

Pre-bid queries in the tender for Selection of Agency for Design, Development, Implementation and Operation & Maintenance of New Web Portal for Applicants and Electricity Duty Taxpayers along with a Back Office Solution for Electricity Duty Branch of Gujarat State Tax Department(GSTD), Govt. of Gujarat. (Bid Number:<< GEM/2025/B/6866258 dated 08.11.2025 >>)

Sl. No.	Bidding Document Reference (Clause /page)	Content of RFP requiring clarification	Points of Clarification required	Response
1	Page No, 30->4,7,7 Manpower O & M Period	Regarding the manpower requirement during development and Annual Maintenance Contract (AMC), it should be noted that only 1 manpower resource will be required during the AMC phase	Kindly Confirm if Manpower required in only AMC period or in development as well ?	1 Manpower required during AMC phase
2	Page No, 30-> 5,3,2 Registration application by DG set and CPP owner:	Flowchart	As mention in Flow chart Applicant creates a login in IFP, Kindly specify what is IFP and what is the role IFP in new portal ?	IFP is Government portal hence role of it in this tender will shared with successful bidder.
3	Page No, 30->5,3,2 Registration application by DG set and CPP owner:	The applicant can authenticate the registration application in form EDRG-1 and the reply to clarification in form EDRG-4 by way of OTP and Digital signature,	Kindly confirm if GSTD will provide third-party paid service such as CDAC, NIC eSign, DocuSign and Adobe Sign for digital signature or if the bidder is expected to include the costs for these services as part of the proposal?	GSTD will procure Class- III DSC dongle
4	Page No, 53-> SECTION 6: TEC->(ii) Technical Evaluation:Sl. No. 3	Bidder have successfully implemented end-to end digitized Government Services, including integration with payment gateways or with SMS services. The services should cover all aspects of service management, such as service initiation, application processing, payment/SMS, and communication with the beneficiaries, End-to-End Digitized Government Welfare Services/ Govt. Ease of Doing Business (EoDB) services/ Govt. incentive services ■ 05 to 15 Services: 4 marks ■ 16 to 25 Services: 7 marks ■ 25 or More Services: 10 marks	Kindly Clarify about the Services that Which type of services do you require for marking system ?, 1. Like SMS Services : Do you consider this service separate for each client OR Will consider only one service, with multiple operators, you will consider separate-2 services or will consider it one services only. 2. Same for the payment gateway Services 3. Other which type of Services will you consider for marking	RFP is self explanatory however for clarification: 1. Both Separate service or multiple operator service will consider, 2. Both single payment gateway or Multiple Gateway 3.End-to-End Digitized Government Welfare Services/ Govt. Ease of Doing Business (EoDB) services/ Govt. incentive services
5	5,2 Existing Process, Page no 31	Legacy systems in use for registration & returns,	Should bidder build temporary integration with these systems during transition or only handle post-Go-Live migration?	GIL suggest that handle post go- live migration
6	5.3.1 Registration, Page no 32	Online registration for licensee, DG set & CPP owners,	Is digital signature (DSC Class-III) or Aadhaar e-sign required for authentication besides OTP/email verification?	GSTD will procure Class- III DSC dongle
7	5.3.1 Officer Hierarchy, Page no 32	Different officer roles approve applications.	Will roles & hierarchies be configurable via admin panel or fixed in code?	It will be informed to successful bidder at the implementation stage.
8	5.3,2 Registration flow, Page no 32	Flow diagram shows multi-level approvals,	Request expected turnaround time per stage so system can include auto-escalation alerts,	It will be informed to successful bidder at the implementation stage.
9	5.3,3 Processing, Page no 33	Applications processed through back-office.	Will system integrate with existing GSTD e-Office or file-tracking solution?	No
10	5,4 Refund, Page no 45	Refund requests within 12 months / 2 years.	Should refund computation be auto- calculated by system based on duty data or entered by officer manually?	It will be informed to successful bidder
11	5.5 Recovery, Page no 46	Automatic recovery when payment missed.	Is integration with IFMS/PFMS or Treasury portal required for auto-recovery?	Yes
12	5.6 Appeal, Page no 47	Appeal filing & hearing management module.	Confirm if audio/video recording or digital minutes of hearing storage is expected.	Digital Minutes and Out come of Appeal & Hearing need will stored in system
13	5.6 Appeal Forms, Page no 47	Multiple form templates (EDAPL-1 to 4).	Should bidder develop a dynamic form builder for future forms or hardcode each template?	Yes
14	5.7 Dashboard, Page no 48	Dashboard integrated with ticketing system.	Does GSTD have an existing ticketing tool to integrate (e.g., Zoho, Jira) or should bidder develop custom ticketing?	No
15	5.8 Scope Increase, Page no 49	GSTD may increase scope by 25% at same rate.	Clarify if 25% increase applies only to development phase or also O&M,	bidder is required to consider the scope however the development of 25% scope may given during development or O&M phase depending on Authority decision.

16	5.9 O&M Scope, Page no 49-50	5-year O&M includes legal updates and patches.	Please confirm onsite/offsite support ratio and if remote VPN access to servers is allowed.	As per GSDC Policy
17	5.9 Server Monitoring, Page no 50	Bidder to manage server OS installation and admin.	Confirm hosting location (GSDC vs Gujarat Cloud vs NIC Cloud). Will bidder get admin/root access?	GSDC
18	5.9 Version Control, Page no 50	SP to maintain version control and give access to GSTD.	Specify preferred tool (GitLab/GitHub/BitBucket/SVN) or bidder may propose.	The bidder may propose it however Github is preferred
19	General – Forms-	Multiple statutory forms (EDRG, EASM, EDAPL etc.).	Will GSTD share editable templates (Word/PDF) of all forms for digital replication?	No
20	General – Integration-	Payments and Duty collection mentioned repeatedly.	Confirm if payment gateway is via IFMS/GRAS or third-party aggregator approved by GoG.	Yes IFMS/Treasury
21	3.9 — Change Request,	Changes during contract until Go-live are part of scope	Will it still be considered as part of scope if the change exceeds 25% limit? What is the upper limit for the same. If some of the module gone live due to any urgency by department end then after new development comes in go live modules then how its proceed further for change request?	No Change, As per RFP.
22	Application Security Audit, Clause no 3.8	the SP shall also be responsible to get web application security audited by CERT-In Empaneled application security Auditors at the cost of the SP and submit the Security Audit Clearance Certificate issued by CERT-In Empaneled Security Auditors,	How many times SP has to do security audit? If some of the module require to go live as priority by department then how this security audit scenario cover? Because its impact on costing for security audit. We assume that audit would be process by department through GIL team. Please confirm	The service provider is responsible for security audit until the application is hosted GSDC. Once the whole/entire application is hosted at GSDC then security audit will be responsibility of GSDC/GSTD.
23	Standard and Quality Certifications, Page no 53	CMMI level 3 – 5 Marks CMMI level 5 – 7 Marks	Please consider following marks for CMMI level 3 or above = 7 Marks	No Change, As per RFP.
24	Existing Process, Page no 31	the Electricity Duty branch is using a software solution developed by (n)Code Solutions for registration, returns and payments of Electricity Duty of DG set owners& CPP	What is the existing technology used to developed electricity duty software? We assume that new bidder has to developed from scratch require portal. If its not a case then new bidder has to develop existing project?	The Successful bidder needs to develop new portal from scratch as given in RFP
25	(Page 9) 2.5 Qualification/Eligibility Criteria (Clause VII)	The bidder should have ISO 9001:2015 & CMMI level 3 or above certification valid as on bid submission date.	Request you to remove and clause and use either or in certification.	No Change, As per RFP.
26	(Page 9) 2.5 Qualification/Eligibility Criteria (Clause VII) - Attachments	Bidder to submit the valid ISO 9001:2015 & CMMI level 3 or above certification & its authenticity must be verified using portal of CMMI institute.	The certificate should be verified by their issuing authority not with CMMI institute	No Change, As per RFP.
27	(Page 51) 5.21 Data Migration:	Type of data base: MS SQL	For migration, can another database other than MSSql be used?	The bidder may propose DB however final approval will be given by GSTD
28	Section 1 : Page no 3	No Consortium will be allowed.	We request you to kindly allow participation in the form of a consortium.	Consortium is not allowed
29	Section : 4.6, Note point no. 3	This O&M payment will be disbursed quarterly over a period of 3 years, starting from the Go-Live date.	We assume that the Project O&M period is for 5 years instead of 3 years. Kindly confirm and clarify the same.	5 years of O&M period will be consider
30	Section Technical Evaluation, Point no 5 : Page no 54	The bidder should have executed a single project of a similar nature for State, Central Government, PSU, Large Enterprise during last 5 years' worth at least 60 Lakh. "Project of similar nature" means "The SP has developed, deployed and maintained web based application, enterprise resource planning (ERP) systems, or mobile application and in which the work flow is end-to-end digitized Project ≥ 4.80 Lakh = 3 marks Project ≥ 80 Lakh = 5 marks Project ≥ 100 Lakh = 10 marks	We are a leading organization specializing in delivering end-to-end software solutions. Our expertise has been recognized through multiple awards, and we have successfully executed several projects for various Central and State Government departments/PSUs. Our proven track record reflects our capability to manage large-scale and complex turnkey enterprise solutions. However, we currently fall short of meeting certain experience criteria due to industry-wide delays caused by the pandemic, during which several projects were postponed, and no new requirements were released by Central or State Government bodies. Therefore, we request you to kindly revisit and extend the project experience consideration period to 8-9 years.	No Change, As per RFP.

31	Technical Evaluation , Page no 53 , Point no 4	The bidder organization may have a minimum of 30 (On roll on Company payroll) full-time software/application developers currently employed within the organization. All developers must have been continuously employed by the bidder for a period of at least one (1) year as of the date of submission of the bid.	We request you to kindly reduce the manpower submission requirements as specified in the tender.	No Change, As per RFP.
32	Technical Evaluation , Page no 53 , Point no 5	The bidder should have executed a single project of a similar nature for State, Central Government, PSU, Large Enterprise during last 5 years' worth at least 60 Lakh.	We request you to allow a 7 to 9-year timeframe for demonstrating project execution experience.	No Change, As per RFP.
33	Section 15 : Proposed Project Team Page no 71	The entire team of the project proposed for Development period by bidder will be at bidder's premises/offsite.	We assume that the proposed project team is required to work offsite, or deployment may be based on the SI's convenience. We also understand that all development activities will be carried out from the SI's premises. Kindly clarify this requirement.	The team will be seated by SI office.
34	2,5 Qualification/Eligibility Criteria, Page no 8	IV, The bidder must have successfully executed/ completed at least one single order of Rs.2,54 Crore OR two orders each of Rs.1,59 Crore Or 3 orders each of Rs. 1.27 Crore during last 3 years(2021-22, 2022-23 and 2023-24)	<u>We hereby request to kindly change the criter ia as below:</u> IV, The bidder must have successfully executed/ completed at least one single order of Rs.2,54 Crore OR two orders each of Rs.1,59 Crore Or 3 orders each of Rs. 1.27 Crore during last 5 years(2019-20, 2020-21, 2021-22, 2022-23 and 2023-24)	No Change, As per RFP.
35	2,5 Qualification/Eligibility Criteria, Page no 9	VII, The bidder should have ISO 9001:2015 & CMMI level 3 or above certification valid as on bid submission date.	<u>We hereby request to kindly change the criter</u> Considering the size and complexity of the project, we hereby request you to kindly invite technically sound CMMI Level 5 companies to ensure smooth, successful and timely delivery of the project.	No Change, As per RFP.
36	Section 7.1 – Project Manager Requirement, Section 15 – Proposed Project Team & CV Format Page no. 59 & 71	Section 7.1: "The successful bidder shall be required to assign a dedicated Project Manager (PM) for the entire duration of the contract." Section 15: "Please provide detailed professional profiles of the staff proposed for evaluation."	Please clarify whether only the Project Manager's CV is required, or if CVs of any other proposed resources are also required to be submitted.	CV of all team member required to submit including Project Manager in Proposed Team.
37	Eligibility Criteria – Employee Strength (Sr. No. IX) Page no. 9	PF and Professional Tax Challan of last one Year along with the affidavit (in prescribed format).	Please confirm whether both PF and Professional Tax challans for one year are required, or if Professional Tax challans alone for one year (along with the latest PF details) are sufficient.	No Change, As per RFP.
38	Eligibility Criteria – Employee Strength (Affidavit Requirement) Page no. 9	PF and Professional Tax Challan of last one Year along with the affidavit (in prescribed format).	Please clarify whether the affidavit must be submitted on a Non-Judicial Stamp Paper, or if a self- declaration on company letterhead is acceptable.	Affidavit with minimum 300 rupees is required
39	Section 4, Pg 21	The solution should be scalable and robust.	Could you please specify the expected number of concurrent users, total registered users, and the anticipated transaction volume to help us design a scalable architecture?	The citizen will be used for portal hence exact number of users can be define at development stage.
40	GeM-Bidding-8560196.pdf, Pg 4	Deployment of core team: hybrid(Buyer to specify model in scope of work)	Could you please elaborate on the 'hybrid' deployment model? What are the expectations for on- premise and cloud components, and what is the preferred cloud platform (if any)?	The team will be seated by SI office.
41	1762510532.pdf, Pg 40	After this the person shall be redirected to the Cyber- treasury portal for final payment action.	What are the specific integration protocols and APIs available for the Cyber-treasury portal? Is there any existing documentation or a sandbox environment for testing?	It will be informed to successful bidder at the implementation stage.
42	1762510532.pdf, Pg 2	Abbreviation: GSDC Gujarat State Data Center	What specific infrastructure, OS, and database versions will be provided at GSDC for hosting the application? Will the successful bidder have root/admin access to the provisioned servers?	It will be informed to bidder at beginning of project.
43	1762510532.pdf, Pg 18	The inspection of the working of the developed software shall be carried out to check whether the software is in conformity with the requirements described in the contract.	Are there any specific performance testing tools or methodologies that need to be used? What are the expected response times for critical transactions?	It will be informed to successful bidder at the implementation stage.
44	1762510532.pdf, Pg 60	Tender for Selection of Agency for Design, Development, Implementation and Operation & Maintenance of web and mobile application...	The scope of the mobile application is not detailed in the RFP. Could you please provide the functional and non-functional requirements for the mobile app? Which mobile platforms (IOS, Android) should be targeted?	It will be informed to successful bidder at the implementation stage.
45			Are there any requirements for integration with external systems other than the Cyber- treasury portal, such as SMS gateways, email servers, or other government databases?	Yes, other integration is also required and the bidder is required to do without additional cost

46		What are the requirements for data backup, recovery, and disaster recovery (RPO/RTO)?	As per GSDC Policy
47		Is there a preferred technology stack (e.g., Java, .NET, Python, PHP) for the development of the web portal and back-office solution?	Open source technology is required however the bidder can also propose the industry best technology option, GSTD decision will be final on technology selection.
48		What are the expected response times for critical user transactions (e.g., login, payment, report generation)?	It will be informed to successful bidder at the implementation stage.
49		Are there any specific browser compatibility requirements (e.g., Chrome, Firefox, Safari, Edge) and <u>minimum supported versions</u> ?	It must be supported in all browser
50		What is the expected data retention policy for transaction data, audit logs, and user documents?	It will be informed to successful bidder at the implementation stage.
51		Will the application need to support accessibility standards such as WCAG 2.1 Level AA for differently-abled users?	Yes
52	General	Are there any specific requirements for API development for future integrations with third-party systems?	It will be informed to successful bidder at the implementation stage.
53		What are the expectations for load balancing, clustering, and high availability of the application?	Open source technology is required however the bidder can also propose the industry best technology option, GSTD decision will be final on technology selection.
54		Is there a requirement for implementing a Content Delivery Network (CDN) for improved performance?	yes
55		What are the requirements for logging and monitoring of the application? Are there any preferred tools (e.g., ELK Stack, Splunk)?	Open source technology is required however the bidder can also propose the industry best technology option, GSTD decision will be final on technology selection.
56		Should the application support Single Sign-On (SSO) integration with any existing authentication systems?	Yes
57		What are the requirements for version control and deployment pipelines (CI/CD)?	Open source technology is required however the bidder can also propose the industry best technology option, GSTD decision will be final on technology selection.
58	Pg 40	DG set & CPP owner and licensee shall log in to the web portal...	The citizen will be used for portal hence exact number of users can be defined at development stage.
59	Pg 40	The registered person shall be mandatorily redirected to the payment homepage if during filing or return the balance in the electronic cash ledger is less than the electricity duty payable.	Please describe the detailed workflows for key processes like new registration, return filing, exemption applications, and payment processing, including the number of approval stages and escalation matrix.
60	General	What are the specific requirements for Management Information System (MIS) reports and other operational reports? Are there any requirements for ad-hoc or dynamic report generation?	Reports should be generated based on the requirement of Authority from available data.
61		What is the scope of the notification system? Should notifications be sent via SMS, email, or both for events like registration, return filing, approvals, and payment reminders? Who will bear the cost of SMS and email services?	SMS and email gateway cost will be bear by GSTD, the bidder will integrate without any additional cost. The notification system will be informed at the time of development
62		Is there a requirement to integrate Digital Signature Certificates (DSC) or Aadhaar-based eSign for user authentication or document signing?	GSTD will procure Class- III DSC dongle
63		What are the requirements for document management, including file types, size limits, archival, and retrieval policies?	It will be informed to successful bidder at the implementation stage.

64			Is there a requirement for maintaining a detailed audit trail of all activities performed by users in the system? If so, what is the required retention period for the audit logs?	Yes details audit trail report is required performed by user with retention period of audit logs,
65	Pg 18	The documentation shall be in the English/Gujarati language...	Should the user interface of the web portal and back-office application support both English and Gujarati languages?	Yes
66	Pg 40	...redirected to the Cyber-treasury portal for final payment action.	Besides the Cyber-treasury portal, are there any other payment modes required, such as credit/debit cards, net banking, or UPI?	GIL suggested it will be depends on the payment gateway policy
67	Pg 40	After successful reconciliation of payment, a challan shall be generated...	What is the expected level of automation for the reconciliation process between the application and the Cyber-treasury portal?	Payment reconciliation will be based on policy of Cyber Treasury portal
68	SLAsandPenaltyClauses.docx, Pg 4	Regarding the manpower requirement during development and Annual Maintenance Contract (AMC), it should be noted that only 1 manpower resource will be required during the AMC phase	Considering the scope and criticality of the application, a single resource for O&M appears insufficient. Could you please clarify the roles and responsibilities expected from this resource and reconsider the required team size for effective support?	No Change, As per RFP,
69	Pg 18	Change Request	What is the process and pricing mechanism for handling Change Requests (CRs) during the O&M period?	RFP is self explanatory
70		General	Is there any existing data from legacy systems that needs to be migrated to the new application? If so, what is the volume and format of the data?	The existing database information is mentioned in RFP.
71	SLAsandPenaltyClauses.docx, Pg 1	Training and Go-Live	Could you please specify the number of users to be trained, the expected duration of the training, and the locations for the training sessions?	The official of GSTD and location at GSTD office,Ahmedabad or city in Gujarat which is suggested by GSTD authority.
72	Pg 18	Before the Application modules are taken over by GSTD, the SP shall supply operation manuals.	Could you please provide a list of all the required documents, such as User Manuals, Admin Manuals, and System Architecture documents?	Yes
73			Who will be responsible for procuring and renewing any third-party software licenses (e.g., database, OS, security tools) required for the project?	If required such software, then GSTD will procure it however open source technology is required.
74			Could you please provide details on the exit management process, including the knowledge transfer plan and handover of all project artifacts at the end of the contract?	RFP is self explanatory
75			Will the bidder be responsible for procuring hardware, infrastructure, or will it be provided by GSTD/GSDC?	GSDC will provide it
76			Are travel and accommodation costs for on-site visits included in the project cost or will they be reimbursed separately?	There is no reimbursement separately
77			Will there be any liquidated damages beyond the penalties mentioned in the SLA document?	RFP is self explanatory
78		General	What is the dispute resolution mechanism in case of disagreements between GSTD and the Service Provider?	The decision of GSTD will be final in any case however the bidder may go Ahmedabad Jurisdiction only,
79	SLAsandPenaltyClauses.docx, Pg 3	Delay which is not attributable to SP, will not be considered.	Could you please provide examples of delays not attributable to the Service Provider?	RFP is self explanatory
80	Pg 5	OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent...	Will there be any price escalation for the O&M services if the contract duration is extended?	No

81	SECTION 6: TECHNICAL EVALUATION METHODOLOGY - (ii) - Point No. 4 Page: 53	<p>The bidder organization may have a minimum of 30 (On roll on Company payroll) full-time software/application developers currently employed within the organization. All developers must have been continuously employed by the bidder for a period of at least one (1) year as of the date of submission of the bid.</p> <p>Marks Column indicates 10 Marks</p> <p>■ 30-40 full time developers - 5 Marks ■ 41-50 full time developers - 10 Marks ■ 51-60 full time developers - 15 Marks</p>	<p>Marks Column shows 10 Marks. As per the criteria max marks should be 15</p>	<p>The bidder organization may have a minimum of 30 (On roll on Company payroll) full-time software/application developers currently employed within the organization. All developers must have been continuously employed by the bidder for a period of at least one (1) year as of the date of submission of the bid.</p> <p>■ 30-40 full time developers - 3 Marks ■ 41-50 full time developers - 7 Marks ■ 51-60 full time developers - 10 Marks</p>
82	SECTION 6: TECHNICAL EVALUATION METHODOLOGY - (IV) Final Evaluation Page: 53	QCBS 60:40	We request to change it to QCBS 70:30	No Change, As per RFP.
83	3.7 Page 18	<p>The Organization/GSTD shall retain exclusive intellectual property rights to the web application (including source code of customizations/ enhancements/ amendments done). Final solution IPR will be sole and exclusive property of Organization/GSTD. Service Provider will have no claim to any base layer or any other component.</p>	<p>The Organization/GSTD shall retain exclusive intellectual property rights to the web application (including entire source code of platform/ customizations/ enhancements/ amendments done). Final solution IPR will be sole and exclusive property of Organization/GSTD. Service Provider will have no claim to any base layer or any other component</p>	No Change, As per RFP.
84	Point 7, Page No. 4 Section 07: Page No. 56	Contract Period 05 Years including O&M and AMC	Due to rapid changes in the technology we recommend to reduce the O&M period from 5 years to 3 Years.	No Change, As per RFP.
85			We request to add/cap the liquidated Damage clause to 10% of total project value.	No Change, As per RFP.
86			We request to add Limitation of Liabilities clause in the tender and also the capping upto total project value.	No Change, As per RFP.
87	Section 4.6.1 Page: 25	<p></p>	<p></p>	No Change, As per RFP.
88	2.5 Qualification/Eligibility Criteria	Qualification/Eligibility Criteria	<p>- We request an MSME exemption for the Pre-Qualification and Eligibility Criteria under this RFP.</p> <p>- Many PSUs and Government bodies do not outsource software development projects and instead require resources to be deployed on-site for such projects. Therefore, you are requested to consider such engagements as qualifying experience.</p>	MSME exemption is only EMD submission with valid MSME certificate having code mentioned in RFP.
89	General Query	General Query	Do you currently have an existing web portal for Applicants and Electricity Duty Taxpayers, along with a Back Office system?	Yes
90	General Query	General Query	Should the new web portal comply with GIGW (Guidelines for Indian Government Websites) standards?	Yes
91	General Query	General Query	Is there any plan to include AI-based analytics or a text-based chatbot in the future?	Yes
92	General Query	General Query	Should the website support multiple languages (e.g., Gujarati, Hindi and English) from the initial release?	English and Gujarati, Hindi language will be decided at development stage
93	General Query	General Query	How many active users are currently registered on the existing system, and what is the expected annual growth in users over the next five years?	The citizen is using portal hence exact number may vary.
94	General Query	General Query	Should training material, user manuals, and documentation be prepared in Gujarati, Hindi, and English?	English and Gujarati language
95	General Query	General Query	<p>Is it mandatory to use Microsoft technologies (e.g., .NET), or can open-source alternatives (e.g., PHP, Node.js, etc.) be proposed for the backend and frontend?</p> <p>Does the department have a defined Standard Operating Environment (SOE) or preferred technology policy?</p>	Open source technology is required however the bidder can also propose the industry best technology option, GSTD decision will be final on technology selection.

96	General Query	General Query	Is there any preferred frontend framework (e.g., React, Vue), or can the bidder select it based on the backend architecture?	Open source technology is required however the bidder can also propose the industry best technology option, GSTD decision will be final on technology selection.
97	General Query	General Query	Do you require a dedicated mobile application (Android/iOS), or will a mobile-responsive web version be sufficient?	Dedicated Android and iOS Mobile app only
98	General Query	General Query	Are there any existing third-party applications such as Payment Gateway, Reporting Tool, Digital Signature Module, etc., that need to be integrated with the new system?	Yes
99	General Query	General Query	Can the development team work remotely, or do they work from your premises?	It will be seated SI premised
100	General Query	General Query	Do you already have Disaster Recovery (DR) give details. a. Recovery Time Objective (RTO) b. Recovery Point Objective (RPO)	RFP is self explanatory
101	General Query	General Query	Will there be separate environments development, testing, staging, and production for deployment?	The bidder is responsible for staging, UAT and pre-production environment, GSTD is only production environment after completion of security audit.
102	General Query	General Query	Who will be responsible for managing security patches, antivirus, and operating system updates GSTD or the selected bidder?	The bidder is responsible for managing security patches and also patched which is suggested by OS
103	General Query	General Query	Should training material, user manuals, and documentation be prepared in Gujarati, Hindi, and English?	English and Gujarati language
104	General Query	General Query	What is the expected target completion schedule for the new web portal?	Target Completion Schedule for New Web Portal:- 8 to 10 Month
105	General	User Type	1. Kindly provide a list of expected user roles (Applicant, DG Owner, CPP Owner, Licensee, Class-3 Inspector, Class-2 Officer, Class-1 Officer, Admin, Auditor, etc.). 2. Estimated how many users per user type will be accessing this portal application? 3. What is the estimated peak concurrent user load for web portal application?	It will be informed to successful bidder at the implementation stage.
106	7. Important Information Page #4	Last Date and Time for the Submission of Proposal (Technical and Commercial)	1. We kindly request that a minimum of 12-14 working days be provided to all bidders for the preparation and submission of their bids after the publication of comprehensive responses to the bidders' queries. Kindly consider,	Bid end date is extended
107	2,5 Qualification/Eligibility Criteria Page #8	III. The Bidder should have an average turnover from IT Software related services (Software Development/ Software Customization or Implementation) of at least Rs.1.59 Crore from last three financial years (2021-22, 2022-23 and 2023-24)	1. Considering the overall size, scope, and complexity of the project—and with an objective to attract technically strong and experienced bidders, we recommend revising the turnover requirement as suggested below. We also request that the same revised criteria be reflected in the Technical Evaluation parameters. <i>III. The Bidder should have an average turnover from IT Software related services</i>	No Change, As per RFP.
108	3.8 Inspection/Testing Page #18	Application Security Audit: In addition to inspection & testing, the SP shall also be responsible to get web application security audited by CERT-In Empaneled application security Auditors at the cost of the SP and submit the Security Audit Clearance Certificate issued by CERT-In Empaneled Security Auditors.	1. Please clarify how many Security Audits the Service Provider is required to include in the commercial bid during the entire project tenure.	The service provider is responsible for security audit until the application is hosted GSDC. Once the whole/entire application is hosted at GSDC then security audit will be responsibility of GSDC/GSTD.

109	3.9 Change Request Page #18	3.9.1 During the contract period (Until Go-live), any change in scope of work, or in design and development shall not be construed as change Request order and instead it will become part of scope of work accompanying this bid document and it will be invariably accepted by the bidder without any additional cost identified in the Financial Bid Part 1 (line item no.1). 3.9.4 Any change during the operation and maintenance period should not be considered as a change request.	1. Instead of keeping this open-ended, we recommend you to ask bidders to include the Change Request (CR) cost in the commercial bid based on 100 predefined hours. These hours can then be utilized and billed on a pro- rata basis, based on the actual effort consumed and post GSTD approval. This approach will help control and optimize the overall project cost, as leaving CRs unlimited may lead bidders to add excessive padding to their quotes, resulting in inflated commercial bids. Kindly consider. Below is the table that we recommend to be added in commercial bid.	No Change, As per RFP.
110	4.7.3.1 Implementation related penalty for Application software Page #27	The overall Penalty during the project is capped at 10% of total Contract value of this project. If performance of the bidder doesn't improve and reached beyond the maximum penalty cap (at respective milestone penalty level or at total contract value), then GSTD may have rights to terminate the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.	1. 10% of upper cap for penalty is very high and may impact cashflow of the bidder. Keeping latest industry standard, upper cap for penalty should be up to 5%. We therefore request you to revise it and make it "up to 5%". Kindly consider.	No Change, As per RFP.
111	4.7.4 Operational Related Penalty Page #28	4.7.4.1 For Software Uptime	1. We assume that software uptime penalty will apply only to the downtime of the web portal application working. Any downtime arising from hosting infrastructure or server- related issues or infrastructure provided by GSTD will not be considered while calculating uptime penalties. Kindly confirm.	Server related/Hosting infrastructure issue will not consider on bidder part for SLA calculation
112	4.7.7 Manpower O & M Period Page #30	During Development and AMC Regarding the manpower requirement during development and Annual Maintenance Contract (AMC), it should be noted that only 1 manpower resource will be required during the AMC phase	1. We assume that this manpower (one) will be working from bidder's location and not ONSITE. Please confirm else correct us.	Onsite
113	SECTION 5: SCOPE OF WORK Page #31	Development should be in open-source technology and open-source database with highest/latest enterprise support.	1. We assume that the support from the bidder would be acceptable and OEM's Enterprise level support is not mandatory. Kindly confirm this understanding.	OEM's Enterprise level support is compulsory
114	5.3.1.1 Basic Registration by licensee Page #32	Licensee means any person licensed under section 14 of The Electricity Act, 2003 for transmission, distribution and Undertaking trading in electricity as an electricity trader and the term also includes any person who is supplying energy generated by himself. Basically Discoms are a part of the term licensee.	1. For licensee basic registration, kindly clarify whether there is any need for API integration with DISCOM systems for verification? 2. If yes, then please share what kind of integration will be required? One Way or Two Way? Also let us know total how many DISCOM will need to be integrated? 3. We also assume that required web service API for this integration will be provided by GSTD. Please confirm.	It will be informed to successful bidder at the implementation stage
115	5.3.3 Registration application processing by Electricity Duty branch: Page #38	The Class-2 officer shall authenticate the notice for seeking additional information in form EDRG-3, the rejection order in form EDRG-5 and the registration certificate in form EDRG-6 through digital signature. Upon generation of all the above forms, the applicant shall be informed regarding this through communication modes like SMS and E-mail.	1. We assume that the SMS Gateway and Email Gateway will be provisioned and made available by GSTD. We further assume that all associated costs, both initial setup and recurring charges will be borne by GSTD. Kindly confirm this understanding. 2. In case the SMS Gateway is required to be provided by the bidder, please specify the estimated monthly SMS volume that should be considered for inclusion in the commercial proposal.	SMS and email gateway cost will be bear by GSTD, the bidder will integrate without any additional cost.

116	5.3.7 Cancellation application by DG set and CPP Owner: Page #39	The registered person or their legal heir (in case of demise) can apply for cancellation of registration in form EDRG-10 through the web portal and shall authenticate the same using OTP or digital signature.	1. How will you identify / validate legal heir (in case of demise) of the registered person? Please elaborate the process. 2. Will legal heir need new registration or they will use registered user's account only.	It will be informed to successful bidder at the implementation stage
117	5.4 Returns: Page #39	All registered persons have to file the returns along with the payment of the tax liability by disclosing the details of generation or consumption of electricity to the Electricity Duty branch.	1. Please clarify whether returns need auto-calculation or user-entered values will be accepted as-is. 2. Please share return formats, validation rules, late-fee logic, and timelines for all taxpayer types.	It will be informed to successful bidder
118	5.4 Returns: Page #39	A registered person shall log in to the web portal and select the option of e-Filing of return, He/she shall select the return filing frequency and return type (original, revised). Whether a particular return is an original return or revised return is decided based on the return filing history of the person. If it is the first return of the person for that period, the return type will be original, and if it is any subsequent return after the original return, the return type will be shown as revised.	1. What different types of frequency will be there? Please share available frequencies. 2. On what basis registered person will select frequency? 3. Will there be different forms for original return and revised return? Please share sample form for both, 4. In which situations, registered person will file revised return? 5. Total how many time registered person can file revised return?	It will be informed to successful bidder
119	5.1.1 Exemption/Appropriate rate application by applicant: Page #41	The following table displays the type of applicant and respective form to be used for exemption/appropriate rate application:	1. Will the same set of users be involved across all types of application forms? 2. Will a common workflow apply to all application form types, or will each form follow a distinct workflow? 3. Request you to share sample workflows for 4-5 types of application forms for better understanding.	RFP is self explanatory
120	5.1.1 Exemption/Appropriate rate application by applicant: Page #41	Till date, the above mentioned applicants have been notified for either exemption from electricity duty or appropriate rate for payment of electricity duty, The State Govt, may further notify other categories of business for exemption or appropriate rate,	1. How will the exemption or applicable rate be determined? Will this calculation be performed manually by the user or automatically by the system? 2. If the exemption or applicable rate is expected to be calculated automatically, kindly provide the detailed business logic for the same.	RFP is self explanatory
121	5.2 Spot Visit: Page #44	The solution shall provide a functionality for the Class- 1 officer to create such spot visit task in the work list of Class-3 officer and inspectors. Such spot visit task can be created by keying in the following details:	1. We assume that spot-visit tasks will be created entirely manually, and that the system will not display or manage the availability or busy status of Class-3 officers / inspectors for the Class-1 officer during task creation. Kindly confirm this understanding. 2. Please share the spot visit checklist, inspection parameters, and report templates.	RFP is self explanatory
122	5.2 Spot Visit: Page #44	Once Class-3 officer/inspector completes the spot visit at the business premise, he/she shall work upon the spot visit task created in the worklist in the back office module of the software solution.	1. We assume that the Class-3 officer / inspector will visit the business premises, collect the required details physically, and subsequently enter the information into the system after returning from the site. There is no requirement to capture or submit inspection details on-site. Kindly confirm this understanding.	Through Mobile App and Manually Data Entry in System
123	5.3 Assessment: Page #44	In order to carry out such assessment of a registered person, Class- 2 officer shall initiate the assessment proceedings in the back office solution.	1. We assume that the initiation of assessment proceedings will be entered manually by the authorized user, and that the system will not auto-generate any intimation, notification, or alert for this purpose. Kindly confirm this understanding. 2. If the initiation process is required to be system-driven, please provide the detailed business logic for automating the same, 3. Please provide timelines, stages, and approval hierarchy for assessment proceedings.	It will be informed to successful bidder

124	5.3 Assessment: Page #45	If the officer is satisfied with the reply and payment, then such proceedings shall be dropped. If the officer is not satisfied with the reply, then he/she shall pass an order in form EASM-4. If payment is made against the order within specified days, then a recovery task of such assessment order shall not be generated, else a recovery task shall get generated from assessment order if no payment is made within specified days.	1. Please share detailed business logic for assessment calculation (if any automated computation is expected). 2. We assume that the recovery process will be performed manually and that the authorized user will enter the final outcome into the system. We further assume that the system will not include any provision or functionality for creating or assigning recovery tasks. Kindly confirm our understanding, or provide the complete process that is required to be implemented in the system.	RFP is self explanatory
125	5.4 Refund: Page # 45	Refund under the Electricity Duty Act can be claimed under the following circumstances:	1. Please provide detailed refund eligibility rules and required supporting documents.	It will be informed to successful bidder
126	5.5 Recovery: Page #46	The question of recovery of Electricity Duty arises after assessment of registered person. The software solution shall automatically create recovery task if no payment is received against assessment order within 30 days from service of order. The following modes are specified in the Act for recovery from a registered person: 1. Voluntary payment 2. Third party recovery 3. Execution of a decree 4. Auction of movable/immovable goods/shares 5. Recovery of Electricity Duty as fine by magistrate's order 6. Recovery of Electricity Duty as arrears of land revenue	1. We assume that all these recovery task will be carried out out of the system and final outcome of the same will be entered into the system through respective forms. Please confirm. 2. Please share business logic regarding interest, penalty, and calculation of outstanding dues.	RFP is self explanatory
127	5.6 Appeal Page #47	An aggrieved party can file an appeal against every original order passed under the Act. An appeal can be filed against assessment order, audit assessment order, exemption certificate, appropriate rate certificate, cancellation order etc. An appeal can be filed by the aggrieved party within 90 days from the date of communication of order appealed against.	1. Please share the appeal process flow, timelines, and roles.	It will be informed to successful bidder
128	5.6.2 Appeal application by applicant: Page #47	The officer shall then conduct a hearing wherein the appellant and the departmental officer shall be present and shall provide the arguments to defend their case.	1. We are assuming that all hearings will be conducted physically (outside the portal) by the designated officer, and only the final outcome will be recorded in the system. The portal will not provide any facility for conducting online hearings. Kindly confirm.	Hearings will be conducted physically by the designated officer, and only the final outcome will be recorded in the system.
129	5.8 Page #47	5.8 Gujarat State Tax Department (GSTD), Ahmedabad, reserves the right to increase the total Scope of Work for web application development activities by up to 25% of the initial agreed-upon scope. This increase will be compensated at the man- month rate quoted by the successful bidder under this bid.	1. If up to 25% additional scope of work is to be considered within the original contract value, all bidders will be compelled to include a buffer in their commercial proposals, which will result in a higher initial project cost. We therefore strongly recommend treating any additional scope as a Change Request (CR) and compensating the selected bidder separately based on mutual agreement.	No Change, As per RFP.

130	5.13 Service Level Agreement (SLA) Terms for Ticket Resolution: Page #50	<p>Priority and Response Time: -</p> <ul style="list-style-type: none"> i. High Priority Tickets (Critical Impact): Response time within 0.5 hour; Resolution time within 1 hours. ii. Medium Priority Tickets (Moderate Impact): Response time within 1 hours; Resolution time within 5 hours. iii. Low Priority Tickets (Minimal Impact): Response time within 3 hours; Resolution time within 12 hours. 	<p>1. The SLA specified appears to be impractical, as actual resolution timelines may vary depending on the complexity of the issue. We therefore recommend the following revisions to ensure the SLA is both practical and achievable.</p> <ul style="list-style-type: none"> i. <i>High Priority Tickets (Critical Impact): Response time within 2 hours ; Resolution time within 4 hours .</i> ii. <i>Medium Priority Tickets (Moderate Impact): Response time within 4 hours ; Resolution time within 10 hours .</i> iii. <i>Low Priority Tickets (Minimal Impact): Response time within 10 hours ; Resolution time within 24 hours .</i> <p>2. We assume that above mentioned hours are business hours only. Please confirm.</p>	No Change, As per RFP.
131	SECTION 6: TECHNICAL EVALUATION METHODOLOGY (ii) Technical Evaluation: Page #54	<p>'Project of similar nature' means 'The SP has developed, deployed and maintained web-based application, enterprise resource planning (ERP) systems, or mobile application and in which the work flow is end-to-end digitized</p>	<p>1. In this clause, a minimum project value of ₹60 lakhs has been specified; however, the marking criteria begin from ₹4.80 lakhs. This appears to be a typographical inconsistency. We therefore request you to kindly review and revise the value in the first criterion to ensure alignment with the marking scheme.</p>	No Change, As per RFP.
132	General	Integration	<p>1. Is this portal need to be integrated with any 3rd party system / application / portal? If yes, then please specify.</p> <p>2. Also clarify, how this portal will need to be integrated with this/these systems / application / portal and who will provide required web service API?</p>	Yes
133	General	Forms	<p>1. Please share sample forms to be developed in the portal (i.e. EDRG-1, EDRG-2, EDRG-3, EDRG-4, EDRG-5, EDRG-6, EDRG-8, EDRG-9, EDRG-10, EDRG-11, EDRG-12, EDRG-13, EDRG-14, Amendment Application, EDRN-1, EDRN-2, EDRN-3, Form- E, Form- E1 to Form E13, EDRFD-1, EDRFD-2, EDRFD-3, EDRFD-4, EDRFD-5, EDRFD-6 etc.)</p>	It will be informed to successful bidder
134	5.9 GSTD web application Operation and Maintenance scope of work Page # 49	<ul style="list-style-type: none"> • SP will provide training for conducting 5 training sessions – Before Go-Live. During O&M training needs to be given as and when required by GSTD regarding the use of Software Applications. GSTD will provide necessary facilities to conduct training. 	<p>1. Total how many users need to be trained?</p> <p>2. What will be the average batch size?</p> <p>3. We assume that training will need to be provided ONLINE only. Please confirm.</p> <p>4. If above is not the case then please share location(s) where training will be imparted.</p>	The official of GSTD and location at GSTD office,Ahmedabad or city in Gujarat which is suggested by GSTD authority.
135	General	CV	<p>1. We assume that submission of CVs is not required at the time of bid submission. Kindly confirm.</p> <p>2. If CVs are required at the time of bid submission, then please share below details,</p> <p>2.1. List of resource type</p> <p>2.2. Number CVs required for each resource type</p> <p>2.3. Qualification & experience required for each resource type</p>	No, CV of proposed team is required at the time of bid submission
136	General	Language	<p>1. We assume that web portal application will need to be presented in English language only. Please confirm.</p>	English and Gujarati language
137	General	Pre-Bid Meeting	<p>We kindly request to consider conducting the pre-bid meeting through an online (VC) mode to enable wider participation from all interested bidders. Kindly consider.</p>	Request is considered

138	Section: 2 INSTRUCTIONS TO BIDDERS Subsection: 2.5 Qualification/Eligibility Criteria Point: VII Page: 9	The bidder should have ISO 9001:2015 C CMMI level 3 or above certification valid as on bid submission date.	Kindly consider either ISO 9001:2015 or CMMI level 3 certificates for qualification.	No Change, As per RFP,
139	Section: 6 TECHNICAL EVALUATION METHODOLOGY Subsection: (ii) Technical Evaluation Point: 3 Page: 53	Bidder have successfully implemented end-to- end digitized Government Services, including integration with payment gateways or with SMS services. The services should cover all aspects of service management, such as service initiation, application processing, payment/SMS, and communication with the beneficiaries. End-to-End Digitized Government Welfare Services/ Govt, Ease of Doing Business (EoDB) services/ Govt, incentive services 05 to 15 Services: 4 marks 16 to 25 Services: 7 marks 25 or more Services: 10 marks	Kind request is to consider similar experience of reputed private company.	No Change, As per RFP,
140	SECTION 4: SPECIAL CONDITIONS OF CONTRACT 4.4 Timeline for GSTD Project 4.4.1 Time Limit for GSTD Project Sr No 7, Page No 25 and 4.5 Payment terms 4.6 Payment: Note	The timeline mentions Annual Application Support, Operation & Maintenance for 5 Years, whereas the payment terms note clearly states that O&M payment will be disbursed quarterly for 3 years from Go-Live.	Kindly clarify the actual duration of O&M to be considered for costing and manpower planning: 3 Years or 5 Years? Also confirm whether the quarterly payment structure applies for the full O&M period.	5 years of O&M period will be consider
141	SECTION 5: SCOPE OF WORK Page No 52	Development shall be using open source technology and open source database. Please mention the technology stack that is going to be used like OS, Database, Web, BI tool etc, GSDC doesn't support Solaris	We propose to develop the complete solution using an open-source Low-Code / No-Code platform, Request confirmation that an Low- Code / No-Code approach fully complies with the RFP requirement. Benefits of Low-Code / No-Code include faster delivery, lower development cost, quicker change implementation, reduced defect rate, and easier long-term maintenance for GSTD, Kindly confirm acceptance.	Open source technology is required however the bidder can also propose the industry best technology option, GSTD decision will be final on technology selection.
142	SECTION 5: SCOPE OF WORK Page No 51	Hosting of the web portal Bidder is required to propose the required compute power, storage and other requirement to host the new software applications. The necessary compute infrastructure will be provided by Govt, of Gujarat. The Govt, of Gujarat will provide the virtualization/cloud environment. Bidder has to provide proposed bill of material as following format in the technical bid.	For preparing an accurate and compliant Bill of Material, kindly provide the expected system load parameters, such as: 1. Estimated total users (DG set owners, CPP owners, licensees, officers) 2. Peak concurrent users 3. Average monthly transactions (returns, registrations, exemptions) 4. Document upload volume 5. Estimated DB size growth per year These inputs are essential for correct server sizing.	1. Estimated total number of users - (DG set - 5376, Officers - 19) 2. Peak concurrent users - Form C - 4908, EDE - 20855 3. Average monthly transactions (registrations- 62 applications, exemptions- 300) 4. Document upload volume - Average data size 30 days Module EDE Average:-63 GB Maximum:-95 GB 95 GB Module DG SET Average:-1.5 GB Maximum:-3 GB 7. Estimated annual database size 30 days growth -
143	SECTION 5: SCOPE OF WORK Page No 51	The Govt, of Gujarat will provide the virtualization/cloud environment, Bidder has to provide proposed bill of material as following format in the technical bid.	Kindly confirm the mechanism of access (VPN/Jump Server/Whitelisted IP) that will be provided to the bidder for deployment, data migration, build updates, and O&M activities from bidder's office premises.	VPN is only provided based confirmation of GSDC however bidder is bind to visit GSDC in case VPN support is confirmed by GSDC.
144	SECTION 6: TECHNICAL EVALUATION METHODOLOGY (ii) Technical Evaluation SI No 5 Page No 54	The bidder should have executed a single project of a similar nature for State, Central Government, PSU, Large Enterprise during last 5 years' worth at least 60 Lakh. Project \geq 4.80 Lakh = 3 marks Project \geq 80 Lakh = 5 marks Project \geq 100 Lakh = 10 marks "Project of similar nature" means "The SP has developed, deployed and maintained web-based application, enterprise resource planning (ERP) systems, or mobile application and in which the work flow is end-to-end digitized	Kindly clarify the exact definition of "similar nature" projects that will be considered for evaluation.	RFP is self explanatory

145	SECTION 6: TECHNICAL EVALUATION METHODOLOGY (ii) Technical Evaluation SI No 3 Page No 53	<p>Bidder have successfully implemented end-to-end digitized Government Services, including integration with payment gateways or with SMS services. The services should cover all aspects of service management, such as service initiation, application processing, payment/SMS, and communication with the beneficiaries.</p> <p>End-to-End Digitized Government Welfare Services/ Govt, Ease of Doing Business (EoDB) services/ Govt. incentive services</p> <p>05 to 15 Services: 4 marks 16 to 25 Services: 7 marks 25 or More Services: 10 marks</p>	<p>Kindly clarify whether the total number of digitized Government Services can be counted cumulatively across multiple projects executed for State/Central Government, PSU or Government Agencies, or whether all required services must come from a single project only.</p>	RFP is self explanatory
146	SECTION 3: GENERAL CONDITION CONTRACT 3.7 Intellectual Property Rights Page No 18	<p>3.7.1 The Organization/GSTD shall retain exclusive intellectual property rights to the web application (including source code of customizations/ enhancements/ amendments done). Final solution IPR will be sole and exclusive property of Organization/GSTD. Service Provider will have no claim to any base layer or any other component.</p> <p>3.7.2 The Organization/GSTD shall have full rights of sharing source code with Gujarat State/ Govt. of India/Other states/Government Departments/Boards/Corporations or any other Govt. body.</p>	<p>We propose a Low-Code / No-Code (LCNC) application development platform, which offers the following advantages to the department:</p> <ul style="list-style-type: none"> (a) Significantly faster delivery and rapid implementation of changes, (b) Higher application stability due to the use of pre-tested framework components, (c) Reduced long-term maintenance and operational costs, (d) Easy addition of new forms, workflows, and modifications during the 5-year O&M period, (e) Lower risk of defects and much faster turnaround time for enhancements and configuration changes. <p>As LCNC platforms do not generate conventional source code, we request confirmation that the Department will accept delivering the application through:</p> <p>A perpetual license (with unlimited users) for GSTD to use the platform for this project, Complete documentation, including user manuals, admin manuals, and configuration documentation, and Full rights for GSTD to continue using the application even after the completion of the O&M period,</p>	<p>Open source technology is required however the bidder can also propose the industry best technology option, GSTD decision will be final on technology selection.</p>
147	Eligibility Criteria page 8	The Bidder should have an average turnover from IT Software related services (Software Development/ Software Customization or Implementation) of at least Rs.1.59 Crore from last three financial years (2021-22, 2022-23 and 2023-24)	As the year 2024-25 is already completed and audit for year 2024-25 is almost completed. Considering this kindly include year 2024-25 also,	Request is considered
148	Eligibility Criteria page 8	The bidder must have successfully executed/ completed at least one single order of Rs.2.54 Crore OR two orders each of Rs.1.59 Crore Or 3 orders each of Rs. 1.27 Crore during last 3 years(2021-22, 2022-23 and 2023-24)	Kindly add the year 2024-25	Request is considered
149	Eligibility Criteria page 8	The bidder should have ISO 9001:2015 & CMMI level 3 or above certification valid as on bid submission date.	<p>Kindly add the following amendment in the said clause:</p> <p>In case of certificate is expired and renewal process is ongoing by the bidder's organization then Bidder must have to provide undertaking that bidder's organization will provide the certificate at the time of award of work / LoI issuance.</p>	The bidder CMMI level certificate and its validity will be checked
150	Technical Evaluation of SECTION 6: TECHNICAL EVALUATION METHODOLOGY - page 52	Average turnover of bidder during the last three years ending 31st March 2024 from IT business	<p>Kindly include the year 2024-25 : and amend the clause as per following:</p> <p>Average turnover of bidder during the last three years ending <u>31st March 2025</u> from IT business</p>	The bidder can submit with CA certificate for the audited FY 2023-23,2023-24,2024-25,
151	Standard and Quality Certifications - Page 53	<p><input checked="" type="checkbox"/> ISO 9001:2015 or ISO/IEC 27001:2022 – 3 Marks <input checked="" type="checkbox"/> CMMI level 3 – 5 Marks <input checked="" type="checkbox"/> CMMI level 5 – 7 Marks <input checked="" type="checkbox"/> ISO/IEC 27001:2022 & ISO 9001:2015 and CMMI level 3 – 9 Marks <input checked="" type="checkbox"/> ISO/IEC 27001:2022 & ISO 9001:2015 and CMMI level 5 – 10 Marks</p>	<p>Kindly add the following amendment in the said clause:</p> <p>In case of certificate is expired and renewal process is ongoing by the bidder's organization then Bidder must have to provide undertaking that bidder's organization will provide the certificate at the time of award of work / LoI issuance.</p>	The bidder CMMI level certificate and its validity will be checked by GIL
152	(ii) Technical Evaluation: SECTION 6: TECHNICAL EVALUATION METHODOLOGY - page 53	A list of the welfare services that have been digitized, with detailed descriptions of each service.	<p>Amend the clause as per following by removing specific name Welfare</p> <p>=====</p> <p>A list of the services that have been digitized, with detailed descriptions of each service.</p>	No Change, As per RFP.

153	<p>(ii) Technical Evaluation: SECTION 6: TECHNICAL EVALUATION METHODOLOGY - page 53-54</p>	<p>30-40 full time developers – 5 Marks <input type="checkbox"/> 41-50 full time developers – 10 Marks <input type="checkbox"/> 51- 60 full time developers – 15 Marks</p>	<p>Maximum marks shown is 10 , while also 15 marks given for 51-60 developers - Pls clarify</p>	<p>The bidder organization may have a minimum of 30 (On roll on Company payroll) full-time software/application developers currently employed within the organization. All developers must have been continuously employed by the bidder for a period of at least one (1) year as of the date of submission of the bid,</p> <p><input type="checkbox"/> 30-40 full time developers – 3 Marks <input type="checkbox"/> 41-50 full time developers – 7 Marks <input type="checkbox"/> 51- 60 full time developers – 10 Marks</p>
154	<p>Technical Evaluation</p>	<p>Bidder have successfully implemented end-toend digitized Government Services, including integration with payment gateways or with SMS services. The services should cover all aspects of service management, such as service initiation, application processing, payment/SMS, and communication with the beneficiaries. End-to-End Digitized Government Welfare Services/ Govt. Ease of Doing Business (EoDB) services/ Govt. incentive services</p> <p><input type="checkbox"/> 05 to 15 Services: 4 marks <input type="checkbox"/> 16 to 25 Services: 7 marks <input type="checkbox"/> 25 or More Services: 10 marks</p>	<p>Kindly Request the department to clarify the, term "Service" is being used in the clause. Bidder have successfully implemented end- toend digitized Government Services, including integration with payment gateways or with SMS services. The services should cover all aspects of service management, such as software integration/service initiation/application processing/ payment/SMS,/ communication with the beneficiaries. End-to-End Digitized Government Welfare Services/ Govt. Ease of Doing Business (EoDB) services/ Govt. incentive services/software integration</p> <p><input type="checkbox"/> 05 to 15 Services: 4 marks <input type="checkbox"/> 16 to 25 Services: 7 marks <input type="checkbox"/> 25 or More Services: 10 marks</p>	<p>No Change, As per RFP.</p>