal to Rs. 5 Cr. each.	As Earnest Money Deposit (EMD) is Rs. 50,00,000/-, we assume that the estimated project value is approximately Rs. 25 Crore. In light of this, we respectfully request you to kindly revise the eligibility criteria in alignment with the estimated project value. Additionally, we request you to consider only government organization work orders for evaluation purposes and remove large private sector organizations from the qualifying criteria. The bidder should be in operation for at least the last five years as on 31.03.2025 and should successfully completed "Similar Work" in government during the last five years ending 31.03.2025 as per following details: - A. One similar work costing not less than the	No Change

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				amount equal to Rs. 20 Cr. OR B. Two similar works each costing not less than the amount equal to Rs. 12.5 Cr. each. OR C. Three similar works costing not less than the amount equal to Rs. 10 Cr. each. We believe this will promote fair competition among bidders possessing relevant public sector experience, while ensuring compliance with the General Financial Rules (GFR)." As "Large Private Sector" Organizations is a debatable topic, we would request you to remove this and solicit only government specific experience	
223	5.2.2 Eligibility Criteria	12	3. The bidder should have a minimum annual average turnover of Rs. 50 crores, in any three of the last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24. Alternatively, the bidder may include the financial year 2024–25 for consideration, provided a CA-certified certificate with a valid UDIN is submitted for that year.	We kindly request you to consider only the last three audited financial years — FY 2021-22, FY 2022-23, and FY 2023-24 — and remove the option of 'any three of the last five financial years' from the eligibility criteria. **Simultaneously for the net-worth clause & corresponding TEC Clause(s)**	No Change
224	5.2.2 Eligibility Criteria	12	5. The bidder should be ISO 9001 and CMMi3 certified which should be valid on the date of submission.	We kindly request you to enhance the certification requirement to ISO 9001 and SEI CMMI ML5 certification only verifiable from the official CMMi Institute website.	Please refer Corrigendum
225	5.3. Technical Evaluation	16	Past Experience The bidder should have executed or in the process of executing a statewide single IT project of minimum value Rs. 3.5 Crore with State Government/ Central Government/ Semi Government/ Quasi Government/ PSU/Private Organization Other Government Institutions,	We request you to consider only government organization work orders for evaluation purposes and remove private sector organizations from the criteria.	Please refer Corrigendum

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			which includes any 3 activity of below – ● Development of Web-Portal ● Electronics Forms & Workflow ● Capacity Building and Change Management ● Deployment of Data Centre Infrastructure and Networking ● Quality Testing and Certification The maximum marks for each project is 5 marks. 2 Projects – 10 Marks Every single project of similar nature will be awarded 5 marks, subject to a maximum of 20 Marks		
226	5.3. Technical Evaluation	16	CMMi Certification The bidder possesses CMMi certification which should be valid on the date of bid submission. **5 Marks**	**Request you to re-allocate these 20 Marks to other criteria like proposal quality /demonstration/POC/Integrations etc. or similar G2B/G2C citizen centric service delivery portals experience**	Please refer Corrigendum
227	5.3. Technical Evaluation	16	ISO 9001 Certificate The bidder possesses ISO 9001 certification which should be valid on the date of bid submission **5 Marks**		
228	5.3. Technical Evaluation	17	ISO 27001 Certificate The bidder possesses ISO 27001 certification which should be valid on the date of bid submission : **5 Marks**		
229	5.3. Technical Evaluation	17	ISO 20000 Certificate The bidder possesses ISO 20000 certification which should be valid on the date of bid submission : **5 Marks**		
230	5.3. Technical Evaluation	17	Net worth: The bidder has a positive net worth in the minimum number of years out of last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24:	**Request you to re-allocate these 10 Marks to other criteria like proposal quality /demonstration/POC/Integrations etc. or similar**	Please refer Corrigendum

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			● Any three FYs : 5 Marks ● More than Three FYs : 10 Marks Alternatively, the bidder may include the financial year 2024–25 for consideration, provided a CA-certified certificate with a valid UDIN is submitted for that year.	**G2B/G2C citizen centric service delivery portals experience**	
231	5.3. Technical Evaluation		Similar Work Experience	We kindly request you to consider including work experience of similar scope related to Citizen Service Portals or Platforms under the evaluation criteria. Allowing such experience in Citizen Service Delivery will encourage participation from competent agencies with proven expertise in implementing large-scale, public-facing digital solutions. We request that this be considered for allocation of 20 marks in the technical evaluation."	Please refer Corrigendum
232	5.3. Technical Evaluation	17	Quality of CV for the Onsite Core Resources proposed for the project ● Project Manager Technical ● Solution Architect ● Database Administrator	We kindly request you to include TOGAF and PMP certifications as part of the criteria for key project resources.	As per RFP
233	5.3. Technical Evaluation	18	5.3.3. Only those Bidders whose absolute technical score is 60 or more shall be considered by the Client for further evaluation i.e. Financial bid evaluation.	We kindly request you to increase the minimum qualifying technical score from 60 to 75 for progressing to the next stage of evaluation.	Please refer corrigendum
234	Document control sheet	5	Method of Selection: Cost Based Selection (CBS)	In order to ensure the selection of a technically competent and quality-focused bidder, we kindly request you to adopt the Quality and Cost Based Selection (QCBS) method with an 70:30 weightage (70% for technical and 30% for financial evaluation).	No Change
235	9	5	Cost of tender document (online payment) Rs. 5,000/- (Rs. Five Thousand Only)	Exemption of Tender document fees to bidders registered under MSMEs	No Change

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236		10	5	Earnest Money Deposit (EMD) through online mode Rs. 50,00,000/- (Rs. Fifty Lakhs Only) Exemption of EMD to bidders registered under MSMEs. Will be helpful in increased participation from IT startups and MSMEs	Please refer Corrigendum
237	237	15	Tech Evaluation Criteria (1)	Average Annual Turnover in any three of the last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23, and 2023-24. Alternatively, the bidder may include the financial year 2024–25 for consideration, provided a CA-certified certificate with a valid UDIN is submitted for that year: a) More than or equal to Rs. 50 Crore but less than Rs. 100 Crore : 10 Marks b) More than or equal to Rs. 100 Crore but less than Rs. 200 Crore : 15 Marks c) More than or equal to Rs. 200 Crore: 20 Marks Will be helpful in increased participation from IT startups and MSMEs	Please refer Corrigendum
238	2	16	Tech Evaluation Criteria (2)	The bidder should have executed or in the process of executing a statewide single IT project of minimum value Rs. 3.5 Crore with State Government/ Central Government/ Semi Government/ Quasi Government/ PSU/Private Organization Other Government Institutions, which includes any 3 activity of below – ● Development of Web-Portal ● Electronics Forms & Workflow ● Capacity Building and Change Management ● Deployment of Data Centre Infrastructure and Networking ● Quality Testing and Certification The maximum marks for each project is 5 marks. 2 Projects – 10 Marks Every single project of similar nature will be awarded 5 marks, subject to a maximum of 20	Please refer Corrigendum

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				Marks Requesting change as multi-location covers a fine range of geographical points - districts and offices.	
239	3 Tech Evaluation Criteria (6)		ISO 20000 Certificate The bidder possesses ISO 20000 certification which should be valid on the date of bid submission : 5 Marks	Requesting change as the CMMI and 27001 has covered the IT aspect, while TC 260 would be effective to cover the human resource management.	Please refer Corrigendum
240	4	7.1.3.2	Migrate the existing applications, data into the new architecture. Currently legacy data backup is around 45-50 TB.	Since the scope also includes migration of legacy systems- we would request all the information/architecture documents/database designs/process flow documents for the existing systems. As Lack of information from each department would lead to delays in the deliverables.	During the knowledge transfer phase, the client will share complete details with the selected service provider, ensuring a comprehensive handover of necessary information to facilitate a smooth project execution.
241	5	7.4.8.1	7.4.8.1. The agency shall provide 2 dedicated personnel. These resources will be deployed at Govt. of Punjab Call Centre situated at Chandigarh/ Mohali. These resources shall train helpdesk executives which will provide uninterrupted technical and operational assistance.	Please confirm if any manpower is required for Helpdesk also (in addition to the 2 dedicated personnel)	As per RFP
242	6	I	Leading cross-platform frameworks supporting native module development for specific functionalities (e.g., secure audio recording, GPS tagging).	Please confirm the use case for secure audio recording	The project may require audio recording as per specific service requirements, which could include interactions, feedback collection, taking declarations, witness statements, and ensuring accessibility, among other purposes.
243		V	APIs: Standardized API architectures (e.g., RESTful) for secure and efficient communication between modules and external systems, ensuring encryption, tokenization, and rate-limiting.	Please confirm explicitly that all the API integrations will be done by the service provider. Client will bear the cost of the APIs.	The client will bear the costs associated with APIs required for integrating with government departments/systems. In contrast, the service provider will be responsible for integrating these APIs and will cover the costs of any

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					other APIs needed for the project as outlined in the RFP or clarified through queries.
244	9.1.3.1.	9:01:03	Payment for shall be done in the following manner: 9.1.3.1. 50% after Go-live of the service. 9.1.3.2. 30% after successful completion of the first year of Operations and Maintenance of the service. 9.1.3.3. 1.25% after successful completion of each quarter after the first year of O&M of the service till completion of 5 years.	Requesting to align Payment terms along with Timelines given in Page 57 1. Signing of contract: 10% advance for mobilization 2. Design, Development, Security Audit and hosting of 50 Services: 5% 3. Design, Development, Security Audit and hosting of 150 Services: 10% 4. Design, Development, Security Audit and hosting of another 400 Services: 25% 5. 30% after successful completion of the first year of Operations and Maintenance of the service. 6. 1.25% after successful completion of each quarter after the first year of O&M of the service till completion of 5 years. Requesting in order to have a positive cash flow for financial sustainability of the project	Please refer corrigendum
245	3.1.9.	6	"Go-Live" means when the fully developed service and allied functionalities transition from the test environment to the production environment (after security audit), fully functional and accessible by intended users (Citizen, Govt. officials, Sewa Kendra operators etc.) as per approved FRS/SRS, UAT. Further, at least 10 successful outputs per service shall be generated.	Please elaborate the requirements of UAT stage. Who may be the authority for the UAT sign-off, is there a proposed committee/ SPOCS identified for the project activities evaluation, monitoring, and approvals?	The client will conduct User Acceptance Testing (UAT) in consultation with the relevant departments and will share the details of nodal officers from other departments with the selected service provider to facilitate smooth project execution and coordination.
246	13	5	Document control sheet - Cost Based Selection (CBS)	Considering the scale and technicality of the project, we suggest that the evaluation is done based on QCBS (Quality and Cost Based Selection) method. In this method of selection, consultants/ service providers submit both a technical proposal and a	No Change

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				financial proposal at the same time. Minimum qualifying marks for quality of the technical proposal are prescribed as benchmark (normally 75 (seventy five) out of maximum 100 (hundred)) and indicated in the RFP along with a scheme for allotting marks for various technical criteria/ attributes. We suggest that the department consider QCBS as bid evaluation method as suggested in CVC guidelines - https://cvc.gov.in/files/procurement-manuals-pdf/PPM%2000003.pdf	
247	9.1.3.	65	Payment for shall be done in the following manner: 9.1.3.1. 50% after Go-live of the service. 9.1.3.2. 30% after successful completion of the first year of Operations and Maintenance of the service. 9.1.3.3. 1.25% after successful completion of each quarter after the first year of O&M of the service till completion of 5 years. .	Payment for shall be done in the following manner: 9.1.3.1. 5% Project Commissioning & Deployment of resources 9.1.3.2. 15% Requirement Gathering and Solution design 9.1.3.3. 10% Software Development Report 9.1.3.4. 10% Training Completion Report 9.1.3.5. 10% Go-Live of citizen portal 9.1.3.6. 10% Go-Live of Mobile application 9.1.3.7. 20% after successful completion of the first year of Operations and Maintenance of the service. 9.1.3.8. 20% (distributed amongst each quarter) after successful completion of each quarter after the first year of O&M of the service till completion of 5 years.	Please refer corrigendum
248	7.7.1.	58	Project Timelines 3. Design & Development of Citizen portal Design, Development, Security Audit and hosting of 50 Services T3: T2 + 45 days Design, Development, Security Audit and	What is the total list of Modules to be implemented as part of the project? This mentioned clause indicates there are 600 modules although the section 'Annexure-A (Indicative list of services to be developed)' indicates 385 modules for development.	The indicative services listed in Annexure A are meant to provide an understanding of the nature of services that will be developed under the project. The final list of services will be provided to the selected service provider,

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			hosting of 150 Services T4: T3 + 45 days Design, Development, Security Audit and hosting of another 400 Services T5: T4 + 60 days		which will form the basis of the project scope and deliverables.
249	5.3.2	16	2. Past Experience The bidder should have executed or in the process of executing a statewide single IT project of minimum value Rs. 3.5 Crore with State Government/ Central Government/ Semi Government/ Quasi Government/ PSU/Private Organization Other Government Institutions, which includes any 3 activity of below – ? Development of Web-Portal ? Electronics Forms & Workflow ? Capacity Building and Change Management ? Deployment of Data Centre Infrastructure and Networking ? Quality Testing and Certification	2. Past Experience The bidder should have executed or in the process of executing a statewide single IT project of minimum value Rs. 10 Crore with State Government/ Central Government/ Semi Government/ Quasi Government/ PSU/Private Organization Other Government Institutions, which includes any 3 activity of below – ? Development of Web-Portal ? Electronics Forms & Workflow ? Capacity Building and Change Management ? Deployment of Data Centre Infrastructure and Networking ? Quality Testing and Certification	Please refer Corrigendum
250	5.3.2	16	3. CMMi Certification - The bidder possesses CMMi certification which should be valid on the date of bid submission.	3. CMMi level 5 Certification - The bidder possesses CMMi level 5 certification which should be valid on the date of bid submission.	Please refer Corrigendum
251	7.4.2.	52	The above-mentioned on-site resources are required to be present on the location as decided by the Client for the whole contract period. The Client's office working hours and working days shall be applicable on these resources. However, the deployed manpower should be available 24*7 on call for providing necessary support services. The above-mentioned on-site resources are required to be present on the	The above-mentioned resources are required offsite / onsite at the location as decided by the Client (on need basis) for the whole contract period. The Client's office working hours and working days shall be applicable on these resources. The above-mentioned resources are required to be present to work for the project for the whole contract period.	Please refer Corrigendum

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			location as decided by the Client for the whole contract period. The Client's office working hours and working days shall be applicable on these resources. However, the deployed manpower should be available 24*7 on call for providing necessary support services.		
252		14	**Past Experience** The bidder should have executed or in the process of executing a statewide single IT project of minimum value Rs. 3.5 Crore with State Government/ Central Government/ Semi Government/ Quasi Government/ PSU/Private Organization Other Government Institutions, which includes any 3 activity of below – 1. Development of Web-Portal 2. Electronics Forms & Workflow 3. Capacity Building and Change Management 4. Deployment of Data Centre Infrastructure and Networking 5. Quality Testing and Certification The maximum marks for each project is 5 marks. 2 Projects – 10 Marks Every single project of similar nature will be awarded 5 marks, subject to a maximum of 20 Marks 1. For completed projects: a. Work order confirming year, cost and similar work b. Satisfactory Client certificate confirming year, cost and similar work. 2. **For projects in progress in which minimum 1 year has been completed:** a. Work order confirming year, cost and similar work	We humbly request to clarify / elaborate the below two clauses of the given requirement from bidder's qualification perspective: 3. Capacity Building and Change Management - Does it pertain to System's capability building or is it in context of training / manpower capability building for a project? 4. Deployment of Data Centre Infrastructure and Networking - Whether this activity needs to be part of the bidder's scope? or if the activity should be part of the project scope irrespective of Bidder or IT Infra Partner's scope? - Pls confirm.	Please refer Corrigendum

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			b. Satisfactory Client Certificate mentioning work order details along with completion of at least 1 year of activity and the cost for the duration for which the work has been done		
253	7.4.1. Mentioned bare minimum manpower is required to be deputed exclusively for this project and must be deployed onsite by the Service Provider	50	**Proposed Modification** The Service Provider shall ensure deployment of the bare minimum manpower required for the project. Such manpower may be stationed at the project site, a mutually agreed location, or operate remotely from Tier-1 cities, subject to prior approval by the Client.	This flexibility in deployment enables the Service Provider to optimize resource allocation while ensuring uninterrupted project execution. Allowing remote work from Tier-1 cities ensures access to skilled professionals, supports business continuity, and aligns with modern hybrid work practices—without compromising on service quality or responsiveness.	Please refer Corrigendum
254	5.3	15	Organizational Financial Strength Average Annual Turnover in any three of the last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23, and 2023-24. Alternatively, the bidder may include the financial year 2024–25 for consideration, provided a CA-certified certificate with a valid UDIN is submitted for that year. ● More than or equal to Rs. 50 Crore but less than Rs. 100 Crore : 10 Marks ● More than or equal to Rs. 100 Crore but less than Rs. 200 Crore : 15 Marks ● More than or equal to Rs. 200 Crore: 20 Marks	We request a revision in the average annual turnover criteria to allow broader participation from technically sound and financially stable mid-sized firms. This will enhance competition without compromising project quality. Kindly amend the marking criteria as per below: "● *More than or equal to Rs. 50 Crore but less than Rs. 75 Crore : 10 Marks* ● *More than or equal to Rs. 75 Crore but less than Rs. 100 Crore : 15 Marks* ● *More than or equal to Rs. 100 Crore: 20 Marks"*	Please refer Corrigendum
255	5.4	18	**Earnest Money Deposit (EMD)** The bidder shall furnish EMD through online mode	We kindly request you to allow submission of EMD in the form of an Insurance Surety Bond, as it is a secure, cost-effective alternative to traditional instruments and helps MSMEs manage working capital more efficiently. We kindly request you to share the IFSC code of your bank account branch. This is essential for processing the Bank Guarantee through the	Please refer Corrigendum

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				Structured Financial Messaging System (SFMS) Gateway, which enables secure and authenticated transmission of Bank Guarantees directly to the beneficiary's bank.	
256	5.6 -5.6.6	19	The bids submitted by a consortium of companies / firms or any subcontractors will be rejected	Allowing consortiums enables bidders to combine specialized expertise, improving service quality while also promoting local employment by involving regional partners and leveraging local talent, thereby supporting socio-economic development. Request you to kindly consider.	No Change
257	7.1.3.2	30	Migration of existing applications and 45-50 TB legacy data	Request details on the format of the legacy data, access method, responsibility of cleansing and if any ETL tools/licenses will be provided by the client.	The current database setup utilizes MS SQL relational database for storage, with a size of approximately 50 TB, and blob storage for object storage. The selected service provider will be given exact information, including the schema. The service provider is responsible for providing necessary software, tools, and manpower at their own cost. If data cleansing is required, the service provider will perform it in consultation with the client, also at their own cost.
258	7.1.3.3	30	O&M scope including enhancements	Please clarify whether enhancements post Go-Live are covered under O&M or will be treated as CRs (Change Requests).	Any enhancements, updates, or upgrades required after Go-Live will be covered under the Operations and Maintenance (O&M) phase.
259	7.1.4.1.4 – #13.2	38	AI Tool for Quality Monitoring of Audio Recordings	Kindly confirm if call center audio recordings and access to recordings will be provided by the department.	The client will provide recordings as required by the Service Provider, subject to the signing of a Non-Disclosure Agreement (NDA) regarding the same.
260	7.1.4.1.4 – #13.4	39	Advanced AI/ML-driven Analytical Engine	Request clarification on expected data sources and access methods (API, DB views, etc.).	It shall be mutually discussed as per project requirements.

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261	7.1.4.1.4 – #7	34	Concurrent user support (50,000 users)	Please specify whether this load is expected for web, mobile, or combined and if any load testing tools/licenses will be provided.	Combined. Any tool required for this shall be provided by the Service Provider.
262	7.1.3.13 & 7.1.3.14	30	API Integration with other state / MeitY apps	Please confirm the count and nature of expected APIs for estimation purposes.	The Service Provider will be responsible for integrating any APIs required to meet the service needs.
263	7.1.2	30	The scope of work includes, but is not limited to, end to end software solutions including Software Development, Operations and Maintenance (including hosting at production environment provided by PSeGS) of the citizen Portal. The service provider shall follow the standard SDLC life cycle which includes Requirement gathering, Design, Development, QA, deployment and Maintenance.	We request you to kindly put the capping to scope. Also, Please clarify the provision for change request management.	As per RFP
264	7.4.1	50	Team Lead - Certification PMI-CP/CSM/CSPO/PSM/PSPO	Kindly suggest if any other certification(other than scrum) can be submitted for Team Lead	No Change
265	7.4.1	50	The below mentioned bare minimum manpower is required to be deputed exclusively for this project and must be deployed onsite by the Service Provider	We understand that the bidder is required to submit the CVs of resources, as specified in Section 7.4 of the RFP, only after being awarded the contract. Kindly confirm if the best-suited CVs can be provided at that stage, and not as part of the technical proposal. Also, we understand these resources will deploy in O&M Phase, Please confirm.	Please refer to the corrigendum.
266	7.4.7	53	There may be additional requirements of resources depending upon work load and timelines for tasks. The Service Provider shall **deploy additional resources required at no extra cost**, so that project milestones are completed within timelines. The additional resources may be housed offsite by the Service Provider and may	We request that the clause be modified to state that any additional resource requirement beyond the agreed manpower plan shall be mutually discussed and approved, and may be compensated based on effort and duration.	No change

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			not be deployed exclusively for this project, as deemed fit by the Service Provider.		
267	7.4.8	53	7.4.8.1. The agency shall provide 2 dedicated personnel. These resources will be deployed at Govt. of Punjab Call Centre situated at Chandigarh/ Mohali. These resources shall train helpdesk executives which will provide uninterrupted technical and operational assistance. This team shall be responsible for L1 and L2 support, incident resolution, user guidance, and escalation management.	Requesting you please clarify the below points- a) Please specify the minimum educational qualification, years of experience, and required skill set for the two dedicated personnel to be deployed at the Punjab Call Centre. B)Kindly clarify the working hours for the deployed resources. c) Please confirm the duration, and frequency of the training sessions to be conducted by the deployed resources for the helpdesk executives. d) Will the training content/material be provided by at your end e) Please confirm the roles and responsibilities of the deployed personnel under L1 and L2 support categories f) Please confirm will seating arrangement, computer systems, internet connection, and other necessary infrastructure be provided by at your end or should it be arranged by us	Please refer to the corrigendum.
268	9	65	Payment for shall be done in the following manner: 9.1.3.1. 50% after Go-live of the service. 9.1.3.2. 30% after successful completion of the first year of Operations and Maintenance of the service. 9.1.3.3. 1.25% after successful completion of each quarter after the first year of O&M of the service till completion of 5 years.	We kindly request relaxation or a more balanced distribution in payments across the project lifecycle, as the current structure results in significant payment being deferred over a long duration, which may impact cash flow and working capital management, especially for firms expected to maintain high-quality service delivery and dedicated resources over the years.	Please refer corrigendum
269	7.1.3.13	31	Scope of Work-Any new integration with other State or MeitY Application (at no extra cost)	We request you to kindly share the list of State or MeitY applications that need to be integrated. If any new integration is required in the future and is not	Service Provider shall be required to integrate any API required as per service needs.

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				part of the current work, it should be handled separately with mutual agreement and payment as per actual	
270	IV	55	Compute-Virtual server solutions and serverless computing options.	Kindly provide the minimum technical specifications required for the virtual servers (e.g., vCPU, RAM, storage, OS type – Linux/Windows, etc.). And please confirm if the virtual servers and serverless environments must be hosted in a specific data center region (e.g., within Punjab or any MeitY-approved location in India)	The client will provide the production environment infrastructure, which includes SDC at Mohali or Cloud (MeitY empaneled) including OS and Database, as per mutually decided requirements. The service provider will be responsible for the deployment, maintenance, and related work of the portal on the production environment. Additionally, the service provider will provide all necessary software, tools, and manpower required for deployment, maintenance, and backup at their own cost. The service provider will also be responsible for development, testing, and staging environments, including hardware and software, at their own cost. The location of the DR site will be intimated to the selected service provider.
271	IV	55	Database Services: Managed database services for relational data, object storage for large files, and data warehousing solutions for analytics.	Kindly confirm how much data is expected to be stored in the beginning and how much will it grow over time for both object storage and relational databases	Currently, approximately 10 GB data and objects per day is stored in database related to 430+ services which will be increased with the number of services being added. The bidders are required to make its own estimates for storage, however, it is again clarified that required storage shall be provided by the client.
272	7.1.3.11	30	Data Backup	Clarify expected backup frequency, retention policy, and disaster recovery requirements	Please refer current policy at https://dit.punjab.gov.in/wp-content/uploads/2024/10/Data-Archival-Policy-for-In-House-Developed-Software-at-PSeGS-and-DGRPG-4.pdf. The bidder may

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					propose enhancements/improvement to meet project objectives in the policy .
273	7.1.4	38	Chatbot integration over WhatsApp	Clarify who will bear recurring WhatsApp/Chatbot platform costs	Client shall be responsible for payments (Onetime/Recurring) related to onboarding of Google Play Store, Apple Store, and WhatsApp services for Production environment.
274	Hosting Infra	8	App hosting in SDC on existing infrastructure	Please share detailed infra specs, OS and other license details	The client will provide the production environment infrastructure, which includes SDC at Mohali or Cloud (MeitY empaneled) including OS and Database, as per mutually decided requirements. The service provider will be responsible for the deployment, maintenance, and related work of the portal on the production environment. Additionally, the service provider will provide all necessary software, tools, and manpower required for deployment, maintenance, and backup at their own cost. The service provider will also be responsible for development, testing, and staging environments, including hardware and software, at their own cost. The location of the DR site will be intimated to the selected service provider.
275	5.4.1	18	The bidder shall furnish EMD through online mode, as part of the Eligibility Criteria, as per detail provided in the Document Control sheet.	We kindly request the authority to consider allowing the submission of EMD through Bank Guarantee (BG) mode as well online submission option. This will provide bidders with more flexibility .	Please refer Corrigendum
276			General Query: EMD Exemption for MSME Bidders	Considering Government of India's procurement policy for MSME/MSE-registered bidders Exemption in EMD submission in public tenders. We Kindly	As per RFP

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				Requesting clarification on whether MSME bidders can avail EMD exemption under this tender.	
277	Pre-qualification/ Eligibility criteria	12	The bidder should be ISO 9001 and CMMi3 certified which should be valid on the date of submission.	The bidder should be ISO 9001 and CMMI certification of minimum Level-5 Maturity Level in Software Development, verifiable at CMMI Institute official website https://www.cmmiinstitute.com CMMI Level-5 reflects the highest maturity in software development processes. It ensures the bidder follows quantitative performance improvement and risk management processes essential for mission-critical IT project execution.	Please refer Corrigendum
278	Earnest Money Deposit (EMD)	18	The bidder shall furnish EMD through online mode, as part of the Eligibility Criteria, as per detail provided in the Document Control sheet.	Kindly allow submission of EMD in Bank Guarantee (BG) format. Submission via BG is a standard accepted mode in government tenders. It eases working capital pressure on bidders and increases competition, especially in high-value tenders. Also ensures equivalent financial security for the authority.	Please refer Corrigendum
279	Pre-qualification/ Eligibility criteria	12	The bidder should have a minimum annual average turnover of Rs. 50 crores, in any three of the last five financial years	The bidder should have a minimum annual average turnover of Rs. 200 crores, in the last three financial years.	No Change
280	2. Document control sheet	5	Earnest Money Deposit (EMD) through online mode	Request to allow the bidders to submit the EMD through Bank Guarantee as it is a huge amount, Also, if allowed then provide the Bank Guarantee format for submission of EMD in BG format.	Please refer Corrigendum
281	7.7. Project Timelines & Deliverables & Payment terms	57	Design & Development of Citizen portal Design, Development, Security Audit and hosting of 50 Services - T3= T2+45 Days

Design, Development, Security Audit and hosting of 150 Services- T4= T3+45 Days | The Timelines are too short as per the number of services mentioned; kindly increase the number of days or kindly specify the scope of each of the services for evaluation of timeline given for design, development, security audit and hosting of services. | As per RFP |

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			Design, Development, Security Audit and hosting of another 400 Services- T5= T4+60 Days		
282	General		WhatsApp interface /Digital Payment enablement/Analytical Dashboard/IVR Gateways/Digi-Locker /Chatbot	Please clarify given integrations will be provided by the department or who will bear the cost for the same.	Client shall be responsible for payments (Onetime/Recurring) related to onboarding of Google Play Store, Apple Store, and WhatsApp services for Production environment.
283	7.1.3.2.	30	Migrate the existing applications, data into the new architecture. Currently legacy data backup is around 45-50 TB.	Clarify if we have the existing system/ application or the source from where the data has to be migrated to new system.	Migration Strategy shall be mutually discussed and finalized.
284	Project Timelines & Deliverables & Payment terms:	31	2. Deployment of team, Study As-Is & KT: Understanding & takeover of existing Application, Deputing Manpower - onsite and offsite.	Do the bidder need to maintain/manage/enhance the existing application as well?	No
285	7.1.4.4.	32	Backup Management Services: The Service Provider shall provide backup management services to conduct regular backups and restoration as required, of critical data and systems to achieve the required service level. The activities shall include:	Backup Management services are done at the data center; how bidder is responsible for data backup?	All type of Software/Tools/Manpower required for deployment and maintenance, backup etc. shall be provided by service operator at its own cost.
286	7.4.	50	Project Manager: Qualifications : Certification: prince2/PMP	Is the certification mandatory for the post of Project manager	As per RFP
287	7.4	50	Manpower Requirements	Specify the location of placing the resource onsite and duration for which the manpower need to be deployed onsite at client location.	Please refer Corrigendum