Draft Response to the pre-bid queries in RFP for Design, Development and Maintenance of Website for Gujarat Forestry Research Foundation

Sr. No.	Agency Name	RFP Document Reference(s) (Clause & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	GIL remarks	Dept Suggestions Response	GFRF Final Response	Final Response to the vendor
1	M/s Jarvis Technolabs	MSME and Startup	We request you to provide an Exemption from EMD, Eligibility and Experience Criteria for Gujarat-Based Startup and MSME Organisations	In line with the Government of India's Startup India and MSME policies, participation of MSMEs and Startups should be allowed to ensure inclusivity and innovation. These entities often bring in cutting-edge technology, cost-effective solutions, and agility. Encouraging their participation promotes fair competition, fosters new ideas, and aligns with the government's mission of supporting entrepreneurship and local industry growth.	MSME seller exempted from the EMD submission with a relevant MSME certificate having clause no 62. The seller also exempted from EMD submission with respect to GEM GTC clause clause "Sellers will get exemption from furnishing Bid Security Sellers / Service Provider having annual turnover of INR 500 Crore or more, at least in one of the past three completed financial year(s)".	same as GIL	same as GIL	MSME seller exempted from the EMD submission with a relevant MSME certificate having clause no 62. The seller also exempted from EMD submission with respect to GEM GTC clause clause "Sellers will get exemption from furnishing Bid Security Sellers / Service Provider having annual turnover of INR 500 Crore or more, at least in one of the past three completed financial year(s)".
2		EMD and Bid processing fees	Exemption of EMD for MSMEs and Startup Participants as per the Government of India guidelines	As per the Ministry of Finance and MSME notification, registered MSMEs and Startups are exempted from payment of Earnest Money Deposit (EMD) in public procurements. Allowing this exemption will reduce the financial burden on smaller enterprises, encourage participation, and ensure compliance with government policies to promote MSMEs and Startups in tendering processes.	MSME seller exempted from the EMD submission with a relevant MSME certificate having clause no 62. The seller also exempted from EMD submission with respect to GEM GTC clause clause "Sellers will get exemption from furnishing Bid Security Sellers / Service Provider having annual turnover of INR 500 Crore or more, at least in one of the past three completed financial year(s)".	same as GIL	same as GIL	MSME seller exempted from the EMD submission with a relevant MSME certificate having clause no 62. The seller also exempted from EMD submission with respect to GEM GTC clause clause "Sellers will get exemption from furnishing Bid Security Sellers / Service Provider having annual turnover of INR 500 Crore or more, at least in one of the past three completed financial year(s)".
3		Certifications	We request that ISO 9001 and ISO 27001 certifications be accepted in lieu of ISO 20001 and CMMI Level 3 certification. Many organizations, particularly startups and MSMEs, adhere to ISO-certified quality and security standards that are globally recognized and ensure robust development, delivery, and process compliance.	Numerous qualified IT service providers maintain ISO 9001 (Quality Management System) and ISO 27001 (Information Security Management System) certifications, which demonstrate strong process discipline, data security, and compliance with international best practices. Considering these certifications as equivalent to CMMI Level 3 will allow wider participation from technically capable firms while maintaining the quality.	The bidder should ISO 27001 /ISO 9001 & ISO certificate 2001/ CMMI level3 or above certificate	same as GIL	same as GIL	The bidder should ISO 27001 /ISO 9001 & ISO certificate 2001/ CMMI level3 or above certificate

#	Bidder	Reference	Requirement	Query	Reply	Reply	Status	Final
4		3.2 Introduction / Point 3 / Page# 16	Implement a Grievance Management System to streamline the grievance registration, tracking, and resolution process	**Grievance Management System** What will be the scope of Grievance Management, We assume that it will be the simple form of application and it could be submitted over email of respective authority, no backend, no reports and two way communication involved, please confirm.	In place of Greivenace Management System, the bidder is required to develop functionality like feedback form submission.	same as GIL	same as GIL	In place of Greivenace Management System, the bidder is required to develop functionality like feedback form submission.
5		3.3 Website Structure and Features / Point no. 08 / Page# 17	Content Transfer: The successful bidder need to transfer the website from current website to newly developed website. The content/data will be provided to bidder.	**Data Migration** - Please specify the volume and type of data (number of pages, documents, media files, database size, etc.) expected for migration. - Is there any application integrated with existing website? Please confirm	GFRF please give data volume and type of data (number of pages, documents, media files, database size, etc.) You may check the from https://gfrf.gujarat.gov.in/	**Website is available on public domain it may be checked from it as per URL https://gfrf.gujarat.gov.in/**	ok	Website is available on public domain it may be checked from it as per URL https://gfrf.gujarat.gov.in/
6		3.3 Website Structure and Features / Point no. 12 / Page# 17	Add Language Hindi, English & Gujarati: The web site content should to translated into Hindi, English and Gujarati language for all user.The bidder need to make sure,while changing the language, the meaning of content should not be changed.	This point says three languages, at other side in point of 3.3 it was written for two languages. (Language Option: Availability in Gujarati and English.) Please confirm how the website will be built in how many lanauges, also suggest for the languages to be configured through Bhashini Plugin. Who will provie the translation contents for English, Gujarati & Hindi? do we need to add content translation charges in bid amount?	The website content should be translated into Gujarat & English, as well as other language with use of Bhashini.	**same as GIL , please correct spell "gujarati "**	ok	The website content should be translated into Gujarat & English, as well as other language with use of Bhashini.
7	M/s Silver Touch Technologies Ltd.	3.5 Project Objective / Chatbot Functionality / Page# 17	To integrate an AI Chatbot that guides users through various services and provides support to facilitate easy access to information and services. **Chatbot Functionality:** - The system should feature an AI Chatbot to facilitate easy access to information and services. - The Chatbot will offer predefined options related to major services such as Sarathi (driving license-related services) and Vahan (vehicle registration and other services). **Service Guidance:** - The Chatbot should guide users through various processes, providing step- by-step instructions and relevant information. - It should include a comprehensive guide covering major citizen-centric services.	**Chatbot Functionality** - It is mentioned that the website should have chatbot functionality with CMS tool updates. - We assume that the chatbot will be provided by the Government/GIL, and our role will be limited to integration with the website. - If a separate chatbot solution is required, kindly provide the detailed scope and confirm financial implecations for the same. **AI-Powered Search Facility** - It is requested to clarify whether the Department is open to considering this functionality as a separate modular solution, in case the full AI-based search capability (as described) cannot be delivered within the defined project scope. **Voice Assistant Facility** It is requested to clarify whether the Department would consider this feature as a separate solution module, in case the complete AI-based voice interaction cannot be	The chatboat is provided by GIL and the bidder is required to integrate it without any additional charges	**same as GIL , correct spell "chatbot"**	ok	The chatboat is provided by GIL and the bidder is required to integrate it without any additional charges

#	Bidder	Clause	RFP Content	Query	Response 1	Response 2	Status	Final
8		3.12 Security Audit / Page# 24	Website should be hosted and released only after undergoing the website security Audit as per the guidelines of the Government of India and obtaining a security audit clearance certificate from CERT-in empanelled IT Security auditors. Bidder has to carry out security audit after completion of design and development of the website and provide security Audit clearance certificate from CERT-in empanelled IT security auditors. Web developer should be responsible for fixing the vulnerabilities found at the time of hosting is completed till the completion of its contract period with the GFRF.	**Website Security Audit** - Clarify whether the cost of Security Audit is to be borne by the bidder or reimbursed by the Department. - Specify if there is a preferred CERT-In empanelled auditor or the bidder may select any empanelled agency.	The cost of security audit of website will be borne by the sucessufl bidder untill the website is hosted at GSDC	**same as GIL , correct spell "successful"**	ok	The cost of security audit of website will be borne by the sucessufl bidder untill the website is hosted at GSDC
9	M/s Silicon IT Hub Pvt. Ltd.	Section 1.2, Sr. No. V Page no. - 4	Bidder should not have violated / infringed on any Indian or foreign trademark, patent, registered design or other intellectual property rights any time anywhere in India. Affidavit regarding non-violation / infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights must be submitted by the bidder as per Attached format.	Upon reviewing the NIT and RFP documents, we could not find any attached format for the above-mentioned affidavit. We kindly request you to provide the prescribed format so that we may submit the affidavit in accordance with the requirements.	Affidavit format is enclosed herewith	same as GIL	same as GIL	Affidavit format is enclosed herewith
10		3.5 Project Objectives – Page 17	Chatbot Functionality:• The system should feature an AI Chatbot to facilitate easy access to information and services.• The Chatbot will offer predefined options related to major services such as Sarathi (driving license-related services) and Vahan (vehicle registration and other services).	Please clarify the use of chatbot integration with major services such as Sarathi (driving license-related services) and Vahan (vehicle registration and other services).	The chatboat is provided by GIL and the bidder is required to integrate it without any additional charges. The clause/describe of major services such as Sarathi (driving license-related services) and Vahan (vehicle registration and other services) is omitted from RFP.	**same as GIL , correct spell "chatbot"**	ok	The chatbot is provided by GIL and the bidder is required to integrate it without any additional charges. The clause/describe of major services such as Sarathi (driving license-related services) and Vahan (vehicle registration and other services) is omitted from RFP.
11		3.5 Project Objectives – Page 17	Service Guidance:• The Chatbot should guide users through various processes, providing step-by-step instructions and relevant information.• It should include a comprehensive guide covering major citizen-centric services.	We understand that chatbot shall cover the citizen centric services related to the Gujarat Forestry Research Foundation (GFRF) and forest department of Gujarat. Other citizen services ae not required to be covered.	Yes, The chatbot is for Citizen and The chatboat is provided by GIL and the bidder is required to integrate it without any additional charges.	**Correct spell "chatbot"The chatboat is provided by GIL and the bidder is required to integrate it without any additional charges.**	ok	Yes, The chatbot is for Citizen and The chatboat is provided by GIL and the bidder is required to integrate it without any additional charges.
12	M/s 7Span Internet Pvt Ltd.	Clause 3.9 – Point no. 51 – Inclusion of Chatbot facility – Section III – Page 21–22	AI-Powered Search facility: Website's AI-Powered search functionality to be developed which provide more relevant results, understanding user intent, and learning from interactions. Delivers faster, more accurate results, offering users a more satisfying search experience in website. It can also be capable of handling natural language queries.	We understand that the AI search facility will be limited to GFRF and forest department related searches only.	Yes	same as GIL	same as GIL	Yes
13		Section III – 3.3 website features	General scope of website	Are there any online application or form process which needs to be included in website., Request to clarify.	No	same as GIL	same as GIL	No
14		2.18.3 – Technical Presentation Evaluation Criteria – Page 10	Technical Presentation Evaluation Criteria – B – TechnicalIntegration with backend database, language selection, remote user and be services.	Does bidder have to demonstrate these features on existing developed website by bidder.Request to clarify/explain these presentation criteria guidelines	The bidder is required domstrate on website to be developed with respect to RFP document for GFRF.	**same as GIL , correct spell "demonstrate" and clarify as demonstrate prototypes of the website**	ok	The bidder is required domstrate on website to be developed with respect to RFP document for GFRF.
15		2.18.3 – Technical Presentation Evaluation Criteria – Page 10	A general – Focus on citizen centric services	Request to please describe the citizen centric services offered by GFRF.	There is no citizen Centric service offered by GFRF as of now.	**refer the website https://gfrf.gujarat.gov.in/**	ok	The bidder is advised to refer the website https://gfrf.gujarat.gov.in/

16	M/s Exact Solution	page 3, Section 1	1.2 Eligibility Criteria/ Pre Qualification Criteria	As an individual I have more than 10 year experience in software development but my organization is 6 month old & registered as MSME	No Change, as per RFP	same as GIL	same as GIL	No Change, as per RFP
17				Does MSME organization need to qualify serial no 1 to 8 of eligibility criteria section?	Yes	same as GIL	same as GIL	Yes
18				Let me know which points are mandatory and which are optional?	RFP is self explanatory	**same as GIL , polish the language and write "as per RFP"**	ok	As per RFP
19	M/s Tadvid Info Technologies	Section 1.2, page 3, Eligibity criteria	annual turnover from IT Software related services	Need exemption for MSME from turn over or instead of 50 lacs to 30 lacs	No Change, as per RFP	same as GIL	same as GIL	No Change, as per RFP
20		3.3 Website Structure – Language Option	Bilingual website	Content for English & Gujarati will be provided by GFRF. Please confirm if bidder must translate content or only integrate provided content.	The website content should be translated into Gujarat & English, as well as other language with use of Bhashini.	same as GIL	same as GIL	The website content should be translated into Gujarat & English, as well as other language with use of Bhashini.
21		3.3 Website Structure – Organization Chart	"Display organizational hierarchy"	Should this be a static image or an interactive organizational chart?	The organization hierchary will be shown to sucessful bidder only however for understanding of it bidder visit https://gfrf.gujarat.gov.in/index.php	**refer the website https://gfrf.gujarat.gov.in/**	ok	The bidder is suggested to refer the website https://gfrf.gujarat.gov.in/
22		3.4 Content Transfer	"Transfer content from current website to new website"	How many data (in MB), pages and documents approx. exist in the old website? Is restructuring of content also expected? Which website we have to refere for transfer content? There is no update about website name.	GFRF please opine it	**Website is available on public domain it may be checked from it as per URL https://gfrf.gujarat.gov.in/**	ok	The bidder is suggested to refer the website https://gfrf.gujarat.gov.in/
23		3.4 Multi-language	"Add Hindi, English, Gujarati"	RFP mentions 3 languages; earlier sections mention 2 languages. Please confirm final number of languages.	The website content should be translated into Gujarat & English, as well as other language with use of Bhashini.	same as GIL	same as GIL	The website content should be translated into Gujarat & English, as well as other language with use of Bhashini.
24		3.5 Chatbot	"AI Chatbot for Sarathi/Vahan guidance"	The services belong to Transport Dept. Please clarify required chatbot workflows specific to GFRF. If we consider for GFRF then, Any specific tech or agent require to integrate this functionality or SP can do own your on? If any paid subscription/costing rais for this integration then who can bare charges of Same? We assume that details of FAQ base chatbot given by department. Please confirm"	The chatboat is provided by GIL and the bidder is required to integrate it without any additional charges. The clause/describe of major services such as Sarathi (driving license-related services) and Vahan (vehicle registration and other services) is omitted from RFP.	**same as GIL , correct spell "chatbot"**	ok	The chatbot is provided by GIL and the bidder is required to integrate it without any additional charges. The clause/describe of major services such as Sarathi (driving license-related services) and Vahan (vehicle registration and other services) is omitted from RFP.

25		3.5 Chatbot	AI-Powered Search facility	We assume that while searching in website, answer will be appear based on all content & from documents uploaded in website. Please confirm.

If scan document uploaded then it may possible to read content from document take time based on server configuration.

If any paid subscription/costing rais for this integration then who can bare charges of Same? | The content shall be searched with website and document are availalbe in GFRF website.
GFRF will not pay subscription for integration to read document.
The document of GFRF is https://gfrf.gujarat.gov.in/index.php, the bidder is advised to check it. | same as GIL | same as GIL | The content shall be searched with website and document are availalbe in GFRF website. GFRF will not pay subscription for integration to read document. The document of GFRF is https://gfrf.gujarat.gov.in/index .php, the bidder is advised to check it. |
| 26 | M/s Dev Information Technology Ltd. | 3.5 Chatbot | "AI + voice-based chatbot" | Is an external LLM API permitted? If yes, which AI engines are allowed as per GoG policy?

If any paid subscription/costing rais for this integration then who can bare charges of Same? | The chatboat is provided by GIL and the bidder is required to integrate it without any additional charges. | **same as GIL , correct spell "chatbot"** | ok | The chatbot is provided by GIL and the bidder is required to integrate it without any additional charges. |
27		3.5 Chatbot	"Predefined options"	Should the chatbot also support free-text NLP queries or strictly predefined options?	The chatboat is provided by GIL and the bidder is required to integrate it without any additional charges.	**same as GIL , correct spell "chatbot"**	ok	The chatbot is provided by GIL and the bidder is required to integrate it without any additional charges.
28		3.6 CMS Features	"Document mgmt, FAQ mgmt, pop-up mgmt, user mgmt"	Please confirm if any approval workflow is required for publishing.	There is no approval work flow to upload document in website	**Once the email is received from the GFRF competent authority approval after that only document will be uploaded in the website**	ok	Once the email is received from the GFRF competent authority approval after that only document will be uploaded in the website
29		3.6 CMS – Grievance Management	"Manage grievance system"	Please confirm required grievance fields and any integration needed with state grievance portal. Also confirm if it requires any workflow with how many levels?	In place of Greivenace Management System, the bidder is required to develop functionality like feedback form submission.	same as GIL	same as GIL	In place of Greivenace Management System, the bidder is required to develop functionality like feedback form submission.
30		3.9 Technical Scope	"Social media integration"	Does GFRF expect live feeds (Twitter/X timeline) or only hyperlinks?	Yes,Social media integration is also there, integration of it in website, the bidder propose the best solution, GFRF will take final decision on integration of social media integration.	**Yes,Social media integration is also there, integration of it in website, the bidder propose the best solution.**	ok	Yes,Social media integration is also there, integration of it in website, the bidder propose the best solution.
31		3.11 Multi-language	"Bilingual with content provided by GFRF"	RFP mentions 2 languages here, earlier 3 languages (Hindi included). Please confirm if all three languages are covered.	The website content should be translated into Gujarat & English, as well as other language with use of Bhashini.	same as GIL	same as GIL	The website content should be translated into Gujarat & English, as well as other language with use of Bhashini.
32		3.12 Security Audit	"CERT-In audit required"	Who will bear the cost of CERT-In audit? Bidder or GFRF? (Not mentioned explicitly.) And what would be its frequency?

During AMC, after 6 Months, there is possibility do security audit require from GSDC then who will bare costing of those charges?

We assume that all security audit charges will be bare by department if its not a case then when SP will bare charges of security audit and how much time during whole contract? | The cost of security audit of website will be borne by the sucessufl bidder untill the website is hosted at GSDC | same as GIL | same as GIL | The cost of security audit of website will be borne by the sucessufl bidder untill the website is hosted at GSDC |
| 33 | | 3.16 O&M | "24x7 Technical Assistance" | Does this mean 24x7 on-call support or email support? Any SLA defined? | Yes, The SLA is defined in corrigendum | same as GIL | same as GIL | Yes, The SLA is defined in corrigendum |

34		3.23 Timeline	"Complete work in 3 months"	Timeline is tight considering AI chatbot, multilingual, CERT-In audit, GSDC deployment. Is GFRF open to extending timeline based on dependencies?	No Change, as per RFP	same as GIL	same as GIL	No Change, as per RFP
35		3.16 Operations and Maintenance	use Google analytics	Please provide more information of Google Analytics reports. Which type of reports require of Google analytics?	There is no need of Google Analytics reports.	same as GIL	same as GIL	There is no need of Google Analytics reports.
36		Eligibility Criteria	The Bidder should be a Software Development firm and should be in operations in successful Software Development, Software Customization & Implementation anywhere in India for at least 5 Years as on date of submission of bid	Kindly confirm whether experience in **Website Development and Web Application Development** (including CMS-based websites, custom portals, and web-based applications) shall also be considered as valid experience under **Software Development / Software Customization & Implementation**, or whether only standalone software/application development projects are to be considered	RFP is self explanatory	**same as GIL , polish the language and write "as per RFP"**	ok	No Change, as per RFP
37		Annual Turnover	The Bidder should have an annual turnover from IT Software related services (Software Development/ Software Customization or Implementation) of at least Rs. 50 lacs during each of the last three financial years (2022-23, 2023-24 and 2024-25) or cumulative turnover of Rs. 1.5 Cr for the last three financial years	Please clarify whether the turnover generated from Website Development, Web Application Development, Portal Development, CMS-based websites, and related IT web services will be considered under IT Software related services, or whether the turnover should strictly be from non-web software development only	The Bidder should have an annual turnover from IT Software related services (**Software Development/ website/ Web application development/portal,**Software Customization or Implementation) of at least Rs. 50 lacs during each of the last three financial years (2022-23, 2023-24 and 2024-25) or cumulative turnover of Rs. 1.5 Cr for the last three financial years	**As per RFP**	ok	As per RFP
38		Project Experience	The Bidder should have successfully executed at least 3 Software Development projects during the last 5 years as on date of submission of bids	Kindly confirm whether **Website Development projects and Web Application/Portal Development projects** executed for Government / PSU / Autonomous bodies / Private organizations will be considered as valid **Software Development projects** for meeting this eligibility criterion	No Change, as per RFP	same as GIL	same as GIL	No Change, as per RFP
39		WCAG 2.1 Compliance		Whether compliance is required **only through development best practices** as per **WCAG 2.1 Level AA**, using Government-recommended tools (UX4G, GIGW guidelines, etc.	No Change, as per RFP	same as GIL	same as GIL	No Change, as per RFP
40			The website should conform to accessibility standards so that it caters to every single citizen irrespective of their disability (WCAG 2.0 Level AA compliance)."	Whether an **official third-party accessibility audit/certification** is mandatory	WCAG 2.0 and DST G.R 16.07.2015 guidelines is followed by the bidder. In case of GIGW security audit is required, the bidder will and borne the cost of it.	**As per RFP and as per latest guidelines amended time to time.**	ok	As per RFP and as per latest guidelines amended time to time.
41	M/s pCube Software Solution			If third-party audit is required, kindly clarify whether the **cost of WCAG 2.1 audit/certification** shall be borne by the **vendor or the department**.	WCAG 2.1 and DST G.R 16.07.2015 guidelines is followed by the bidder. GIGW 3.0 security audit cost will be borne by bidder	**All mandatory standard costs /certifications/following guidelines cost will be borne by bidder**	ok	All mandatory standard costs /certifications/following guidelines cost will be borne by bidder

42		Admin User Features – Document Management	Document Management: Manage documents	Please specify whether the requirement is limited to basic document management, such as: • PDF/document upload • Categorization • Download/view facility or whether advanced document management features are expected, such as:	Please check https://gfrf.gujarat.gov.in/index.php	same as GIL	same as GIL	Please check https://gfrf.gujarat.gov.in/index.php
43		VAPT & GIGW 3.0 Audit	VAPT & GIGW 3.0 Audit	1. Whether VAPT and GIGW 3.0 audit is required through CERT-In empanelled agencies or STQC, and 2. Whether the cost for VAPT and GIGW 3.0 audit/certification is to be borne by the vendor or by the department	1. The cost of security audit of website will be borne by the sucessufl bidder untill the website is hosted at GSDC 2. GIGW 3.0 security audit cost will be borne by bidder. 3.STQC security audit cost will be borne by bidder on a request of GFRF	**All mandatory standard costs /certifications/following guidelines cost will be borne by bidder**	ok	All mandatory standard costs /certifications/following guidelines cost will be borne by bidder
44		Website Hosting on Department Server	As the website is proposed to be hosted on the **DST Department server**, kindly clarify:	• Whether the department will provide online/remote access (SSH/FTP/Control Panel) to the vendor for deployment and maintenance, and • Whether database access and required server credentials will be provided to the selected bidder for smooth implementation and ongoing support	No staging environment is provided by the bidder and GFRF only provide the Production environment at GSDC	**Same as GIL put comma after No. No , staging environment will be provided by the bidder and GFRF provide the Production environment at GSDC**	ok	No staging environment is provided by the bidder and GFRF only provide the Production environment at GSDC
45		EMD (Earnest Money Deposit)	Kindly confirm whether EMD exemption is applicable for MSME-registered bidders as per Government of India / GeM procurement guidelines, subject to submission of valid MSME/Udyam Registration Certificate, or whether EMD is mandatory for all bidders irrespective of MSME status	We kindly request you to provide the above clarifications at the earliest so that all prospective bidders can participate fairly and submit technically and commercially compliant bid	MSME seller exempted from the EMD submission with a relevant MSME certificate having clause no 62. The seller also exempted from EMD submission with respect to GEM GTC clause clause "Sellers will get exemption from furnishing Bid Security Sellers / Service Provider having annual turnover of INR 500 Crore or more, at least in one of the past three completed financial year(s)".	same as GIL	same as GIL	MSME seller exempted from the EMD submission with a relevant MSME certificate having clause no 62. The seller also exempted from EMD submission with respect to GEM GTC clause clause "Sellers will get exemption from furnishing Bid Security Sellers / Service Provider having annual turnover of INR 500 Crore or more, at least in one of the past three completed financial year(s)".

Corrigendum of SLA

SN	SLA	Timelines T = Time in hrs of from assigned work	Amount
1	24x7 Technical Assistance	$T_1 = T + 24$	Rs. 500
2	24x7 Technical Assistance	$T_2 = T_1 + 36$	Rs.700
3	24x7 Technical Assistance	$T_3 = T_2 + 48$	Rs.900
4	24x7 Technical Assistance	$T_4 = T_3 + 60$	Rs.1500