

Response to the Pre-bid Queries
Tender for Selection of System Integrator (SI) For Design, Development, Implementation, Hosting, Integration, Operations & Maintenance of Gujarat State API Hub for Government of Gujarat
(Bid No. GEM/2023/B/3597431 dated 22.06.2023)

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
1	Volume 1	2.2 Technical Evaluation (TQ) Criteria	16	The bidder should have experience in implementing at least 3 development projects where API Gateway should be integrated in any central / state Government / PSU/ Listed Company in India during the past five years from the date of bid submission and should be successfully running for min 3 years.	Can the requirement of 'successfully running for minimum 3 years' be relaxed to 'successfully running for minimum 1 year	Corrigendum
2	Volume 1	2.2 Technical Evaluation (TQ) Criteria	17	The bidder shall have successfully implemented and operationalized APIs/API integrations through an API Gateway in at least three (3) projects for any Central Government, State Government, PSU, or Listed Company in India during the last five (5) years from the date of bid submission. 251 – 500 API 5Marks 501 – 1000 API 10 Marks more than 1000 API 15 Marks	Kindly clarify how the scoring is applied if a bidder has implemented 1 project with 1000+ APIs, 1 project with 500+ APIs, and 1 project with 250+ APIs	Corrigendum
3	Volume 1	2.2 Technical Evaluation (TQ) Criteria	17	The bidder shall have successfully implemented and operationalized APIs/API integrations through an API Gateway in at least three (3) projects for any Central Government, State Government, PSU, or Listed Company in India during the last five (5) years from the date of bid submission. 251 – 500 API 5Marks 501 – 1000 API 10 Marks more than 1000 API 15 Marks	Can an additional scoring slab of '100 – 250 APIs: 3 Marks be added	as per RFP
4	Volume 1	2.2 Technical Evaluation (TQ) Criteria		The bidder shall have successfully implemented and operationalized APIs/API integrations through an API Gateway in at least three (3) projects for any Central Government, State Government, PSU, or Listed Company in India during the last five (5) years from the date of bid submission. 251 – 500 API 5Marks 501 – 1000 API 10 Marks more than 1000 API 15 Marks	Many bidders are bound by Non-Disclosure Agreements (NDAs) with their clients, which restrict sharing of client names, project details, and contract values openly at the bid submission stage. Can the department allow submission of masked/redacted supporting documents (with client name, project name, and contract value masked) at the initial bid submission stage, with an undertaking that the bidder will provide unmasked/named documents with client clearance upon request during technical evaluation/clarification stage, if the bidder is found technically qualified?	as per RFP

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5	Volume 1	3 Scope of Work - 3.1 Introduction	23	API Gateway solution shall be a high-performance, enterprise-grade platform	Can we propose SaaS Solution with subscription based license and Data residency in India	Cloud based SaaS solution is not allowed in RFP scope. Only On prem hosting of API Hub Production environment is permitted.
6	Volume 1	3 Scope of Work - 3.1 Introduction	23	The solution shall support Declarative Configuration capabilities, enabling the Government of Gujarat to export, backup, restore, and migrate all APIs, policies, routes, certificates, logs, configurations, and related settings in standardized YAML and/or JSON formats at any time without dependency on proprietary tools, formats, or licensed utilities	Kindly clarify whether the requirement for 'Declarative Configuration in YAML/JSON format' is intended for: (a) Same-platform backup, restore, and infrastructure migration (e.g., moving from on-premise to cloud, scaling infrastructure, disaster recovery within the same API Gateway platform); OR (b) Cross-platform migration to a completely different vendor's API Gateway product? Since no industry-standard API Gateway platform (including open-source solutions like Kong, APISIX, Tyk, or WSO2) supports direct cross-platform migration it require utilities or manual configuration mapping, while same-platform portability is fully supported in declarative formats?	Corrigendum
7	Volume 1	3 Scope of Work - 3.1 Introduction	23	The bidder shall also ensure that migration, transition, upgrade, or onboarding to another platform/vendor in future can be performed without restrictions, proprietary lock-in mechanisms, excessive relicensing costs, or loss of existing configurations and policies.	Will the GIL include a mandatory transition/exit assistance period (e.g., 3-6 months) in the contract, during which the outgoing bidder must: (a) Provide full access to all configurations and documentation; (b) Support the new vendor in understanding existing implementations; (c) Maintain active licensing/platform access for export purposes? This will ensure smooth migration regardless of the platform proposed	Section 6.7 and 6.9 discuss about Exit Management procedure. The Bidder/OEM shall ensure the availability of all necessary exported configurations, API definitions, documentation, mapping details, and reasonable technical assistance required to facilitate migration to another platform as part of the Exit Management Plan. Following the Bidder's onboarding, the Exit Management Plan must be submitted for DST/DIT approval. The plan may be revised at any time if required.
8	Volume 1	3 Scope of Work - 3.1 Introduction		The bidder shall also ensure that migration, transition, upgrade, or onboarding to another platform/vendor in future can be performed without restrictions, proprietary lock-in mechanisms, excessive relicensing costs, or loss of existing configurations and policies.	Will the GIL accept the following approach as compliant with the 'no vendor lock-in' requirement: (a) Bidder provides complete configuration documentation of all implemented APIs and policies in human-readable format; (b) Bidder commits to transition assistance (knowledge transfer + technical support) to the new vendor for a defined period; (c) All API specifications are maintained in Open API Specification (OAS) format which is universally portable? This ensures zero data loss and smooth transition while leveraging enterprise-grade platform capabilities	as per RFP

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9	Volume 1	3 Scope of Work - 3.2 Functional Requirements- 3.2.1 API Lifecycle Management		3.2.1 API Lifecycle Management	Is the bidder permitted to use AI/LLM-based development acceleration tools (such as enterprise-grade AI code assistants, AI-powered API design tools, and AI-based testing tools) available within the bidder's own environment for activities such as API specification generation, policy configuration, code development, test case generation, and documentation	as per RFP
10	Volume 1	3 Scope of Work - 3.2 Functional Requirements - 3.2.1.2 API Development	23	Postman collection export	Will GIL provide Postman	This requirement is vendor neutral. Any tool equivalent to Postman to process API requests is acceptable.
11	Volume 1	3 Scope of Work - 3.2 Functional Requirements - 3.2.1.2 API Development	23	Postman collection export	Can the bidder use any open-source tool	This requirement is vendor neutral. Any tool equivalent to Postman to process API requests is acceptable.
12	Volume 1	3 Scope of Work - 3.2 Functional Requirements - 3.2.1.2 API Development		Integration with Git repositories	Kindly confirm that GSDC/department has an existing Centralized Git repository (such as GitLab, GitHub Enterprise, Gitea, or Bitbucket) hosted at GSDC and the same will be extended/made available to the API Hub project for integration	GSDC does not provide a repository solution. Bidder has to propose a FOSS or COTS solution for this purpose.
13	Volume 1	3 Scope of Work - 3.2 Functional Requirements - 3.2.3.1 Authentication Requirements		Integration with LDAP/Active Directory	Kindly confirm that GSDC/department has an existing Centralized LDAP and IAM solution currently in use, and the same will be extended/made available to the API Hub project for integration. Kindly provide name of existing tool	Bidder has to include an IAM solution in their proposed solution. The selected SI shall ensure compliance with the authentication and identity management requirements defined in the RFP and GSDC.
14	Volume 1	3 Scope of Work - 3.2 Functional Requirements - 3.2.3.1 Authentication Requirements		API key rotation mechanism Key management system integration	Kindly confirm that GSDC/department has an existing Centralized Key Management / Certificate solution currently in use, and the same will be extended/made available to the API Hub project for integration. Kindly provide name of existing tool	as per RFP
15	Volume 1	3 Scope of Work - 3.2 Functional Requirements - 3.2.3.3 Threat Protection		Regular expression denial of service (ReDoS) protection, DDoS mitigation	The Firewall/Load Balancer/ WAF (Web Application Firewall) for DDoS mitigation will be provided and managed by GSDC/GIL	as per RFP.Availability and utilization of existing infrastructure, if any, shall be assessed during the Discovery and Solution Design phase.

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16	Volume 1	3 Scope of Work - 3.2 Functional Requirements - 3.2.4.1. Publisher Portal (API Provider)		Department-specific branding and customization	The API Hub/Portal shall be a single centralized portal where all departments' APIs are published and discoverable, and any department can view and leverage APIs published by other departments for inter-departmental integration and reuse	as per RFP
17	Volume 1	3 Scope of Work - 3.2 Functional Requirements - 3.2.4.2. Consumer Portal (API Marketplace)		Recommendation engine	Pls explain the expectation from this feature - Is it discovery of API based on category, tags, and department mapping	Based on the profile of the consumer account, the portal should be able to recommend relevant APIs to the consumer.
18	Volume 1	3 Scope of Work - 3.2 Functional Requirements - 3.2.5 Onboarding of APIs		The bidder should onboard and integrate at least 400 APIs	Kindly confirm The bidder's scope during the implementation period (5 months) is limited to onboarding and integrating 400 APIs	as per RFP, any APIs development and O&M lifecycle beyond the count of 400 will be managed by the O&M team in the continuous development phase.
19	Volume 1	3 Scope of Work - 3.2 Functional Requirements - 3.2.5 Onboarding of APIs		The bidder should onboard and integrate at least 400 APIs	Kindly confirm Any work beyond 400 APIs during or after the implementation period will go through change request process	as per RFP, any APIs development and O&M lifecycle beyond the count of 400 will be managed by the O&M team in the continuous development phase.
20	Volume 1	3 Scope of Work - 3.2 Functional Requirements - 3.2.5 Onboarding of APIs		The bidder should onboard and integrate at least 400 APIs	Pls provide department-wise API inventory list of 400 API	API identification, assessment, and onboarding shall be carried out during the Discovery and Requirement Gathering phase in coordination with stakeholder departments.
21	Volume 1	3 Scope of Work - 3.2 Functional Requirements - 3.2.5 Onboarding of APIs		The bidder should onboard and integrate at least 400 APIs	What percentage of APIs are Simple (pass-through), Medium (policy + simple transformation), and Complex (orchestration + multiple backends + MQ)? If unavailable, is the assumed distribution of 40% Simple, 40% Medium, 20% Complex acceptable for bid pricing	API identification, assessment, and onboarding shall be carried out during the Discovery and Requirement Gathering phase in coordination with stakeholder departments.
22	Volume 1	3 Scope of Work - 3.2 Functional Requirements - 3.2.5 Onboarding of APIs		The bidder should onboard and integrate at least 400 APIs	How many out of 400 APIs have their backend/downstream systems and consumer systems ready and operational today for immediate integration	API identification, assessment, and onboarding shall be carried out during the Discovery and Requirement Gathering phase in coordination with stakeholder departments.

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23	Volume 1	3 Scope of Work - 3.2 Functional Requirements - 3.2.5 Onboarding of APIs		The bidder should onboard and integrate at least 400 APIs	Synchronous vs Asynchronous split – How many APIs are synchronous (real-time) and how many are asynchronous (requiring Message Queue integration) – Please specify numbers	API identification, assessment, and onboarding shall be carried out during the Discovery and Requirement Gathering phase in coordination with stakeholder departments.
24	Volume 1	3 Scope of Work - 3.2 Functional Requirements - 3.2.5 Onboarding of APIs		The bidder should onboard and integrate at least 400 APIs	The RFP mandates onboarding of 400 APIs across departments. In order to accurately estimate integration effort, design integration architecture, and plan phased onboarding, we request the Authority to provide a detailed, department-wise API inventory. This should include API readiness status, type (internal/system/exposed), protocol, authentication mechanism, backend system availability, dependencies on third-party systems, and expected availability timelines for APIs that are not yet production-ready. This is required to accurately estimate integration effort, identify dependencies, and avoid delays due to backend/API readiness issues.	API inventory, readiness assessment, and onboarding planning shall be undertaken during the Discovery and Requirement Gathering phase with support from stakeholder departments.
25	Volume 1	3 Scope of Work - 3.2 Functional Requirements - 3.2.6 Interoperability		Integration is required with external national platforms (DigiLocker, UMANG, MyScheme, Aadhaar via API Setu)	Kindly confirm integration with national platforms such as DigiLocker, Aadhaar, NPCI, GSTN, etc. is part of implementation scope and the credentials, procurement and other details will be provided by the department.	Only integration is part of SI Scope.
26	Volume 1	3 Scope of Work - 3.2 Functional Requirements - 3.2.7 Documentation and Training		Comprehensive documentation (As-Built, O&M Manuals, DR Plan) and intensive knowledge transfer sessions for GoG IT staff are mandatory deliverables.	Then please specify the expected duration and scope of Training	as per RFP
27	Volume 1	3 Scope of Work - 3.2 Functional Requirements - 3.2.8 Message Queue Capability in API Hub		Message Queue Capability in API Hub	What is the expected message volumetrics for the Message Queue	MQ volumetrics and message size distribution will be determined based on departmental onboarding, integration use cases, and transaction volumes during implementation.
28	Volume 1	3 Scope of Work - 3.2 Functional Requirements - 3.2.8 Message Queue Capability in API Hub		Message Queue Capability in API Hub	What is the expected average and maximum message size:	MQ volumetrics and message size distribution will be determined based on departmental onboarding, integration use cases, and transaction volumes during implementation.
29	Volume 1	3 Scope of Work - 3.2 Functional Requirements - 3.2.9 Security Requirements Enhancement	27	The bidder shall conduct periodic security assessments, including quarterly Vulnerability Assessment and Penetration Testing (VAPT) and annual third-party security audits, with mandatory remediation of identified vulnerabilities within defined timelines.	Kindly Confirm that Quarterly VAPT will be limited the Infra/OS/DB/Platform or it include the 400 APIs	Corrigendum

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30	Volume 1	3 Scope of Work - 3.2 Functional Requirements - 3.2.9 Security Requirements Enhancement		The bidder shall conduct periodic security assessments, including quarterly Vulnerability Assessment and Penetration Testing (VAPT) and annual third-party security audits, with mandatory remediation of identified vulnerabilities within defined timelines.	Kindly define the scope of annual third party security audits	The annual third-party security audit shall comprehensively cover the complete API Hub solution under the bidder's scope, including application and API security, API Gateway, portals, Message Queue, middleware, databases, IAM and access controls, configurations, integrations, security controls, logging, monitoring, audit trails, and compliance with applicable State Government & Central Government security guidelines and standards.
31	Volume 1	3 Scope of Work - 3.2 Functional Requirements - 3.2.10 Additional Requirement		Any additional features required to meet the objectives of the project, even if not explicitly mentioned, shall be included in the scope of the bidder without any additional cost.	As per industry best practices and Government procurement guidelines, scope of work should be clearly defined and measurable. The clause 'any additional features shall be included without additional cost' creates ambiguity in scope definition. Kindly clarify the expectation here	as per RFP
32	Volume 1	3 Scope of Work - 3.3 Non-Functional Requirements (NFRs) - 3.3.1 Latency	27	The proposed solution shall ensure optimal API performance with minimal latency, wherein the end-to-end API response time shall be less than 200 milliseconds at the 95th percentile(P95) and shall not exceed 500 milliseconds at the 99th percentile (P99) under normal operating conditions; for critical APIs such as payment and real-time transactional services, the P95 response time shall be maintained below 100 milliseconds. Additionally, the API gateway shall introduce minimal processing overhead, and the average latency added by the gateway layer shall not exceed 50 milliseconds for typical requests during peak load conditions, with at least 95% of API requests complying with this threshold measured over a rolling 5-minute window.	Kindly confirm the following understanding, bidder's performance SLA and associated penalties will be applicable only to the API Gateway overhead (< =50ms), and any latency contributed by backend/downstream systems and network (managed by the department/GSDC) causing end-to-end response time to exceed the required latency shall not attract penalty to the bidder. The required latency from backend/ consumer/network will be managed by GIL	as per RFP
33	Volume 1	3 Scope of Work - 3.3 Non-Functional Requirements (NFRs) - 3.3.2 Throughput		The system shall be capable of handling a minimum of 1000 API calls/ Requests per Second (RPS).	IN RFP RPS and TPS are interchangeably used - Kindly confirm the definition of TPS/RPS -It is the total number of discrete processing operations executed by the integration platform per second - TPS is counted at the internal/platform perspective, where each inbound request, outbound call, authentication, and transformation constitutes an individual transaction	as per RFP
34	Volume 1	3 Scope of Work - 3.3 Non-Functional Requirements (NFRs) - 3.3.9 Disaster Recovery:	28	Recovery Time Objective (RTO) of ≤ 15 minutes and Recovery Point Objective (RPO) of ≤ 5 minutes	Does the GSDC infrastructure support auto-switching/automatic failover capability (such as HA clustering, VM auto-restart, storage replication, and network failover) to enable RTO ≤ 15 minutes	DR environment will be provided and RTO and RPO will be maintained by GSDC. SI is expected to establish API Gateway to be fully functional with DR environment.

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35	Volume 1	3 Scope of Work - 3.3 Non-Functional Requirements (NFRs) - 3.3.9 Disaster Recovery:	28	Recovery Time Objective (RTO) of ≤ 15 minutes and Recovery Point Objective (RPO) of ≤ 5 minutes	Will the department consider relaxing the RTO requirement to ≤ 60 minutes	DR environment will be provided and RTO and RPO will be maintained by GSDC. SI is expected to establish API Gateway to be fully functional with DR environment.
36	Volume 1	3 Scope of Work - 3.3 Non-Functional Requirements (NFRs) - 3.3.9 Disaster Recovery:		Recovery Time Objective (RTO) of ≤ 15 minutes and Recovery Point Objective (RPO) of ≤ 5 minutes	The DR requirements are stringent. Kindly clarify whether DR infrastructure (compute, storage, network, replication tools, DNS/GSLB) will be provided by GSDC or needs to be provisioned by bidder. This is critical for cost and architecture planning. DR design has major cost and architecture implications.	DC/CR infrastructure will be provided by GSDC. The selected SI shall design, provision, implement, and maintain the DR solution in accordance with the RFP requirements. Associated costs (excluding of infrastructure) shall be included within the project scope.
37	Volume 1	3 Scope of Work - 3.3 Non-Functional Requirements (NFRs) - 3.3.10 Single Point of Failure (SPOF) Elimination:		integration with ITSM tools such as ServiceNow and JIRA shall be implemented	Kindly confirm that GSDC/department has an existing ITSM tool like Jira and the same will be extended/made available to the API Hub project for integration. Kindly provide name of existing tool	as per RFP
38	Volume 1	3 Scope of Work - 3.3 Non-Functional Requirements (NFRs) - 3.3.12 Observability & Monitoring Requirements:		The bidder shall implement industry- standard tools such as ELK Stack or OpenSearch for logging, Prometheus and Grafana for metrics monitoring, and Jaeger or Zipkin for distributed tracing	If the proposed API Gateway platform provides built-in/native observability capabilities (logging, metrics monitoring, dashboards, and distributed tracing) as part of the platform license, is it still mandatory to implement separate ELK/Prometheus/Grafana/Jaeger tools, OR will the platform's native observability be accepted as equivalent	as per RFP
39	Volume 1	3 Scope of Work - 3.3 Non-Functional Requirements (NFRs) - 3.3.12 Observability & Monitoring Requirements:		The bidder shall implement industry- standard tools such as ELK Stack or OpenSearch for logging, Prometheus and Grafana for metrics monitoring, and Jaeger or Zipkin for distributed tracing	Since the infrastructure is provided and managed by GSDC/client, will the infrastructure-level monitoring and observability (server health, CPU, memory, disk, network) GSDC existing monitoring tools be leveraged	as per RFP. Availability and utilization of existing infrastructure, if any, shall be assessed during the Discovery and Solution Design phase.
40	Volume 1	3 Scope of Work - 3.3 Non-Functional Requirements (NFRs) - 3.3.12 Observability & Monitoring Requirements:		The bidder shall implement industry- standard tools such as ELK Stack or OpenSearch for logging, Prometheus and Grafana for metrics monitoring, and Jaeger or Zipkin for distributed tracing	The RFP references specific observability tools. Kindly confirm whether equivalent tools are acceptable, provided functional requirements are met. Provides flexibility in tool selection and optimization.	as per RFP. Equivalent industry-standard tools are acceptable provided all functional and non-functional requirements are met.

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41	Volume 1	3 Scope of Work - 3.3 Non-Functional Requirements (NFRs) - 3.3.13 Performance Testing Requirements:		Load testing shall be performed at a minimum of twice the expected peak load to validate system scalability and robustness.	Kindly define detailed performance testing scenarios including duration, peak load assumptions, payload, API mix, and acceptance criteria. This will ensure clarity on compliance evaluation. Ensures clarity in performance acceptance and avoids ambiguity.	as per RFP
42	Volume 1	3 Scope of Work - 3.3 Non-Functional Requirements (NFRs) - 3.3.16		The bidder shall design, implement, and maintain fully segregated Development (DEV), User Acceptance Testing (UAT)	Kindly confirm the expected capacity/sizing of lower environments (DEV and UAT) in relation to the Production environment: (a) Should the DEV environment be sized at 10% of Production capacity (b) Should the UAT environment be sized at 25% of Production capacity (c) Should the pre-prod environment be sized at 30% of Production capacity	Environment sizing shall be proposed by the selected SI during the Discovery and Solution Design phase based on project requirements.
43	Volume 1	3 Scope of Work - 3.3 Non-Functional Requirements (NFRs) - 3.3.16		Test Data	Assuming that system test data ,Personally Identifiable Information (PII) masked data and authorization credentials of external and internal system will be provided by Client	non-production environments shall not use live data and must implement appropriate data masking, anonymization, or tokenization techniques in compliance with applicable data protection regulations.
44	Volume 1	3 Scope of Work - 3.4 Operations & Maintenance (O&M) Requirements- 3.4.7 Backup and Disaster Recovery Management		Backup and Disaster Recovery Management	Kindly confirm that GSDC/department has an existing backup an achieving tool and processes and the same will be extended/made available to the API Hub project for integration	Backup, archival, and disaster recovery mechanisms shall be provisioned as part of the proposed solution.
45	Volume 1	3 Scope of Work - 3.4 Operations & Maintenance (O&M) Requirements- 3.4.7 Backup and Disaster Recovery Management		Backup and Disaster Recovery Management	Plas define the log retention period	Log retention policies shall be finalized in consultation with DST/DIT during implementation, in compliance with applicable policies and regulations.
46	Volume 1	3 Scope of Work - 3.4 Operations & Maintenance (O&M) Requirements- 3.4.16 Commencement of O&M Period		hyper-care and warranty support for a minimum period of 30 days post Go-Live.	Kindly Confirm any enhancement to the onboarded API post go-live will be a change request	as per RFP.

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47	Volume 1	3 Scope of Work - 3.5 Project Governance		Project Management	Kindly confirm that GSDC/department has an existing project management tool and processes and the same will be extended/made available to the API Hub project . Kindly provide name of existing tool	Project Management tool shall be provisioned as part of the proposed solution by bidder.
48	Volume 1	3 Scope of Work - 3.5 Project Governance	31	Team structure	Kindly confirm that the bidder can adopt a hybrid delivery model during implementation, where key technical resources (e.g., Solution Architect, Technical Lead, Project Manager) will work onsite at GSDC/client location, and the remaining implementation team (developers, testers, configurators) will work from the bidder's office locations with secure remote connectivity	as per RFP
49	Volume 1	3.6 Technical Resource		No Change Requests (CRs) shall be entertained during the O&M phase.	This is a fixed-scope RFP Kindly confirm that post Go-Live sign-off, the O&M phase scope is limited to maintenance and support of delivered components, and the following activities will be governed through a formal Change Request (CR) process with separate effort, timeline, and commercials New API development, Enhancements to existing APIs, Re-platforming (migrating to a different technology/platform),Re-architecting (fundamental design changes to existing APIs or gateway architecture) etc.	As per RFP.
50	Volume 1	3.9 Architecture & Design Requirements		The architecture shall be designed to support containerized deployment environments, preferably based on Kubernetes, ensuring flexibility, portability, and efficient resource utilization	(a) Is containerized deployment (Kubernetes) mandatory, or can the solution also be deployed on Virtual Machines (VMs) at GSDC – Please specify?	As per RFP. API Gateway architecture should be vendor agnostic and support containerized deployment of environments/portals/systems using any tool.
51	VOL 1	3.9 Architecture & Design Requirements		The architecture shall be designed to support containerized deployment environments, preferably based on Kubernetes, ensuring flexibility, portability, and efficient resource utilization	If containerized deployment is mandatory, will GIL/GSDC provide a ready Kubernetes platform (with cluster setup, networking, and storage configured) for the bidder to deploy the application	As per RFP.
52	VOL 1	3.10 Mandatory Tooling		Mandatory Tooling table	Please confirm any test management /defect management tool exist and same can be leveraged by API Hub project	as per RFP
53	VOL 1	4.1.3 License Term and Condition		API Gateway tools, databases, operating systems, and any other middleware required for the complete and uninterrupted delivery of the defined services	Since GSDC is managed by GIL with existing data center infrastructure, kindly confirm that VMs (compute), Operating System, and Database required for the API Gateway solution will be provisioned by GIL/GSDC to get better pricing benefits	corrigendum
54	VOL 1	5.4 Project Implementation Timeline		Project Implementation Timeline	The current timeline of 5 months for 400 APIs carries risks: If upstream/downstream systems of all departments are not ready Will the GIL accept a phased approach (50 APIs every phase) with first Go-Live in 4 months and complete onboarding of 400 APIs by Month 12	as per RFP
55	VOL 1	5.4 Project Implementation Timeline		Project Implementation Timeline	The current timeline of 5 months for 400 APIs carries risks: If upstream/downstream systems of all departments are not ready Will the bidder be exempted from timeline penalties for delays caused by departments' upstream/downstream system unreadiness	as per RFP

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56	VOL 1	7.3 Payment Milestone		Payment Milestone	Since API onboarding is dependent on department system readiness (not within bidder's control), we request the department to accept following payment milestone M1- Deployment of Key resource 10% of implementation cost M2 -Requirement of 50 API and Architecture-5% of implementation cost M3 - Development and drop to UAT of 50 API- 5% of implementation cost M4 - UAT and Go-Live of 50 API - 10% of implementation cost M4 - Requirement and Development and drop to UAT of another 50 API- 5% of implementation cost M5 - Requirement and Development and drop to UAT of another 50 API- 5% of implementation cost M6 - Requirement and Development and drop to UAT of another 50 API- 5% of implementation cost M7 - Requirement and Development and drop to UAT of another 50 API- 5% of implementation cost M8 - Requirement and Development and drop to UAT of another 50 API- 5% of implementation cost M9 - Requirement and Development and drop to UAT of another 50 API- 5% of implementation cost M10- Requirement and Development and drop to UAT of another 50 API- 5% of implementation cost M5 - Go-Live of another 50 API- 5% of implementation cost M6 - Go-Live of another 50 API- 5% of implementation cost M7 - Go-Live of another 50 API- 5% of implementation cost M8 - Go-Live of another 50 API- 5% of implementation cost M9 - Go-Live of another 50 API- 5% of implementation cost M10 - Go-Live of another 50 API- 5% of implementation cost M11- Go-Live of another 50 API- 5% of implementation cost M5- Support will start after 1st Go-Live	as per RFP
57	VOL 1	5.4 Project Implementation Timeline		Project Implementation Timeline	Kindly confirm UAT test cases and execution will be performed by GCL	The bidder shall prepare UAT test cases and provide required support, while UAT execution, business validation, and final acceptance shall be performed by DST.
58	VOL 1	7.3 Payment Milestone		Deliverables list "Test Plans, Test Cases, Test Result" and "Successful UAT by competent authority"	Assuming only Test Plan. Test case and Test results are the Deliverables from bidder for SIT Please confirm	as per RFP
59	VOL 1	7.3 Payment Milestone		"Successful UAT by competent authority"	Please define the exact UAT timeline so that bidder can plan and estimate better to meet the timeline	as per RFP
60	VOL 1	7.3 Payment Milestone		"API testing interface (similar to Postman)" and Postman collection export as platform features	Please confirm whether independent test execution tool (Java script/Python) is acceptable.	as per RFP
61	VOL 1	5.4 Project Implementation Timeline		Project Implementation Timeline	Kindly confirm The department will provide API list and API constructs (specifications, endpoints, schemas) for all 400 APIs , The bidder will use the provided API constructs for SRS preparation and subsequent onboarding	as per RFP
62	VOL 1	3.2.2		REST, SOAP, GraphQL, gRPC	The RFP mandates support for multiple protocols. Kindly provide the expected distribution/volume of APIs across protocols (REST/SOAP/GraphQL/gRPC/WebSocket). This will help in appropriate sizing, gateway policy configuration, and performance tuning for different traffic types. Ensures proper gateway configuration, sizing, and performance tuning.	as per RFP

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63	VOL 1	3.2.4		Publisher/Consumer/Admin portals	The RFP requires multiple functional portals. Kindly confirm whether these portals are expected to be fully custom-developed applications or can be delivered through configuration/customization of product-native developer portals. This will significantly impact development effort and timelines. Impacts development effort and delivery timeline.	as per RFP
64	VOL 1	3.2.4.1	25	Consent-based sharing consent-based data sharing mechanisms including consent capture, validation, storage, and audit trails	Consent-based data sharing is required in the publisher portal. Kindly clarify if a centralized consent management framework already exists or needs to be implemented by the bidder. Additionally, provide details on consent capture, storage, validation, audit, and compliance expectations. Consent system may introduce significant additional scope and compliance requirements.	Consent mechanism will be built of portals/systems that will integrate with the API Hub. API Hub will only exchange the data. API Hub will maintain logs of all activity related to data exchange via API.
65	VOL 1	3.3.2		1000 RPS	Kindly define the test conditions for throughput requirement including payload size, API type mix, authentication overhead, logging level, and concurrency assumptions. This will ensure proper infrastructure sizing and avoid ambiguity during performance validation. Ensures realistic performance validation and accurate sizing.	as per RFP
66	VOL 1	5.5	39	99.95% uptime	Kindly define uptime calculation methodology including exclusions such as planned maintenance, network downtime, backend unavailability, and external system dependencies. Also confirm monitoring tools and reporting mechanism for SLA measurement. Avoids disputes during uptime calculation and penalties.	corrigendum
67	VOL 1	3.2.8		MQ integration	The API Hub requires message queue capability. Kindly clarify whether message broker infrastructure and license will be provided by the department or expected as part of bidder scope. This significantly impacts cost and architecture. Impacts licensing, infra cost, and architecture design.	as per RFP
68	VOL 1	3.3.14		5-year growth	The RFP defines scaling projections up to year 5. Kindly clarify whether infrastructure should be sized upfront for peak capacity or scaled incrementally based on actual growth using rate card. This directly impacts costing strategy. Directly impacts commercial costing and infra planning.	as per RFP
69	VOL 1	7.3 Payment Milestone		Payment Milestone	Please confirm the payment term for the license fee as follows: 100% of the License Fee payable on delivery from 2nd year ATF Fee Annually in advance	as per RFP
70	VOL 1	7.3 Payment Milestone		Payment Milestone	Kindly Confirm the O&M payment will be quarterly in arrears	as per RFP
71	VOL 1	7.3 Payment Milestone		Payment Milestone	Please confirm the payment term for open source solution with Enterprise Support: Enterprise Support Fee Annually in advance	as per RFP
72	VOL 1			Table E : Additional Scaling Cost for entire contract period (Pay Load Size :100 KB)	Help understand the table , For each TPS range what is the number of API to be factored	as per RFP
73	VOL 1			Table-C: OPEX – O&M Phase	Help understand the table , what breakup to be put in C1, C2, C3	as per RFP
74	VOL 1	Section 3.3.5, 3.3.9, 3.9	27	Hosting and deployment model	Is on-premise deployment mandatory, or is deployment on a GoI-approved cloud also permitted for production and DR?	As per RFP.
75	VOL 1	Section 3.3.5, 6.11, 6.12		Hosting and deployment model	If on-premise is mandatory, will the infrastructure be hosted in GSDC only, and what components will be provided by the client?	Production will be hosted on GSDC. GSDC will provide hosting infrastructure.

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76	VOL 1	Section 2, 3.9, 6.11		Hosting and deployment model	Is the bidder expected to provide only software setup, or also detailed infra design/BOM for compute, storage, backup, network, load balancer, OS, virtualization, and database layers?	Bidders shall size the solution as per RFP requirements.
77	VOL 1	Section 3.3.16, 3.3.9, 6.11		Existing infrastructure availability	What existing infrastructure is already available in the client environment for DEV/UAT/Sandbox/PROD and DR?	as per RFP
78	VOL 1	Section 3.9, 3.3.10, 6.11		Existing infrastructure availability	Are server, storage, network, firewall, load balancer, and virtualization platforms already provisioned by the client?	as per RFP
79	VOL 1	Section 3.9, 3.10, Annexure 4		Existing infrastructure availability	Will the client provide OS, DB, middleware, and security tool licenses, or should these be included by the bidder?	GSDC will provide hosting infra . SI to suggest and procure all tools necessary for complete functioning of solution as per RFP.
80	VOL 1	Section 3.3.9		DR and HA architecture	What are the target RPO and RTO requirements for the DR setup?	as per RFP
81	VOL 1	Section 3.3.9, 3.4.7		DR and HA architecture	Is a geographically separated DR site already available, and if yes, what infra/services are available there?	as per RFP
82	VOL 1	Section 3.3.9, 3.3.10		DR and HA architecture	Is DR expected to be active-active, active-passive, or backup-restore based?	as per RFP
83	VOL 1	Section 3.3.2, 3.3.13, 6.12		Capacity and performance sizing	What is the expected initial and peak API transaction volume / RPS / TPS?	as per RFP
84	VOL 1	Section 3.2.5, 6.12		Capacity and performance sizing	What is the anticipated onboarding profile for the referenced API volume and consumer applications?	as per RFP
85	VOL 1	Section 3.4.12, 3.4.7		Capacity and performance sizing	Are there expected data retention, log retention, and audit retention requirements?	as per RFP
86	VOL 1	Section 3.3.1, 3.3.2, 3.3.13		Capacity and performance sizing	Are there non-functional benchmarks for latency, concurrency, and response time?	As per RFP
87	VOL 1	Section 3.9		Network and security architecture	What is the expected network topology for north-south and east-west API traffic?	As per RFP
88	VOL 1	Section 3.9, 3.2.3.4, 3.2.9		Network and security architecture	Will the client provide load balancers, WAF, firewall rules, SSL certificates, DNS, and IPs?	GSDC will provide hosting infra . SI to suggest and procure all tools necessary for complete functioning of solution as per RFP.
89	VOL 1	Section 3.9, 3.2.9, 3.3.10		Network and security architecture	Is there a mandated security architecture standard for segmentation, hardening, privileged access, and monitoring?	As per RFP
90	VOL 1	Section 3.3.16, 3.4.6, 3.4.7, 3.4.8		Environments and operations	What is the exact scope of “design, implement, and maintain” for DEV/UAT/Sandbox/PROD—does this include infra provisioning, patching, backup, and monitoring?	As per RFP
91	VOL 1	Section 3.3.11, 3.3.12, 3.4.1		Environments and operations	Is 24x7 infrastructure/platform monitoring expected, and through which enterprise tools?	As per RFP
92	VOL 1	Section 3.4.5, 3.4.6, 3.4.7, 3.4.8		Environments and operations	Who will own backup, restore testing, OS patching, DB patching, and vulnerability management?	As per RFP
93	VOL 1	Section 3.2.8		Integration dependencies	Is the bidder expected to provision and configure the message queue infrastructure, or only integrate with an existing enterprise messaging platform?	As per RFP
94	VOL 1	Section 3.2.6, 3.9, 3.2.9		Integration dependencies	Are external integrations already network-whitelisted and connectivity-ready, or is the bidder responsible for enabling secure connectivity?	As per RFP

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95	VOL 1	Section 3.3.5, 3.3.9, 3.9, 6.11		Hosting model ambiguity	Kindly clarify the permitted hosting model for the proposed solution. While the RFP refers to on-premise deployment, please confirm whether deployment on government-approved cloud/private cloud/hybrid infrastructure is also acceptable, or whether the scope is strictly limited to on-premise only.	For Production environment, only on-prem hosting at GSDC is permitted.
96	VOL 1	Section 2, 3.9, 6.11		Infra provisioning responsibility	Please clarify whether the bidder's scope is limited to installation, configuration, and implementation of the platform on infrastructure provided by the client, or whether the bidder is also required to perform infrastructure sizing and submit detailed BOM/specifications/procurement inputs for the underlying hardware, OS, database, storage, network, and other supporting components.	As per RFP
97	VOL 1	Section 3.3.16, M4, M6, 3.10	29	Meaning of "database and other software's"	The RFP refers to "database and other software's." Kindly provide an itemized list of all software components expected to be included in bidder scope, such as database licenses, operating system, middleware, application server, web server, reporting tools, security tools, and any third-party utilities.	As per RFP.
98	VOL 1	Section 3.3.9, 3.3.10, 3.4.7	28	DR scope definition The API hub shall implement a robust Disaster Recovery (DR) mechanism to ensure business continuity with a Recovery Time Objective (RTO) of ≤ 15 minutes and Recovery Point Objective (RPO) of ≤ 5 minutes, supported by a geographically separated DR site in active-active or active-passive mode. All configurations, security policies, routing rules, and critical operational data shall be replicated in near real-time to the DR environment, ensuring minimal data loss and consistency.	Please clarify the detailed Disaster Recovery (DR) requirements, including expected RPO and RTO, DR site availability assumptions, replication mechanism/model, failover/failback expectations, DR drill frequency, and whether the bidder is required to provision/configure DR infrastructure or only enable application-level DR readiness.	Corrigendum
99	VOL 1	Section 3.3.1, 3.3.2, 3.3.3, 3.3.14, 6.12		Scalability baseline	Kindly provide the baseline workload assumptions for sizing and scalability, including expected number of users, concurrent users, transactions/API volume, data growth, peak load assumptions, and projected growth over the contract period, so that horizontal scalability requirements can be assessed accurately.	As per RFP
100	VOL 1	Section 3.3.12, 3.4.12, 3.4.1		Monitoring/observability stack	Please clarify whether enterprise monitoring, logging, alerting, and SIEM/SOC integration tools are to be supplied by the bidder as part of the solution, integrated with the client's existing monitoring/observability stack, or assumed to be already available and managed by the client.	GSOC will provide security operations for the GSDC ecosystem. SI to suggest and procure all tools necessary for complete functioning of solution as per RFP.
101	VOL 1	Section 3.3.16, 3.4.8		Environment boundaries	Kindly clarify the required environments under scope (e.g., DEV, UAT, Sandbox, Production, DR) and specify the expected sizing, isolation requirements, infrastructure separation, and whether production parity is required for non-production environments.	As per RFP
102	VOL 1	Section 3.3.4, 3.3.9, 3.3.10		HA architecture depth	The RFP requires elimination of single points of failure. Please clarify the minimum high-availability architecture expectations for all major components, including application servers, API gateway, database, message queues, load balancers, schedulers, and supporting services, along with the minimum redundancy/N+1 requirement expected by the client.	As per RFP

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103	VOL 1	Section 3.4.7, 3.4.12	30	Backup and retention requirements	Kindly provide detailed backup and retention requirements, including backup frequency, full/incremental backup policy, retention period for database/application/log backups, archival duration, offsite storage expectations, encryption requirements, and periodic restore testing obligations.	The bidder shall adhere to data backup and data retention norms, as specified by Central/State Government and corresponding regulatory authorities.
104	VOL 1	Section 3.2.3.4, 3.2.9, 3.4.11, 3.9		Security infrastructure dependencies	Please clarify the scope ownership for security infrastructure dependencies such as WAF, firewall rule changes, network whitelisting, SSL/TLS certificate procurement and renewal, IAM/AD/LDAP/SSO integration, secrets/key management, HSM (if any), and endpoint/network security controls—whether these are to be provided by the bidder or by the client.	As per RFP
				Neither party shall be liable for failure to perform obligations due to events beyond reasonable control, including natural disasters, war, pandemics, cyber-attacks, or government restrictions. ☐ Notification shall be provided within reasonable time ☐ Mitigation efforts shall be undertaken ☐ If the event continues beyond 60 days, the TENDERER may terminate the contract		Corrigendum
105	VOL 1	Limitation of Liability	-	no clause for Indemnification and Limitation of Liability	Request you to please add this clause "Purchaser/Client agrees that Consultants total liability for all claims connected with the services or this agreement (including but not limited to negligence), whether in contract, tort, statute, indemnities or otherwise, is limited to one time the professional fees paid / payable for the services. Purchaser/Client agrees that Consultant will not be liable for (i) loss or corruption of data from your systems, (ii) loss of profit, goodwill, business opportunity, anticipated savings or benefits or (iii) indirect or consequential loss."	Corrigendum
106	VOL 1	Page 37-39 — Section 5.4; Page 39-40 — Section 5.5 Note; Page 40-42 — Section 5.6; Page 43-44 — Clause 6.3.1(d)-(e) and Clause 6.3.2.2; Page 47-48 — Section 6.15.4; Page 50-51 — Section 7.4.7 and Section		LDs / Penalties capped to 15%	We request to cap the liquidated damages/penalties cumulatively to 5% of the total contract value.	as per RFP
107	VOL 1	Page 64-65 — Form 5; Page 66-67 — Form 7.	64-65	Details of pending enquiry / investigation	We request the client to kindly appreciate the details of a pending enquiry or investigation against an entity is confidential information of such bidding entity. Such enquiry or investigation even if adversely determined, may not necessarily impact the entity's ability to perform the services under this RFP. Hence, we request you to kindly modify the undertaking/qualification criteria to the effect that the bidders are required to submit only a declaration (without mentioning details of investigation or enquiry) stating that there is no material pending enquiry or investigation for a non-grave offence which if adversely determined would impact the ability of the Bidder to perform services under the RFP.	As per RFP

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108	VOL 1	Page 14 , S.10 Pre-Qualification Criteria	14	Manpower Strength : PF/ESIC details of all such employees on payroll, and • A self-declaration on its Letterhead listing the professionals engaged in relevant roles, including their skills and designations; • A certificate to the effect signed and stamped by company's HR	We request you to kindly accept the document proof as below : Certificate from the HR / Authorized Signatory on the company letterhead along with the latest EPF return/challan.	As per RFP
109	VOL 1	Section 2, Sub-Section 2.1 Clause No.7, Page No. 13	13	The bidder should have experience in implementing at least 3 API Hub Or API Gateway integration in software projects in any central / state Government / PSU/ Listed Company in India during the past five years from the date of bid submission. API Gateway should be a component of the project.	BCT is a seasoned player in API Management and Integration solutions, having successfully designed, implemented, and operationalized enterprise-grade API ecosystems for leading BFSI, government, and PSU clients across India. Our portfolio includes projects where API Gateway/API Management constitutes the core delivery scope , which inherently satisfies the RFP's requirement of API Gateway being "a component of the project." We seek confirmation that projects wherein the API Gateway or API Management platform is the primary solution — rather than merely an ancillary component — shall be considered fully eligible.	As per RFP.
110	VOL 1	Section 2, Sub Section 2.2 Clause No. 1.4, Page No.16	16	The bidder shall have successfully implemented and operationalized APIs/API integrations through an API Gateway in at least three (3) projects for any Central Government, State Government, PSU, or Listed Company in India during the last five (5) years from the date of bid submission. Live APIs Managed /Integrated 251 – 500 - 5 Marks 501 – 1000 - 10 Marks more than 1000 - 15 Marks	This Criteria requires the bidder to have successfully implemented and operationalized APIs/API integrations through an API Gateway in at least three (3) projects for Central/State Government, PSU, or Listed Companies in India during the last five years. The marking framework further awards scores based on the total number of Live APIs Managed/Integrated. Our assumption is that the number of Live APIs indicated in the marking slab refers to the cumulative count of APIs integrated/operationalized across all qualifying projects submitted under this criterion, and not the API count from any single project in isolation. We request the Authority to kindly confirm this interpretation.	Corrigendum
111	VOL 1	Section 5 (Pg. No. 35) to Section 7 (Pg. No. 51)	51	Section 5 Service Level Agreement, Section 6 General Terms, & Section 7 Payment Terms	From a detailed Legal review standpoint, can a Bidder propose a list of exceptions / deviations along with Legal comments / reasons to the given contractual T&Cs, ranging from Pg. no. 35 to Pg. no. 51 under Section 5 to 7 in the provided RFP doc? OR Will the Client provide the main & detailed Services Contract to the qualified bidder for the qualified bidder's detailed Legal review & discussions / negotiations accordingly on the same, <u>before execution</u> ?	Corrigendum
112	VOL 1	Section 3, Sub Section 3.2.5, Page No. 25	25	The bidder should onboard and integrate at least 400 APIs from various departments to the proposed API Gateway solution.	As we understand, the expectation is to onboard atleast 400 APIs to the proposed API Gateway solution. Please can you provide a segregation of these API based on their complexity (simple/medium/complex) and type (REST/SOAP/etc).	As per RFP.
113	VOL 1	Section 3, Sub Section 3.2.5, Page No. 25	25	The bidder should onboard and integrate at least 400 APIs from various departments to the proposed API Gateway solution.	Is this project primarily focused on onboarding existing APIs onto the API Gateway platform, or is there also an expectation to develop new APIs and then onboard them to the API Gateway platform? If we are expected to develop, is the ESB provided by you or are we supposed to propose it from our end?	As per RFP.
114	VOL 1	Section 1, Sub Section 1.1.6		The current e-governance ecosystem in Gujarat involves numerous applications and systems operating in silos, leading to challenges in seamless interoperability, data sharing across departments, and consistent security management.	It would be very helpful if you could share the current solution architecture, including the existing network topology, security components (such as WAF and IAM), load balancers, and the overall application integration landscape.	As per RFP.

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115	VOL 1	Section 6, Sub Section 6.12, Page No. 46	46	The proposed API Gateway solution shall be capable of scaling to the above requirements without requiring major architectural changes. The system shall support horizontal scalability to handle increased API volume, transaction load (RPS), and onboarding of additional portals/applications. Any scaling beyond the defined limits shall be supported through infrastructure and resource augmentation at the rates discovered through this tender, ensuring continuity of service <u>without degradation in performance or availability.</u>	Could you please share the current traffic volume : 1. Per month (last 3 months – April, May, June) 2. Per year (previous, current and next year forecast)	As per RFP.
116	VOL 1	Section 8, Sub Section 8.1, Table E, Page No. 53	53	Table E : Additional Scaling Cost for entire contract period (Pay Load Size :100 KB)	Could you please provide the maximum payload size?	As per RFP.
117	VOL 1	Section 3, Sub Section 3.3.5, Page No. 27	27	All data processed and stored (logs, analytics, configuration) shall reside within the Gujarat State Data Centre (GSDC) or a GoI-approved cloud region within India, adhering to Gujarat State data Center Guideline.	The RFP mentions data residency requirements. Could you please clarify whether all components of the API Management platform—including the management/control plane are required to be hosted within GSDC, or whether only the runtime and data plane must remain within GSDC while the management components can be hosted elsewhere?	As per RFP.
118	VOL 1	Section 3, Sub Section 3.1, Page No. 22	22	The selected bidder shall ensure that the implementation at GSDC remains infrastructure agnostic and fully portable across bare metal, virtualized, cloud, containerized, Kubernetes, and Hyper-Converged Infrastructure (HCI) environments without requiring proprietary vendor-specific integrations, hooks, agents, or platform dependencies.	Could you please clarify what infrastructure will be provided by the Authority? For example, will the required compute, storage, databases, Kubernetes platform, load balancers, Web Application Firewall, SOC or SIEM, and network infrastructure be provisioned by the Authority, or is the bidder expected to provide and size these components?	As per RFP.
119	VOL 1	Section 3, Sub Section 3.2.3.1, Page No. 23	23	Authentication Requirements	Could you please share which Identity Provider the proposed platform is expected to integrate with? For example, Active Directory, LDAP, Microsoft Entra ID, or any other enterprise identity solution.	As per RFP.
120	VOL 1	Section 3, Sub Section 3.3.12, Page No. 27	27	The solution shall provide a comprehensive observability framework, including centralized logging, metrics monitoring, distributed tracing, and real-time alerting mechanisms. The bidder shall implement industry standard tools such as ELK Stack or OpenSearch for logging, Prometheus and Grafana for metrics monitoring, and Jaeger or Zipkin for distributed tracing.	The RFP references ELK/OpenSearch, Prometheus, Grafana, and Jaeger/Zipkin. Could you please clarify whether these platforms already exist and the bidder is expected to integrate with them, or whether the bidder is expected to deploy and manage the complete observability stack? Also are there any existing enterprise notification or incident management platforms (such as ServiceNow, Microsoft Teams, PagerDuty, etc.) that the proposed solution should integrate with for alerting?	As per RFP.
121	VOL 1	Section 3, Sub Section 3.4.10, Page No. 29	29	The bidder shall support API onboarding, versioning, documentation, publication, and deprecation. API governance policies, including security, throttling, and standardization, shall be enforced in alignment with Government guidelines.	Will individual departments be responsible for managing and publishing their own APIs, or will API governance and administration be centrally managed? For example, should there be separate clusters required for each department or role based access control with single cluster should be sufficient?	As per RFP.
122	VOL 1	Section 3, Sub Section 3.2.1.3, Page No. 23	23	API Publishing - Multi-level approval workflow (Dept → Admin → Super Admin)	Could you please elaborate on the expected workflow, approval hierarchy, and whether different departments will require different approval processes? For example like a maker checker workflow, one developer develops the API and then approver reviews it and publishes it.	As per RFP.
123	VOL 1	Section 8, Sub Section 8.2 Annexure 2, Page No. 56	56	Knowledge of DevOps practices and CI/CD pipelines.	Is the bidder expected to establish the complete CI/CD and DevOps pipeline as part of this engagement by proposing the CI/CD Tools, or will the proposed solution integrate with an existing DevOps platform? If CI/CD is expected, could you please share the source code management platform currently in use, such as GitHub, GitLab, or Azure DevOps?	As per RFP.

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124	VOL 1	Section 1, Sub Section 1.1.6, Page no. 7	7	Create a robust, scalable foundation that enables the rapid development of new applications and facilitates the integration of emerging technologies like Artificial Intelligence (AI) and Big Data analytics for smart governance initiatives.	The RFP mentions integration with AI and Big Data Analytics. Could you please elaborate on the expected use cases? For example, is the intention to support predictive analytics, AI-assisted operations, large-scale data integration, or integration with existing analytics platforms? Also, do you require OnPrem LLM's or integration with cloud based AI-LLMs is permitted	As per RFP.
125	VOL 1	178195828596 53.pdf 6.8 Confidential Information, Security and Data—Page 46	46	vi. Comply with IT Act, CERT-In, MeitY guidelines and DPDP act 2023 and it amendment 2025	Does the API Management Platform have access to, process, store, transmit, monitor, or log any personal data or sensitive personal data? If yes, please clarify: •Categories of personal data involved •Whether data is stored, cached, or only transmitted •Whether payloads are logged or monitored	Comply with all applicable Government of India and Government of Gujarat Laws, Rules guidelines such as: IT Act, CERT-In, MeitY guidelines, DPDP act 2023, DPDP Rule 2025, and any other regulatory laws/guidelines etc.
126	VOL 1	Section 4, Sub Section 4.1.1, Page No. 34	34	Subscription-Based License: In case of a subscription-based license, the commercial cost shall remain fixed for the initial 5-year contract period without any price escalation.	We read the RFP and understood that the API Usage differs every year, and charging at flat rate from year-1 would overdo and increase the TCO. Instead of paying the maximum license cost for all 5 years, we shall give you the projected cost for all the 5 years in advance as per the data points mentioned in the RFP and those prices can be locked-in for 5 years. Please let us know if this works for you.	As per RFP.
127	VOL 1	3.3.5 Data Residency (Page no 27)	27	3.3.5 Data Residency All data processed and stored (logs, analytics, configuration) shall reside within the Gujarat State Data Centre (GSDC) or a GoI-approved cloud region within India, adhering to Gujarat State data Center Guideline.	For Hybrid Architecture model, can a Hybrid SaaS architecture be considered? In this model: 1. Control Plane: Managed by the OEM as a service (SaaS), hosted within AWS India Regions (Mumbai/Hyderabad) for centralized governance. 2. Data Planes: Entirely self-managed and installed on-premise within private cloud/virtualized environment to ensure all transactional and PII data stays within NIA's network. 3. Metadata only: Only configuration and metadata are exchanged between planes, ensuring compliance with local data residency requirements.	As per RFP.
128	VOL 1	3.2.1.1 API Design Requirements (Page no 22)	22	Support for RAML and API Blueprint formats	OpenAPI specifications is a widely adopted standard than RAML. Recommend updating to : support for OpenAPI specs (3.x)	As per RFP. Open API 3.x is already included.
129	VOL 1	3.2.1.2 API Development (Page no 22)	22	Postman collection export	Please clarify whether the Department/DST holds existing Postman licenses or subscriptions. Further, please confirm that this requirement is vendor-neutral and may be satisfied by exporting API collections in an open, interoperable format (e.g., OpenAPI) that is importable by any common API client tool such as Postman or Insomnia, rather than mandating a single named product. Our suggestion point to be reworded to : "Export of API collections in an open, interoperable format (e.g., OpenAPI) importable by common API client tools such as Postman or Insomnia.	This requirement is vendor neutral. Any tool equivalent to Postman to process API requests is acceptable.
130	VOL 1	3.2.3.1 Authentication Requirements (Page no 23)	23	OAuth 2.0 support (all grant types) ☐ Open ID connect Support	Can you clarify if the Department/DST will be providing it's own Identity provider for Oauth2.0/ OIDC or it should be part of the proposed solution ?	As per RFP. SI needs to procure all software and licenses to implement the suggested solution for this RFP.

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
131	VOL 1	3.2.4.2. Consumer Portal (API Marketplace) (Page no 23)	23	Support ticketing system	The developer/consumer portal natively provides the API catalogue, documentation, API-key self-service, and RBAC. Support ticketing is most effectively delivered through the project's designated ITSM/help-desk platform. We therefore request confirmation that this requirement may be met by integrating the portal with the Department's ITSM/ticketing system (via standard APIs/webhooks), rather than building a separate, duplicate help-desk module within the portal itself. Suggested rewording: "The Consumer Portal shall integrate with the Department's designated ITSM/ticketing system for support request management, rather than provide a native ticketing module."	As per RFP.
132	VOL 1	3.2.4.4 Monitoring & Analytics Portal (Page no 25)	25	Monitoring & Analytics Portal	Please confirm that the monitoring and analytics requirements may be delivered using best-fit, industry-standard third-party observability tools — such as Grafana (with Prometheus, ELK/OpenSearch) — provisioned and integrated as part of the overall solution. This is consistent with Clause 3.3.12, which already mandates Prometheus/Grafana, ELK/OpenSearch and Jaeger/Zipkin for observability	As per RFP.
133	VOL 1	3.2.5 Onboarding of APIs (Page no 25)	25	The bidder should onboard and integrate at least 400 APIs from various departments to the proposed API Gateway solution.	Can you clarify if the 400 APIs mentioned are API endpoints or applications ?	As per RFP.
134	VOL 1	3.2.8 Message Queue Capability in API Hub		The API Hub solution shall provide a built-in or integrated message queue mechanism to support asynchronous communication between systems. The solution shall enable decoupling of client requests from backend processing to ensure reliable and efficient data exchange	Please clarify the intent of this requirement — is the API Hub expected to (a) act as the gateway/front-end that routes traffic to a message broker such as Apache Kafka, or (b) provide a message broker itself (e.g., Kafka, RabbitMQ, IBM MQ) as part of the solution, including its infrastructure, persistence/storage and licensing? If a broker is in scope, please confirm the responsibility, sizing and licensing basis for it. Suggested rewording / change requested: We recommend this clause be either (i) removed, or (ii) reworded so that the API gateway is required to integrate with and route/produce to a standard message broker (e.g., Apache Kafka) for asynchronous, event-driven patterns — rather than to natively embed a message-broker engine within the gateway product.	As per RFP.
135	VOL 1	3.2.10 Additional Requirement		Any additional features required to meet the objectives of the project, even if not explicitly mentioned, shall be included in the scope of the bidder without any additional cost.	Please confirm the boundary of 'continuous development / additional features at no cost' and that net-new development beyond the defined scope (400 APIs + listed features) will be undertaken using the Table-D man-month rate card. An unbounded 'any feature at no cost' obligation is open-ended scope creep that cannot be priced. The RFP already provides a man-month rate card (Table-D) which is the appropriate mechanism for additional scope.	The API Gateway solution envisions to support the complete Gujarat Govt. ecosystem and more than 400 APIs to be integrated over the next 5 years. As a precise number cannot be narrowed down, minimum development resources are proposed in O&M phase for continuous development. If the minimum team is not going to be sufficient, more resources will be onboarded based on the rate-card that is requested in this RFP.

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136	VOL 1	3.4.11 Identity and Access Management (IAM) (Page no 29)	29	The bidder shall manage user identities, roles, and access controls, ensuring secure authentication and authorization mechanisms in compliance with applicable Government policies	Please specify the IAM / Identity Provider (IdP) tool currently used by the Department/DST (e.g., Keycloak, Active Directory/LDAP, Azure AD/Entra ID, or any SAML 2.0 / OIDC-compliant IdP). Kindly also confirm whether the API Hub is expected to federate with and enforce identity against this existing IdP, or whether the bidder is required to supply a full IdP/IAM system as part of scope — including end-user identity lifecycle, MFA, and role/credential management.	As per RFP.
137	VOL 1	3.4.12 Logging, Monitoring, and Audit Support (Page no 29)	29	The bidder shall ensure comprehensive logging and monitoring of all system activities. Logs shall be securely stored, retained, archived, and made available for audit and compliance purposes. The bidder shall support internal and external audits as required.	Please specify the required log retention and archival duration (e.g., online/hot retention vs. archived/cold retention periods, in months/years) for system, access, and audit logs, as mandated by applicable Government/CERT-In/DPDP policies. Kindly also confirm whether the Department/DST already has an existing logging/SIEM tool (e.g., ELK/OpenSearch, Splunk, or other) that the API Hub is expected to integrate with and ship logs to, or whether the bidder is to provision the log management/archival stack as part of scope.	As per RFP.
138	VOL 1	3.3.16 (page no 28)	28	The bidder shall design, implement, and maintain fully segregated Development (DEV), User Acceptance Testing (UAT), Sandbox/Pre-Production, and Production (PROD) environments to support the complete API lifecycle, ensuring strict isolation at infrastructure, network, application, and data levels; non-production environments shall not use live data and must implement appropriate data masking, anonymization, or tokenization techniques in compliance with applicable data protection regulations; the solution shall enforce role-based access control (RBAC), support controlled CI/CD-based promotion across environments with proper approvals, and provide independent monitoring, logging, and configuration management for each environment to ensure security, traceability, and operational integrity	Can you clarify if only 5 environments are to be considered Dev,UAT, Sandbox/Pre-Prod, Prod and DR?	As per RFP.
139	VOL 1	5.3.11 Incident Response and Resolution Time (Page no 36)	36	Severity 1 ≤ 15 minutes ≤ 4 hours	Time scale too stringent. Response time should be 1 hour and no specific resolution time, reason being that the complexity and scale of the issue cannot be gauged and have timeline set to it	As per RFP.
140	VOL 1	6.12 Future Scaling Requirements for API Infrastructure (Page no 46)	46	Year 1 Up to 400 APIs Up to 1000 TPS 2000 TPS Year 2 Up to 700 APIs Up to 2000 TPS 3000 TPS Year 3 Up to 1,000 APIs Up to 3000 TPS 4000 TPS Year 4 Up to 1,300 APIs Up to 4000 TPS 5000 TPS Year 5 Up to 1,500+ APIs Up to 5000+ TPS 7000 TPS	Please clarify the definition of the "400 APIs" referenced for year 1 . Specifically, does this count represent: Total individual API endpoints (i.e., unique combinations of URL paths and HTTP methods such as GET /user, POST /user, PUT /user)? Distinct API services/applications (where each service may contain multiple related endpoints)?	Corrigendum
141	VOL 1	6.12 Future Scaling Requirements for API Infrastructure (Page no 46)	46	Year 1 Up to 400 APIs Up to 1000 TPS 2000 TPS Year 2 Up to 700 APIs Up to 2000 TPS 3000 TPS Year 3 Up to 1,000 APIs Up to 3000 TPS 4000 TPS Year 4 Up to 1,300 APIs Up to 4000 TPS 5000 TPS Year 5 Up to 1,500+ APIs Up to 5000+ TPS 7000 TPS	Are the APIs mentioned for ex.400 APIs in year1 are APIs across all environments(Dev,UAT, Sandbox/Pre-prod,Prod and DR) or Production environment only ?	As per RFP. 400 APIs will be counted for Production only. Any APIs integrated in non-prod environments will not be counted.

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
142	VOL 1	3.1 Introduction (Page no 22)	22	The selected bidder shall ensure that the implementation at GSDC remains infrastructure-agnostic and fully portable across bare metal, virtualized, cloud, containerized, Kubernetes, and Hyper-Converged Infrastructure (HCI) environments without requiring proprietary vendor-specific integrations, hooks, agents, or platform dependencies.	Please confirm whether the API Hub deployment will be on VM's or Container Platform? Also, if GSDC will provide a managed Kubernetes/container platform (and which distribution/version), or whether the bidder must provision and manage the container orchestration layer as part of scope.	GSDC will provide hosting infra. SI to suggest and procure all tools necessary for complete functioning of solution as per RFP.
143	VOL 1	3.3.10 Single Point of Failure (SPOF) Elimination (Page no 27)	27	Requires integration with ITSM tools such as ServiceNow and JIRA for detect/alert/remediate workflows.	Please confirm whether ServiceNow/JIRA licences and instances are provided by DST/DIT, and whether the bidder is expected only to integrate with them via APIs?	As per RFP.
144	VOL 1	1.3 Technical Qualification Criteria (Page 15)	15	The bidder should have experience in implementing at least 3 development projects where API Gateway should be integrated in any central / state Government / PSU/ Listed Company in India during the past five years from the date of bid submission and should be successfully running for min 3 years.	Please clarify if the bidder should have experience in implementation of only the OEM solution they are supporting for this bid, or experience with any API Gateway OEM will work?	As per RFP.
145	VOL 1	6.6 Subcontracting or Outsourcing (Page 44)	44	Sub-letting/contracting of entire work or in part thereof is not permitted.	Can you please clarify more on this point? Does this refer to the SI/bidder/implementation partner needing all of their resources of their own and no backlining of resources from another vendor to fulfill the implementation is allowed?	As per RFP.
146	VOL 1	4.1.1 Subscription based licensing (page 34)	34	In case of a subscription-based license, the commercial cost shall remain fixed for the initial 5-year contract period without any price escalation.	Please clarify whether this means that there cannot be any overage charges, if any across the contract period?	As per RFP.
147	VOL 1	5.3.11 Incident Response and Resolution Time		Severity Level Response Time Resolution Time Severity 1 ≤ 15 minutes ≤ 4 hours Severity 2 ≤ 30 minutes ≤ 8 hours Severity 3 ≤ 2 hours ≤ 12 hours Severity 4 ≤ 4 hours ≤ 24 hours	Request to relook the Resolution time SLAs which is difficult for any OEM to give a blanket confirmation to as it depends on various factors which cannot be predicted beforehand. "Resolution" is not defined and can be subjectively looked at with different interpretations by different parties.	As per RFP.
148	VOL 1	GeM Bid Document, EMD Detail, Page 2; RFP Clause 2.7.1, Page 19	2,19	GeM Bid Document mentions that EMD shall also be accepted in the form of a surety bond. However, RFP Clause 2.7.1 mentions submission of EMD in the form of Demand Draft or Bank Guarantee.	Since the bid is published on GeM and GeM permits submission of EMD in the form of Insurance Surety Bond as per draft available on GEM portal, we request the authority to kindly confirm that EMD submission through Insurance Surety Bond shall also be accepted for this bid.	as per RFP
149	VOL 1	Clause 3.6, Page 30-31; Annexure 1 Table B1, Page 52-53	30-31, 52-53	"Project Manager X (no. of manpower to be proposed by bidder), Solution Architect X, Business Analyst X, Developer X, Full Stack Developer X, UI/UX Designer X."	Please clarify whether there is any minimum mandatory number of FTE resources required for each implementation-phase role, or whether bidder may propose team size based on solution approach.	As per RFP. The Bidder has to suggest team size based on solution.
150	VOL 1	Clause 4.1, Page 33-35	33-35	"The proposed API Gateway solution and associated software components may be offered under Open-Source, Perpetual, Subscription-Based, or Hybrid licensing models."	Please confirm that Open-Source, Perpetual, Subscription-Based and Hybrid licensing models are all acceptable, provided the solution meets RFP requirements. Also confirm whether message queue, monitoring /observability, database, OS, security and DR-related tools are to be included in the bidder's quoted price.	As per RFP.

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
151	VOL 1	Clause 6.12, Page 46; Annexure 1 Table E, Page 53-54	46, 53-54	"Year 1 Up to 400 APIs Up to 1000 TPS 2000 TPS ... Year 5 Up to 1,500+ APIs Up to 5000+ TPS 7000 TPS." Table E also specifies "Additional Scaling Cost for entire contract period."	Please clarify the pricing methodology for TPS scaling beyond 1000 TPS, including chargeable units, number of cores per slab, payload assumptions, and whether scaling cost shall be capped as per the rate card quoted by the bidder.	As per RFP.
152	VOL 1	Clause 3.2.8, 3.3.7 to 3.3.13, Page 25-28	25-28	"The API Hub solution shall provide a built-in or integrated message queue mechanism..." "The bidder shall ensure the platform passes mandatory third-party VAPT audits prior to Go-Live..." "The API hub shall implement a robust Disaster Recovery (DR) mechanism..."	Please confirm that message queue, VAPT, DR, observability, performance testing, training and segregated environments are to be included in the bidder's technical and commercial proposal. Kindly clarify minimum expected deliverables and whether separate BOQ line items will be provided.	SI to procure all tools necessary for complete functioning of solution as per RFP. These tools are part of bidder scope as per cited sections.
153	VOL 1	Clause 3.8, Page 32-33	32-33	"PMRs shall be submitted... Fortnightly (every 2 weeks) during the Implementation Phase (till Go-Live). Monthly during the O&M Phase."	Please provide the approved PMR template/format, expected data fields, sign-off workflow, review timeline and acceptance mechanism.	As per RFP.
154	VOL 1	Clause 3.2.6, Page 25	25	"The platform should be built to facilitate easy integration with major national Digital India platforms that use API Setu, such as DigiLocker, UMANG, MyScheme, and Aadhaar-related services."	Please clarify exact scope of integration with national platforms, including number of integrations, API access responsibility, testing/certification requirements, dependency on platform authorities, and whether such efforts must be included in quoted price.	As per RFP.
155	VOL 1	Annexure 1, Note h, Page 54	54	"The quoted cost shall be firm and fixed for the entire duration of the contract, and no escalation shall be permitted on any account, including but not limited to inflation, currency fluctuation, licensing changes, or increase in workload."	Please clarify whether price escalation will be allowed in case of statutory changes, OEM license cost changes, currency fluctuation, substantial increase in workload, or infrastructure scaling beyond base scope. If not, please confirm such additional requirements will be handled through quoted rate card/change order mechanism.	As per RFP.
156	VOL 1	Clause 3.3.5, Page 27; Clause 3.3.9, Page 27	27	"All data processed and stored... shall reside within the Gujarat State Data Centre (GSDC) or a GoI-approved cloud region within India." "The API hub shall implement a robust Disaster Recovery (DR) mechanism..."	Please clarify whether GSDC infrastructure, DR site, network connectivity, IPs, firewall rules, security appliances and access credentials will be provided by Purchaser in time. Also confirm that delays attributable to Government infrastructure readiness shall not attract bidder penalties.	As per RFP.
157	VOL 1	Clause 3.2.9, Page 26; Clause 3.3.7, Page 27	27	"The bidder shall conduct periodic security assessments, including quarterly Vulnerability Assessment and Penetration Testing (VAPT) and annual third-party security audits..." "ongoing half yearly APT cycles managed as part of O&M."	Please clarify whether VAPT/audit agency will be appointed by Purchaser or bidder, frequency of audits, cost responsibility, remediation timelines by severity, and penalty applicability where findings depend on third-party/government infrastructure.	Corrigendum
158	VOL 1	Clause 5.6.5, Page 40-41	40-41	"All deployed resources shall be dedicated exclusively to the project and shall not be assigned to any other work without prior approval of the Tenderer."	Please clarify definition of exclusive engagement, whether offsite/back-office expert support can be provided through shared expert teams, and conditions under which exclusivity violation penalties or termination may be triggered.	As per RFP.
159	VOL 1	Clause 5.4 and 5.5, Page 37-40	40-41	"Penalties shall be capped at 15% of the total contract value/implementation-phase milestone-based payments/ quarterly O&M payable amount." "The overall penalty shall be capped at 15% of the quarterly O&M payment."	We request the authority to kindly revise the overall cap on SLA/LD/penalties from 15% to 10% of the applicable milestone payment / quarterly O&M payment. Also, please clarify the cumulative penalty calculation mechanism where multiple SLA breaches occur in the same period.	As per RFP.

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
160	VOL 1	Technical Evaluation Criteria – API Gateway Experience Page no 17	17	1.4 The bidder shall have successfully implemented and operationalized APIs/API integrations through an API Gateway in at least three (3) projects for any Central Government, State Government, PSU, or Listed Company in India during the last five (5) years from the date of bid submission. Live APIs Managed /Integrated 251 – 500 ☐ 5 Marks 501 – 1000 ☐ 10 Marks more than 1000 ☐ 15 Marks *supporting documents should be submitted as below. 1. Work Order/ Contract clearly highlighting the scope of work and value of the contract/ order 2. Project Completion Certificate / Go-Live Certificate / Client Certificate confirming successful implementation and operationalization of the API Gateway and number of APIs integrated . 3. Client Certificate clearly mentioning: ☐ Name of the project and client organization. ☐ Implementation of API Gateway. ☐ Number of APIs integrated/operationalized (if applicable). ☐ Project go-live date and current operational status."	We request the authority to kindly allow bidders to substantiate the number of live APIs managed/integrated through supporting project documents, such as architecture/design documents, API inventory reports, production deployment records, API Gateway dashboards/screenshots, acceptance reports, operational reports, or other relevant project deliverables, along with a self-certified undertaking from an authorized signatory of the bidder confirming the number of live APIs managed/integrated for the respective project. This request is made because, in industry practice, client-issued completion or Go-Live certificates generally confirm successful implementation and operational status but do not always specify the exact number of APIs integrated or operationalized, particularly for long-running projects where APIs continue to be added after Go-Live. Restricting the evidence only to client certificates may unintentionally disadvantage technically qualified bidders despite successful execution of the required scope. The authority may verify the submitted claim during evaluation, if required.	As per RFP.
161	VOL 1	Technical Evaluation Criteria – API Gateway Experience Page no 17	17	1.4 The bidder shall have successfully implemented and operationalized APIs/API integrations through an API Gateway in at least three (3) projects for any Central Government, State Government, PSU, or Listed Company in India during the last five (5) years from the date of bid submission. Live APIs Managed /Integrated 251 – 500 ☐ 5 Marks 501 – 1000 ☐ 10 Marks more than 1000 ☐ 15 Marks *supporting documents should be submitted as below. 1. Work Order/ Contract clearly highlighting the scope of work and value of the contract/ order 2. Project Completion Certificate / Go-Live Certificate / Client Certificate confirming successful implementation and operationalization of the API Gateway and number of APIs integrated . 3. Client Certificate clearly mentioning: ☐ Name of the project and client organization. ☐ Implementation of API Gateway. ☐ Number of APIs integrated/operationalized (if applicable). ☐ Project go-live date and current operational status."	We respectfully submit that the current evaluation criteria based on the number of Live APIs Managed/Integrated may not fairly reflect a bidder's API Gateway implementation capability. In Government, PSU, Smart City and Enterprise Integration projects, API Gateways primarily expose External APIs. Internal APIs and microservices are generally not exposed through the API Gateway. Therefore, the requirement of 251–1000+ Live APIs is not practical, and client completion/go-live certificates also rarely mention the exact number of APIs. We therefore request the Authority to revise Clause 1.4 as follows: Revised Clause 1.4: The bidder shall have successfully implemented and operationalized External API/API integrations through an API Gateway for any Central Government, State Government, PSU or Listed Company in India during the last five (5) years from the date of bid submission. Multiple projects executed during the last five (5) years shall be considered for evaluation. Option A Live External APIs Managed/Integrated 10–20- 5 Marks 21–50-10 Marks More than 50-15 Marks Since client certificates generally do not mention the number of live external APIs, technical evaluation may alternatively be based on the number of successfully completed API Gateway projects Option B – Evaluation Based on Number of Eligible External API Integration Projects • 3 Eligible API Integration/API Gateway Projects – 5 Marks • 4 Eligible API Integration/API Gateway Projects – 10 Marks • 5 or More Eligible API Integration/API Gateway Projects – 15 Marks This revision would align the criteria with practical Government API Gateway implementations while ensuring fair evaluation and wider competition.	As per RFP.

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163	VOL 1	RFP Clause 3.10.2, Technical Proposal Format / Page 17; Annexure 4, Resource Qualification / Page 77; Annexure 18, Curriculum Vitae (CV) Format / Page 96	96	Clause 3.10.2: Curriculum Vitae (CV) of Key Personnel – CV's as per format provided in Annexure 18. Annexure 4 Note: The bidder shall submit the CV of each proposed resource in the prescribed format provided in Annexure 18. Annexure 18: Curriculum Vitae (CV) Format.	We understand that CVs of proposed resources are required to be submitted by the successful bidder at the time of implementation / resource deployment. Kindly confirm Since the project duration is long and actual deployment may commence after completion of evaluation, award and onboarding formalities, named resources proposed at bid stage may become unavailable due to business exigencies. Therefore, we request that bidders may be allowed to submit an undertaking at bid stage confirming deployment of qualified resources as per RFP requirements, and detailed CVs may be submitted by the successful bidder prior to deployment for approval by the Department. This will ensure operational flexibility while maintaining full compliance with qualification and experience requirements.	As per RFP.
164	VOL 1	Clause 1.1.8, Page 9	9	All participating bidders shall be deemed to have read, understood, and agreed to abide by all the terms and conditions specified in this Request for Proposal (RFP), including any and all subsequent amendments, addendums, corrigenda, and responses to pre-bid queries issued by the Purchaser. Submission of a bid shall be considered as an unconditional acceptance of all such provisions.	It is respectfully requested to clarify that unconditional acceptance at the bid stage shall be subject to the clarifications, corrigenda and final contractual terms issued by the Purchaser, and shall not be construed as waiver of the bidder's right to seek clarification on conflicting, ambiguous or commercially/legally unworkable provisions before bid submission. Suggested Clause: Submission of the bid shall constitute acceptance of the RFP terms as clarified and amended by the Purchaser through corrigenda/pre-bid responses, and shall not prejudice the bidder's rights in respect of clarifications sought prior to bid submission.	As per RFP.
165	VOL 1	Clause 2.1, Sr. No. 12 and Clause 2.6, Note - Page 14 / Page 18	18	Consortium or Subletting in any form is not allowed Consortium and Sub Contract are not allowed in this bid.	It is respectfully requested to clarify that procurement/use of OEM products, licensed software, OEM warranty/ATS/CAMC support, cloud/hosting support, security audit agencies, specialist tools and professional services required for execution of the project shall not be treated as prohibited consortium, subletting or subcontracting. Suggested Clause: Use of OEM products, third-party licensed software, OEM/ATS/CAMC support, hosting/cloud support, security audit agencies, professional tools and specialist support services required for project execution shall not be construed as consortium bidding, subletting or prohibited subcontracting, provided the bidder remains responsible for its contractual obligations.	As per RFP.
166	VOL 1	Clause 3.2.10 and Clause 3.3.17, Page 26 / Page 28	28	Any additional features required to meet the objectives of the project, even if not explicitly mentioned, shall be included in the scope of the bidder without any additional cost. Any additional features required to meet the objectives of the project, even if not explicitly mentioned, shall be included in the scope of the bidder without any additional cost.	It is respectfully requested to clarify that the bidder's scope shall be limited to the expressly stated RFP requirements and mutually agreed project-specific deliverables, and that any additional feature, module, integration, license, infrastructure, environment, statutory change or material change in requirement not expressly specified shall be processed through change control/commercial adjustment. Suggested Clause: Additional features or requirements not expressly specified in the RFP or mutually agreed project documents shall be addressed through a written change control process with mutually agreed impact on scope, timelines, commercials, licenses and resources.	As per RFP.

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167	VOL 1	Clause 3.3.1, Page 26	26	The bidder shall implement continuous monitoring, performance optimization, and tuning mechanisms to ensure compliance with these requirements, and any deviation shall be subject to penalties as defined under the Service Level Agreement (SLA).	It is requested to clarify that latency/performance penalties shall apply only where the deviation is solely attributable to the bidder-controlled API Gateway layer, and shall exclude delays caused by department applications, upstream/downstream systems, network/connectivity issues, GSDC/cloud infrastructure, third-party services, abnormal traffic, cyber incidents not caused by bidder negligence, or approvals/data/dependencies outside the bidder's reasonable control. Suggested Clause: Performance and latency penalties shall apply only to deviations solely attributable to the bidder-controlled API Gateway components. Delays or failures caused by client systems, external agencies, network/GSDC/cloud infrastructure, third-party services, abnormal traffic, authority approvals, data availability, force majeure or causes outside the bidder's reasonable control shall be excluded subject to timely notice and supporting records.	The API Latency will measure the API Gateway overhead transaction time—spanning from the moment the request reaches the gateway, through the backend processing, and until the response is sent back out. It does not include the back-end API latency.
168	VOL 1	Clause 3.3.11 and Clause 4.1.3, Page 27 / Page 34	34	The system shall be supported through Enterprise Support (OEM/Vendor) and Application & Technical Support (ATS) on a 365×24×7 basis to ensure high availability, timely incident resolution, and continuous system operations. The Bidder shall be solely responsible for procuring and supplying all necessary licenses for software, API Gateway tools, databases, operating systems, and any other middleware required for the complete and uninterrupted delivery of the defined services. All such licenses shall be procured in the name of the DST / DIT, Government of Gujarat.	It is respectfully requested to clarify that bidder responsibility for OEM/vendor support and licenses shall be subject to the applicable OEM license terms, support policies, end-of-life/end-of-support conditions, export/control restrictions and renewal commitments accepted by the OEM, and that the bidder shall not be responsible for OEM unilateral changes beyond its reasonable control. Suggested Clause: OEM/vendor support and software licenses shall be governed by the applicable OEM terms and policies. The bidder shall coordinate and procure required licenses/support for the agreed contract period; however, OEM unilateral changes, end-of-life/end-of-support actions, statutory restrictions or OEM dependencies beyond bidder's reasonable control shall be handled through mutual consultation and appropriate change control where they impact scope, cost or timelines.	As per RFP.
169	VOL 1	Clause 3.6, Page 31	31	The successful bidder shall be responsible for deploying additional resources, if required, for the effective operation and maintenance (O&M) of the solution. Continuous development activities shall be carried out by the existing O&M resources. No Change Requests (CRs) shall be entertained during the O&M phase.	It is requested to clarify that O&M resources shall support routine maintenance, support and minor enhancements within the agreed scope, and that new modules, new integrations, major dashboards/reports, additional APIs beyond agreed volumes, regulatory changes, architectural changes or material effort beyond the agreed O&M scope shall be treated as change requests/additional resource requirements. Suggested Clause: O&M resources shall perform support, maintenance and minor enhancements within the agreed scope. Any new module, new integration, additional API volume beyond agreed limits, major dashboard/report, regulatory change, architectural change or material additional effort shall be processed through change control or additional resource/resource-rate provisions.	As per RFP.
170	VOL 1	Clause 4.1.1, Page 34	34	In case of a subscription-based license, the commercial cost shall remain fixed for the initial 5-year contract period without any price escalation.	It is requested to clarify that fixed commercial cost shall apply to the quoted quantities, cores, TPS, APIs, environments and scope, and that any increase in license metrics, additional environments, enhanced support tier, OEM-mandated licensing model change or scope expansion shall be chargeable as per discovered rates/change control. Suggested Clause: The subscription cost shall remain fixed for the quoted scope and license metrics for the initial five-year period. Any increase in cores, TPS, APIs, environments, users, support tier, license metrics or scope, including OEM-mandated changes, shall be addressed through the financial bid rate card or mutually agreed change control.	As per RFP.

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171	VOL 1	Clause 5.3.3, Clause 5.4(a) and Clause 5.6 Notes, Page 35 / Page 38 / Page 41	41	The Purchaser reserves the right to take appropriate action, including termination of the contract, if: (i) Penalties exceed 20% of the quarterly payment for two consecutive quarters, or (ii) Penalties exceed 30% of the quarterly payment in any given month. Penalties shall be capped at 15% of the total contract value/implementation-phase milestone-based payments/ quarterly O&M payable amount If the SLA penalties during the O&M phase calculations exceed 10% of the monthly equivalent billing for three consecutive Quarter then, notwithstanding anything contained herein, the Purchaser may take appropriate action including the termination of the contract and forfeiting of the <u>Performance Guarantee</u>.	It is respectfully requested to reconcile the differing penalty/termination thresholds and confirm a single aggregate cap and trigger mechanism. It is also requested to confirm that LDs, SLA penalties, PBG forfeiture and termination shall not be applied duplicative for the same underlying breach. Suggested Clause: All penalties/LDs/SLA deductions shall be subject to an aggregate cap of 10% of the applicable implementation milestone payment or quarterly O&M payable amount, as applicable, and shall not be duplicated for the same event. Termination or PBG invocation shall arise only for material, repeated, bidder-attributable and uncured breaches after written notice and opportunity to cure.	As per RFP.
172	VOL 1	Clause 5.4 Project Implementation Timeline, Page 37	37	Delay > 2 weeks (without valid reason) → 0.05% of implementation cost per day of delay Delay > 5 weeks (without valid reason) → 0.05% of implementation cost per day. Delay > 01 weeks (without valid reason) → 0.05% of implementation cost per day.	It is requested to clarify that implementation delay LDs shall apply only to delays solely attributable to the bidder and shall exclude delays caused by DST/DIT/GSDC approvals, site readiness, infrastructure provisioning, department API/data availability, UAT/sign-off delays, third-party systems, OEM dependencies, force majeure, change in scope/law/policy or reasons outside the bidder's reasonable control. Suggested Clause: Implementation delay LDs shall apply only to delays solely attributable to the bidder. Delays arising from authority approvals, site/infrastructure readiness, data/API availability, UAT/sign-off delays, third-party/OEM dependencies, force majeure, change in scope/law/policy or other reasons outside bidder's reasonable control shall be excluded and timelines shall be extended accordingly.	As per RFP.
173	VOL 1	Clause 5.5 Service and Performance Penalty during O&M, Page 39	39	Security Breach/Data Theft Any data breach, theft, unauthorized disclosure, or exposure of sensitive Government data due to bidder negligence, security lapse, or system misconfiguration High Severity Breach: Unauthorized access to highly sensitive data (such as Personally Identifiable Information (PII), financial records, or critical government data), compromise of core systems, or active exfiltration of data. Penalty : INR 14 Lakh per incident	It is requested to clarify that security/data breach penalties shall apply only where the breach is finally established to have been caused by bidder negligence, security lapse or bidder-controlled misconfiguration, and shall exclude breaches caused by government users/systems, third-party applications, infrastructure providers, credential misuse not attributable to the bidder, force majeure/cyber-attacks despite reasonable security controls, or instructions/configurations mandated by the Purchaser. Suggested Clause: Security breach/data theft penalties shall apply only to incidents finally determined to be directly attributable to bidder negligence, security lapse or bidder-controlled misconfiguration. Incidents caused by authority systems/users, third-party applications, infrastructure providers, credential compromise not attributable to bidder, mandated configurations, force majeure or cyber-attacks despite reasonable security controls shall be excluded.	As per RFP.

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
174	VOL 1	Omission - Limitation of Liability; Clause 5.4(a), Clause 5.5, Clause 6.15.3 and Clause 7.4.7, Page 38 / Page 39 / Page 47 / Page 50	Page 38 / Page 39 / Page 47 / Page 50	Penalties shall be capped at 15% of the total contract value/implementation-phase milestone-based payments/ quarterly O&M payable amount Any data breach, theft, unauthorized disclosure, or exposure of sensitive Government data due to bidder negligence, security lapse, or system misconfiguration All capital and operational expenditures arising from the execution of such a platform replacement—including, but not limited to, the procurement of new software licenses, enterprise-grade OEM support agreements, architectural redesign, migration of existing departmental configurations, API schema/security policy re-mapping, regression testing, operational onboarding, and production deployment—shall be borne exclusively and entirely by the Selected Bidder. The Performance Security may be forfeited by the Authority in the event of any breach or negligence or non-observance of any terms and conditions of the Agreement or for unsatisfactory performance by the Selected Bidder.	The RFP prescribes LDs, SLA penalties, PBG forfeiture and replacement cost exposure, but does not specify an overall limitation of liability for the bidder. It is respectfully requested to include an aggregate liability cap and exclusion of indirect/consequential damages, while preserving only narrowly agreed exceptions as may be mutually specified. Suggested Clause: Notwithstanding anything contrary in the RFP/Contract, the bidder's aggregate liability under or in connection with the Contract shall be limited to an aggregate of 10% the total contract value, and for O&M-related claims to the fees payable for the relevant O&M period giving rise to the claim. Neither party shall be liable for indirect, incidental, special, consequential or punitive damages, loss of profits, loss of revenue or loss of business, except to the extent finally determined by a competent forum for wilful misconduct, fraud or breach of confidentiality/data protection obligations directly attributable to such party.	Corrigendum
175	VOL 1	Clause 6.3.1, Page 42	42	In case the selected Bidder fails to deliver the quantity and/or service as stipulated in the delivery schedule, the Tenderer reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder. Upon expiry of notice period unless the party receiving the default notice remedied the default, the party giving the default notice may terminate the Agreement.	It is requested to clarify the notice and cure period before risk purchase/termination and to confirm that risk purchase shall apply only after material bidder-attributable default remains uncured, and only to reasonable incremental costs directly arising from such default. Suggested Clause: Risk purchase or termination for default shall be exercised only after written notice specifying the material default and a cure period of at least thirty (30) days, except for emergencies requiring immediate mitigation. Any risk purchase recovery shall be limited to reasonable, documented and directly attributable incremental costs after adjusting amounts already paid or payable.	Corrigendum
176	VOL 1	Clause 6.3.1(i), Clause 7.2.1(f) and Clause 7.2.1(g), Page 42 / Page 48	42,48	In case of termination bidder will be paid for the work/services already delivered till the date of termination after deduction of penalties, if any. The payment will be made for services availed by the purchaser. The purchaser will not pay or is not bound to pay for services not procured/ availed by them. Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out-of-pocket expenses, including travel, boarding and lodging etc.	It is respectfully requested to clarify that in case of termination for any reason, the bidder shall be paid up to the effective date of termination for work performed, services rendered, deliverables completed/part-completed, licenses/subscriptions/tools procured, OEM/third-party commitments, non-cancellable/non-refundable costs and reasonable demobilization/transition costs, subject to documentary evidence and deduction of undisputed penalties, if any. Suggested Clause: Upon termination or expiry for any reason, the bidder shall be paid for all work performed, services rendered, deliverables completed or part-completed, accepted/procured items, licenses, subscriptions, OEM/third-party commitments, non-cancellable/non-refundable costs and reasonable demobilization/transition assistance costs incurred up to the effective date of termination, subject to supporting documents and deduction only of undisputed amounts lawfully due.	As per RFP.

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177	VOL 1	Clause 6.3.1(j), Page 42	42	In Case of termination of the bidder, the DST/DIT shall forfeit the bank guarantee (performance security) and may blacklist the bidder and/or the OEM.	It is requested to clarify that PBG forfeiture and blacklisting/debarment shall not be automatic upon termination and shall be invoked only in accordance with applicable law, principles of natural justice, written notice, opportunity to cure/represent, and only for material bidder-attributable default. It is also requested to confirm that OEM blacklisting shall not arise from bidder default unless the OEM is directly responsible and has been given due process. Suggested Clause: PBG forfeiture and blacklisting/debarment shall be considered only for material, bidder-attributable and uncured default after written notice, reasonable cure/representation opportunity and due process under applicable law. OEM consequences shall arise only where the OEM is directly responsible for the default and has been provided due notice and opportunity to respond.	As per RFP.
178	VOL 1	Clause 6.3.2.1 and Clause 6.7.2.2, Page 42 / Page 44	42,44	In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], Purchaser shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the erstwhile Bidder in relation to the execution/continued execution of the scope of the Contract. The selected bidder shall permit DIT or its nominated agencies and/ or any replacement operator to have reasonable access to its employees and facilities as reasonably required by DIT, Gujarat or its, nominated agencies to understand the methods of delivery of the services employed by the selected Bidder and to assist appropriate knowledge transfer.	It is requested to clarify that transition obligations shall be limited to reasonable project-related assistance, information and handover during the agreed exit period, subject to confidentiality, security restrictions, third-party/OEM license terms, protection of bidder proprietary methods/tools and payment of applicable exit/transition charges. Suggested Clause: Exit and transition assistance shall be limited to reasonable project-related support during the agreed exit period and shall be subject to confidentiality, information security, third-party/OEM license restrictions, protection of bidder proprietary methods/tools, and payment of applicable exit/transition charges as per the contract.	As per RFP.
179	VOL 1	Clause 6.4.1 to Clause 6.4.3, Page 43	43	The TENDERER shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Bidder has developed for the performance of services under this RFP and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of services under this RFP, and the Bidder acknowledges and agrees that such products, documents and other materials constitute works made for hire for the TENDERER. All IPR in relation to project documents, assets, resources, designs, drawings, estimates, recommendations, source codes, application, etc. shall vest with the TENDERER, and the bidder shall not use any such for any other purpose.	It is respectfully requested to clarify that IPR vesting shall be limited to bespoke project-specific deliverables created exclusively for DST/DIT under the project, and shall exclude bidder/OEM pre-existing IP, reusable components, generic tools, frameworks, libraries, accelerators, APIs, templates, know-how, methodologies, product source code, third-party/COTS/open-source components and OEM platform internals. Suggested Clause: Project-specific custom deliverables created exclusively for DST/DIT under the Contract shall vest in DST/DIT upon full payment. Bidder/OEM pre-existing IP, reusable components, generic tools, frameworks, libraries, accelerators, methodologies, know-how, product source code, third-party/COTS/open-source components and OEM platform internals shall remain the property of the bidder/OEM/respective licensors, with DST/DIT receiving a limited right to use such embedded materials solely for operation of the project.	Corrigendum

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180	VOL 1	Clause 6.8.1.(v) Page 45	45	Before the expiry of the exit management period, the selected bidder shall deliver to DST, Gujarat or its nominated agencies all new or up- dated materials from the categories set out above and shall not retain any copies thereof, except that the selected bidder shall be permitted to retain one copy of such materials for archival purposes only. Comply with IT Act, CERT-In, MeitY guidelines and DPDP act 2023 and it amendment 2025	It is requested to clarify that data/material return or deletion obligations shall apply to project data and confidential information in bidder's possession, and shall be subject to archival/legal/regulatory retention, backup retention cycles, cyber-security logs, dispute records, and exclusions for bidder/OEM proprietary materials and third-party licensed materials. It is also requested to clarify that compliance obligations shall apply only to applicable laws/guidelines as notified and in force from time to time. Suggested Clause: Upon expiry or termination, the bidder shall return or delete project data and confidential information in accordance with the Exit Management Plan, subject to archival, legal, regulatory, audit, backup-cycle, security-log and dispute-resolution retention requirements. Bidder/OEM proprietary materials and third-party licensed materials are excluded. Compliance obligations shall apply to applicable laws and government guidelines as notified and in force from time to time.	Corrigendum
181	VOL 1	Clause 6.13, Page 46	46	Neither party shall be liable for failure to perform obligations due to events beyond reasonable control, including natural disasters, war, pandemics, cyber-attacks, or government restrictions. • Notification shall be provided within reasonable time • Mitigation efforts shall be undertaken • If the event continues beyond 60 days, the TENDERER may terminate the contract	It is requested to clarify that force majeure shall suspend affected obligations and corresponding SLA/LD/penalty exposure for the affected period, extend timelines accordingly, and permit payment for work performed and non-cancellable costs incurred up to termination where the contract is terminated due to prolonged force majeure. Suggested Clause: During a force majeure event, affected obligations and related SLA/LD/penalty exposure shall stand suspended to the extent affected, and timelines shall be extended for the affected period. If the contract is terminated due to prolonged force majeure, the bidder shall be paid for work performed, services rendered, items procured and non-cancellable commitments incurred up to the effective termination date.	Corrigendum
182	VOL 1	Clause 6.14, Page 46	46	To vary, modify, revise, amend or change any of the terms and conditions mentioned above; or To reject any or all the tender/s without assigning any reason whatsoever thereof or may terminate the tender process midway without assigning any reason. DST is free to phase out the work if it feels it necessary	It is requested to clarify that post-award variation, phasing out, modification or change in terms shall be implemented only through a written amendment/change order mutually agreed by the parties, with appropriate adjustment to scope, timelines, commercials, licenses and resources wherever such change impacts bidder obligations. Suggested Clause: After award, any variation, modification, phasing out or change impacting scope, timelines, commercials, licenses, resources or risk allocation shall be implemented only through a written amendment/change order mutually agreed by the parties.	As per RFP

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183	VOL 1	Clause 6.15.2 to Clause 6.15.4, Page 47	47	the Selected Bidder shall be legally obligated to completely substitute and replace the underperforming API Gateway software/tooling with an alternative, market-proven, and industry-standard commercial solution that fully satisfies or exceeds all criteria stipulated within this RFP. All capital and operational expenditures arising from the execution of such a platform replacement—including, but not limited to, the procurement of new software licenses, enterprise-grade OEM support agreements, architectural redesign, migration of existing departmental configurations, API schema/security policy re-mapping, regression testing, operational onboarding, and production deployment—shall be borne exclusively and entirely by the Selected Bidder. Any failure to strictly adhere to this timeline or maintain service continuity shall be adjudicated as a Material Breach of Contract, empowering the Purchaser to immediately invoke and forfeit the Performance Bank Guarantee (PBG), levy liquidated damages, and initiate comprehensive contract termination protocols.	It is respectfully requested to clarify that mandatory technology replacement shall apply only where material non-compliance is finally established to be solely attributable to bidder/OEM product failure under the quoted scope, after a reasonable cure process and objective technical assessment. It is further requested that replacement cost liability be capped and exclude failures caused by change in scope, changed traffic/load assumptions, authority/third-party systems, infrastructure, data, approvals, cyber incidents not caused by bidder negligence, or force majeure. Suggested Clause: Mandatory product substitution shall apply only for material, bidder-attributable non-compliance under the quoted scope, after written notice, objective technical assessment and reasonable cure opportunity. Replacement cost liability shall be limited to direct, reasonable and documented costs attributable to bidder default and shall remain subject to the contract liability cap, excluding issues caused by authority/third-party systems, infrastructure, approvals, changed assumptions/scope, force majeure or causes outside bidder's reasonable control.	As per RFP.
184	VOL 1	Clause 7.1 and Clause 7.2.1(k)-(l), Page 48	48	The Purchaser shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of the purchaser. In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute. The payment will be done after deducting penalty if any as per this RFP within 30 days of submission of the undisputed invoices raised to client (with all required supporting documents) or receipt of written clarifications on the invoice sought by the purchaser whichever is later, after duly complying all the guidelines of this RFP and subsequent agreement.	It is requested to clarify that only the disputed portion or documented penalty amount may be withheld, and that all undisputed invoiced amounts shall be released within the stated payment timeline. It is also requested that invoice clarifications be sought within a defined review period to avoid indefinite deferment of payment. Suggested Clause: The Purchaser may withhold only the disputed portion of an invoice or documented penalty amount. Undisputed amounts shall be paid within thirty (30) days of receipt of invoice and supporting documents. Any invoice clarification shall be sought within ten (10) working days of receipt, failing which the invoice shall be processed for payment subject to contract terms.	As per RFP.
185	VOL 1	Clause 7.3.1 Additional Notes, Page 49	49	All deliverables shall be reviewed and accepted by DST/DIT and third-party reviewers (if any) before payment is processed.	It is requested to clarify the review/acceptance timeline for DST/DIT and third-party reviewers and to include deemed acceptance where observations are not provided within the prescribed period, so that payment milestones are not indefinitely deferred. Suggested Clause: DST/DIT and any third-party reviewer shall review submitted deliverables within fifteen (15) working days of submission. If written observations are not provided within such period, the deliverable shall be deemed accepted for payment purposes, without prejudice to the bidder's obligation to rectify subsequently identified defects covered under warranty/support obligations.	As per RFP.

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186	VOL 1	Clause 7.4.7 and Clause 7.4.12, Page 50	50	The Performance Security may be forfeited by the Authority in the event of any breach or negligence or non-observance of any terms and conditions of the Agreement or for unsatisfactory performance by the Selected Bidder. The Performance Security shall be appropriated by the Authority as liquidated damages attributable to the breach or negligence or non-observance of any terms/ conditions of the Agreement by the Selected Bidder. In Case, If the tenderer terminates the bidder from the service, the performance security of the bidder would be forfeited.	It is respectfully requested to clarify that PBG forfeiture shall be proportionate and limited to material, bidder-attributable, uncured breach after written notice and opportunity to cure, and shall not be in addition to LDs/SLA penalties for the same event. Suggested Clause: Performance Security may be invoked only for material, bidder-attributable and uncured breach after written notice and reasonable opportunity to cure. Any invocation shall be proportionate to the direct loss/undisputed amount attributable to such breach and shall not duplicate LDs, SLA penalties or other recoveries for the same event.	As per RFP.
187	VOL 1	3.2.5	26	The bidder should onboard and integrate at least 400 APIs from various departments to the proposed API Gateway solution.	Can we have the complete list or % ratio of the 400 APIs/services, categorized as: REST APIs SOAP Services Event/Messaging Services Batch Integrations FTP/SFTP MQ Database File-based integration Any Other	As per RFP.
188	VOL 1	3.2.5	26	The bidder should onboard and integrate at least 400 APIs from various departments to the proposed API Gateway solution.	Can we have the complexity breakdown (% ratio) of the 400 APIs/services, categorized as: High Complexity Medium Complexity Low Complexity	As per RFP.
189	VOL 1	3.2.10	27	Any additional features required to meet the objectives of the project, even if not explicitly mentioned, shall be included in the scope of the bidder without any additional cost.	Maximum Number of APIs	As per RFP.
190	VOL 1	3.2.10	27	Any additional features required to meet the objectives of the project, even if not explicitly mentioned, shall be included in the scope of the bidder without any additional cost.	What is the expected API growth over the next five years?	As per RFP.
191	VOL 1	3.2.5	26	The bidder should onboard and integrate at least 400 APIs from various departments to the proposed API Gateway solution.	Out of the proposed minimum 400 APIs, how many are: Already available? New APIs to be developed?	As per RFP.
192	VOL 1	3.2.5	26	The bidder should onboard and integrate at least 400 APIs from various departments to the proposed API Gateway solution.	Is redevelopment of existing APIs in scope, or only onboarding and governance?	As per RFP.
193	VOL 1	3.2.6	26	The platform should be built to facilitate easy integration with major national Digital India platforms that use API Setu, such as DigiLocker, UMANG, MyScheme, and Aadhaar related services.	Please share list or No. of Systems/Applications to be Integrated	As per RFP.

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194	VOL 1	3.1	23	Introduction	Is there any existing Enterprise Service Bus (ESB) or Integration Platform/API Gateway/API Management solution currently being used? If yes, please provide product details and the number of existing integrations If yes, please specify the product and its version	As per RFP.
195	VOL 1	3.1	23	Introduction	What Identity Management solution is currently deployed? E.g. LDAP/AD/Azure AD etc	As per RFP.
196	VOL 1	3.1	23	Introduction	Will the infrastructure (Servers, Storage, Load Balancers, Kubernetes, OS, Database) be provided by the department, or should it be supplied by the bidder?	As per RFP.
197	VOL 1	3.1	23	Introduction	Is implementation of any Database part of scope? If yes, Which enterprise database(s) are approved for use? PostgreSQL Oracle MS SQL MySQL Others	As per RFP.
198	VOL 1	3.1	23	Introduction	Will SSL certificates be provided by the department, or should bidders include them in their proposal?	As per RFP.
199	VOL 1	3.3.4	27	The production environment shall provide a minimum of 99.95% monthly uptime, with failover mechanisms to ensure continuous service availability in case of a single point of failure.	Will the DR infrastructure already exist, or is the bidder expected to establish it?	As per RFP.
200	VOL 1	3.3.2	27	The system shall be capable of handling a minimum of 1000 API calls/ Requests per Second (RPS). The system shall sustain this throughput with no more than 5% error rate and without performance degradation.	Please provide: Peak Transactions Per Second (TPS) Average TPS Concurrent Users Daily API Calls Monthly API Calls	As per RFP.
201	VOL 1	3.3.1	27	Latency	Will the platform be expected to support file uploads/downloads exceeding 100 MB?	As per RFP.
202	VOL 1	3.2.8	26	Message Queue Capability in API Hub	Does the department currently have an enterprise messaging platform such as: Kafka RabbitMQ IBM MQ ActiveMQ	As per RFP.
203	VOL 1	3.2.8	26	Message Queue Capability in API Hub	Is the bidder expected to provide the messaging platform, or only integrate with an existing one?	As per RFP.
204	VOL 1	3.3.12	28	Observability & Monitoring Requirements	Kindly specify the existing enterprise monitoring solution: Prometheus Grafana ELK/OpenSearch Splunk Dynatrace AppDynamics Others	As per RFP.

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205	VOL 1	3.3.12	28	Observability & Monitoring Requirements	What is the expected log retention period?	As per RFP.
206	VOL 1	3.3.16	29	The bidder shall design, implement, and maintain fully segregated Development (DEV), User Acceptance Testing (UAT), Sandbox/Pre-Production, and Production (PROD) environments to support the complete API lifecycle, ensuring strict isolation at infrastructure, network, application, and data levels; non-production environments shall not use live data and must implement appropriate data masking, anonymization, or tokenization techniques in compliance with applicable data protection regulations; the solution shall enforce role-based access control (RBAC), support controlled CI/CD-based promotion across environments with proper approvals, and provide independent monitoring, logging, and configuration management for each environment to ensure security, traceability, and operational integrity.	Is an enterprise CI/CD platform already available? If yes, please specify the product (e.g., Jenkins, GitLab, Azure DevOps).	CI/CD platform is not available. SI needs to procure all software and licenses to implement the suggested solution for this RFP.
207	VOL 1	3.3.16	29	The bidder shall design, implement, and maintain fully segregated Development (DEV), User Acceptance Testing (UAT), Sandbox/Pre-Production, and Production (PROD) environments to support the complete API lifecycle, ensuring strict isolation at infrastructure, network, application, and data levels; non-production environments shall not use live data and must implement appropriate data masking, anonymization, or tokenization techniques in compliance with applicable data protection regulations; the solution shall enforce role-based access control (RBAC), support controlled CI/CD-based promotion across environments with proper approvals, and provide independent monitoring, logging, and configuration management for each environment to ensure security, traceability, and operational integrity.	Will a centralized Git repository be provided by the department?	SI needs to procure all software and licenses to implement the suggested solution for this RFP.
208	VOL 1	3.3.9	28	Disaster Recovery	Please clarify the required deployment topology: Active-Active Active-Passive Multi-site Active-Active	As per RFP.

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209	VOL 1	3.3.16	29	The bidder shall design, implement, and maintain fully segregated Development (DEV), User Acceptance Testing (UAT), Sandbox/Pre-Production, and Production (PROD) environments to support the complete API lifecycle, ensuring strict isolation at infrastructure, network, application, and data levels; non-production environments shall not use live data and must implement appropriate data masking, anonymization, or tokenization techniques in compliance with applicable data protection regulations; the solution shall enforce role-based access control (RBAC), support controlled CI/CD-based promotion across environments with proper approvals, and provide independent monitoring, logging, and configuration management for each environment to ensure security, traceability, and operational integrity.	Kindly provide infrastructure sizing expectations for: Development SIT UAT Pre-Production Production Disaster Recovery	SI will estimate and suggest an infra sizing for Production. This infra will be provided by GSDC. SI will have to suggest sizing for non-prod environments also.
210	VOL 1	3.1	23	The solution shall support Declarative Configuration capabilities, enabling the Government of Gujarat to export, backup, restore, and migrate all APIs, policies, routes, certificates, logs, configurations, and related settings in standardized YAML and/or JSON formats at any time without dependency on proprietary tools, formats, or licensed utilities.	Kindly clarify whether the requirement for export in standard YAML/JSON format applies to API definitions only, or also includes runtime configurations, security policies, certificates, analytics, audit logs, and operational metadata	As per RFP.
211	VOL 1	3.1	23	The solution shall support Declarative Configuration capabilities, enabling the Government of Gujarat to export, backup, restore, and migrate all APIs, policies, routes, certificates, logs, configurations, and related settings in standardized YAML and/or JSON formats at any time without dependency on proprietary tools, formats, or licensed utilities.	Kindly clarify whether the intent is to avoid proprietary data formats, while permitting standard commercial COTS platforms for administration and lifecycle management.	As per RFP
212	VOL 1	3.2.1.2	23	API testing interface (similar to Postman)	Kindly clarify whether integration with industry-standard API testing tools will be considered compliant, or whether the functionality must be provided as a native feature of the API platform.	Corrigendum
213	VOL 1	3.2.1.2	23	SDK generation (Java, Python, JavaScript, PHP)	Kindly clarify whether SDK generation through OpenAPI-compliant external tooling is acceptable, provided generated SDKs support the required programming languages.	Corrigendum
214	VOL 1	3.2.1.3	24	Multi-level approval workflow (Dept → Admin → Super Admin)	Kindly clarify whether the approval workflow may be implemented through integration with enterprise workflow/BPM solutions, or whether it must be provided entirely within the API platform.	As per RFP.

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215	VOL 1	3.2.2.1	24	Load balancing algorithms (Round Robin, Least Connections, IP Hash)	Kindly clarify whether load-balancing capabilities are expected to be provided by the enterprise infrastructure (e.g., ADC/Ingress Controller/Load Balancer) or natively within the API Gateway platform.	As per RFP. While Load balancer will be provided by GSDC at an enterprise level, this Load Balancer reference is w.r.t. the API Gateway's internal load balancing.
216	VOL 1	3.3.5	28	All data processed and stored (logs, analytics, configuration) shall reside within the Gujarat State Data Centre (GSDC) or a GoI-approved cloud region within India, adhering to Gujarat State data Center Guideline.	Kindly clarify whether the deployment requirement mandates that both the management plane and runtime plane reside within the Government Data Centre, or whether the management plane may be hosted externally, provided that all application workloads, API execution, data processing, and data storage remain entirely within the on-premises environment.	as per RFP
217	VOL 1	2.2 Technical Evaluation (TQ) Criteria -- Clause 1.3 Page# 15.	15	The bidder should have experience in implementing at least 3 development projects where API Gateway should be integrated in any central / state Government / PSU/ Listed Company in India during the past five years from the date of bid submission and should be successfully running for min 3 years. Criteria Marks: 3 API Gateway 15 4 API Gateway 20 >= 5API Gateway 25 Apart of OEM – Supporting document – order copy of API gateway license. For OEM Supporting document – • Copy of the Work order/Purchase Order from any central / state Government / PSU/ Listed Company in India • Project Citation with Client details (Name, Designation, Contact Number, Email Id, etc.)	We humbly request to amend the criterion a. To count projects that are "Live / Operational (Go-Live achieved) as well as under-implementation as on the bid submission date" and b. To reduce the minimum operational period from 3 years to 1 year. Justification: A 3-year minimum running period is restrictive and excludes technically capable bidders with stable, well-functioning API Gateway implementations running for less than 3 years. API Hub / API Gateway is an emerging Digital Public Infrastructure capability, and most large-scale Government API Gateway programs have gone live within the last 1–3 years. Relaxing this to 1 year will widen competition without compromising the qualitative intent of the clause, which is to establish proven capability in API Gateway integration — not tenure alone.	Corrigendum

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218	VOL 1	2.2 Technical Evaluation (TQ) Criteria -- Clause 1.3 Page# 15.	15	The bidder should have experience in implementing at least 3 development projects where API Gateway should be integrated in any central / state Government / PSU/ Listed Company in India during the past five years from the date of bid submission and should be successfully running for min 3 years. Criteria Marks: 3 API Gateway 15 4 API Gateway 20 >= 5API Gateway 25 Apart of OEM – Supporting document – order copy of API gateway license. For OEM Supporting document – . • Copy of the Work order/Purchase Order from any central / state Government / PSU/ Listed Company in India • Project Citation with Client details (Name, Designation, Contact Number, Email Id, etc.)	We request that projects which went Live more than 5 years, and are under continuous O&M as on the bid submission date, also be considered as qualifying experience under this criterion. Justification: Limiting eligible experience strictly to projects initiated within the "last 5 years" excludes long-standing, continuously operational API Gateway implementations that demonstrate sustained, proven performance over an extended period — which is stronger evidence of capability. This modification allows genuinely experienced bidders with mature, currently-live implementations to qualify, without diluting the evaluation criteria.	Corrigendum
219	VOL 1	2.2 Technical Evaluation (TQ) Criteria -- Clause 1.3 & 1.4 Page# 15 & 16.	15,16	Projects for Clients in Central Government, State Government, PSU, or Listed Company in India	We request that relevant experience of implementing and operationalizing APIs/API integrations through an API Gateway for Government/Public Sector projects in the international market (awarded by not-for-profit entities registered under Section 3 of the UGC Act (India)) also be considered as qualifying experience along with Central/State Government, PSU, or Listed Company entities within India.	Corrigendum

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220	VOL 1	2.2 Technical Evaluation (TQ) Criteria -- Clause 1.4 Page# 16.	16	The bidder shall have successfully implemented and operationalized APIs/API integrations through an API Gateway in at least three (3) projects for any Central Government, State Government, PSU, or Listed Company in India during the last five (5) years from the date of bid submission. Live APIs Managed /Integrated Marks 251 – 500 :5 Marks 501 – 1000 :10 Marks more than 1000 :15 Marks supporting documents should be submitted as below. 1. Work Order/ Contract clearly highlighting the scope of work and value of the contract/ order 2. Project Completion Certificate / Go-Live Certificate / Client Certificate confirming successful implementation and operationalization of the API Gateway and number of APIs integrated . 3. Client Certificate clearly mentioning: - Name of the project and client organization. - Implementation of API Gateway. - Number of APIs integrated/operationalized (if applicable). - Project go-live date and current operational status.	We request that the scoring criteria be revised in one of the following ways: 1. Instead of "count of Live APIs Managed/Integrated" , please consider the "volume of API Transactions processed per day through the API Gateway", with appropriate transaction-volume slabs (Monthly average volume > 5 lakh transactions = 5 marks; > 10 lakh = 10 marks, etc.) replacing the proposed API count slabs. replacing the proposed API-count slabs. Justification: A mere count of APIs integrated is not a true indicator of the scale, robustness, or performance of an API Gateway implementation, since a small number of high-traffic APIs can represent significantly greater technical complexity and operational maturity than a large number of low-usage APIs. API transaction volume is a more objective and meaningful measure of real-world scale and reliability of the API Gateway solution, and is a more appropriate basis for differentiating bidder capability under this criterion. OR 2. The number of distinct consuming entities/organizations accessing APIs exposed through the bidder's API Gateway, with appropriate slabs for the number of consuming entities (e.g. Entity count greater than 500), as a valid indicator of scale and adoption. Justification: The number of consuming entities integrating with APIs exposed via the Gateway is a strong indicator of the platform's real-world scale, multi-tenant robustness, and adoption/reliability, and is a relevant complementary (or alternative) parameter to API count for assessing bidder capability. OR 3. Lower the slab for API count [(e.g., 50-100 (5 marks), 100-150 (10 Marks), 150+APIs(15 Marks)] as specialized national platforms (identity, KYC, pension, agri, insurance, etc) often expose fewer but very high transaction-volume APIs. Also, consider the cumulative API count	Corrigendum
221	VOL 1	2.2 Technical Evaluation (TQ) Criteria -- Clause 1.4 Page# 16.	16	supporting documents should be submitted as below. 1. Work Order/ Contract clearly highlighting the scope of work and value of the contract/ order 2. Project Completion Certificate / Go-Live Certificate / Client Certificate confirming successful implementation and operationalization of the API Gateway and number of APIs integrated . 3. Client Certificate clearly mentioning: - Name of the project and client organization. - Implementation of API Gateway. - Number of APIs integrated/operationalized (if applicable). - Project go-live date and current operational status	We request that a. where a Client Certificate is available but does not specifically capture API Gateway-related details (such as number of APIs integrated, API Gateway implementation confirmation, etc.), the bidder be permitted to submit a system-generated report from the API Developer Portal/API Registry of the implemented solution, in conjunction with a bidder self-declaration, as acceptable supporting documentary evidence in lieu of/in addition to the Client Certificate for such specific details b. For projects currently Under Implementation (i.e., not yet Go-Live), a bidder self-declaration — confirming project status, scope, and API Gateway implementation details undertaken to date — be accepted as adequate documentary evidence, in place of a Go-Live/Completion Certificate.	As per RFP.

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222	VOL 1	RFP Sec 2.2 — TQ Criterion 1.4, Supporting Documents & operational period Page# 14–16	14-16	Client Certificate to confirm API Gateway implementation, number of APIs integrated/operationalized, project go-live date and current operational status.	Request confirmation that (a) projects counted under 1.4 need only be Live / Operational as on the bid submission date (consistent with the amendment requested for 1.3, i.e., without a 3-year condition); and (b) a system-generated API developer-portal / registry report together with a bidder self-declaration is accepted where a client certificate does not state the exact API count.	As per RFP.
223	VOL 1	RFP Sec 2.1 read with Sec 2.2 (TQ 1.3) — alignment Page# 7	7	PQ #7 requires at least 3 API Hub / API Gateway integrations in the past 5 years (API Gateway as a component) with NO minimum operational-years condition; TQ 1.3 additionally requires the project be "running for a minimum of 3 years".	There is an inconsistency — a project accepted for pre-qualification (PQ #7) may be disqualified for technical scoring (TQ 1.3) solely due to the 3-year clause. Request that the eligibility basis be aligned, so that projects qualifying under PQ #7 are also counted for TQ 1.3 / 1.4 scoring, and the 3-year operational condition be removed / relaxed accordingly.	Corrigendum
224	VOL 1	RFP Sec 2.2 — TQ Criteria 1.3 & 1.4, definition of "API Gateway"		"API Gateway integration" — the acceptable platform/technology is not specified.	Request confirmation that implementation using any enterprise-grade API Gateway / API Management platform — whether commercial/COTS or open-source (e.g., Google Apigee, AWS API Gateway, Kong, WSO2, Azure API Management, MuleSoft) — qualifies under 1.3 and 1.4, provided the gateway was a functional component delivering API mediation / management.	As per RFP.
225	VOL 1	RFP Sec 2.2 — Minimum Technical Qualifying Marks (70/100) & weightage of 1.3 (25 marks)		Minimum technical qualifying score is 70 out of 100; API Gateway experience (1.3 = 25 marks + 1.4 = 15 marks = 40 marks) is heavily tied to multi-year operational projects.	FALLBACK request: Given the emerging nature of API Hub programmes, request the Department consider (a) reducing the minimum technical qualifying marks from 70 to 60, and/or (b) rebalancing the weightage (e.g., increasing the Technical Presentation / proposed-solution weight under 1.5), so that demonstrated solution capability is adequately assessed and competition is widened.	As per RFP.
226	VOL 1	8.6 Form 4: No Blacklisting		To be printed on INR 300/- Stamp Paper	As INR 300/- Stamp Paper is not available in Maharashtra region, request authority to confirm if we can use INR 500/- Stamp paper procured from Maharashtra.	The Bidder may execute the document on INR 500/- or higher non-judicial stamp paper, provided the stamp duty paid is not less than the amount prescribed in the RFP and the document is duly executed, notarized, and otherwise compliant with applicable law. No Refund shall be issued for the exceeding amount of the stamp paper.
227	VOL 1	8.7 Form 5: Not Terminated, Not Being Insolvent or In Receivership or Bankrupt		To be printed on INR 300/- Stamp Paper	As INR 300/- Stamp Paper is not available in Maharashtra region, request authority to confirm if we can use INR 500/- Stamp paper procured from Maharashtra.	The Bidder may execute the document on INR 500/- or higher non-judicial stamp paper, provided the stamp duty paid is not less than the amount prescribed in the RFP and the document is duly executed, notarized, and otherwise compliant with applicable law. No Refund shall be issued for the exceeding amount of the stamp paper.

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228	VOL 1	Clause 2.1 – Pre-Qualification Criteria, Point No. 4: Sales Turnover	11	Average annual turnover from System Integration / ICT Systems Development & Implementation work of more than INR 28 Crores during FY 2022-23, FY 2023-24 & FY 2024-25.	Request to relax minimum average annual turnover from INR 28 Crores to INR 20 Crores.	As per RFP.
229	VOL 1	Clause 2.1 – Pre-Qualification Criteria, Point No. 6: Technical Capability / Large Scale IT Projects	12	Bidder should have successfully completed qualifying projects for Government/PSU during the last five (5) years from the date of bid submission.	Request to extend project experience eligibility period from last five (5) years to last seven (7) years based on Work Order/Contract Award date.	As per RFP.
230	VOL 1	Section 2.1 – Pre-Qualification Criteria, Point No. 7	13	Bidder should have experience in implementing at least 3 API Hub or API Gateway integrations in software projects in Central/State Government/PSU/Listed Company in India during the past five years. API Gateway should be a component of the project.	Request to reduce requirement to at least 1 API Hub/API Gateway integration and allow Central/State Government/PSU/any private organization with minimum annual turnover of INR 500 Cr.	As per RFP.
231	VOL 1	Section 2.2 – Technical Evaluation Criteria, Point No. 1.2	15	Experience of Design, Development, Implementation & Maintenance of Software projects having minimum value of INR 5 Cr for Central/State Government Department/PSU in India during last 5 years. Marks: >=3 projects 15; 2 projects 10; 1 project 5.	Request to include Software/IT/ITeS/IoT projects and reduce project value from INR 5 Cr to INR 3 Cr.	As per RFP.
232	VOL 1	Section 2.2 – Technical Evaluation Criteria, Point No. 1.3	15	Bidder should have experience in implementing at least 3 development projects where API Gateway should be integrated in Central/State Government/PSU/Listed Company in India during past five years and successfully running for minimum 3 years. Scoring: 3 API Gateway = 15; 4 = 20; >=5 = 25.	Request to allow bidder/OEM experience for private organizations with minimum annual turnover of INR 500 Cr and revise scoring to 1 API Gateway = 15, 2 = 20, >=3 = 25.	As per RFP.
233	VOL 1	Section 2.2 – Technical Evaluation Criteria, Point No. 1.4	16	Bidder shall have successfully implemented and operationalized APIs/API integrations through API Gateway in at least 3 projects for Central Government, State Government, PSU, or Listed Company in India. Scoring: 251–500 APIs = 5; 501–1000 = 10; >1000 = 15.	Request to allow private organizations with annual turnover of INR 500 Cr, consider OEM credentials, and reduce API count slabs to 20–40 = 5, 40–70 = 10, >70 = 15.	As per RFP.
234	VOL 1	Section 2.2 – Technical Evaluation Criteria, Point No. 1.6 / Certifications	16	Bidder scoring for CMMI Level 3 and CMMI Level 4 and above. RFP also requires ISO 9001:2015 / ISO/IEC 27001:2022 under certification requirements.	Request to revise scoring: All ISO certificates = 5 marks and CMMI Level 3 or above = 5 marks; CMMI Level 4/5 not required.	Corrigendum

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
235	Volume 1	2. Eligibility 2.1 Pre-Qualification Criteria 2.2 Technical Evaluation (TQ) Criteria 2.2 Technical Evaluation (TQ) Criteria	Page #13, 15,16, 16	7. Experience in API Gateway related solution The bidder should have experience in implementing at least 3 API Hub Or API Gateway integration in software projects in any central / state Government / PSU/ Listed Company in India during the past five years from the date of bid submission. API Gateway should be a component of the project -- 1.3 The bidder should have experience in implementing at least 3 development projects where API Gateway should be integrated in any central / state Government / PSU/ Listed Company in India during the past five years from the date of bid submission and should be successfully running for min 3 years. - 3 API Gateway - 15 Marks - 4 API Gateway - 20 Marks - >= 5 API Gateway - 25 Marks -- 1.4 The bidder shall have successfully implemented and operationalized APIs/API integrations through an API Gateway in at least three (3) projects for any Central Government, State Government, PSU, or Listed Company in India during the last five (5) years from the date of bid submission. Live APIs Managed /Integrated - Marks - 251 – 500 - 5 Marks - 501 – 1000 - 10 Marks - more than 1000 - 15 Marks	1. The eligibility and technical scoring framework as currently structured across PQ Sr. No. 7 and TQ Criteria 1.3 and 1.4 imposes a combination of thresholds – three projects, three-year operational tenure, 1,000+ live APIs, and formal completion certificates – that, when applied cumulatively, effectively excludes a significant class of technically capable and experienced bidders. We respectfully submit the following consolidated clarification request, supported by specific technical and commercial rationale, and request the Authority to consider appropriate relaxations: (i) Ongoing / Active Projects in place of Completion Certificates: The current language under Criteria 1.3 and 1.4 requires a "Completion Certificate / Go-Live Certificate" from the client confirming successful implementation and operational status. We request the Authority to confirm that a Client Reference Letter, Go-Live Certificate, or a Work Order accompanied by a self-declaration of current status shall be accepted as equivalent documentary proof under both PQ Sr. No. 7 and TQ Criteria 1.3 and 1.4 for ongoing projects, provided the API Gateway component is explicitly mentioned therein. (ii) Reduction in Minimum Project Count from Three to One: TQ Criterion 1.3 requires experience across a minimum of three API Gateway projects, with scoring extending up to five or more. Given that enterprise-grade API Gateway platforms — such as those envisaged under this RFP (handling 400+ APIs, 1,000 TPS, Zero Trust, CERT-In compliance, multi-environment deployment at GSDC) — are inherently large, multi-year, and complex engagements, it is not common for an SI to have executed three such projects independently within a five-year window, especially within the Indian Government/PSU/Private Enterprise domain where such procurements are still nascent. The risk of restricting competition to only the largest national SIs — while excluding capable, specialized, and technically competent firms — is significant. We request the Authority to reduce the minimum qualifying threshold to one (1) API Gateway project with appropriate size/scope criteria (e.g., minimum contract value of INR 5 Crore or a defined minimum API count e.g. 50+), while retaining the higher-project scoring bands for merit differentiation during technical evaluation.	As per RFP.

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236	Volume 1	2. Eligibility 2.1 Pre-Qualification Criteria 2.2 Technical Evaluation (TQ) Criteria	Page #13, 16	7. Experience in API Gateway related solution The bidder should have experience in implementing at least 3 API Hub Or API Gateway integration in software projects in any central / state Government / PSU/ Listed Company in India during the past five years from the date of bid submission.	(iv) Attribution of API Gateway Experience to Either the SI Bidder or its Proposed OEM: The current pre-qualification and technical evaluation framework attributes all project experience solely to the bidding SI entity. However, in the Indian Government IT procurement ecosystem, it is a well-established and accepted practice for a System Integrator to leverage the OEM's product expertise, reference installations, and delivery track record as part of the combined bid value proposition — particularly for niche, specialized technology domains such as API Gateway platforms. An SI that proposes a mature, market-proven API Gateway OEM (e.g., WSO2, Kong, Apigee, MuleSoft, Azure APIM) and is authorized by that OEM via MAF effectively brings the full delivery ecosystem — including the OEM's support engineers, product certifications, and reference architecture — to the project. Excluding such OEM-attributed experience while accepting it for other technology components (servers, databases, security products) creates an inconsistency within the same RFP. We therefore request the Authority to confirm that API Gateway project experience and live API counts demonstrated by the proposed OEM — through the OEM's own direct project deliveries or through OEM-certified partner implementations — shall be considered eligible and attributable to the bidder's qualification under both PQ Sr. No. 7 and TQ Criteria 1.3 and 1.4, provided the bidder submits the OEM's MAF and a back-to-back support undertaking in the prescribed format. We submit that accepting the above relaxations will materially broaden competition, attract technically superior and specialized bidders, result in more competitive pricing for the Government, and ultimately produce a better outcome for the Gujarat State API Hub initiative — without compromising the technical quality or delivery assurance sought by the Authority.	As per RFP.
237	Volume 1	2.3 Technical Presentation	Page #17	The bidders will be called to demonstrate their proposed solution to the Authorities of Tender Evaluation Panel (and potentially other representatives of the Authorities) and DIT. The bidders will have to demonstrate their solution as per the scope defined in the tender document. During demonstration the bidder will be evaluated on below parameters:	1. Kindly clarify whether the bidder is required to submit the presentation as part of the Technical Bid submission itself, or whether the presentation is to be submitted only at the time when the bidder is invited for demonstration/ presentation of the proposed solution before the evaluation committee.	apended at the end: The presentation submitted as part of the Technical Bid shall form the basis of the presentation and demonstration before the Evaluation Committee.
238	Volume 1	2.3 Technical Presentation	Page #17	6 Demonstration of various use cases as per the scope of work and specification.	1. In order to ensure fairness, transparency, and adequate preparation by all bidders, we request the department to kindly specify the exact use cases, functional modules, and evaluation parameters that need to be demonstrated.	Corrigendum
239	Volume 1	3.2.1.2 API Development	Page# 22	☐ Mock API generation from specifications ☐ API scaffolding and code generation ☐ SDK generation (Java, Python, JavaScript, PHP) ☐ Postman collection export ☐ API testing interface (similar to Postman) ☐ Integration with Git repositories	1. Will SDK generation need to be customized as per department, or is a generic SDK generator sufficient?	Corrigendum
240	Volume 1	3.2.1.3 API Publishing	Page# 22-23	- Self-service API publishing workflow - Multi-level approval workflow (Dept → Admin → Super Admin) - API categorization (by department, domain, access level) - API tagging and metadata management - Staging-to-production promotion - Rollback capability for published APIs - API deprecation workflow with notification	Please clarify: 1. How many departments are expected to be onboarded? 2. Will there be one Admin per department or a central Admin? 3. What is the intended Super Admin role structure – one centralized authority or per cluster/domain?	As per RFP.

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241	Volume 1	3.2.4.1. Publisher Portal (API Provider Portal)	Page #24	☐ Notification mechanisms for events and alerts	1. Kindly clarify the scope and channels envisaged under the notification mechanism (such as Email, SMS, WhatsApp, Push Notifications, etc.). Further, please confirm whether the required third-party gateways/services (SMS, Email, WhatsApp, etc.) along with their licenses/subscription costs shall be provided by DST/Client or are expected to be arranged by the bidder.	Corrigendum
242	Volume 1	3.2.4.1. Publisher Portal (API Provider Portal)	Page #24	☐ Department-specific branding and customization	1. Kindly clarify the extent of department-specific branding and customization envisaged under this requirement. Specifically, please confirm whether this is limited to configurable UI elements (such as logos, themes, banners, and department details) or includes functional/custom workflow changes for each department. In case functional customization is required for individual departments, we request that such requirements be treated under a mutually agreed Change Request (CR) mechanism.	Corrigendum
243	Volume 1	3.2.4 Requirement of Portal	Page# 24 - 25	3.2.4.1. Publisher Portal (API Provider Portal) 3.2.4.2. Consumer Portal (API Marketplace) 3.2.4.3. Administrator Portal 3.2.4.4 Monitoring & Analytics Portal	Please clarify: 1. Are the four portals expected to be built using the API Gateway platform's native portal capabilities (configured and customized), or custom-developed as standalone web applications? 2. If native portals are used, what is the acceptable threshold of feature coverage through native capability vs. custom development? 3. For the Monitoring & Analytics Portal — is integration with standard tools (Grafana + ELK + Prometheus) acceptable, or must a single unified custom portal be developed? 4. Does 'department-specific branding' mean unique UI themes per department, or a single GoG-branded portal? 5. Will all four portals be hosted as separate applications or as modules within the same API Hub platform?	As per RFP.
244	Volume 1	3.2.5 Onboarding of APIs	Page# 25	The bidder should onboard and integrate at least 400 APIs from various departments to the proposed API Gateway solution.	1. We assume that list of the 400 APIs along with their detailed technical specifications (such as WSDL/OpenAPI specifications), interface documentation, data exchange formats, authentication mechanisms, and integration dependencies are readily available and provided to selected bidder prior to or at project kickoff. Kindly confirm. 2. Please clarify, who is responsible for backend system readiness and cooperation from individual departments?	As per RFP.
245	Volume 1	3.2.4 Requirement of Portal	Page #25	3.2.6 Interoperability The platform should be built to facilitate easy integration with major national Digital India platforms that use API Setu, such as DigiLocker, UMANG, MyScheme, and Aadhaar-related services.	Please clarify: 1. Which specific APIs from these national platforms are in scope for Year 1? 2. Is the bidder expected to handle credentials/API keys for national platforms or will DIT/GoG provide authorized access? 3. Will integration with GSTN, NPCI, FASTag mentioned in Section 1.1.9 be in scope during implementation or only as future-ready architecture?	As per RFP.
246	Volume 1	3.2.4 Requirement of Portal -- 3.3 Non-Functional Requirements (NFRs)	Page #26 Page #28	3.2.10 Additional Requirement Any additional features required to meet the objectives of the project, even if not explicitly mentioned, shall be included in the scope of the bidder without any additional cost. 3.3.17 Any additional features required to meet the objectives of the project, even if not explicitly mentioned, shall be included in the scope of the bidder without any additional cost.	1. We request the authority to kindly provide a clear and exhaustive scope of work, including all functional and non-functional requirements, deliverables, and integrations envisaged under this project. Further, it is requested that any requirement, feature, enhancement, integration, customization, or functionality not explicitly defined in the RFP should be treated as a Change Request (CR) and handled through a mutually agreed scope, timeline, and commercial mechanism.	As per RFP.

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247	Volume 1	3.3 Non-Functional Requirements (NFRs)	Page #27	3.3.5 Data Residency All data processed and stored (logs, analytics, configuration) shall reside within the Gujarat State Data Centre (GSDC) or a GoI-approved cloud region within India, adhering to Gujarat State data Center Guideline.	1. Kindly confirm whether the hosting infrastructure (servers, storage, network, virtualization, OS, DB licenses) at GSDC will be provided by GSDC/DST free of cost to the bidder, or whether the bidder must procure, size, cost, and supply this infrastructure as part of the Total Implementation Cost (Table B) of the Financial Bid. 2. If bidder has to procure then kindly provide year-wise below details to enable bidder for estimating the infrastructure sizing requirement: 2.1 Concurrent User Load 2.2 Number of Departments / Integrating Systems 2.3 Payload Size & Data Exchange Pattern 2.4 Log Retention & Storage Requirement 2.5 High Availability (HA) - (active-active or active-passive with % to DC site) 2.6 Monitoring & Observability Data Volume	GSDC will provide hosting & networking infra. Prod only. SI to suggest and procure all tools necessary for complete functioning of solution as per RFP.
248	Volume 1	3.3 Non-Functional Requirements (NFRs)	Page #27	3.3.7 VAPT (Vulnerability Assessment & Penetration Testing): The bidder shall ensure the platform passes mandatory third-party VAPT audits prior to Go-Live, with ongoing half yearly APT cycles managed as part of O&M.	1. Kindly clarify whether the cost of third-party VAPT audits (both pre-Go-Live and half-yearly during O&M) is to be borne by the bidder or the department.	Corrigendum
249	Volume 1	3.3 Non-Functional Requirements (NFRs)	Page# 27	3.3.9 Disaster Recovery: The API hub shall implement a robust Disaster Recovery (DR) mechanism to ensure business continuity with a Recovery Time Objective (RTO) of ≤ 15 minutes and Recovery Point Objective (RPO) of ≤ 5 minutes, supported by a geographically separated DR site in active-active or active-passive mode. All configurations, security policies, routing rules, and critical operational data shall be replicated in near real-time to the DR environment, ensuring minimal data loss and consistency.	The RFP requires RTO ≤ 15 minutes and RPO ≤ 5 minutes with 'geographically separated DR site in active-active or active-passive mode.' Please clarify: 1. Will GSDC provide the DR site infrastructure, or must the bidder arrange and fund the DR site? 2. If active-active mode is required, will the network connectivity between primary and DR sites be provided by GSDC? 3. Is there an approved secondary data center location for DR purposes?	Corrigendum
250	Volume 1	3.3 Non-Functional Requirements (NFRs)	Page #27	3.3.10 Single Point of Failure (SPOF) Elimination..... Continuous health monitoring, replication of configurations, and integration with ITSM tools such as ServiceNow and JIRA shall be implemented to detect, alert, and remediate failures proactively	1. Kindly clarify whether the licenses/subscriptions for third-party ITSM and project management tools such as ServiceNow and Jira, if required for integration under the project scope, will be provided by DST/Client or are expected to be arranged by the bidder. In case the bidder is required to provision these tools/licenses, we request the authority to specify the required modules, number of users, and intended usage scope for accurate technical and commercial estimation.	The selected SI shall ensure compliance with Service Desk and support requirements of the RFP. SI needs to procure all software and licenses to implement the suggested solution for this RFP.
251	Volume 1	3.3 Non-Functional Requirements (NFRs)	Page #27	3.3.12 Observability & Monitoring Requirements: The solution shall provide a comprehensive observability framework, including centralized logging, metrics monitoring, distributed tracing, and real-time alerting mechanisms. The bidder shall implement industry-standard tools such as ELK Stack or OpenSearch for logging, Prometheus and Grafana for metrics monitoring, and Jaeger or Zipkin for distributed tracing.	1. Kindly clarify whether the required observability and monitoring tools such as Elasticsearch / OpenSearch, Prometheus, Grafana, Jaeger, and Zipkin are expected to be provisioned by the bidder under the project scope, or whether the client will provide the required infrastructure/ platform/ licenses (if enterprise editions are required). Further, in case the bidder is required to provision and manage these tools, kindly specify whether open-source/community editions shall be acceptable or if enterprise/commercial subscriptions are mandatory.	SI needs to procure all software and licenses to implement the suggested solution for this RFP.

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252	Volume 1	3.3 Non-Functional Requirements (NFRs)	Page #27, 28	3.3.13 Performance Testing Requirements: The bidder shall conduct comprehensive performance testing, including load testing, stress testing, and endurance testing, prior to system acceptance. Load testing shall be performed at a minimum of twice the expected peak load to validate system scalability and robustness. Endurance testing shall be conducted over a continuous period of at least 24 to 48 hours to assess system stability under sustained load. The solution shall demonstrate the ability to handle a minimum throughput 1000 transactions per second (TPS), with an error rate not exceeding 5% and latency within the defined thresholds.	1. Kindly confirm whether bidder-conducted self-testing using standard performance testing tools and submission of the corresponding test reports shall be considered sufficient for compliance with this requirement, or whether any third-party audit, validation, or certification is mandatory. 2. In case third-party performance audit/validation is required, kindly specify the frequency and scope of such testing (load testing, stress testing, endurance testing, etc.) during implementation and O&M phases. Further, please clarify whether the associated cost for such third-party audits shall be borne by the bidder or by DST/Client.	As per RFP.
253	Volume 1	3.3 Non-Functional Requirements (NFRs)	Page #28	3.3.14 Capacity Planning & Scalability: The bidder shall provide a detailed capacity planning and scalability strategy for a minimum period of five years. This shall include projections of expected API traffic growth, infrastructure utilization trends, and scaling strategies to accommodate increased demand. The solution shall support dynamic scaling mechanisms to ensure optimal performance during peak loads while maintaining cost efficiency. Periodic capacity assessment reports shall be submitted to the Authority, along with recommendations for infrastructure augmentation, if required.	1. We assume that any infrastructure augmentation, scaling of compute/ storage/ network resources, and associated hardware/ software/ licenses recommended as part of periodic capacity assessment shall be arranged and borne by DST/Client, and shall not form part of the bidder's commercial scope unless explicitly specified.	GSDC will provide hosting & networking infra for Prod only. SI to suggest and procure all tools necessary for complete functioning of solution as per RFP.
254	Volume 1	3.3 Non-Functional Requirements (NFRs)	Page# 28	3.3.16 The bidder shall design, implement, and maintain fully segregated Development (DEV), User Acceptance Testing (UAT), Sandbox/Pre-Production, and Production (PROD) environments to support the complete API lifecycle, ensuring strict isolation at infrastructure, network, application, and data levels; non-production environments shall not use live data and must implement appropriate data masking, anonymization, or tokenization techniques in compliance with applicable data protection regulations; the solution shall enforce role-based access control (RBAC), support controlled CI/CD-based promotion across environments with proper approvals, and provide independent monitoring, logging, and configuration management for each environment to ensure <u>security, traceability, and operational integrity.</u>	The RFP mandates fully segregated DEV, UAT, Sandbox/Pre-Production, and Production environments with 'strict isolation at infrastructure, network, application, and data levels.' Please clarify: 1. Kindly confirm whether infrastructure DEV, UAT, Sandbox/Pre-Prod and DR environments (server, storage, network, OS, DB licenses) are to be provided by GSDC/DST free of cost to the bidder, or whether bidder needs to procure and arrange the same. 2. Is the Sandbox environment the same as Pre-Production, or are they distinct?	As per RFP.
255	Volume 1	3.3 Non-Functional Requirements (NFRs)	Page #28,29	3.4.2 Service Desk and Support Management The bidder shall establish and operate a centralized Service Desk with multi-level support (L1, L2, and L3), including a ticketing system, a defined escalation matrix, and clearly defined support availability. Critical services shall be supported on a 365x24x7 basis. The system shall be backed by Enterprise Support (OEM/Vendor Support) as well as Application & Technical Support (ATS) on a 365x24x7 basis, to ensure high availability, timely incident resolution, and continuous system operations.	Please clarify: 1. Is L1 support required to be manned by human agents, or is a portal-based self-service ticketing system sufficient for L1? 2. Does DIT have an existing ticketing system platform that the SI's ticketing system must integrate with? 3. If the SI must deploy a new ticketing tool, is there a preferred/mandated tool, or can the SI propose any ITSM solution? 4. What is DIT's estimated ticket volume per month for this API Hub (L1/L2/L3 combined)? 5. Must the Service Desk be physically staffed at DIT premises, or can it operate from the SI's center? 6. How many helpdesk executives required to deploy to provide service desk and support management? 7. Is the Service Desk scope limited to API Hub platform issues, or does it include integration support for department applications connecting to the API Hub?	Corrigendum

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
256	Volume 1	3.6 Technical Resource	Page #30	The Bidder shall deploy the minimum required qualified resources on a full-time basis at the site during the implementation phase of the project. Additional resources may operate offsite from the bidder's office. The development team shall be stationed onsite during the implementation phase. However, during the AMC/O&M phase, resources may operate offsite, except for the minimum number of resources mandated to remain onsite as specified. This is a continuous development project, and a monitoring team from DIT will oversee all development activities. The minimum resource requirements for the implementation phase (onsite) and O&M phase (onsite) shall be as per the table below: Resource Deployment Requirements during Implementation by Bidder	1. Kindly clarify whether the deployment of the minimum required qualified onsite resources (PM, Solution Architect, BA, Developer, Full Stack Developer, UI/UX Designer) during the implementation phase is mandatory for the entire implementation duration, or whether the onsite resource deployment may be optimized based on project milestones, phase-wise deliverables, and mutually agreed project execution plans.	As per RFP.
257	Volume 1	3.6 Technical Resource	Page #31	At least 50% of the proposed Operations & Maintenance (O&M) team members (minimum 2) shall be retained from the Project Implementation Team to ensure continuity, knowledge retention, and seamless support during the O&M phase.	1. Implementation Team roles (PM, Solution Architect, BA, Developer, Full Stack Developer, UI/UX Designer) only partially overlap with O&M roles (Technical Manager, Full Stack Developer, Product Expert/System Admin). It is unclear how 50% retention is to be demonstrated given the differing role titles between phases. Kindly clarify how the '50% retention from Implementation Team' requirement is to be satisfied/evidenced, given that the Implementation Phase and O&M Phase have different designated roles/titles.	As per RFP.
258	Volume 1	3.7 Training and Capacity Building 3.7.1 User Training	Page #31,32	Develop comprehensive training programs for IT officials of different departments to ensure they can effectively use the Onboard Departmental APIs. Provide training materials, including manuals, video tutorials, and live training sessions, to accommodate different learning preferences. 3.7.2 Capacity Building Build capacity (orientation training to government officials) at the Department level / Office Level to manage and operate the API gateway system independently. Offer advanced training for technical staff on maintaining and upgrading the system.	Please clarify: 1. How many government departments are expected to receive training, and what is the estimated total number of users to be trained? 2. How many batches are envisaged for providing of training? 3. What will the mode of training: Online or onsite? 4. In case of onsite training please provide the location list where training need to be conducted. 5. We assume that all required training infrastructure will be arranged by Department. Please confirm 6. Are training materials required in Gujarati or English, or both languages?	Trainings will be via training material & videos, webinars shall be conducted on an as needed basis. Training material will be in english (and where required, in gujarati as well). Training delivery shall be conduct3d by the BA resource.

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
259	Volume 1	3.8 Project Monitoring Reports (PMR)	Page# 32-33	3.8.1 Preparation Responsibility The Selected Agency / Bidder shall prepare the PMR in coordination with the deployed Project Manager. The Project Manager shall ensure accuracy and completeness of all details before submission. 3.8.2 Submission Authority PMRs shall be submitted to the Designated Nodal Officer of the Department (not below the rank of Deputy Secretary / HoD) through the Department's Project Monitoring Cell. A copy shall also be shared with DIT for record-keeping and validation. 3.8.3 Frequency of Submission a) Fortnightly (every 2 weeks) during the Implementation Phase (till Go-Live). b) Monthly during the O&M Phase. c) Special PMRs must be submitted immediately if a major delay, risk, or deviation is identified. 3.8.4 Contents of Project Monitoring Report.....	Please clarify: 1. Does 'sign-off from Department users' (Section 3.8.4g) mean individual department sign-off for each API onboarded, or a consolidated departmental sign-off per batch/phase? 2. Are PMRs to be submitted in both hard copy and soft copy, and if hard copy — must they be physically delivered to DIT Gandhinagar?	As per RFP.
260	Volume 1	4. Software License 4.1 License Type	Page #33,34	The proposed API Gateway solution and associated software components may be offered under Open-Source, Perpetual, Subscription-Based, or Hybrid licensing models. The proposed solution shall ensure interoperability, portability, compliance with Open Standards, and avoidance of vendor lock-in.	1. Section 4.1 allows Open-Source, Perpetual, Subscription-based, or Hybrid licensing models, but the Financial Bid format (Annexure 1, Table B1/B2 and Table C1) appears structured primarily around a core-based/TPS-based licensing model (e.g., Table C1 mentions '08 Core/Minimum 1000 TPS'), which may not directly apply to a pure Open-Source proposal with no per-core licensing. Kindly confirm how bidders proposing an Open-Source based API Gateway solution (with no OEM core-based licensing) should fill Table B2 and Table C1 of the Financial Bid format — e.g., whether 'NIL' / 'Included in Manpower & Support Cost' is an acceptable entry, or whether a revised financial format will be issued for Open-Source bids.	As per RFP.
261	Volume 1	5.4 Project Implementation Timeline	Page #38	(3) Design & development of 200 System APIs	Please clarify: 1. Are 'System APIs' pre-existing department APIs being onboarded/integrated, or new APIs to be designed and developed from scratch?	Corrigendum
262	Volume 1	5.4 Project Implementation Timeline 5.5 Service and Performance Penalty during O&M	Page #38	a. Capping of Penalties 1. Penalties shall be capped at 15% of the total contract value/implementation-phase milestone-based payments/quarterly O&M payable amount 5.5 Service and Performance Penalty during O&M Note: The overall penalty shall be capped at 15% of the quarterly O&M payment.	1. As per prevailing industry practices and standard government IT contracts, penalty caps are generally limited to 5% to 10% of the applicable contract value to ensure a balanced risk allocation between the client and the implementation partner. A penalty cap of 15% is relatively high and may create disproportionate financial exposure for the bidder. Therefore, we respectfully request the authority to kindly reconsider and revise the penalty capping from 15% to 5% of the applicable contract value / milestone payment / quarterly O&M payment.	As per RFP.

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks																														
263	Volume 1	5.5 Service and Performance Penalty during O&M	Page #39, 40	Security Breach/Data Theft High Severity Breach: Penalty : INR 14 Lakh per incident Medium Severity Breach: Penalty : INR 10 Lakh per incident Low Severity Breach: Penalty : INR 7 Lakh per incident	Please clarify: 1. Is each individual unauthorized access attempt treated as one incident, or is a coordinated attack treated as one incident? 2. How is 'breach due to bidder negligence' determined – will there be an independent forensic audit? 3. Will breaches originating from department-side applications routing through the API Gateway be attributed to the bidder? 4. Kindly clarify whether the fixed Security Breach penalties (INR 14L/10L/7L per incident as per Clause 5.5) are included within the overall 15% cap on quarterly O&M penalties, or whether these are levied over and above the 15% cap as a separate liability.	Corrigendum																														
264	Volume 1	6.12 Future Scaling Requirements for API Infrastructure	Page# 46	<table><thead><tr><th>Year</th><th>No. of APIs</th><th>Transaction (RPS)</th><th>Per Second</th><th>TPS Burst</th></tr></thead><tbody><tr><td>Year 1</td><td>Up to 400 APIs</td><td>Up to 1000 TPS</td><td></td><td>2000 TPS</td></tr><tr><td>Year 2</td><td>Up to 700 APIs</td><td>Up to 2000 TPS</td><td></td><td>3000 TPS</td></tr><tr><td>Year 3</td><td>Up to 1,000 APIs</td><td>Up to 3000 TPS</td><td></td><td>4000 TPS</td></tr><tr><td>Year 4</td><td>Up to 1,300 APIs</td><td>Up to 4000 TPS</td><td></td><td>5000 TPS</td></tr><tr><td>Year 5</td><td>Up to 1,500+ APIs</td><td>Up to 5000+ TPS</td><td></td><td>7000 TPS</td></tr></tbody></table> The proposed API Gateway solution shall be capable of scaling to the above requirements without requiring major architectural changes. The system shall support horizontal scalability to handle increased API volume, transaction load (RPS), and onboarding of additional portals/applications. Any scaling beyond the defined limits shall be supported through infrastructure and resource augmentation at the rates discovered through this tender, ensuring continuity of service without degradation in performance or availability.	Year	No. of APIs	Transaction (RPS)	Per Second	TPS Burst	Year 1	Up to 400 APIs	Up to 1000 TPS		2000 TPS	Year 2	Up to 700 APIs	Up to 2000 TPS		3000 TPS	Year 3	Up to 1,000 APIs	Up to 3000 TPS		4000 TPS	Year 4	Up to 1,300 APIs	Up to 4000 TPS		5000 TPS	Year 5	Up to 1,500+ APIs	Up to 5000+ TPS		7000 TPS	The future scaling table requires up to 1,500+ APIs and 5,000+ TPS by Year 5, with burst capacity of 7,000 TPS. The RFP also states the infrastructure must scale 'without requiring major architectural changes.' Please clarify: 1. Will GSDC guarantee infrastructure availability for Year 3–5 scaling requirements upfront? 2. How will 'major architectural changes' be defined — is horizontal scaling (adding nodes) considered a major change? 3. Must the initial deployment already be sized for Year 5 capacity, or can scaling be phased?	As per RFP.
Year	No. of APIs	Transaction (RPS)	Per Second	TPS Burst																																
Year 1	Up to 400 APIs	Up to 1000 TPS		2000 TPS																																
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Year 5	Up to 1,500+ APIs	Up to 5000+ TPS		7000 TPS																																
265	Volume 1	6.15 Failure of Performance and Mandatory Technology Replacement Provisions	Page #46,47	6.15 Failure of Performance and Mandatory Technology Replacement Provisions	1. Clause 6.15 imposes an obligation on the Bidder to bear 'All capital and operational expenditures' for complete platform replacement (including new licenses, OEM support, re-architecture) entirely at the Bidder's cost if the solution is found non-compliant after the 30-day cure period, with replacement to be completed within 60 days. This is a significant financial risk allocation that may not be factored into bid pricing without clarity on its likely invocation triggers. Kindly clarify the specific, objective, and measurable criteria/thresholds (e.g., number of SLA breaches, severity, frequency) that would trigger issuance of a 'formal Notice of Technical Non-Performance' under Clause 6.15.1, to enable bidders to assess and price this risk appropriately. Additionally, confirm whether this replacement obligation is over and above, or in lieu of, the SLA penalties already prescribed in Section 5.	As per RFP.																														
266	Volume 1	7.3 Payment Milestone - O&M Payment	Page #49	M8- Onsite Technical Professional with workstations for O&M for support and development of any new dashboard/ reports. Project Go-Live. - Quaterly Basis	1. The Payment Milestone M8 'Onsite Technical Professional... O&M... Quarterly basis' is without specifying the percentage/amount of O&M payment, unlike M1-M7 which have defined percentages of implementation cost. The total O&M cost computation basis (e.g., from Table C of Annexure 1) is not linked back to M8. Kindly confirm the payment computation basis/formula for the quarterly O&M payment under Milestone M8 — i.e., whether it equals 1/20th of the total quoted O&M cost (Table C, Annexure 1) per quarter over the 5-year O&M period, or some other formula.	Corrigendum																														

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267	Volume 1	7.4 Performance bank Guarantee (PBG)	Page #49	7.4.1 The successful bidder shall submit a single Performance Bank Guarantee (PBG) equivalent to 10% of the total contract value (including Implementation and Operations & Maintenance costs) as per this RFP.	Considering the long project tenure and the significant financial burden of blocking such a large amount upfront for the entire contract duration, we request the department to kindly reconsider this provision as per below 1. Reduce the overall PBG from 10% to 3% of the respective contract value, in line with prevailing industry practices and to encourage wider participation. 2. Split the PBG phase-wise instead of maintaining a single consolidated PBG for the entire contract period: - Implementation Phase: PBG equivalent to 3% of the implementation contract value, valid till Go-Live and warranty completion. - O&M Phase: Separate yearly PBG equivalent to 3% of the respective annual O&M value, to be submitted at the start of each O&M year. This approach will ensure adequate performance security for the department while reducing unnecessary financial strain on bidders and improving overall competitiveness.	As per RFP.
268	Volume 1	8.2 Annexure 2: Resource Qualification	Page #58	Annexure 2 (Resource Qualification) Note states CVs must be submitted 'in the prescribed format provided in Annexure-5', but the Table of Contents and Section 8 list the CV format as 'Annexure-3' (Section 8.16), and there is no Annexure-5 in the RFP document.	1. Kindly confirm the correct Annexure number for the Curriculum Vitae (CV) format to be used for submitting resource CVs — the RFP Table of Contents lists it as Annexure-3 (Section 8.16) while Annexure 2's note refers to 'Annexure-5'. Please clarify this discrepancy.	In addition to meeting the minimum qualification criteria specified for the proposed manpower resources, the bidder shall submit the Curriculum Vitae (CV) of each proposed resource in the prescribed format provided in Annexure-3 of this RFP. The CVs must clearly demonstrate compliance with the required qualifications, experience, and relevant certifications as mentioned in the RFP.
269	Volume 1	General		Bid Submission Date	1. We request that a minimum period of 2-3 weeks be provided to all bidders for preparation and submission of bids AFTER the release of pre-bid query responses / corrigendum. Given the complexity and scale of the project, adequate time is essential to prepare a thorough, high-quality technical and financial proposal. This additional time will benefit the evaluation authority by attracting more competitive bids. Kindly consider.	As per RFP.
270	Volume 1	5.5 Service and Performance Penalty during O&M		The overall penalty shall be capped at 15% of the quarterly O&M payment.	Directorate of ICT is requested to capped the overall penalty @ 10%	as per RFP
271	Volume 1	5.4 Project Implementation Timeline		Capping of Penalties 1. Penalties shall be capped at 15% of the total contract value/implementation-phase milestone-based payments/ quarterly O&M payable amount	It is requested to capped the overall penalty and keep it @ 10%	as per RFP

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
272	Volume 1	6.3.1 Termination by the TENDERER /	42	The TENDERER, reserves the right to suspend any of the services and/or terminate this when-	ICT is requested to provide cure period to SI and modify this clause as follows: The TENDERER, reserves the right to suspend any of the services and/or terminate this, upon written notice to the breaching party if the breaching party fails to cure such breach within 45 days, when-	as per RFP
273	Volume 1	6.3.1 Termination by the TENDERER / RISK PURCHASE	42	e) In case the selected Bidder fails to deliver the quantity and/or service as stipulated in the delivery schedule, the Tenderer reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder.	Suggested Change: In case the selected Bidder fails to deliver the quantity and/or service as stipulated in the delivery schedule, the Tenderer reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder, where the cost of the substitute vendor/alternative source shall be limited to the fees payable to SI for the breached portion of quantity and /or services provided to tenderer" Reason: The cost of the substitute third party vendor's need to be capped.	as per RFP
274	Volume 1	6.3.1 Termination by the TENDERER /	42	j) In Case of termination of the bidder, the DST/DIT shall forfeit the bank guarantee (performance security) and may blacklist the bidder and/or the OEM.	In case of termination, tenderer is requested to specify and provide the 'list of the outcomes' when the BG shall be forfeit and the blacklisting will be done.	as per RFP
275	Volume 1	6.3.2 Consequences of Termination/		6.3.2.2 Nothing herein shall restrict the right of Purchaser to invoke the Purchaser Guarantee and other guarantees and pursue such other rights and/or remedies that may be available Purchaser under law or otherwise.	Tenderer is requested to specify and provide the list of circumstances on which the tenderer will invoke the Bank Guarantees.	as per RFP
276	Volume 1	6.4 Copyright and Intellectual Property Rights/	43	New Addition to address Pre-existing IPR	Customer acknowledges that in performing Services under this Agreement Service Provider may use Service Provider Pre-Existing IP. Notwithstanding anything to the contrary contained in the Agreement, Service Provider shall continue to retain all the ownership, the rights title and interests to all Service Provider Pre-Existing IP and nothing contained herein shall be construed as preventing or restricting Service Provider from using Service Provider Pre-Existing IP in any manner. To the extent that any Service Provider Pre-Existing IP or a portion thereof is incorporated or contained in a Deliverable under a Work Order under the Agreement, Service Provider hereby grants to Customer a non-exclusive, perpetual, royalty free, fully paid up, irrevocable license, with the right to sublicense, to use, copy, install, perform, display, modify and create derivative works of any such Service Provider Pre-Existing IP in connection with the Deliverables and only as part of the Deliverables in which they are incorporated or embedded. The foregoing license does not authorizes Customer to (a) separate Service Provider Pre-Existing IP from the Deliverable in which they are incorporated for creating a standalone product for marketing to others; (b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the Service Provider Pre-Existing IP in favour of any person, and/or (c) reverse compile or in any other way arrive at or attempt to arrive at the source code of the Service Provider Pre-Existing IP.	as per RFP

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277	Volume 1	6.4 Copyright and Intellectual Property Rights		New Clause Addition	Open-Source Software and Third-Party Materials- Any Third-Party Material and Open-Source Software (OSS) shall be subject to the terms and conditions set forth by the respective licensing terms in lieu of the provisions of this Agreement. If the SI has agreed to provide certain Third Party Material or OSS in a Work Order to be used by Customer for the receipt of the Services or as part of a Deliverable, SI does not provide any warranty, representations or indemnity in respect of such Third Party Material, save and except to the extent such warranty, representation or indemnity is contained within the respective license terms of such Third Party Material, which shall be passed through to Customer instead of the provisions of this Agreement. Customer hereby releases Service Provider from any claims, obligation or liabilities or arising out of any use of such Third-Party Material.	Bidders may propose open-source or third-party components as permitted under the RFP, provided all licensing, compliance, support, security, and usage obligations are fulfilled by the bidder and do not impact project continuity or DST/DIT rights.
278	Volume 1	6.10 Extension of Contract period	43	The contract shall initially be valid for a period of five (5) years from the date of signing. The Purchaser reserves the right to extend the contract for an additional period of [one (1) to two (2) years], on the same terms and conditions, based on satisfactory performance of the bidder and mutual agreement between both parties.	Suggested Change: The contract shall initially be valid for a period of five (5) years from the date of signing. The Purchaser Parties reserve the right to extend the contract for an additional period of [one (1) to two (2) years], on the same mutually agreed terms and conditions, based on satisfactory performance of the bidder.	as per RFP
279	Volume 1	6.13 Force Majeure	46	Neither party shall be liable for failure to perform obligations due to events beyond reasonable control, including natural disasters, war, pandemics, cyber-attacks, or government restrictions. •Notification shall be provided within reasonable time •Mitigation efforts shall be undertaken •If the event continues beyond 60 days, the TENDERER may terminate the contract	ICT is requested to suitably modify this as follows: Neither party shall be liable for failure to perform obligations due to events beyond reasonable control, including natural disasters, war, pandemics, cyber-attacks, or government restrictions. •Notification shall be provided within reasonable time •Mitigation efforts shall be undertaken •If the event continues beyond 60 days, the TENDERER Parties may terminate the contract Reasons: Request mutual termination provision in case of any force majeure event.	Force majeure provisions shall be governed as per the RFP.
280	Volume 1	7. Payment Terms	47	l) The payment will be done after deducting penalty if any as per this RFP within 30 days of submission of the undisputed invoices raised to client (with all required supporting documents) or receipt of written clarifications on the invoice sought by the purchaser whichever is later, after duly complying all the guidelines of this RFP and subsequent agreement	For payments not made within the period agreed upon, Service Provider will without prejudice to any other remedies that it may have in this regard charge interest @1.5% per month calculated from the date the payment became due until the recovery is made in full with interest or the rate set out by applicable law. Any disputes in invoices shall be communicated by Customer within five (5) days of receipt of invoice, otherwise the invoices shall be deemed to be undisputed. Without prejudice to the other rights available, Service Provider also reserves the right to withhold the provision of Services till such time all the payments due to it under this Agreement have been made by Customer and any such withholding by Service Provider shall not be treated as breach by it of the provisions of this Agreement.	as per RFP

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
281	Volume 1	Confidential Information		New Propose Clause Addition	Each Party (in such capacity, the "Receiving Party") acknowledges and agrees to maintain the confidentiality of Confidential Information (to be defined) provided by the other party (in such capacity, the "Disclosing Party") hereunder or under any Work Order. The Receiving Party shall not disclose or disseminate the Disclosing Party's Confidential Information to any person other than those employees, agents, contractors, subcontractors and licensees of the Receiving Party, or its affiliates, who have a need to know it in order to assist the Receiving Party in performing its obligations, or to permit the Receiving Party to exercise its rights under this Agreement or any Work Order. In addition, the Receiving Party (i) shall take all reasonable steps to prevent unauthorized access to the Disclosing Party's Confidential Information, and (ii) shall not use the Disclosing Party's Confidential Information or authorize other persons or entities to use the Disclosing Party's Confidential Information, for any purposes other than in connection with performing its obligations or exercising its rights hereunder or under any Work Order. As used herein, "reasonable steps" means steps that a party takes to protect its own, similarly confidential or proprietary information of a similar nature, which steps shall in no event be less than a reasonable standard of care. The provisions of this Section respecting Confidential Information shall not apply to the extent, but only to the extent, that such Confidential Information is: (a) previously known to the Receiving Party at the time of disclosure, or (b) independently developed by the Receiving Party without reference to Confidential Information of the Disclosing Party, (c) disclosed to the Receiving Party by a third party without an obligation of confidentiality, or (d) already in or subsequently comes into the public domain (other than as a result of a breach of this Agreement); (e) required to be disclosed by the Receiving Party by law, regulation, court order or other legal process. The obligations under this Section shall continue for a period of three (3) years from the date of termination/ expiration of the Agreement.	as per RFP
282	Volume 1	Indemnity		New Propose Clause Addition	Customer will defend, indemnify and hold harmless the Service Provider, applicable Service Provider affiliates ("Service Provider Indemnified Party") from and against any third party suit, proceedings damages, judgments, cost and expenses (including reasonable attorney fees) relating to any infringement claim by a third party to the extent based on any Customer Materials or Third Party Materials provided by the Customer to Service Provider by or on behalf of Customer or the access and use by Service Provider of any Customer provided software or material in connection with Service Provider's performance of Services hereunder without breaching the terms of this Agreement. Each party (in the capacity as Indemnifying Party) will defend, indemnify and hold the other party, its affiliates, directors, officers and employees (in the capacity of Indemnified Party) from and against any third-party claim, demand, suit, proceeding, cost and expenses therewith to the extent such demand, claim or action relates to or is based on a) any personal injury, death or damage to tangible property caused by the negligence or wilful misconduct of the Indemnifying Party or its agents and representatives, in the performance of this Agreement, unless caused by the negligence or misconduct of the other party/it's personnel; b) breach of confidentiality obligations under this Agreement, except claims pertaining to violations of data privacy obligations.	as per RFP

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
283	Volume 1	Limitation of Liability		New Propose Clause Addition	Neither party shall be liable to the other for any special, indirect, incidental, consequential, exemplary or punitive damages, loss of profits or revenue, loss of business whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages. The total aggregate liability of either party arising from or relating to any breach under this Agreement shall be lesser of 1) the total value of Work Order; or 2) the twelve months fees paid to the Service Provider immediately preceding the date such liability arose pursuant to the Work Order/ that gives rise to such liability (the "General Cap"). Notwithstanding any other provision in this Agreement, as an independent limitation of liability from the General Cap, Service Provider's total liability for any losses, claims, penalties, etc. whether in contract, in tort (including breach of warranty, negligence and strict liability in tort) or otherwise, arising from or in connection with a breach of its obligations with respect to data privacy and security under this Agreement, or otherwise in respect of any applicable data privacy laws, including any indemnity obligations or fines and penalties, shall not in any event exceed in the aggregate an amount equal to the fees paid or payable by Customer under the relevant SOW in the twenty-four (24) month period immediately preceding the event under which the liability first arose (the "Super Cap"). Service provider shall not incur liability for delay or failure to perform, if and to the extent that such delay or failure is caused by (i) service provider's reasonable reliance on any written direction from customer; (ii) any delay or failure of obligations that is a responsibility of customer (iii) force majeure events including but not limited to acts of god, nature, pandemics, war, or lockdowns	as per RFP
284	Volume 1	Non-Solicitation		New Propose Clause	Service Provider and Customer each agree that during the time that Service Provider personnel or Customer employees are associated with the Services hereunder and for a period of one (1) year after such person ceases to be so associated, neither Service provider nor Customer shall, directly or indirectly, solicit for hire or knowingly hire or retain the personnel of the other party as an employee or independent contractor or through a third party vendor or service provider, except with the prior written consent of the other party. The above prohibitions shall not apply to any change in employment status that arises by reason of operation of law, or to any general job posting or advert not specifically directed to such personnel.	as per RFP

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
285	Volume 1	Deemed Acceptance		New Propose Clause	If the Service Provider is responsible for creating Deliverables under a Work Order, Service Provider shall deliver all Deliverables (in accordance with the applicable Work Order) as per the Specifications, upon completion, to Customer for testing and acceptance if the Deliverables meet their Specifications. Unless a different procedure for testing and acceptance is set forth in a Work Order, Customer shall immediately commence acceptance testing following its receipt of the Deliverables. Upon completion of such testing, within a reasonable time as set out in the Work Order and in the absence thereof not later than 10 days from the receipt of the Deliverables ("Acceptance Period"), Customer shall issue to Service Provider notice of acceptance or rejection of the Deliverables. In the event of rejection due to non- compliance with its Specifications, Customer shall give its reasons for rejection to Service Provider in reasonable detail. Service Provider shall use all commercially reasonable effort to correct any nonconformities and resubmit the rejected items for acceptance testing and the foregoing procedure shall be repeated until the acceptance is complete. Notwithstanding the foregoing the Deliverables shall be deemed to be accepted if: (a) the Service Provider does not receive any notice of acceptance or rejection within the Acceptance Period, or (b) Customer starts using the Deliverables in a live production environment (other than as part of agreed review and acceptance testing procedure, such as UAT). Service Provider shall have no liability or obligation under this Section for the delay in completing acceptance tests or failure of the acceptance tests to the extent such delay or failure is determined to be due to reasons not attributable to the Service Provider.	as per RFP
286	Volume 1	General		Scope	If available, kindly share Interface/API Catalog i.e the list of integrations between each Source and Target (e.g DigiLocker, UMANG, MyScheme, any SAP/ERP, CRM Systems and Aadhaar-related services etc), covering below details : 1. Functional area/module 2. Require Data transformation 3. Integration pattern(Real time/Messaging) 4.Frequency 5.Objects Model/No. of fields/File size 6. API Protocol(REST/SOAP/gRPC, GraphQL, WebSocket etc)	Integration readiness and dependencies of external/national platforms shall be assessed during the Discovery phase. Necessary coordination shall be facilitated by DST/DIT wherever required.
287	Volume 1	General		Scope	Out of 400 APIs that's to be developed, for how many of them API Specifications (contracts) ready and available on API Setu ? Are these OpenAPI Swagger based ? Out of 400 APIs, for how many of these will be messaging based ? Also, Specify the TPS required for such APIs? Also, Please specify if you are looking for flexible licensing for other integration requirements ?	The proposed solution shall support flexible and scalable integration capabilities to accommodate future integration requirements without major architectural changes.
288	Volume 1	Section 3.2.5		API Strategy	Are APIs predominantly new builds, reuse, or migration from existing systems?	The APIs may include onboarding, integration, exposure, reuse, enhancement, or enablement of departmental APIs as identified during Discovery and Requirement Gathering.
289	Volume 1	Section 3.2.5		API Governance	Is there a requirement for API categorization (department-wise/service-wise)	as per RFP

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290	Volume 1	General		Scope	Can we assume that all Systems involved (i.e DigiLocker, UMANG, MyScheme and Aadhaar-related services) are ready for API-based integrations, and there will be no parallel development /projects dependencies that will impact the Execution plan of this Project ?	Integration readiness and dependencies of external/national platforms shall be assessed during the Discovery phase. Necessary coordination shall be facilitated by DST/DIT wherever required.
291	Volume 1	General		Design	Kindly provide the current integration landscape architecture (AS-IS) if available including application architecture, including existing middleware, API gateways, and messaging systems ?	as pe RFP
292	Volume 1	General		Scope	Is multilingual support required for citizen-facing APIs?	as per RFP
293	Volume 1	General		Scope	Are there standard API governance guidelines or API design templates in place?	The selected SI shall propose API governance standards, design templates, and lifecycle processes aligned with the RFP, MeitY API Setu, and applicable Government guidelines.
294	Volume 1	General		Support	with respect to 3.4.2 Service Desk and Support Management - Please clarify Operational coverage required , like e.g 24x7/16x5, on-desk business hours support and rest on-call support ?	corrigendum
295	Volume 1	General		Timeline	5.4 Project Implementation Timeline and 7.3 Payment Milestone does not look completely aligned. Section 7.3 is 7 month plan while Section 5.4 is 6 month duration roughly . Please confirm which timeline to consider, Or exact timelines will be discussed and finalized during initial planning phase and mutually agreed.	as per RFP
296	Volume 1	General		Scope	What are the primary objectives of the API Hub initiative, including expected outcomes for citizen services, inter-department integration, and external API exposure?	as per RFP
297	Volume 1	Section 3.2.8		Messaging	Is there a preferred enterprise messaging standard (IBM MQ/Kafka/JMS) or existing messaging infrastructure to leverage?	as per RFP
298	Volume 1	Section 3.2.8		Messaging	What are the expected message volumes, TPS, payload sizes, and requirements for retry, DLQ, and persistence?	MQ volumetrics and message size distribution will be determined based on departmental onboarding, integration use cases, and transaction volumes during implementation.
299	Volume 1	Section 3.3		Infrastructure	What is the expected deployment model (On-Prem GSDC / Hybrid / Cloud) and number of environments (Dev/SIT/UAT/Prod/DR)?	Corrigendum
300	Volume 1	Section 3.6		Resources	Technical SMEs /Business Stakeholders to be available during various project phases to address clarification required to the SI including but not limited to Design, Execution plan, testing, compliance related to MeitY API Setu, CERT-In, OWASP, NIST, Zero Trust, and GoG Data Sharing etc	as per RFP

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301	Volume 1	Section 3.5		Governance	Is there a centralized API governance body/CoE for approvals, lifecycle control, and policy enforcement?	Project governance, approval workflows, and stakeholder roles shall be finalized during project initiation in consultation with DST/DIT and participating departments.
302	Volume 1	General		Governance	Please share the list of tools that would be provided by GoG for the execution of this project (for ex. Performance, security, Project Management etc..)	The selected SI shall provision and integrate tools required to meet RFP requirements, unless specifically provided by DST/DIT.
303	Volume 1	Section 6.12	46	Future Requirement	Table E pn Page 53 does not match the TPS table with future scaling requirements. Also, Please confirm if Table E is for additional scaling costing only and is not considered to be purchased for 1st year.	as per RFP
304	Volume 1	Section 3.3.5		Data Residency	We assume that API Management Solution along with its components should be deployed in Gujarat State Data Centre only. Please confirm?	yes
305	Volume 1	Section 3.2.4.1		Portal	Please confirm if Department-specific branding requirement is on the portal which is provided to Subscribers with API Documentation or is it for internal API Developer Studio?	as per RFP
306	Volume 1	Section 3.2.3.1		Design & Architecture	Digest Authentication normally relies on SHA-1 which is vulnerable to Man in the Middle attacks. Please Confirm if it is a mandate to implement Digest Authentication or this can be blocked from API Gateway.	as per RFP
307	Volume 1	Section 3.2.4.1		Design & Architecture	w.r.t 'consent-based data sharing mechanisms including consent capture, validation, storage, and audit trails' - We assume it requires OAuth based Authentication for the Portal. Please confirm if this understanding is correct ? Also, Since there is no PII Data stored within API Connect - Hence Consent rules are not applicable for API Connect ? Please confirm. Also, Please confirm if bidder has to provide IAM to capture consent?	"Consent mechanism will be built of portals/systems that will integrate with the API Hub. API Hub will only exchange the data. API Hub will maintain logs of all activity related to data exchange via API."
308	Volume 1	General		Design & Architecture	There are no requirements specifying Message format transformation or any other transformations. Please confirm if there are any transformation requirements apart from Protocol conversion . Also, Please confirm if Protocol conversion is not from HTTPS to TCP?	The detailed transformation and protocol conversion needs shall be assessed during the Discovery and Solution Design phase.
309	Volume 1	General		Design & Architecture	Given there are multiple projects are going on. Please confirm if you need Integration Platform which can provide Kafka, MQ, Transformation Layer along with Integration Platform ?	as per RFP

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310	Volume 1	Section 3.2.1.1		Design & Architecture	API Design Requirements: Support for RAML and API Blueprint formats - Can you please clarify on specific support for RAML? OpenAPI is new standard for APIs and RAML, API Blueprints may require Vendor Lockin. Although they are not major release feature is expected and may require Vendor lockin. Please confirm if Vendor Lockin for RAML is fine with the department ?	OpenAPI Specification (OAS) shall be the mandatory standard for API definition and documentation. Support for RAML and API Blueprint may be provided for interoperability and migration purposes, wherever available. The proposed solution shall not introduce vendor lock-in, and all APIs shall be exportable and interoperable using the OpenAPI Specification.
311	Volume 1	Section 3.2.1.3		Design & Architecture	API Publishing: Multi-level approval workflow (Dept → Admin → Super Admin) -- Are we referring to varied accesses to publish an API followed by approval of this subscription? Do we have such roles defined in the system's IDP? Alternatively, is single process approval will be acceptable ?	as per RFP
312	Volume 1	Section 3.2.4.1		Design & Architecture	Publisher Portal (API Provider Portal): Subscription management with approval workflow - Are we referring to varied accesses to subscribe an API followed by approval of this subscription? Do we have such roles defined in the system's IDP?	as per RFP
313	Volume 1	Section 3.2.4.1		Design & Architecture	Publisher Portal (API Provider Portal): Department-specific branding and customization - Are we expecting multiple portals based on department? Can you please help elaborate	as per RFP
314	Volume 1	Section 3.2.4.2		Design & Architecture	Consumer Portal: Support ticketing system - Are we expecting integration from API Connect to DST's ticketing system? Or a ticketing system which helps raising tickets for APIM. Can you please share details with ITSM tools expected to be part of the solution	The selected SI shall ensure compliance with Service Desk and support requirements of the RFP.
315	Volume 1	Section 3.2.4.2		Design & Architecture	Consumer Portal: Recommendation engine - Can you please elaborate on this point?	as per RFP
316	Volume 1	Section 3.2.5		Design & Architecture	Onboarding of APIs: Assuming that all the API artefacts are already available for getting onboarding onto the new API Management platform. Please confirm	API artefacts, specifications, readiness, and dependencies shall be identified during Discovery and Requirement Gathering by SI with support from stakeholder departments.
317	Volume 1	Section 3.2.8		Design & Architecture	Message Queue Capability in API Hub: Message persistence to prevent data loss - Assume retention policies are defined to retain / persist data on the system. Can you please help share the same? This will have an impact on the sizing of the platform	Message retention and persistence policies shall be finalized during Solution Design based on business, compliance, and sizing requirements.
318	Volume 1	Section 3.2.8		Design & Architecture	Message Queue Capability in API Hub: Asynchronous request processing through message queues - We see an explicit mention of Message Queues. Are we open to look at other messaging (topics) based solution as well?	as per RFP
319	Volume 1	Section 3.2.9		Design & Architecture	Security Requirements Enhancement - Please clarify the various security assessments to be owned by the Bidder (other than quarterly VAPT, annual security audits)	as per RFP

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320	Volume 1	Section 3.4.7		Infrastructure	Backup and Disaster Recovery Management: Please share the frequency of DR testing	DR environment will be provided and RTO and RPO will be maintained by GSDC. SI is expected to establish API Gateway to be fully functional with DR environment.
321	Volume 1	Section 3.4.11		Design & Architecture	Identity and Access Management (IAM): Please help share the IAM product being used. Does the management, administration of this IAM platform also be considered in scope?	as per RFP
322	Volume 1	Section 3.3.12		Observability & Monitoring Requirements	Is the use of Monitoring & Observability framework (centralized logging, metrics monitoring, distributed tracing, and real-time alerting mechanisms, SLA compliances) expected to be limited to integration platform only? Or is it intended for wider use in the landscape? Also if you can clarify if enterprise license of components like ELK is expected to be procured as part of the overall solutioning and commercials	as per RFP
323	Volume 1	Section 5.4		Project Implementation Timeline	Considering the scale and complexity of onboarding multiple departments, integrating up to 400 APIs, conducting security assessments, performance testing, UAT, and obtaining stakeholder approvals, the prescribed implementation timelines appear highly stringent. Request DST/DIT to confirm whether bidders may propose a detailed project implementation schedule based on industry best practices and actual onboarding dependencies, subject to approval by the Authority, without attracting penalties for mutually agreed revised timelines	Bidders shall comply with the implementation timelines specified in the RFP.
324	Volume 1	Section 3.4.2		Bidder shall establish and operate a centralized Service Desk with L1, L2 and L3 support, including a ticketing system.	Request DST to clarify whether the Service Desk is expected to be a dedicated project-specific helpdesk, ticketing tool? We recommend to leverage DST's existing enterprise-wide centralized Service Desk and Ticketing solution while the bidder owns the L1 ,L2,L3 support	The selected SI shall establish and operate the Service Desk as per RFP. Use/integration of existing DST/DIT tools, if available, shall be assessed during Discovery and Service Transition.
325	Volume 1	Section 3.4.2		Critical services shall be supported on a 365x24x7 basis.	Request DST to define the scope of "Critical Services" for the purpose of 24x7 support.	Critical services shall include API Hub platform services essential for availability, security, API traffic handling, monitoring, and services classified as critical during Solution Design and SLA finalization.
326	Volume 1	Section 3.4.2 & Clause 5.3.11		Multi-level support (L1, L2, L3) and incident response/resolution timelines.	Kindly confirm whether 24x7 support is required for all three support tiers (L1, L2 and L3) or whether only L1 monitoring and incident logging is required on a 24x7 basis, with L2/L3 support available on-call and engaged based on incident severity. We are assuming OEM support may be considered as L3 support under the proposed support model, please confirm.	corrigendum
327	Volume 1	Section 3.4.2		Staffing Requirement	DST expects a dedicated operations team comprising 20 resources, kindly provide the indicative or recommended staffing distribution across L1, L2 and L3 support levels for uniform bid estimation by all bidders	corrigendum
328	Volume 1	3.3.1 – Latency	26	latency measurement criteria is not defined clearly	Kindly clarify whether the specified latency requirement applies only to the API Gateway processing or to the complete end-to-end transaction response time, including backend application processing and network latency.	as per RFP

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329	Volume 1	3.2.5 / 3.2 Scope of Work	25	API onboarding quantity not defined	The RFP does not define the baseline number of APIs to be onboarded during implementation and throughout the 5-year contract. Kindly specify the initial API count, annual growth projections, and maximum API volume considered for commercial estimation.	API identification, prioritization, and annual growth assessment shall be carried out during the Discovery and Requirement Gathering phase.
330	Volume 1	3.3 NFR	26-27	Scalability limits not defined	Kindly define the upper limits for API transactions, storage consumption, log generation, and infrastructure utilization covered under the quoted commercial bid.	Bidders shall design the solution as per the scalability and future growth requirements specified in the RFP.
331	Volume 1	3.9 Architecture & Design	33	Infrastructure responsibility unclear	The RFP does not specify whether compute, storage, networking, load balancers, firewalls, Kubernetes/OpenShift platform, operating systems, and backup infrastructure will be provided by the department. Kindly clarify the infrastructure responsibility matrix.	as per RFP
332	Volume 1	3.4 O&M / 5.4 Timeline	28,37	Environment availability not defined	Kindly confirm whether Production, Disaster Recovery, UAT, Development, and Test environments will be available before implementation.	as per RFP
333	Volume 1	3 Scope of Work	22-33	Existing application inventory missing	Please provide the inventory of existing applications, APIs, databases, middleware, authentication systems, and legacy platforms expected to integrate with the proposed API Hub.	as per RFP
334	Volume 1	3.2.5 API Onboarding	25	Migration scope unclear	Kindly specify the exact number of existing APIs that require migration along with their protocols (REST/SOAP/others), versions, and current deployment architecture.	as per RFP
335	Volume 1	3.3.1-3.3.4	26	Performance parameters missing	Kindly specify the expected peak TPS, RPS, concurrent users, latency, and payload sizes.	as per RFP
336	Volume 1	3.3 Scalability	26	Growth assumptions missing	Please specify the projected annual increase in API traffic and infrastructure demand during the contract period.	Bidders shall design the solution as per the scalability and future growth requirements specified in the RFP.
337	Volume 1	3.2.3 Security	23-24	Security ownership unclear	Please clarify whether SIEM, SOC, Identity Provider, PKI, SSL Certificates, HSM, and security infrastructure will be provided by the department or are expected within the bidder's scope.	Existing SIEM/SOC platform is available in GSDC
338	Volume 1	3.2.9 Security Enhancement	26	Audit frequency not defined	Kindly specify the expected frequency of VAPT, Security Audits, Source Code Audits, Compliance Audits, and Third-Party Security Assessments.	corrigendum
339	Volume 1	3.4 O&M	28-30	Support staffing unclear	Please specify the minimum onsite and offshore manpower expected during the 5-year Operations & Maintenance period.	as per RFP
340	Volume 1	3.4 O&M	28-30	Support model unclear	Kindly clarify whether 24x7x365 onsite support is mandatory throughout the contract period.	as per RFP
341	Volume 1	Definitions / DR Requirements	3,26-28	RTO/RPO not quantified	Please define the required Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Disaster Recovery testing frequency.	DR environment will be provided and RTO and RPO will be maintained by GSDC. SI is expected to establish API Gateway to be fully functional with DR environment.
342	Volume 1	3.3.4 High Availability	26	HA architecture not specified	Kindly clarify whether Active-Active architecture is mandatory or whether Active-Passive deployment is acceptable.	DR environment will be provided and RTO and RPO will be maintained by GSDC. SI is expected to establish API Gateway to be fully functional with DR environment.

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343	Volume 1	4 Software License	33-34	License responsibility unclear	Please clarify which software licenses are expected to be supplied by the bidder and which will be provided by the department (API Gateway, Database, Monitoring, Security, Operating System, Container Platform, etc.).	The selected SI shall provision all software licenses, tools, and components required to meet the RFP requirements.
344	Volume 1	5.4 Implementation Timeline	37	Acceptance criteria absent	Kindly define the measurable Go-Live acceptance criteria, performance benchmarks, and User Acceptance Testing (UAT) success parameters.	as per RFP
345	Volume 1	6.9 Exit Management Plan	45	Exit obligations unclear	Please specify the expected Exit Management activities, deliverables, timelines, and resource commitments applicable at contract completion.	as per RFP
346	Volume 1	6.4 IPR	43	IP ownership unclear	Please clarify ownership of APIs, source code, reusable components, DevOps pipelines, and deployment automation developed during the project.	corrigendum
347	Pre-Qualification Criteria	2.1	14	The bidder should have experience in implementing at least 3 API Hub Or API Gateway integration in software projects in any central / state Government / PSU/ Listed Company in India during the past five years from the date of bid submission.	The bidder should have experience in implementing at least 3 API Hub Or API Gateway integration in software projects in any central / state Government / PSU/ Listed Company/Private Limited Company in India during the past five years from the date of bid submission.	as per RFP
348	Technical Evaluation (TQ) Criteria	2.2	16	The bidder should have experience in implementing at least 3 development projects where API Gateway should be integrated in any central / state Government / PSU/ Listed Company in India during the past five years from the date of bid submission and should be successfully running for min 3 years.	The bidder should have experience in implementing at least 3 API Hub Or API Gateway integration in software projects in any central / state Government / PSU/ Listed Company/Private Limited Company in India during the past five years from the date of bid submission.	as per RFP
349	Technical Evaluation (TQ) Criteria	2.2	17	The bidder shall have successfully implemented and operationalized APIs/API integrations through an API Gateway in at least three (3) projects for any Central Government, State Government, PSU, or Listed Company in India during the last five (5) years from the date of bid submission.	Request to you consider any projects of listed company globally. Also consider following marking: Live APIs Managed /Integrated 50 – 150 (5 Marks), 151 – 250 (10 marks), more than 250 (15 Marks)	as per RFP
350	VAPT (Vulnerability Assessment & Penetration Testing):	3.3.7	28	The bidder shall ensure the platform passes mandatory third-party VAPT audits prior to Go-Live, with ongoing half yearly APT cycles managed as part of O&M.	How many times VAPT audits require pre & post go live during project time period? Who will bare cost of VAPT of each audit?	Corrigendum
351	Service Desk and Support Management	3.4.2	29	The bidder shall establish and operate a centralized Service Desk with multi-level support (L1, L2, and L3), including a ticketing system, a defined escalation matrix, and clearly defined support availability. Critical services shall be supported on a 365x24x7 basis. The system shall be backed by Enterprise Support (OEM/Vendor Support) as well as Application & Technical Support (ATS) on a 365x24x7 basis, to ensure high availability, timely incident resolution, and continuous system operations.	Please confirm that it should be Onsite or Offsite? If Onsite then who will provide necessary space, hardware with license, internate etc. to service desk team.	as per RFP
352	O&M Phase	3.6	32	Full Stack Developer	Its big project so, consider full stack developer minimum 3 to 5	as per RFP
353	O&M Phase	3.6	31	Resource Deployment Requirements during Implementation by Bidder	Proivde experience details for each manpower specially onsite (O&M)	as per RFP

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354	Security Requirements Enhancement	3.2.9	27	The bidder shall conduct periodic security assessments, including quarterly Vulnerability Assessment and Penetration Testing (VAPT) and annual third-party security audits,	How many times security audit require pre & post live of API Hub during project time line? Who will bare cost of each audits?	corrigendum
355	Scope of work document for API Hub RFP	3.2.4 Requirement of Portal	25,26		Should performance testing include both API-level and UI (portal) level testing?	as per RFP
356	Scope of work document for API Hub RFP	3.2.2.2 Protocol Support	24		Should performance testing cover all supported protocols (REST, SOAP, GraphQL, gRPC, WebSocket)?	as per RFP
357	Scope of work document for API Hub RFP	3.2.6 Interoperability	26		Should performance testing of API's to be done in integration with third party applications like Setu, DigiLocker, Umang, MyScheme, and Aadhar ? If yes, how many external party services do you want to test in parallel and are there any plans to use Service Virtualization tool (To mimic third party services)?	as per RFP
358	Scope of work document for API Hub RFP	3.3.1 Non-Functional Requirements (NFRs) & 6.12 Future Scaling Requirements for API Infrastructure	27, 47		What is the expected concurrent user/API load for 5000+ TPS scenarios? Our calculation of concurrent users is - Please confirm TPS * Average response = No. of Virtual users * 4 (Add on Think time) 5000 * 0.2 (200 ms) = 1000 * 4 = 4000 Concurrent Virtual users	as per RFP
359	Scope of work document for API Hub RFP	3.3.1 Non-Functional Requirements (NFRs) & 6.12 Future Scaling Requirements for API Infrastructure	27,47		What is the expected concurrent user/API load for 7000 TPS scenarios for Stress testing? Our calculation of concurrent users is - Please confirm TPS * Average response = No. of Virtual users * 4 (Add on Think time) 7000 * 0.2 (200 ms) = 1400 * 4 = 5600 Concurrent Virtual users	as per RFP
360	Scope of work document for API Hub RFP	3.3.12 Observability & Monitoring Requirements	28		What is the expected APM tool, is it going to be out of these 3 (ELK, Prometheus, Grafana) or something else ?	as per RFP
361	Scope of work document for API Hub RFP	Scope of work document for API Hub RFP	22		Is a centralized Agile and Backlog management, test management and defect tracking tool expected for managing API, portal, and performance testing lifecycle?	as per RFP

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362	Scope of work document for API Hub RFP	Scope of work document for API Hub RFP	35	(c) Helpdesk Availability: The helpdesk shall operate on a 24x7 basis.	Are you looking for Helpdesk (ITSM) solution as well? Or do you have any existing helpdesk solution to be used . you are looking for new helpdesk solution kindly include the point " The proposed ITSM should be built on ITIL4 framework and must be certified by PeopleCert Gold certificate for at least 11 processes that are relevant and need to be assessed to meet the minimum functional criteria are Change Enablement, Incident Management, IT Asset Management, Knowledge Management, Monitoring and Event Management, Problem Management, Release Management, Service Catalogue Management, Service Configuration Management, Service Level Management, Service Request Management, The certification copy to be submitted."	The selected SI shall ensure compliance with Service Desk and support requirements of the RFP.
363	Scope of work document for API Hub RFP	Scope of work document for API Hub RFP	22	3. Scope of Work	How are you monitoring the servers in your environment, are you looking for Server monitoring, like CPU memory, disk, services, DB as well. IF yes then Kindly include this point for server monitoring "The proposed Enterprise Management tools must be able to monitor end to end performance of Server Operating Systems & Databases and Should be able to manage distributed, heterogeneous systems – Windows, UNIX, SUSE & LINUX, AIX, HP-UX, Solaris from a single management station."	as per RFP
364	Scope of work document for API Hub RFP	Scope of work document for API Hub RFP	22	3. Scope of Work - Backup Software	What is the (front end) total size of the data to be backed up	as per RFP
365	Scope of work document for API Hub RFP	Scope of work document for API Hub RFP	22	3. Scope of Work - Patch Management	How many end points devices are to be protected	as per RFP
366	Scope of work document for API Hub RFP	Scope of work document for API Hub RFP	22	3. Scope of Work - Patch Management	What are the OS platform details of these end point devices	as per RFP

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367	Scope of work document for API Hub RFP	Scope of work document for API Hub RFP	22	3. Scope of Work - Backup Software Specifications	Kindly provide specifications for backup software or include the below specifications AI-driven, integrated, and modular platform for end-to-end backup, recovery, and data protection AI/ML capabilities for predictive failure detection, anomaly detection, and proactive remediation Support for Multi-Factor Authentication (MFA) and Role-Based Access Control (RBAC) Compliance with Common Criteria (v3.1), OpenSSL FIPS, and ISO 27001 standards (with proof) Make in India compliance (≥60%) with OEM declaration Immutable backups, malware protection, secure TLS communication, and 3-2-1 / 3-2-1-1-0 strategy support AI-based anomaly detection, behavioral baselining, and ransomware detection Single-pane-of-glass dashboard with AI insights and role-based views Support for enterprise applications, databases, hypervisors, containers, and NDMP backup Integration with SIEM, SOAR, and ITSM platforms Compliance with regulatory frameworks (PCI-DSS, SOX, HIPAA, GDPR, ISO 27001, CIS) with reporting High availability, multi-site deployment, and resilient architecture Scalability to support ≥99,999 backup sessions/day and ≥1,000 concurrent sessions Multi-tenancy and domain separation capabilities Minimum 1,000+ employees in India for local support and services	The bidder shall provide suitable enterprise-grade tools meeting project requirements.

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368	Scope of work document for API Hub RFP	Scope of work document for API Hub RFP	22	3. Scope of Work - Patch Management Specifications	Kindly provide specifications for patch managemnt or include the below specifications The solution should provide a single, unified agent for every managed device to handle software delivery, policy enforcement, inventory collection, and remote access. The offered solution should support the centralized administration The solution should be able to promote managed devices to satellite servers to offload content distribution, authentication from Primary Servers. The solution should automatically adjust which servers a node contacts and which policies are active based on the device's current network environment. The solution should enable administrators to remotely power on or wake up powered-off nodes to perform maintenance or management tasks. The solution should support role-based access control to allow for the distribution of administrative work without placing excessive load on the network. The solution should support the creation of administrator group accounts where rights and roles assigned to the group are automatically applicable to all members, facilitating efficient work distribution The solution should provide distinct categories of rights to allow for granular control over which administrative tasks an individual can perform The solution should be able to deploy the management agent and subsequent patches using IP addresses and support Dynamic IP environments The solution should allow administrators to be restricted to specific folders or "contexts," ensuring they can only manage devices or users within their assigned scope The solution should record and track all administrative actions, such as logins, certificate changes, and modifications to settings, within a centralized audit log The solution should support VPN users and virtual machines to ensure security compliance for remote and virtualized assets. The solution should integrate with authoritative LDAP directories (such as Active Directory, Entra ID, eDirectory) to provide user sources for authentication and management. The solution should integrate with LDAP directories to allow administrators to assign resources to users, ensuring consistent settings regardless of the device used. The solution should support a distributed architecture with built-in failover and redundancy to ensure continuous management zone availability. The offered patch Management Solution should come along with all operational technical manuals along with other related documents. The solution should provide an Application Programming Interface (API) to facilitate integration with other enterprise systems The solution should provide policy-based automation to automatically distribute and apply updates across heterogeneous platforms, including Windows, Linux, and Macintosh. The solution should allows patching of Operating Systems and other 3rd party applications The solution should allow for a "Sandbox" testing environment where patch policies are enforced on designated test devices before being published to the wider production environment. The solution should support the execution of administrative actions, such as running custom scripts, ending specific processes, or launching bundles, both before and after a patch is applied. The solution should allow for granular policy filtering based on device architecture, operating system version, memory, disk space, or the existence of specific registry keys. The Patch Management solution should have the capability for Remediation i.e. continuously deploy, monitor, detect and enforce patch management policies. The solution should automatically scan managed devices for missing patches based on a configurable schedule or on-demand refresh tasks. The solution should provide a patch agent on each device to analyze node configurations and determine specific update requirements. The solution should map Common Vulnerabilities and Exposures (CVE) identifiers to corresponding patches to provide an enhanced security	The bidder shall provide suitable enterprise-grade tools meeting project requirements.

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
					view of node vulnerabilities. The solution should allow for the detection of "Software Installers," enabling the identification of full product installations required for major version upgrades. The solution should be able to detect the required patches even for nodes that use native vendor update channels, such as SUSE Linux (YaST), Red Hat (YUM), or Microsoft 365 Apps. The solution should detect if a newer version of a patch is already installed on a node and treat that node as patched. The solution should support manual remediation for specific patches via a guided wizard for targeted deployment to selected nodes, folders, or groups. The solution should allow administrators to target specific patches on machines based on any specific property or class of assets. The solution should support event-driven remediation, automatically initiating deployment upon the receipt of a critical patch. The solution should enable the creation of custom patches from existing software bundles, allowing for the definition of specific applicability and "patched" requirements. The solution should allow creation of custom patches for local, custom, and Third-party application The solution should allow management of service pack deployment The solution should be able to determine patch dependencies prior to the deployment of patches to the nodes. The solution should utilize Wake-on-LAN (WOL) capabilities to remotely power on nodes that are shut down to perform scheduled patch remediation. The solution should be able to resume a patch download automatically if the process is interrupted. The solution must be able to conduct silent installations of patches on endpoint devices. The solution should be able to deploy larger patch files (greater than 1GB) to Macintosh devices using cURL to ensure resume-ability and deployment stability. The solution should allow administrators to define the execution order for multiple patches, prioritizing vendor patches before custom patches within a single deployment. The solution should allow administrators to configure specific reboot behaviors, including the ability to suppress reboots or notify users with custom message tex, including total suppression if desired. The solution should allow users to "snooze" or postpone a required reboot for a specific interval or until a final deadline determined by the administrator. The solution should support chaining multiple patches and suppressing reboots into a single instance to minimize user disruption. The solution should notify users prior to a patch installation and allow them to cancel or snooze the deployment if permitted by the administrative policy. The solution should support patch delivery to isolated or "closed" networks through an Airgap solution that transfers content via portable media between an open and closed management zone. The solution should be able to pre-fetch and pre-cache patch content to specific content servers or satellites to ensure patches are ready for node requests and to reduce external bandwidth usage. The solution should automatically clean up patch content, log files, and stage directories on managed devices that are older than a specified number of days. The solution should provide a mechanism to delay the disabling of superseded patches for a set period to ensure they remain available for deployment while transitioning to newer updates. The solution should automatically hide superseded patches and delete patch installation files from the hard disk once they are successfully applied The solution should provide interactive dashboards with real-time dashlets to track patch compliance, recently released updates, and node scan health. The solution should provide an interactive web-based dashboard for at-a-glance monitoring of zone health, device distribution, and compliance status. The solution should include a library of standard reports for Software Applications, Operating System summaries, and Patch compliance that can be exported to Excel, CSV, or PDF. The solution should enable the scheduling of advanced reports for automatic delivery to administrator email addresses The solution should include a library of predefined reports, such as "Critical Patch Status" and "Patch Deployment Summary," which can be viewed through a centralized reporting console. The solution should track and report the installation status of patches regardless of whether they were applied by the solution itself or through another source like Windows Update. The solution should provide a "Patch Tracker" to monitor the remediation trend of specific high-priority patches over a defined period. The solution should support various export formats, including PDF, Excel, and CSV, for reports The solution should come along with standard reports and or can generate the customized reports as per business requirement. The solution should provide email notifications to defined users when new patches, security bulletins, or failed deployments are detected.	
369	Scope of work document for API Hub RFP	3.4.12 Logging, Monitoring, and Audit Support	29	3.4.12 Logging, Monitoring, and Audit Support The bidder shall ensure comprehensive logging and monitoring of all system activities. Logs shall be securely stored, retained, archived, and made available for audit and compliance purposes. The bidder shall support internal and external audits as required.	Request clarity whether all system activity logs are required to be integrated with a centralized SIEM platform for real-time ingestion, correlation, alerting, and long-term retention?	as per RFP. integration with existng SIEM/SOC solution.

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
370	Scope of work document for API Hub RFP	3.3.12 Observability & Monitoring Requirements:	27	3.3.12 Observability & Monitoring Requirements: The solution shall provide a comprehensive observability framework, including centralized logging, metrics monitoring, distributed tracing, and real-time alerting mechanisms.	Request to let know whether real-time monitoring and alerting mentioned in the observability framework is required to be integrated with a centralized SIEM platform for real-time correlation and security incident detection?	as per RFP
371	Scope of work document for API Hub RFP	3.3.12 Observability & Monitoring Requirements:	27	3.3.12 Observability & Monitoring Requirements: The solution shall provide a comprehensive observability framework, including centralized logging, metrics monitoring, distributed tracing, and real-time alerting mechanisms.	Request to let know the retention period of the logs. For Ex: - 6 months, 1 year etc	It will be decided after requirement gathering phase
372	Scope of work document for API Hub RFP	6.12 Future Scaling Requirements for API Infrastructure	47	6.12 Future Scaling Requirements for API Infrastructure	The section mentions the future scale of the TPS over a 5 year period would be upto 5000+ TPS. Request to let know of the following. 1. If the value can be converted to EPS (event). Generally 1 TPS will be around 3-8 EPS. Request confirmation. 2. What will be the average EPS size. Ex:- 600 byte, 800 byte etc. Page 54 - 'Table E : Additional Scaling Cost for entire contract period (Pay Load Size :100 KB)' mentions this as 100 KB. Request to confirm.	as per RFP
373	Scope of work document for API Hub RFP	3.4.5 Security Operations and VAPT Management	28	3.4.5 Security Operations and VAPT Management The bidder shall perform continuous security monitoring, maintain logs of suspicious activities, and conduct Vulnerability Assessment and Penetration Testing (VAPT) in accordance with CERT-In guidelines. All identified vulnerabilities shall be remediated within defined timelines.	Are there are any predefined security monitoring or SIEM use cases / framework approach (EX: MITRE) expected under continuous security monitoring that we are looking for apart from the ones mentioned under - '3.2.3.3 Threat Protection' on page 24.	as per RFP
374	Section 8.17 Annexure 4 (Page 79)	Section 8.17 Annexure 4 (Page 79)	79	Instructions to Bidders: a) Fill separate rows for each tool/software being proposed. b) Mention "NA" where any solution/component is not separately required or is covered under another proposed tool. c) Bidders must ensure that all tools are compatible with the on-premises hosting model and can be deployed at the Gujarat State Data Center. d) Mention if any of the tools are bundled as part of a platform suite. e) If proposing open-source tools, bidder must commit to providing enterprise-grade support.	This section says "Bidders must ensure that all tools are compatible with the on-premises hosting model and can be deployed at the Gujarat State Data Center." and mandates complete on-premise hosting. Where as, section "3.3.5 Data Residency" says "All data processed and stored (logs, analytics, configuration) shall reside within the Gujarat State Data Centre (GSDC) or a GoI-approved cloud region within India", highlighting acceptability of GoI-approved cloud based deployment within India. Please confirm if it's acceptable to deploy the management portal of the API Gateway in GoI approved cloud infrastructure within India. The API Gateway runtime module will be completely hosted in GSDC provided on-premise servers, ensuring no API transactional data moving outside of the state data center (GSDC). Under this hybrid model, sensitive citizen and department data remains securely on-premises at GSDC, while the management portal is offloaded to a GoI-approved cloud. This delivers built-in high availability and scalable management without needing complex cloud infrastructure on-site— reducing the TCO (both upfront and operational costs), while fully satisfying regulatory compliance.	On prem Solution only
375	Section 8.1 Annexure 1 Table E, Page 53	Section 8.1 Annexure 1 Table E, Page 53	53		Requesting to modify this table to match the 5 years projected plan as mentioned in section "6.12 Future Scaling Requirements for API Infrastructure" in page 46. And as the No. of Core required and associated price depends on the number of APIs also, requesting to amend the table with specific number of APIs in each year.	as per RFP

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376	Section 3.2.1.4, Page 23	Section 3.2.1.4, Page 23	23	3.2.1.4 API Versioning ☐ Semantic versioning support (Major.Minor.Patch) ☐ Parallel version support (multiple versions live simultaneously) ☐ Version-specific documentation ☐ Backward compatibility checks ☐ Automatic deprecation warnings for old versions	Please clarify what exactly is it meant by "Backward compatibility checks"? What kind of backward compatibility checks are expected and at what stage of API lifecycle? Kindly check and consider it to be removed, if specific requirement of backward compatibility check is not there.	as per RFP
377	Section 3.2.1.4, Page 23	Section 3.2.1.4, Page 23	23	3.2.1.4 API Versioning ☐ Semantic versioning support (Major.Minor.Patch) ☐ Parallel version support (multiple versions live simultaneously) ☐ Version-specific documentation ☐ Backward compatibility checks ☐ Automatic deprecation warnings for old versions	Please clarify what exactly it is meant by "Automatic deprecation warnings for old versions"?	as per RFP
378	Section 3.2.1.1 Page 22	Section 3.2.1.1 Page 22	22	3.2.1.1 API Design Requirements ☐ Support OpenAPI 3.0+ specification for API design ☐ Visual GUI Based API designer interface ☐ API design templates for common use cases ☐ API design validation and linting ☐ Support for RAML and API Blueprint formats ☐ API versioning strategy configuration ☐ API documentation auto-generation	"API documentation auto-generation" - What exactly is expected here? Is this about AI generated human readable documentatoin in natural language? Or is it Swagger like document generation from API Spec?	as per RFP. it may be auto generated either by AI or by any means.
379	Section 3.2.3.1 Page 23	Section 3.2.3.1 Page 23	23	3.2.3.1 Authentication Requirements ☐ OAuth 2.0 support (all grant types) ☐ Open ID connect Support ☐ API Key authentication ☐ JWT token generation and validation ☐ Basic Authentication (for legacy systems) ☐ Digest Authentication ☐ Integration with LDAP/Active Directory ☐ Multi-factor authentication for admin access ☐ API key rotation mechanism ☐ Token refresh mechanism	Regarding the "API key rotation mechanism" & "Token refresh mechanism" requirements, these are typically responsibility of centralized Identity Management/Client Management platforms (OAuth/OIDC/JWT providers). Please consider this to be removed from API gateway requirement.	as per RFP
380	Section 3.2.3.3 Page 24	Section 3.2.3.3 Page 24	24	3.2.3.3 Threat Protection ☐ SQL injection protection ☐ Cross-site scripting (XSS) protection ☐ XML/JSON threat protection ☐ Regular expression denial of service (ReDoS) protection ☐ DDoS mitigation ☐ Bot detection and mitigation ☐ IP blacklisting/whitelisting ☐ Geo-blocking capability	Regarding the "DDoS mitigation", "Bot detection and mitigation" & "Geo-blocking capability" requirements, these are typically achieved using network perimeter security tools (like WAFs and/or Intrusion detection/prevention systsms). Please consider these to be removed from API Gateway requirement.	The bidder shall implement application-layer protection within the proposed API Gateway, including API rate limiting, throttling, spike arrest, bot protection (where applicable), request validation, and other API security controls as part of the proposed solution.

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381	Section 3.2.3.4 Page 24	Section 3.2.3.4 Page 24	24	3.2.3.4 Data Security ☐ TLS 1.3 support for all communications ☐ Certificate management (generation, renewal, revocation) ☐ Mutual TLS (mTLS) support ☐ Data masking for sensitive fields (Aadhaar, PAN, etc.) ☐ PII data redaction in logs ☐ Encryption at rest for stored data ☐ Key management system integration	Regarding "Certificate management (generation, renewal, revocation)" requirement, this is responsibility of external key management tool. Please consider this to be removed from API gateway requirement.	The proposed solution shall support certificate lifecycle management through native capabilities and/or integration with the Authority's Certificate Authority (CA), Public Key Infrastructure (PKI), Key Management System (KMS), or equivalent enterprise certificate management solution
382	Section 3.2.4.1 Page 24	Section 3.2.4.1 Page 24	24	3.2.4.1. Publisher Portal (API Provider Portal) ☐ Self-service API registration and publishing ☐ API specification upload support (OpenAPI, Swagger, WSDL) ☐ API documentation management ☐ Subscription management with approval workflow ☐ API versioning management ☐ Sandbox environment for testing ☐ API health monitoring ☐ Usage limits and throttling configuration ☐ API analytics and usage insights ☐ Notification mechanisms for events and alerts ☐ Department-specific branding and customization ☐ consent-based data sharing mechanisms including consent capture, validation, storage, and audit trails	Regarding "consent-based data sharing mechanisms including consent capture, validation", usually consent management is implemented as part of a separate consent management solution and is not part of API gateway component/feature. If this is needed, requesting you to add it as a separate requirement with details; otherwise, please consider this to be removed from API Provider Portal requirement.	Consent mechanism will be built of portals/systems that will integrate with the API Hub. API Hub will only exchange the data. API Hub will maintain logs of all activity related to data exchange via API.
383	Section 3.2.10 Page 26	Section 3.2.10 Page 26	26	3.2.10 Additional Requirement Any additional features required to meet the objectives of the project, even if not explicitly mentioned, shall be included in the scope of the bidder without any additional cost.	Following statement makes the scope of the work fluid without any concrete boundary. Requesting this to be removed. "Any additional features required to meet the objectives of the project, even if not explicitly mentioned, shall be included in the scope of the bidder without any additional cost."	as per RFP
384	Section 3.3.17 page 28	Section 3.3.17 page 28	28	3.3.17 Any additional features required to meet the objectives of the project, even if not explicitly mentioned, shall be included in the scope of the bidder without any additional cost.	Following statement makes the scope of the work fluid without any concrete boundary. Requesting this to be removed. "Any additional features required to meet the objectives of the project, even if not explicitly mentioned, shall be included in the scope of the bidder without any additional cost."	as per RFP
385	Section 3.2.4.2 Page 24	Section 3.2.4.2 Page 24	24	3.2.4.2. Consumer Portal (API Marketplace) ☐ API directory with advanced search and filtering ☐ API documentation viewer with examples ☐ Sandbox testing environment ☐ API subscription workflow ☐ API key generation and management ☐ Usage dashboard for consumers ☐ Support ticketing system ☐ API rating and feedback system ☐ Favorites/bookmarking ☐ Recommendation engine	Is the API Consumer Portal required to be accessible by external consumers and publicly accessible over internet? Or is it only for Department's internal API consumers?	as per RFP

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
386	Section 3.2.4.1 Page 24	Section 3.2.4.1 Page 24	24	3.2.4.1. Publisher Portal (API Provider Portal) ☐ Self-service API registration and publishing ☐ API specification upload support (OpenAPI, Swagger, WSDL) ☐ API documentation management ☐ Subscription management with approval workflow ☐ API versioning management ☐ Sandbox environment for testing ☐ API health monitoring ☐ Usage limits and throttling configuration ☐ API analytics and usage insights ☐ Notification mechanisms for events and alerts ☐ Department-specific branding and customization ☐ consent-based data sharing mechanisms including consent capture, validation, storage, and audit trails	We are assuming users of this portal will be Department's internal users only and doesn't required to be accessible by external users. Please confirm	as per RFP
387	Section 3.2.4.3. Page 25	Section 3.2.4.3. Page 25	25	3.2.4.3. Administrator Portal - User management (creation, modification, deactivation) ☐ Role-Based Access Control (RBAC) ☐ Policy definition and enforcement ☐ Approval workflow configuration ☐ Audit logs and tracking ☐ API health monitoring ☐ SLA monitoring and reporting ☐ Backup and recovery management ☐ Identity and access integration ☐ Bulk operations (user/API/config updates) ☐ System configuration management	Regarding "Identity and access integration", which external Identity Provider (IdP) platform is being planned to be integrated with?	as per RFP
388	Section 3.2.3.1 Page 23	Section 3.2.3.1 Page 23	23	3.2.3.1 Authentication Requirements ☐ OAuth 2.0 support (all grant types) ☐ Open ID connect Support ☐ API Key authentication ☐ JWT token generation and validation ☐ Basic Authentication (for legacy systems) ☐ Digest Authentication ☐ Integration with LDAP/Active Directory ☐ Multi-factor authentication for admin access ☐ API key rotation mechanism ☐ Token refresh mechanism	As part of "OAuth 2.0 support (all grant types)" requirement, we assume external OAuth 2.0 compliant Client Management Platform will have to be integrated. Is there any such platform already being used by the department which can be integrated with? If yes, please specify the name	The proposed solution shall support OAuth 2.0 and OpenID Connect through native capabilities and/or integration with an external Identity and Access Management (IAM) platform. The specific IAM/OAuth platform, if any, shall be finalized by the Authority during implementation.

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
389	Section 3.2.4.3. Page 25	Section 3.2.4.3. Page 25	25	3.2.4.3. Administrator Portal User management (creation, modification, deactivation) ☐ Role-Based Access Control (RBAC) ☐ Policy definition and enforcement ☐ Approval workflow configuration ☐ Audit logs and tracking ☐ API health monitoring ☐ SLA monitoring and reporting ☐ Backup and recovery management ☐ Identity and access integration ☐ Bulk operations (user/API/config updates) ☐ System configuration management	As part of "System configuration management", what type of system configuration management are being referred to? Please elaborate the requirement	System configuration management refers to administration and management of solution configurations, including gateway settings, routing rules, policies, certificates, security configurations, logging, monitoring, notifications, integrations, environment-specific parameters, and other configurable platform settings.
390	Section 3.2.4.3. Page 25	Section 3.2.4.3. Page 25	25	3.2.4.3. Administrator Portal User management (creation, modification, deactivation) ☐ Role-Based Access Control (RBAC) ☐ Policy definition and enforcement ☐ Approval workflow configuration ☐ Audit logs and tracking ☐ API health monitoring ☐ SLA monitoring and reporting ☐ Backup and recovery management ☐ Identity and access integration ☐ Bulk operations (user/API/config updates) ☐ System configuration management	Regarding "Approval workflow configuration", which approval workflow configuration are being referred to here? Please elaborate this requirement	as per RFP
391	Section 3.2.4.4 Page 25	Section 3.2.4.4 Page 25	25	3.2.4.4 Monitoring & Analytics Portal ☐ Traffic visualization dashboards ☐ Response time tracking ☐ Error rate monitoring ☐ API health status monitoring ☐ Throughput analysis ☐ Anomaly detection ☐ API usage reports ☐ Hit/miss analytics ☐ Consumption tracking ☐ Department-wise analytics ☐ Data export capabilities ☐ Custom report builder ☐ Trend analysis ☐ Uptime tracking ☐ SLA compliance reporting ☐ Alerting mechanisms ☐ SLA trend analysis ☐ Notification system	Please elaborate which specific metrics are you looking for as part of the following monitoring requirements, from API gateway standpoint - Traffic visualization dashboards - Hit/miss analytics - SLA compliance reporting - Custom report builder - SLA compliance reporting	as per RFP

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392	Section 3.3.13 Page 27	Section 3.3.13 Page 27	27	3.3.13 Performance Testing Requirements: The bidder shall conduct comprehensive performance testing, including load testing, stress testing, and endurance testing, prior to system acceptance. Load testing shall be performed at a minimum of twice the expected peak load to validate system scalability and robustness. Endurance testing shall be conducted over a continuous period of at least 24 to 48 hours to assess system stability under sustained load. The solution shall demonstrate the ability to handle a minimum throughput 1000 transactions per second (TPS), with an error rate not exceeding 5% and latency within the defined thresholds.	Please clarify following in terms of performance testing requirement 1. Do you need a separate environment for performance testing? or do you plan to perform it in Staging/Pre-prod environment? 2. We understand you plan to do performance testing twice in a year. Please confirm 3. We understand as part of load & endurance testing, you plan to run it for 24-48 hours with sustained peak throughput (1000 TPS). Please confirm.	Performance testing shall be carried out in a non-production environment, such as UAT or Pre-Production, or any other environment designated by the Authority. Performance testing shall be conducted prior to Go-Live and subsequently as required during major releases, upgrades, or performance validation activities. The bidder shall demonstrate compliance with the performance requirements specified in the RFP
393	Section 5.4, Page 37 & 38	Section 5.4, Page 37 & 38	37,38	5.4 Project Implementation Timeline	Please elaborate what is meant by "200 System APIs" and "200 Exposed APIs" separately. Is it total 400 APIs divided into 2 groups of 200 each? If not, please define System APIs and Exposed APIs	corrigendum
394	Section 6.12 Page 46	Section 6.12 Page 46	46	6.12 Future Scaling Requirements for API Infrastructure	6.12 Future Scaling Requirements for API Infrastructure For calculating annual message consumption in subscription based license, we need average number of requests per day. Please provide the same info in this table for 5 years. Otherwise, if we need to consider the given RPS for the same, please confirm average business hours per day, during which APIs will be used by consumers? Is it ok to consider 10 hours? Can we consider 10% of production load in non-production environments for estimating the annual consumption?	Bidders shall size the solution based on the indicative throughput and scalability requirements specified in the RFP. The proposed solution shall support horizontal scalability to accommodate future growth.
395	Section 8.1 Annexure 1 Table E, Page 53	Section 8.1 Annexure 1 Table E, Page 53	53		Payload size mentioned as 100 KB. It's way higher than industry standard. For calculating annual data throughput, is it ok to consider average payload size as 10-20 KB? Kindly consider updating it.	As per RFP

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396	2.2 Technical Evaluation (TQ) Criteria Point 1.3 Page 15	2.2 Technical Evaluation (TQ) Criteria Point 1.3 Page 15	15	The bidder should have experience in implementing at least 3 development projects where API Gateway should be integrated in any central / state Government / PSU/ Listed Company in India during the past five years from the date of bid submission and should be successfully running for min 3 years. Criteria Marks 3 API Gateway 15 4 API Gateway 20 >= 5 API Gateway 25 Apart of OEM – Supporting document – order copy of API gateway license. For OEM Supporting document – . • Copy of the Work order/Purchase Order from any central / state Government / PSU/ Listed Company in India • Project Citation with Client details (Name, Designation, Contact Number, Email Id, etc.)	Below are request from us: 1) Consider Bidder/OEM Experience instead of only bidder experience. 2) Allow to consider OEM declaration as we can not share the end customer documents as per our non disclosure agreements with clients and sometime clients sign order with other bidders. 3) Removal of the point "should be successfully running for mim 3 years". The bidder/OEM should have experience in implementing at least 3 development projects where API Gateway should be integrated in any central / state Government / PSU/ Listed Company in India during the past five years from the date of bid submission. Criteria Marks 3 API Gateway 15 4 API Gateway 20 >= 5 API Gateway 25 Apart of OEM – Supporting document – order copy of API gateway license. For OEM Supporting document – . OEM/Bidder declaration confirming the information like Client details (Name, Designation, Contact Number, Email Id, etc.)	corrigendum
397	2.2 Technical Evaluation (TQ) Criteria Point 1.3 Page 16	2.2 Technical Evaluation (TQ) Criteria Point 1.3 Page 16	16	The bidder shall have successfully implemented and operationalized APIs/API integrations through an API Gateway in at least three (3) projects for any Central Government, State Government, PSU, or Listed Company in India during the last five (5) years from the date of bid submission. Live APIs Managed /Integrated Marks 251 – 500 5 501 – 1000 10 more than 1000 15 supporting documents should be submitted as below. 1. Work Order/ Contract clearly highlighting the scope of work and value of the contract/ order 2. Project Completion Certificate / Go-Live Certificate / Client Certificate confirming successful implementation and operationalization of the API Gateway and number of APIs integrated . 3. Client Certificate clearly mentioning: ☐ Name of the project and client organization. ☐ Implementation of API Gateway. ☐ Number of APIs integrated/operationalized (if applicable)	Below are request from us: 1) Consider Bidder/OEM Experience instead of only bidder experience. 2) Allow to consider OEM declaration as we can not share the end customer documents as per our non disclosure agreements with clients and sometime clients sign order with other bidders. 3) Removal of the point "should be successfully running for mim 3 years". The bidder/OEM shall have successfully implemented and operationalized APIs/API integrations through an API Gateway in at least three (3) projects for any Central Government, State Government, PSU, or Listed Company in India during the last five (5) years from the date of bid submission. Live APIs Managed /Integrated Marks 251 – 500 5 501 – 1000 10 more than 1000 15 supporting documents should be submitted as below. OEM/Bidder declaration confirming the information like ☐ Name of the project and client organization. ☐ Implementation of API Gateway. ☐ Number of APIs integrated/operationalized (if applicable)	corrigendum

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398	8. Annexures & Formats 8.1 Annexure 1: Format for Financial Bid Table-B: CAPEX - Implementation Phase Point B2 of Table Page	8. Annexures & Formats 8.1 Annexure 1: Format for Financial Bid Table-B: CAPEX - Implementation Phase Point B2 of Table Page 52	52	License costs for all supplied software's/tools including OS & DB post Go-live till 1st year	Bidders will require the licenses once the contract will be awarded to setup UAT hence guide us how to provision the cost of tenure from award of contract to Go Live in this line item. Need clarity on the same.	as pe RFP
399	Sec 5.4 (Timeline, p.37-38) & Sec 7.3 (Payment Milestones, p.48-49)	Sec 5.4 (Timeline, p.37-38) & Sec 7.3 (Payment Milestones, p.48-49)		The Implementation Timeline and Payment Milestone tables refer to delivery of '200 System APIs' (M3) and '200/100 Exposed APIs' (M5), while Section 3.2.5 requires onboarding of a minimum of 400 APIs.	(a) Kindly define 'System APIs' and 'Exposed APIs' distinctly, Are the System APIs the internal/backend APIs which connect the API Gateway to the source systems, databases, applications etc and Exposed APIs the consumer facing APIs? Is our understanding correct? (b)confirm whether the 400 APIs referred to in Sec 3.2.5 are the sum of System + Exposed APIs (200+200) or an additional/separate count.	corrigendum
400	Sec 3.1 (Introduction, p.22) vs Sec 5.4 Milestones M4/M6 (p.37-38)	Sec 3.1 (Introduction, p.22) vs Sec 5.4 Milestones M4/M6 (p.37-38)		Section 3.1 permits the solution to be based on 'Open-Source or Perpetual Licensing, or Hybrid architecture models' and states the deployment shall be 'infrastructure-agnostic and fully portable across bare metal, virtualized, cloud, containerized, Kubernetes, and HCI environments.' However, Milestones M4 and M6 explicitly mandate 'On Premise deployment of API Gateway.'	Kindly confirm whether the deployment model is strictly mandated to be On-Premise at GSDC only, or whether a Hybrid/Cloud deployment (as permitted in Sec 3.1 and Sec 3.3.5) is acceptable for all or part of the solution.	On prem Solution only
401	Sec 3.3.7 (NFR, p.27) vs Sec 3.2.9 (Security Requirements, p.26)	Sec 3.3.7 (NFR, p.27) vs Sec 3.2.9 (Security Requirements, p.26)		Section 3.2.9 requires 'quarterly Vulnerability Assessment and Penetration Testing (VAPT)' while Section 3.3.7 states 'ongoing half yearly APT cycles' during O&M.	Kindly clarify the correct frequency of VAPT during the O&M phase (quarterly or half-yearly), and confirm whether the cost of the mandatory independent third-party VAPT auditor/agency is to be borne by the Bidder and included in the commercial bid.	corrigendum

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402	Sec 3.3.1 (Latency, p.26) and Sec 5.5 (Performance SLA, p.39)	Sec 3.3.1 (Latency, p.26) and Sec 5.5 (Performance SLA, p.39)		The RFP prescribes P95 <200ms, P99 <500ms (critical APIs P95 <100ms) and gateway-added latency <=50ms, to be measured at the gateway layer.	Kindly confirm (a) the exact measurement point (client-to-gateway, gateway-to-backend, or end-to-end including backend/departmental application processing time), (b) whether backend/departmental application response time — which is outside the SI's control — is excluded from SLA computation, and (c) the tool/mechanism GoG will accept as the source of truth for latency measurement.	The bidder shall be responsible only for the performance of the API Gateway and components within its scope of work. Latency attributable to backend applications, departmental systems, external integrations, or network infrastructure managed by GSDC, or other agencies shall be excluded from the bidder's SLA measurement, provided such exclusions are substantiated through monitoring logs and performance reports.
403	Sec 3.3.4 (High Availability, p.26-27) and Sec 5.5 (p.38-39)	Sec 3.3.4 (High Availability, p.26-27) and Sec 5.5 (p.38-39)		A minimum of 99.95% monthly uptime is mandated for the 'production environment' with quarterly penalty slabs for non-adherence.	Kindly confirm whether the 99.95% uptime SLA applies solely to the API Gateway/Hub infrastructure and platform components under the SI's control, or whether it also extends to backend departmental systems, GSWAN network connectivity, and third-party/national platforms (DigiLocker, UMANG, Aadhaar, GSTN, NPCI, etc.) which are outside the SI's operational control.	corrigendum
404	Sec 3.3.9 (Disaster Recovery, p.27)	Sec 3.3.9 (Disaster Recovery, p.27)		An RTO of <=15 minutes and RPO of <=5 minutes is mandated, supported by a 'geographically separated DR site.'	Kindly confirm (a) whether the DR site/data centre will be provided by GoG/GSDC (location and specifications), or whether the SI is required to provision, size, and cost the DR site as part of the bid; and (b) whether DR-site infrastructure and its ATS/CAMC costs should be included under Table B/C of the Financial Bid.	DR environment will be provided and RTO and RPO will be maintained by GSDC. SI is expected to establish API Gateway to be fully functional with DR environment.
405	Sec 3.1 read with Table B2/C1 (Financial Bid, Annexure 1, p.52-53)	Sec 3.1 read with Table B2/C1 (Financial Bid, Annexure 1, p.52-53)		The scope of work covers 'Hosting' of the API Hub at GSDC, and Table C1 references 'CAMC/ATS of API Gateway ... 08 Core/ Minimum 1000 TPS.'	Kindly confirm whether the underlying compute, storage, network, load balancer, and OS/virtualization infrastructure (servers/VMs/Kubernetes cluster) at GSDC will be provided by GoG/GIL free of cost, or whether the Bidder is required to size, procure, and cost this infrastructure as part of the Bid.	as per RFP
406	Sec 3.9 (Architecture & Design Requirements, p.33)	Sec 3.9 (Architecture & Design Requirements, p.33)		The architecture is to 'support containerized deployment environments, preferably based on Kubernetes.'	Kindly confirm whether a Kubernetes/container orchestration platform (e.g., an existing K8s/OpenShift cluster) is already available at GSDC for use by this project, or whether the Bidder must set up, license, and maintain the container platform as part of the scope and cost.	as per RFP
407	Sec 3.2.8 (Message Queue Capability, p.25-26)	Sec 3.2.8 (Message Queue Capability, p.25-26)		The RFP requires a 'built-in or integrated message queue mechanism' supporting asynchronous processing, DLQ, guaranteed delivery, and event-driven integration, without naming a specific technology/protocol.	Kindly confirm whether GoG has a preferred/mandated messaging technology or standard (e.g., Kafka, RabbitMQ, AMQP, MQTT), or any existing Enterprise messaging infrastructure that this solution must integrate with or replace, so that licensing and sizing can be accurately proposed.	the solution shall support asynchronous processing and messaging capabilities.

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
408	Sec 3.2.3.4 (Data Security, p.24)	Sec 3.2.3.4 (Data Security, p.24)		The RFP requires 'data masking for sensitive fields (Aadhaar, PAN, etc.)' and 'PII data redaction in logs.'	Kindly specify the applicable masking/tokenization standard to be followed (e.g., UIDAI Aadhaar masking guidelines, DPDP Act 2023 requirements), and confirm whether a dedicated tokenization vault / key management system is to be separately sized, licensed, and costed by the Bidder.	Bidders shall comply with applicable Government of India regulations, security standards, and sector-specific guidelines while implementing data masking, redaction, and privacy controls. No separate tokenization solution has been mandated in the RFP.
409	Sec 3.2.3.1 (Authentication Requirements, p.23)	Sec 3.2.3.1 (Authentication Requirements, p.23)		The scope requires OAuth 2.0, OpenID Connect, integration with LDAP/Active Directory, and MFA for admin access.	Kindly confirm whether an existing State-level Single Sign-On (SSO) / Identity provider or GoG common authentication platform is currently in use, which this API Hub is required to integrate with, and share relevant technical/API details if available.	as per RFP
410	Sec 3.2.5 (Onboarding of APIs, p.25) & Sec 1.1.9 (Objectives, p.9-10)	Sec 3.2.5 (Onboarding of APIs, p.25) & Sec 1.1.9 (Objectives, p.9-10)		The Bidder is required to 'onboard and integrate at least 400 APIs from various departments.'	Kindly confirm (a) the list of departments/systems and their current API/data-exchange readiness, (b) whether source-system API specifications (OpenAPI/WSDL/schemas) will be provided by GoG/departments, or discovery, requirement-gathering, and specification-creation for each source system is to be carried out by the Bidder as part of scope, and (c) the expected mix of REST vs. legacy SOAP/WSDL systems to be integrated.	Department-wise onboarding plans and prioritization shall be finalized during requirement phase.
411	Sec 3.2.2.2 (Protocol Support, p.23)	Sec 3.2.2.2 (Protocol Support, p.23)		Mandatory protocol support includes REST, SOAP/WSDL, GraphQL, gRPC, and WebSocket.	Kindly confirm the approximate number/percentage of existing departmental applications using SOAP/WSDL, GraphQL, gRPC and WebSocket respectively, to enable appropriate solutioning and effort estimation for protocol transformation.	The bidder shall propose a solution supporting all protocols specified in Section 3.2.2.2.
412	Sec 6.11 & 6.12 (Future Scaling, p.45-46) and Table E (Financial Bid, p.54)	Sec 6.11 & 6.12 (Future Scaling, p.45-46) and Table E (Financial Bid, p.54)		Sec 6.12 provides a 5-year scaling table (up to 1,500+ APIs / 5000+ TPS by Year 5), and Table E in the Financial Bid asks for 'Additional Scaling Cost' assuming a payload size of 100 KB.	Kindly confirm whether the 100 KB payload assumption in Table E applies uniformly to the NFR benchmarks in Sec 3.3.1 (Latency) and Sec 3.3.2 (Throughput) as well, or whether those NFRs are payload-size agnostic. Also confirm the average/maximum payload size to be assumed for base sizing (Year 1, 1000 TPS) in Table C1.	as per RFP
413	Sec 3.3.12 (Observability & Monitoring, p.27)	Sec 3.3.12 (Observability & Monitoring, p.27)		The RFP recommends 'industry-standard tools such as ELK Stack or OpenSearch, Prometheus and Grafana, and Jaeger or Zipkin.'	Kindly confirm whether these specific tools are mandatory, or merely indicative/illustrative, and whether equivalent enterprise/commercial or OEM-native observability tools bundled with the proposed API Gateway platform would be acceptable in lieu of the named tools.	as pe RFP
414	Sec 5.4 & 5.5 (SLA Penalties, p.37-40) read together	Sec 5.4 & 5.5 (SLA Penalties, p.37-40) read together		Section 5.4 caps implementation-phase penalties at 15% of the applicable milestone payment, and Section 5.5 separately caps O&M penalties (uptime, latency, error rate, incident resolution, RCA delay) at 15% of the quarterly O&M payment.	Kindly confirm whether the various O&M penalty heads (uptime, latency/P95/P99, error rate, incident resolution time, RCA delay, security breach) are cumulative subject to one combined 15% quarterly cap, or whether each penalty head is independently capped at 15%. Please also clarify the sequence/priority of penalty computation where multiple SLA breaches occur in the same reporting period.	as per RFP
415	Sec 5.5 — Security Breach Penalty (p.40)	Sec 5.5 — Security Breach Penalty (p.40)		Fixed penalties of INR 14 Lakh (High), INR 10 Lakh (Medium) and INR 7 Lakh (Low severity) per security-breach incident are prescribed, in addition to the overall 15% quarterly O&M penalty cap.	Kindly confirm whether Security Breach penalties fall within the overall 15% quarterly O&M penalty cap referred to in Sec 5.5, or are levied over and above such cap.	Corrigendum

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
416	Sec 6.15 (Failure of Performance & Mandatory Technology Replacement, p.46-47)	Sec 6.15 (Failure of Performance & Mandatory Technology Replacement, p.46-47)		In the event of sustained technical non-performance, the Bidder is required, within a 30-day cure period and thereafter within 60 days, to entirely substitute the API Gateway platform at its own cost, including new licenses, OEM support, and re-architecture, without any additional payment from the Purchaser.	Kindly clarify the objective/measurable criteria and process (including number of recurring SLA breaches, escalation steps, and opportunity for RCA/representation) that will trigger issuance of a 'Notice of Technical Non-Performance' under Sec 6.15.1, to enable Bidders to accurately assess and price this risk.	as per RFP
417	Sec 3.6 (Technical Resource, p.30-31) & Table B1 (Financial Bid, p.52-53)	Sec 3.6 (Technical Resource, p.30-31) & Table B1 (Financial Bid, p.52-53)		The RFP requires the Bidder to propose the quantity (X) of onsite resources (Project Manager, Solution Architect, Business Analyst, Developer, Full Stack Developer, UI/UX Designer) for the Implementation Phase, without prescribing a minimum headcount (unlike the O&M phase, which mandates 1 each of Technical Manager, Full Stack Developer, and Product Expert/System Admin).	Kindly confirm whether GoG has any minimum expected team size or effort benchmark (person-months) for the Implementation Phase covering design, development, and onboarding of 400 APIs across departments within the timelines in Sec 5.4, to assist Bidders in resource planning.	Resource deployment requirements are bidder-dependent. Bidders are expected to deploy adequate resources to meet project timelines and deliverables as defined in the RFP.
418	Sec 4.1 (Software License, p.33-34)	Sec 4.1 (Software License, p.33-34)		The RFP permits Open-Source, Perpetual, Subscription-based, or Hybrid licensing models for the API Gateway platform.	Kindly confirm whether there is any preference or restriction regarding use of Open-Source API Gateway platforms (e.g., in terms of enterprise support SLAs, CERT-In empanelment of the OEM/support provider, or minimum OEM annual turnover under Eligibility Criteria), given that OEM turnover eligibility (Sec 2.1, Sr. No. 4) explicitly requires OEM participation/turnover of Rs. 70 Crore where an OEM is involved.	as per RFP
419	Sec 3.3.16 (Environment Segregation, p.28)	Sec 3.3.16 (Environment Segregation, p.28)		The RFP mandates fully segregated DEV, UAT, Sandbox/Pre-Production, and PROD environments with strict infrastructure, network, application, and data-level isolation.	Kindly confirm the expected sizing/scaling ratio for non-production environments (DEV/UAT/Sandbox) relative to Production, and whether infrastructure for non-production environments is to be provided by GSDC or sized and costed by the Bidder.	as per RFP
420	Sec 3.2.6 (Interoperability, p.25)	Sec 3.2.6 (Interoperability, p.25)		The platform must facilitate integration with national Digital India platforms via API Setu, including DigiLocker, UMANG, MyScheme, and Aadhaar-related services.	Kindly confirm whether GoG/DIT will facilitate/provide the necessary API Setu credentials, sandbox access, and coordination with NeGD/MeitY for these national platform integrations, or whether obtaining such access and liaison is within the Bidder's scope and responsibility.	Bidder shall support integration with external platforms as specified in Section 3.2.6. Necessary coordination and approvals from relevant stakeholders shall be facilitated by DST, wherever applicable.
421	Sec 3.4.16 (Commencement of O&M, p.29) and Table (Payment Milestones, p.48-49)	Sec 3.4.16 (Commencement of O&M, p.29) and Table (Payment Milestones, p.48-49)		Hyper-care and warranty support of a minimum 30 days is required post Go-Live before O&M formally commences, while the Financial Bid Table C references O&M costs 'from 2nd year onwards.'	Kindly clarify the exact start date of the billable O&M period given there are two Go-Live milestones (M4 for first 200 APIs and M6 for next 200 APIs) — i.e., whether O&M billing commences 30 days after M4 Go-Live, 30 days after M6 (final) Go-Live, or from the start of Year 2 as indicated in Table C1/C2.	corrigendum
422	Sec 3.3.13 (Performance Testing, p.27-28)	Sec 3.3.13 (Performance Testing, p.27-28)		Load testing is required 'at a minimum of twice the expected peak load' and endurance testing over 'a continuous period of at least 24 to 48 hours.'	Kindly confirm whether the cost of performance/load-testing tools and any third-party performance testing agency (if required) is to be included in the Bidder's commercial bid, and whether GoG will provide a synthetic/production-representative dataset for such testing.	as per RFP
423	General — Existing Landscape	General — Existing Landscape		The RFP does not describe the current state of departmental applications, existing integration mechanisms (point-to-point/ESB), or any existing API Gateway/management tool in use, if any.	Kindly share (a) details of any existing API Gateway/integration platform currently in use by GoG departments that this solution will replace or coexist with, (b) a list of priority departments/systems for the first phase of 400 API onboarding, and (c) any existing GSWAN bandwidth/network provisioning between departments and GSDC relevant to sizing.	as per RFP

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424	Page 28, Clause 3.3.9	Page 28, Clause 3.3.9		3.3.9 Disaster Recovery: The API hub shall implement a robust Disaster Recovery (DR) mechanism to ensure business continuity with a Recovery Time Objective (RTO) of ≤ 15minutes and Recovery Point Objective (RPO) of ≤ 5 minutes, supported by a geographically separated DR site in active-active or active-passive mode. All configurations, security policies, routing rules, and critical operational data shall be replicated in near real-time to the DR environment, ensuring minimal data loss and consistency.	Could the GSDC provide the required bandwidth between the Primary DC (GSDC) and the secondary DR site? Furthermore, will the network load balancers capable of global traffic management (GTM) for seamless failover be provided by GSDC ?	Infrastructure components such as DR connectivity, bandwidth and load balancers etc. shall be provided by GSDC/DIT.
425	Page 28, Clause 3.3.10	Page 28, Clause 3.3.10		3.3.10 Single Point of Failure (SPOF) Elimination: The API Gateway architecture shall be designed to eliminate any single point of failure (SPOF) by implementing redundancy at all critical layers, including gateway nodes, load balancers, network components, and supporting services. The system shall operate in a clustered, highly available configuration with multiple active instances distributed across zones or data centers. Automatic failover mechanisms must ensure that failure of any individual component does not impact overall service availability, and traffic is seamlessly rerouted to healthy instances without disruption. Continuous health monitoring, replication of configurations, and integration with ITSM tools such as ServiceNow and JIRA shall be implemented to detect, alert, and remediate failures proactively.	Does the GSDC already maintain centralized enterprise instances of these tools that the SI must integrate with , or is the SI expected to deploy these tools	as per RFP
426	Page 29, Clause 3.3.16	Page 29, Clause 3.3.16		3.3.16 The bidder shall design, implement, and maintain fully segregated Development (DEV), User Acceptance Testing (UAT), Sandbox/Pre-Production, and Production (PROD) environments to support the complete API lifecycle, ensuring strict isolation at infrastructure, network, application, and data levels;	As per our understanding, all the IT Infrastructure required including Compute, Storage, Load balancers, network, security products will be provided from the GSDC and its DR site by the client. Bidder is only to provide the API software, licenses, and architecture topology sizing. Please clarify	Only Production and DC/DR site related infrastructure will be provided by purchaser.
427	Page 29, Clause 3.4.2	Page 29, Clause 3.4.2		3.4.2 Service Desk and Support Management The bidder shall establish and operate a centralized Service Desk with multi-level support (L1, L2, and L3), including a ticketing system, a defined escalation matrix, and clearly defined support availability.	Does the GSDC will provide the Ticketing system , or is the SI expected to deploy these tools.	as per RFP
428	Page 34, Clause 3.9	Page 34, Clause 3.9		The architecture shall be designed to support containerized deployment environments, preferably based on Kubernetes, ensuring flexibility, portability, and efficient resource utilization.	Will the GSDC provide a managed/pre-configured production-grade Kubernetes cluster along with persistent storage classes ?	as per RFP
429	General	General		-	Our understanding is the total contract period 5 years is including both implementation phase (6 Months),hypercare(1 month) and O&M Phase(53 Months).Kindly confirm.	yes

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430	3.2.9 Security Requirements Enhancement, Page No.27	3.2.9 Security Requirements Enhancement, Page No.27		The bidder shall conduct periodic security assessments, including quarterly Vulnerability Assessment and Penetration Testing (VAPT) and annual third-party security audits, with mandatory remediation of identified vulnerabilities within defined timelines. & VAPT (Vulnerability Assessment & Penetration Testing): The bidder shall ensure the platform passes mandatory third-party VAPT audits prior to Go-Live, with ongoing half yearly APT cycles managed as part of O&M.	Kindly confirm the frequency of VAPT to be carried out, as both these clauses are contradictory.	Corrigendum
431	3.6 Technical Resource, pg. No.31	3.6 Technical Resource, pg. No.31		The development team shall be stationed onsite during the implementation phase. However, during the AMC/O&M phase, resources may operate offsite, except for the minimum number of resources mandated to remain onsite as specified.	Kindly confirm whether dept. will provide with space, internet connectivity for onsite deployed resources.	yes
432	6.7 Exit Management, pg No.47	6.7 Exit Management, pg No.47		The selected bidder may continue work on the assets for the duration of the exit management period which may be a six months period from the date of expiry or termination of the agreement, if required by DST, Gujarat to do so.	Kindly confirm if bidder will be paid quarterly during this knowledge transfer/business continuity phase.	Exit Management obligations are part of the contractual responsibilities of the successful bidder as defined under Section 6.7. Any commercial implication shall be governed by the contract terms.
433	8.1 Annexure 1: Format for Financial Bid, Pg. No. 53	8.1 Annexure 1: Format for Financial Bid, Pg. No. 53		Man-Month Cost for Resources per quarter during O&M as proposed in clause no. 3.6 20 Quarters	As per the financial bid format, O&M manpower cost is to be quoted for 20 quarters. As per our understanding, O&M will commence only after 30 days of hypercare and warranty support. Kindly confirm the total number of quarters to be quoted for O&M.	Corrigendum
434	Fact Sheet	1.1.7	8	All bidders participating in this bid must submit a board resolution or Power of Attorney authorizing the signatory of the bid, in the format specified in Form-13 of this RFP. Failure to submit the Power of Attorney in the prescribed format shall lead to rejection of the bid.	Requesting that Bidder's own format is also allowed.	As per RFP.
435	Pre-Qualification Criteria	2.1	14	PF/ESIC details of all such employees on payroll,	Such information cannot be shared for the employees under privacy guidelines. Self-signed certificate by HR should suffice.	Corrigendum
436	Technical Evaluation (TQ) Criteria; 1.4	2.2-C(1.4)		3. Client Certificate clearly mentioning: ☐ Name of the project and client organization. ☐ Implementation of API Gateway. ☐ Number of APIs integrated/operationalized (if applicable). ☐ Project go-live date and current operational status.	Bidder recommends that requirement of Client Certificate may be dropped as there are Project under NDA where such details cannot be obtained from client & shared further. Self-signed certificate by Company Secretary may be allowed.	As per RFP.
437	Non-Functional Requirements (NFRs)	3.3		3.3.17 Any additional features required to meet the objectives of the project, even if not explicitly mentioned, shall be included in the scope of the bidder without any additional cost.	This cannot be open ended like this. Either nature of changes eligible for zero cost are defined, or a specific quantum of efforts are to be considered by the Bidders for such changes in its bid.	As per RFP.
438	Project Implementation Timeline	5.4	38	i. Penalties shall be capped at 15% of the total contract value/implementation-phase milestone-based payments/quarterly O&M payable amount.	In line with the MIETY guidelines, capping of penalties and liquidated damages be capped to 10% of the total contract value/implementation-phase milestone-based payments/ quarterly O&M payable amount.	As per RFP.

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439	Service and Performance Penalty during	5.6	40	5.6.3 Replacement of a profile by the agency (only one replacement per technical profile – with equal or higher qualification and experience – would be permitted per year)	Bidder Requests following modification: Replacement of a profile by the agency (only one replacement per technical profile with equal or higher qualification and experience – would be permitted per year)	Corrigendum
440	For every SLA non-compliance reported and proved, there shall be a penalty as given	5.6.5	40	INR 5,000 per resource per day for delay beyond the stipulated timeline.	Bidder recommends following: INR 5,000 1500 per resource per day for delay beyond the stipulated timeline.	As per RFP.
441	Service and Performance Penalty during O&M	5.5	39	Level of Uptime Quarterly/ Penalty Charges 98% and above but below 99% - 3 % of total cost of Quarterly O&M pay-out 97% and above but below 98% - 5 % of total cost of Quarterly O&M pay-out 96% and above but below 97% - 7 % of total cost of Quarterly O&M pay-out 95% and above but below 96% - 9 % of total cost of Quarterly O&M pay-out Below 95% - 10 % of total cost of Quarterly O&M pay-out	Bidder recommends following- 98% and above but below 99% - 1.25 % of total cost of Quarterly O&M pay-out 97% and above but below 98% -1.50 % of total cost of Quarterly O&M pay-out 96% and above but below 97% - 1.75 % of total cost of Quarterly O&M pay-out 95% and above but below 96% - 2 % of total cost of Quarterly O&M pay-out Below 95% - 2.25 % of total cost of Quarterly O&M pay-out	As per RFP.
442		5.6		5.6.5 (1) - In case of resignation of any deployed resource, the bidder shall ensure replacement with a qualified resource. A minimum 15 days' overlap between the outgoing and incoming resource shall be maintained.	internal	Corrigendum
443		5.4	38	₹2,000 per resource per week (or part thereof) of delay for non- deployment of required resources.	internal	Corrigendum
444		5.6		New addition below 5.6.5 (3)	internal	Corrigendum
445		5.3.7	37	The solution shall include comprehensive built-in monitoring capabilities, and the bidder shall use integrated tools for SLA monitoring.	internal	Corrigendum
446		5.6.5	42	If the SLA penalties during the O&M phase calculations exceed 10% of the monthly equivalent billing for three consecutive Quarter then, notwithstanding anything contained herein, the Purchaser may take appropriate action including the termination of the contract and forfeiting of the Performance Guarantee.	internal	Corrigendum
447		5.3.4	37	5.3.4 The Bidder, along with the API Gateway OEM, shall provide a Root Cause Analysis (RCA) for all cybersecurity incidents within the defined SLA timelines. Extensions may be granted by the Purchaser based on the severity of the incident upon justified request. In cases of SLA breach beyond the bidder's control, the bidder may submit RCA with justification for consideration. If the RCA confirms service-related failure, applicable penalties shall be imposed.	internal	Corrigendum

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448		5.4	39	Repeated breaches (3 months consecutively) may lead to invocation of PBG and contract review	internal	Corrigendum
449		5.5	39	High Severity Breach: Unauthorized access to highly sensitive data (such as Personally Identifiable Information (PII), financial records, or critical government data), compromise of core systems, or active exfiltration of data. Penalty : INR 14 Lakh per incident	internal	Corrigendum
450	Termination by the TENDERER	6.3.1	42	e) In case the selected Bidder fails to deliver the quantity and/or service as stipulated in the delivery schedule, the Tenderer reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder.	Bidder requests addition of following to the existing clause: Vendor shall not be liable to Excess Cost more than (ten) 10 percent of the price of undelivered goods or services for which such an option is exercised by the Purchaser"	Corrigendum
451	Exit Management	6.7		6.7.1.1 The selected bidder may continue work on the assets for the duration of the exit management period which may be a six months' period from the date of expiry or termination of the agreement, i	Bidder recommends following updatee: The selected bidder may continue work on the assets for the duration of the exit management period which may be a six three months' period before from the date of expiry or termination of the agreement,	As per RFP.
452	Performance bank Guarantee (PBG)	7.4		7.4.1 The successful bidder shall submit a single Performance Bank Guarantee (PBG) equivalent to 10% of the total contract value (including Implementation and Operations & Maintenance costs) as per this RFP.	Request to change PBG value to 3-5% of PV	As per RFP.
453	Security Features, Authentication Requirements	3.2.3, 3.2.3.1		☐ Integration with LDAP/Active Directory ☐ Multi-factor authentication for admin access	A. Please confirm whether existing LDAP/AD infrastructure is available or bidder needs to provision IAM. B. MFA required only for administrative users or also for API consumers and third-party integrations?	As per RFP.
454	Threat Protection	3.2.3.3		☐ DDoS mitigation ☐ Bot detection and mitigation ☐ IP blacklisting/whitelisting	Please confirm DDoS protection be provided by GSDC infrastructure or should bidder deploy dedicated solution?	As per RFP.
455	Data Security	3.2.3.4		Key management system integration	Please confirm if there an existing KMS/HSM available for integration, or bidder must provision one?	As per RFP.
456	Security Requirements Enhancement	3.2.9		Zero Trust security model	Please share reference architecture or detailed expectations for Zero Trust implementation.	As per RFP.
457	Security Requirements Enhancement	3.2.9		The bidder shall conduct periodic security assessments, including quarterly Vulnerability Assessment and Penetration Testing (VAPT) and annual third-party security audits, with mandatory remediation of identified vulnerabilities within defined timelines.	Please confirm who will bear the cost for Vulnerability Assessment and Penetration Testing (VAPT) and annual third-party security audits,	Corrigendum
458	Monitoring	3.3.12		Centralized logging & alerting	Please clarify log retention period and whether integration with State SOC/SIEM is required.	As per RFP.
459	Operations & Maintenance (O&M) Requirements	3.4		3.4.5 Security Operations and VAPT Management	Please confirm 24x7 SOC monitoring is responsibility of bidder or will it be shared with existing SOC?	Corrigendum

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460		3.1	22	The API Gateway implementation is stated to be at GSDC and also infrastructure-agnostic/portable across bare metal, virtualized, cloud, containerized, Kubernetes and HCI environments.	Kindly confirm the hosting model and location for all environments, including DC and DR, and whether it will be provided and managed by customer.	Corrigendum
461		3.3.5	27	All data processed and stored shall reside within GSDC or a GoI-approved cloud region within India.	Kindly confirm whether bidder needs to size and quote for GSDC-hosted infrastructure only, or also provide cloud hosting infrastructure/services if GoI-approved cloud is selected.	Corrigendum
462		3.3.9	27	DR is required with RTO ≤ 15 minutes and RPO ≤ 5 minutes, supported by geographically separated DR site in active-active or active-passive mode.	1. Kindly confirm DR site location, availability of DR infrastructure at GSDC/alternate site, and preferred DR mode (active-active or active-passive). Also confirm whether DR infrastructure and replication links are to be provided by customer? 2. Kindly confirm the network connectivity requirements with external/national platforms, including Internet/MPLS/VPN links, and whether these will be arranged by the customer for connectivity to both DC and DR locations.	As per RFP.
463		3.3.12	27	Observability framework includes ELK/OpenSearch, Prometheus/Grafana, Jaeger/Zipkin and real-time alerting.	1. Kindly confirm whether the bidder can use the existing application monitoring tool or if a new tool needs to be provisioned by the bidder. 2. Bidder assumes that the underlying infrastructure monitoring and management will be handled by the GSDC/Customer.	SI to suggest and procure all tools necessary for complete functioning of solution as per RFP.
464		3.2.4.3	25	Administrator portal includes backup and recovery management.	Kindly confirm whether the backup tool/platform, backup strategy, and backup operations for both DC and DR, including regulatory compliance and backup policies, will be provided and managed by the customer.	As per RFP.
465		3.4.2	28	Centralized Service Desk with L1/L2/L3 support and ticketing system is required.	Kindly confirm whether existing customer/GSDC ITSM/ticketing tool will be used, or bidder must provision, configure/customize and hand over a ticketing tool. Also confirm license type(Concurrent License Named User License) /count and support users.	corrigendum
466		3.2.6	25	Platform should facilitate integration with API Setu, DigiLocker, UMANG, MyScheme, Aadhaar-related services etc.	Kindly confirm network connectivity requirements with external/national platforms, including internet/MPLS/VPN links, whitelisting, certificates, credentials, test endpoints and approvals, and whether these will be arranged by customer.	As per RFP.
467		3.2.5	26	Minimum onboarding of 400 APIs	Please confirm whether APIs will be provided by departments and to be configured by SI on API hub or need to be developed by SI?	As per RFP.
468		3.2.5 & 3.4.10	26, 30	APIs are onboarded from multiple departments	Please clarify SLA ownership for APIs published by departments (backend systems not controlled by SI). Will SLA penalties apply to SI in case of backend system failure?	As per RFP.
469	License Model	4.1	34-35	Open-source / Subscription / Perpetual allowed	Please confirm if 1. only Open source solution to be provisioned or 2. COTS solution to be provisioned with enterprise support or 3. hybrid licensing (mix of open-source + commercial tools) is acceptable.	As per RFP.
470	Throughput	3.3.2	27	System to handle 1000 RPS with ≤5% error	Please confirm expected maximum concurrent connections (active sessions/users) to size gateway nodes and backend pools.	As per RFP.
471	Experience Criteria	2.1	13-14	API Gateway implementation in 3 projects	Please clarify definition of “API Hub” vs “API Gateway” – whether integration-only projects count or full platform deployment is required.	As per RFP.
472	Throughput	3.3.2	27	Minimum 1000 RPS with ≤5% error rate	Please confirm expected peak load vs steady-state load for sizing and benchmarking purposes.	As per RFP.
473	HA	3.3.4	27-28	99.95% uptime with failover	Please clarify whether DR site infrastructure will be provided by the department or needs to be provisioned by SI.	As per RFP.
474	Data Residency	3.3.5	27	Data (logs, analytics, configurations) must reside in GSDC or GoI-approved cloud	Please confirm whether storage infrastructure (including log storage, analytics DB, backups) will be provisioned by GSDC or needs to be sized and provisioned by SI.	Production will be hosted on GSDC. GSDC will provide hosting infrastructure.

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
475	Monitoring & Analytics	3.2.4.4	26	Requirement for detailed logging, monitoring, analytics & export	Please provide expected daily log volume per API / per transaction to enable accurate storage sizing.	As per RFP.
476	Observability	3.3.12	28	Centralized logging, metrics, tracing using ELK/OpenSearch etc.	Please clarify whether historical logs are expected to be stored on hot/warm/cold tiers and the expected retention for each tier.	To be decided as per government norms and in consultation with Bidder during design and implementation phase.
477		3.3.12 & 3.4.12	28-30	Requirement for logs to be retained for audit and compliance	Please specify the mandatory data retention period for logs, audit trails, analytics data, and API transactions.	As per RFP.
478	Backup & DR	3.4.7	30	Requirement for regular backups and DR replication	Please confirm backup retention policy (daily, weekly, monthly) and duration to size storage accordingly.	As per RFP.
479	DR Requirements	3.3.9	28	RTO ≤15 min, RPO ≤5 min	Please confirm whether DR infrastructure (DC/DR setup) is already available in GSDC or needs to be implemented by SI.	As per RFP.
480	DR Requirements	3.3.9	28	Near real-time replication to DR site	Please clarify whether storage for DR environment will be accounted separately (100% replication) or shared with DC sizing estimates.	As per RFP.
481	Environment Segregation	3.3.16	29	Separate DEV/UAT/SANDBOX/PROD environments required	Please confirm whether each environment requires full-scale infrastructure and storage sizing or scaled-down environments are acceptable.	Scaled-down environments are acceptable for non-prods. However, Pre-Production is an exception, as it must support performance and load testing and therefore should closely mirror the production environment in terms of capacity and configuration.
482	API Onboarding	3.2.5	26	Minimum 400 APIs onboarding	Please confirm expected payload size per API (avg/max), to estimate storage, throughput, and logging requirements.	As per RFP.
483	Throughput	3.3.2	27	Minimum 1000 RPS requirement	Please provide expected peak RPS and growth projections beyond baseline to appropriately size storage and log ingestion pipelines.	As per RFP.
484	SLA	5.5	39-40	SLA penalties based on uptime, latency, error rate	Please confirm whether SLA measurement excludes downtime/errors originating from backend departmental systems.	As per RFP.
485	Portal (Consumer	3.2.4	25	APIs consumed by external/internal users	Please clarify whether SLA includes end-to-end API response (including backend systems) or only API Gateway layer performance.	The API Latency will measure the API Gateway overhead transaction time—spanning from the moment the request reaches the gateway, through the backend processing, and until the response is sent back out. It does not include the back-end API latency.

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486	SLA Framework	5.3	36	SLA monitoring based on system performance	Please confirm if dependency mapping (API Gateway vs backend system) will be considered during SLA breach evaluation and RCA.	The API Latency will measure the API Gateway overhead transaction time—spanning from the moment the request reaches the gateway, through the backend processing, and until the response is sent back out. It does not include the back-end API latency.
487	Incident Management	3.4.3	29	RCA required for incidents	Please clarify responsibility of RCA when incident originates from external systems (e.g., DigiLocker, Aadhaar, department apps).	As per RFP.
488	Latency & SLA	3.3.1 & 5.5	27,39	End-to-end latency defined (P95, P99)	Please clarify measurement point for latency – at API Gateway ingress/egress or including backend processing time.	The API Latency will measure the API Gateway overhead transaction time—spanning from the moment the request reaches the gateway, through the backend processing, and until the response is sent back out. It does not include the back-end API latency.
489	SLA	5.5	39,40	API Gateway added latency ≤ 50 ms	Please confirm whether this 50 ms threshold excludes network latency and backend system latency.	The API Latency will measure the API Gateway overhead transaction time—spanning from the moment the request reaches the gateway, through the backend processing, and until the response is sent back out. It does not include the back-end API latency.
490	SLA	5.5	39,40	$\geq 95\%$ of API requests must meet SLA thresholds	Please clarify calculation window (hourly/daily/monthly) for SLA compliance measurement.	Corrigendum
491	SLA Measurement	5.1.1	35	SLA monitoring monthly and quarterly	Please confirm whether penalties will be calculated monthly or quarterly (both mentioned in different sections).	Corrigendum
492	Vol1	5.5 SLA Error Rate / Page 39		Error rate threshold defined ($<1\%$)	Please clarify whether error rate calculation excludes client-side failures and invalid requests.	As per RFP.
493	Vol1	5.3 Incident SLA / Page 36-37		Resolution time based on severity levels	Please confirm whether ticket severity classification will be mutually agreed or defined solely by purchaser.	As per RFP.
494	Vol1	5.5 SLA Penalty / Page 39-41		Penalty linked to uptime and response	Please clarify whether SLA penalty cap (15%) applies cumulatively across all SLA metrics or individually.	As per RFP.
495	Vol1	5.5 & 3.3.4 / Page 39 & 28		Uptime SLA 99.95%	Please clarify calculation method of uptime – whether scheduled downtime, maintenance windows, or patching periods are excluded.	As per RFP.
496	Vol1	3.3.8 Patch/Update / Page 28		Updates require approval and staging	Please confirm whether downtime during approved maintenance window is exempted from SLA penalty calculation.	As per RFP.
497	Vol1	3.3.2 Throughput / Page 27		Minimum 1000 RPS with $\leq 5\%$ error rate	Please clarify whether 1000 RPS is the average sustained load or peak load requirement.	As per RFP.

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498	Vol1	6.12 Future Scaling / Page 47		Scaling up to 5000+ TPS over 5 years	Please confirm expected peak TPS vs sustained TPS at each year to appropriately size infrastructure and licenses.	As per RFP.
499	Vol1	6.12 / Page 47		TPS burst defined separately (e.g., 2000 TPS in Year 1)	Please clarify expected duration of burst traffic (seconds/minutes) and whether system must sustain burst continuously or intermittently.	As per RFP.
500	Vol1	3.2.2.1 Traffic Management / Page 24		Request queuing and retry logic with backoff	Please clarify acceptable queue depth and backpressure handling expectations during peak load conditions.	As per RFP.
501	Vol1	3.3.14 Capacity Planning / Page 29		Requirement for 5-year capacity planning	Please provide department-wise API usage distribution or traffic pattern assumptions (e.g., % of high-frequency APIs vs low usage APIs).	As per RFP.
502	Vol1	3.3.13 Performance Testing / Page 28-29		Load testing at 2x peak load	Please confirm baseline peak load value to be used for performance testing (since only minimum 1000 TPS is defined).	As per RFP.
503	Vol1	3.2.8 Messaging Queue / Page 26		Asynchronous processing via message queues	Please clarify expected message throughput (messages/sec) and queue sizing requirements for peak scenarios.	As per RFP.
504	Vol1	3.2.2 Gateway Features / Page 24		Retry with exponential backoff	Please confirm retry limits and expected maximum retry load impact during peak or failure scenarios.	As per RFP.
505	Vol1	5.5 SLA – Latency / Page 39		P95 <200ms, P99 <500ms	Please confirm whether these latency thresholds are expected to be maintained during peak/burst loads also or only under normal conditions.	As per RFP.
506	Vol1	3.3.1 Latency / Page 27		Gateway latency ≤50ms overhead	Please clarify whether this overhead requirement holds true at max concurrency and peak TPS levels.	As per RFP.
507	Vol1	6.12 Scaling Table / Page 47		Year-wise API and TPS growth projections	Please confirm whether API growth and TPS growth are directly correlated or independent (important for sizing strategy).	As per RFP.
508	Vol1	3.9 Architecture / Page 33		Requirement for HA and scalable architecture	Please clarify whether auto-scaling (horizontal scaling) is expected to be dynamic (real-time) or manual scaling based on planning.	As per RFP.
509	Vol1	3.3.10 SPOF Elimination / Page 28		No single point of failure with multiple active instances	Please confirm expected minimum node count / cluster size required at peak load for compliance.	As per RFP.
510	Vol1	3.3.13 Performance Testing / Page 28-29		Endurance testing for 24–48 hours	Please confirm whether endurance testing should be performed at peak load or nominal load levels.	As per RFP.
511	Vol1	3.2.3 Rate Limiting / Page 24-25		Per API / user / app / IP rate limiting	Please confirm whether default rate limit thresholds will be defined centrally or department-wise configurable.	As per RFP.
512	Vol1	3.2.3 Spike Arrest / Page 25		Handling sudden traffic spikes	Please clarify expected spike percentage tolerance (e.g., 2x, 5x sudden traffic increase).	As per RFP.

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513	Vol1	6 Page 13		State Governments/ Central governments / PSUs in India – Work Order/ Contract order clearly highlighting the scope of work and value of the contract And order Completion/ Go-Live Certificate issued and signed by the competent authority of the client entity on its letterhead.	Bidder is required to submit the Agreement / Work Order However, it may be noted that for projects executed under a Non-Disclosure Agreement (NDA), sharing client name and submission of client artifacts (like Work Order or Phase Completion Certificate is not feasible). Hence the bidder requests to please accept anonymize client name along with self-certification from an authorized signatory covering all relevant details like project scope, implementation status, project value etc.	As per RFP.
514	Vol1	7 Page 14		The Bidder should submit below document for each Project. • Copy of the Work order/Purchase Order from any central / state Government / PSU/ Listed Company in India • Project Citation with Client details (Name, Designation, Contact Number, Email Id, etc.)	Bidder is required to submit the Agreement / Work Order However, it may be noted that for projects executed under a Non-Disclosure Agreement (NDA), sharing client name and submission of client artifacts (like Work Order or Phase Completion Certificate is not feasible). Hence the bidder requests to please accept anonymize client name along with self-certification from an authorized signatory covering all relevant details like project scope, implementation status, project value etc.	As per RFP.
515	Vol1	10 Page 15		1. PF/ESIC details of all such employees on payroll, and 2. A self-declaration on its letterhead listing the professionals engaged in relevant roles, including their skills and designations; A certificate to the effect signed and stamped by company's HR	To check with HR of PF/ESIC details can be provided	As per RFP.
516	Vol1	1.1.7 Fact Sheet Page 8		8	POA All bidders participating in this bid must submit a board resolution or Power of Attorney authorizing the signatory of the bid, in the format specified in Form-13 of this RFP. Failure to submit the Power of Attorney in the prescribed format shall lead to rejection of the bid.	As per RFP.
517	Vol1	3.4 Operations & Maintenance (O&M) Requirements		3.4.15 Exit Management and Transition Support The bidder shall provide comprehensive exit management support at the end of the contract, including handover of configurations, documentation, data, access details, and knowledge transfer to ensure smooth transition to the Government or a new bidder.	Bidder requests clarification on payment terms for the Exit Management period as it will start after the end of contract	Corrigendum
518	Vol1	3.6 Technical Resource Page 31		For any additional resource requirements beyond the initially defined scope, the bidder shall provide resources on a man-month basis at the rates discovered through this tender. The bidder must clearly specify the per resource, per month cost (man-month rate) in the financial proposal, which shall remain valid for the entire contract duration, including any extensions.	Bidder requests the following modification: For any additional resource requirements beyond the initially defined scope, the bidder shall provide resources on a man-month basis at the rates discovered through this tender. The bidder must clearly specify the per resource, per month cost (man-month rate) in the financial proposal, which shall remain valid for the entire contract duration, including any extensions.	As per RFP.
519	Vol1	5.4 Project Implementation Timeline Page 38		a. Capping of Penalties 1. Penalties shall be capped at 15% of the total contract value/implementation-phase milestone-based payments/ quarterly O&M payable amount 2. Repeated breaches (3 months consecutively) may lead to invocation of Performance Bank Guarantee and contract review	Bidder requests the following modification: a. Capping of Penalties 1. Penalties shall be capped at 5% 15% of the total contract value/implementation-phase milestone-based payments/ quarterly O&M payable amount 2. Repeated breaches (3 months consecutively) may lead to invocation of Performance Bank Guarantee and contract review	Corrigendum
520	Vol1	6.3.1 Termination by the TENDERER Page 42		e) In case the selected Bidder fails to deliver the quantity and/or service as stipulated in the delivery schedule, the Tenderer reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder.	Bidder requests the following modification: e) In case the selected Bidder fails to deliver the quantity and/or service as stipulated in the delivery schedule, the Tenderer reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder. The cost of procurement from alternate source shall be capped to value of goods/services not delivered as established in the contract	Corrigendum

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
521	Vol1	6.3.2 Consequences of Termination Page 43		6.3.2 Consequences of Termination	Bidder requests the following addition: 6.3.2.4) In the event that Purchaser terminates this agreement, compensation will be accorded to the bidder for the services rendered, advance paid and expenses incurred upto the termination along with the cost for the additional period for which the purchaser has requested the bidder to continue the services.	as per RFP
522	Vol1	6.10 Extension of Contract Period Page 45		The contract shall initially be valid for a period of five (5) years from the date of signing. The Purchaser reserves the right to extend the contract for an additional period of [one (1) to two (2) years], on the same terms and conditions, based on satisfactory performance of the bidder and mutual agreement between both parties.	Bidder requests the following modification: The contract shall initially be valid for a period of five (5) years from the date of signing. The Purchaser reserves the right to extend the contract for an additional period of [one (1) to two (2) years], on the same terms and conditions , based on satisfactory performance of the bidder and mutual agreement between both parties.	Corrigendum
523	Vol1	7.4 Performance Bank Guarantee (PBG) Page 49		7.4.1 The successful bidder shall submit a single Performance Bank Guarantee (PBG) equivalent to 10% of the total contract value (including Implementation and Operations & Maintenance costs) as per this RFP.	7.4.1 The successful bidder shall submit a single Performance Bank Guarantee (PBG) equivalent to 5% 10% of the total contract value (including Implementation and Operations & Maintenance costs) as per this RFP.	As per RFP.
524	Vol1	7.4 Performance bank Guarantee (PBG) Page 50		7.4.5 Signing of the Agreement will be provided to L1 after order issuance.	On page 17 of the RFP, it is mentioned that This RFP shall be governed by the Quality and Cost Based Selection (QCBS) methodology. Bidder requests the following modification: 7.4.5 Signing of the Agreement will be provided to L1 selected bidder after order issuance.	Corrigendum
525	Vol1	8.1 Annexure 1: Format for Financial Bid Page 52		8.1 Annexure 1: Format for Financial Bid	Bidder requests the following: Please provide Financial Bid Format in which the prices have to be quoted by the bidder in excel format	as per RFP
526	Vol1	NA		Limitation of Liability	Bidder requests the following addition: i) The aggregate liability of bidder (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the total amount, paid to bidder by the Purchaser in the preceding twelve months under this Agreement that gives rise to such liability (as of the date the liability arose). ii) In no event shall bidder be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third-party claims (other than those set-forth in Clause (i) above) even if it has been advised of their possible existence.	Corrigendum
527	Vol1	7.2 General		7.2 General	Bidder requests the following addition: o. The Purchaser agrees to pay bidder invoices within thirty days of receipt.	As per RFP.

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528	Vol1	5 Service Level Agreement		a. Capping of Penalties 1. Penalties shall be capped at 15% of the total contract value/implementation-phase milestone-based payments/ quarterly O&M payable amount 5.5 Service and Performance Penalty during O&M Bidder has to guarantee minimum uptime of 99.95%. Non adherence to the minimum uptime will attract penalty charges as per below details: Note: The overall penalty shall be capped at 15% of the quarterly O&M payment. Security breach penalty	a. Capping of Penalties 1. Penalties shall be capped at <u>10</u>5% of the total contract value/implementation-phase milestone-based payments/ quarterly O&M payable amount 5.5 Service and Performance Penalty during O&M Bidder has to guarantee minimum uptime of 99.95%. <u>The time lost due to any of the following reasons shall be taken into account while calculating the availability/ uptime requirement: (a) Time lost due to power or environmental failures; (b) Time taken to recover the system because of power or environmental failures; (c) Time lost due to damage or malfunction in the system or any units thereof due to causes attributable to Purchaser such as attachment of additional devices, making alteration to the system, maintenance of the system, etc. without Bidder's consent and/ or failure to maintain the site as required by the Bidder; (d) Time taken for scheduled maintenance/ troubleshooting either for preventive purposes or improvement in function or other purposes; (e) Time taken for reconfiguration or other planned downtime situations; (f) Scheduled shutdowns as required by Purchaser (Bidder may also request Purchaser for a shutdown for maintenance purpose, which request will not be denied unreasonably by Purchaser); (g) Time taken for booting the system (h) Time lost due to unavailability of links (i) Mis-handling of system by any person other than Bidder's authorized representatives.</u> Non adherence to the minimum uptime will attract penalty charges as per below details: Note: The overall penalty shall be capped at <u>10</u>5% of the quarterly O&M payment. Security breach penalty <u>The overall penalties under all provisions of the contract shall not exceed 10% of contract value.</u>	As per RFP.

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
529	Vol1	6.3 Termination Clause		6.3.1 Termination by the TENDERER The TENDERER, reserves the right to suspend any of the services and/or terminate this when a) The bidder becomes the subject of bankruptcy, insolvency, and winding up, receivership proceedings. b) In case the TENDERER finds illegal use of hardware, software tools, manpower etc. that are dedicated to the project. c) If SLAs are not maintained properly and not provide services as per SLAs, then TENDERER has right to foreclose contract. d) If deductions on account of penalties & liquidated damages exceeds more than 10% of the total contract price. e) In case the selected Bidder fails to deliver the quantity and/or service as stipulated in the delivery schedule, the Tenderer reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder. f) Upon occurrence of an event of default as set out in Clause above, either party will deliver a default notice in writing to the other party which shall specify the event of default (g) Upon expiry of notice period unless the party receiving the default notice remedied the default, the party giving the default notice may terminate the Agreement. g) During the notice period, both parties shall, save as otherwise provided therein, continue to perform their respective obligations under this Agreement and shall not, whether by act of omission or commission impede or otherwise interfere with party's endeavour to remedy the default which gave rise to the commencement of such notice period. h) The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination. i) In case of termination bidder will be paid for the work/services already delivered till the date of termination after deduction of penalties, if any. j) In Case of termination of the bidder, the DST/DIT shall forfeit the bank guarantee (performance security) and may blacklist the bidder and/or the OEM. 6.3.2 Consequences of Termination 6.3.2.1 In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], Purchaser shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the erstwhile Bidder in relation to the execution/continued execution of the scope of the Contract.	6.3.1 Termination by the TENDERER The TENDERER, reserves the right to suspend any of the services and/or terminate this when a) The bidder becomes the subject of bankruptcy, insolvency, and winding up, receivership proceedings. b) In case the TENDERER finds illegal use of hardware, software tools, manpower etc. that are dedicated to the project. c) If SLAs are not maintained properly and not provide services as per SLAs, then TENDERER has right to foreclose contract. d) If deductions on account of penalties & liquidated damages exceeds more than 10% of the total contract price. e) In case the selected Bidder fails to deliver the quantity and/or service as stipulated in the delivery schedule <u>provided the failure is for reasons solely and directly attributable to the Bidder</u>, the Tenderer reserves the right to procure the same or similar product from alternate sources at the risk-cost and responsibility of the selected Bidder <u>subject to 5% of costs of undelivered goods or services</u>. f) Upon occurrence of an event of default as set out in Clause above, either party will deliver a default notice in writing to the other party which shall specify the event of default (g) Upon expiry of notice period unless the party receiving the default notice remedied the default, the party giving the default notice may terminate the Agreement. g) During the notice period, both parties shall, save as otherwise provided therein, continue to perform their respective obligations under this Agreement and shall not, whether by act of omission or commission impede or otherwise interfere with party's endeavour to remedy the default which gave rise to the commencement of such notice period. h) The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination. i) In case of termination bidder will be paid for the work/services already delivered till the date of termination after deduction of penalties, if any. j) In Case of termination of the bidder, the DST/DIT shall forfeit the bank guarantee (performance security), and may blacklist the bidder and/or the OEM. <u>Bidder shall also have the right to terminate the agreement if the TENDERER commits a breach of the terms and conditions of the agreement and, where such breach is curable, fails to cure the same within 15 days provided for curing such breach.</u> 6.3.2 Consequences of Termination 6.3.2.1 In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], Purchaser shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the erstwhile Bidder in relation to the execution/continued execution of the scope of the Contract.	As per RFP.

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
530	Vol1	6.4 Copyright and Intellectual Property Rights		6.4.1 The TENDERER shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Bidder has developed for the performance of services under this RFP and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of services under this RFP, and the Bidder acknowledges and agrees that such products, documents and other materials constitute works made for hire for the TENDERER. 6.4.2 At the request of TENDERER, the Bidder shall take all necessary steps, execute all necessary documents and generally assist in securing all such proprietary rights and transferring or licensing them to the TENDERER in compliance with the requirements of the applicable law and this RFP. 6.4.3 All IPR in relation to project documents, assets, resources, designs, drawings, estimates, recommendations, source codes, application, etc. shall vest with the TENDERER, and the bidder shall not use any such for any other purpose.	6.4.1 <u>Subject to the provisions of Bidder 's Proprietary Software and Pre-Existing IP and Residuary Rights</u>, The TENDERER shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Bidder has developed <u>as a bespoke development</u> for the performance of services <u>specifically for the TENDERER</u> under this RFP and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of services under this RFP, and the Bidder acknowledges and agrees that such products, documents and other materials constitute works made for hire for the TENDERER. 6.4.2 At the request <u>and costs</u> of TENDERER, the Bidder shall take all necessary steps, execute all necessary documents and generally assist in securing all such proprietary rights and transferring or licensing them to the TENDERER in compliance with the requirements of the applicable law and this RFP. <u>Bidder 's Proprietary Software and Pre-Existing IP:- DIT acknowledges and agrees that this is a professional services agreement and this agreement is not intended to be used for licensing of any Bidder 's proprietary software or tools. If Supplier and DIT mutually agree that the Bidder provides to DIT any proprietary software or tools of Bidder or of a third party, the parties shall negotiate and set forth the applicable terms and conditions in a separate license agreement and the provisions of this Clause shall not apply to any deliverables related to customization or implementation of any such proprietary software or products of Bidder or of a third party. Further, DIT acknowledges that in performing Services under this Agreement Bidder may use Bidder 's proprietary materials including without limitation any software (or any part or component thereof), tools, methodology, processes, ideas, know-how and technology that are or were developed or owned by Bidder prior to or independent of the Services performed hereunder or any improvements, enhancements, modifications or customization made thereto as part of or in the course of performing the Services hereunder, ("Bidder Pre-Existing IP"). Notwithstanding anything to the contrary contained in this Agreement, Supplier shall continue to retain all the ownership, the rights title and interests to all Bidder Pre-Existing IP and nothing contained herein shall be construed as preventing or restricting Bidder from using Supplier Pre-Existing IP in any manner. To the extent that any Bidder Pre-Existing IP or a portion thereof is</u>	corrigendum

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					<u>incorporated or contained in a deliverable under this Agreement, Supplier hereby grants to DIT a non-exclusive, perpetual, royalty free, fully paid up, irrevocable license, with the right to sublicense through multiple tiers, to use, copy, install, perform, display, modify and create derivative works of any such Bidder Pre-Existing IP in connection with the deliverables and only as part of the Deliverables in which they are incorporated or embedded. The foregoing license does not authorize DIT to (a) separate Bidder Pre-Existing IP from the deliverable in which they are incorporated for creating a stand-alone product for marketing to others; (b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the Bidder Pre-Existing IP in favour of any person (either for commercial consideration or not (including by way of transmission), and/or (c) except as specifically and to the extent permitted by the Supplier in the relevant Statement of Work, reverse compile or in any other way arrive at or attempt to arrive at the source code of the Bidder Pre-Existing IP.</u> <u>Residual Rights. Each Party shall be entitled to use in the normal course of its business and in providing same or similar services or development of similar deliverables for its other clients, the general knowledge and experience gained and retained in the unaided human memory of its personnel in the performance of this Agreement and Statement of Work(s) hereunder. For the purposes of clarity the Supplier shall be free to provide any services or design any deliverable(s) that perform functions same or similar to the deliverables being provided hereunder for the Client, for any other customer of the Supplier (including without limitation any affiliate, competitor or potential competitor of the DIT). Nothing contained in this Clause shall relieve either party of its confidentiality obligations with respect to the proprietary and confidential information or material of the other party</u> <u>Similarly all the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Bidder's licensor and DIT shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software.</u> 6.4.3 All IPR in relation to project documents, assets, resources, designs, drawings, estimates, recommendations, source codes of software developed as bespoke development, application, etc. shall vest with the TENDERER, and the bidder shall not use any such for any other purpose.	
531	Vol1	6.13 Force Majeure		Neither party shall be liable for failure to perform obligations due to events beyond reasonable control, including natural disasters, war, pandemics, cyber-attacks, or government restrictions. · Notification shall be provided within reasonable time · Mitigation efforts shall be undertaken · If the event continues beyond 60 days, the TENDERER may terminate the contract	Neither party shall be liable for failure to perform obligations due to events beyond reasonable control, including natural disasters, war, pandemics, cyber-attacks, or government restrictions. · Notification shall be provided within reasonable time · Mitigation efforts shall be undertaken · If the event continues beyond 60 days, the TENDERER either Party may terminate the contract, <u>however Bidder shall be entitled to receive payments for all services rendered by it under the Contract.</u>	As per RFP.

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
532	Vol1	7. Payment Terms		The Bidder must accept the payment terms proposed in the tender. The financial offer submitted by the Bidder must be in conformity with the payment terms proposed in the tender. Any deviation from the proposed payment terms would not be accepted. The Purchaser shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of the purchaser. j) DIT reserves the rights to conduct all kind of inspection under the project scope. k) In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute. <u>In the event that DIT disputes, DIT shall notify Bidder reasons for disputing any amount within fifteen (15) days after receipt of applicable invoice, where upon Parties shall promptly seek to resolve the dispute by mutual discussion. If no dispute, substantiated in writing, is made by DIT within a period of fifteen (15) days of having received that invoice about any inaccuracy or any defect in the invoice, each such invoice shall be deemed to have been accepted as correct by DIT. Any such dispute shall not relieve DIT from paying when due any undisputed portion of the invoice.</u> l) The payment will be done after deducting penalty if any as per this RFP within 30 days of submission of the undisputed invoices raised to client (with all required supporting documents) or receipt of written clarifications on the invoice sought by the purchaser whichever is later, after duly complying all the guidelines of this RFP and subsequent agreement	The Bidder must accept the payment terms proposed in the tender. The financial offer submitted by the Bidder must be in conformity with the payment terms proposed in the tender. Any deviation from the proposed payment terms would not be accepted. The Purchaser shall have the right to withhold any payment due to the Bidder (except for the services rendered and delivered), in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of the purchaser. j) DIT reserves the rights to conduct all kind of inspection under the project scope. DIT shall not have access to the proprietary data of, or relating to, any other customer of Bidder, or a third party or Bidder's cost, profit, discount and pricing data. The inspection shall not be permitted if it interferes with Bidder's ability to perform the services in accordance with the service levels, unless DIT relieves Bidder from meeting the applicable service levels. DIT shall provide the notice of atleast 10 days before conducting any such inspection. The costs of the inspection shall be borne by DIT. The auditor shall sign the confidentiality agreement with the Bidder and shall follow the security and other relevant policies of the Bidder. k) In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute. In the event that DIT disputes, DIT shall notify Bidder reasons for disputing any amount within fifteen (15) days after receipt of applicable invoice, where upon Parties shall promptly seek to resolve the dispute by mutual discussion. If no dispute, substantiated in writing, is made by DIT within a period of fifteen (15) days of having received that invoice about any inaccuracy or any defect in the invoice, each such invoice shall be deemed to have been accepted as correct by DIT. Any such dispute shall not relieve DIT from paying when due any undisputed portion of the invoice. l) The payment will be done after deducting penalty if any as per this RFP within 30 days of submission of the undisputed invoices raised to client (with all required supporting documents) or receipt of written clarifications on the invoice sought by the purchaser whichever is later, after duly complying all the guidelines of this RFP and subsequent agreement. Any invoice remaining unpaid after the aforesaid period of thirty days shall be treated as a debt owed by the DIT to the Bidder and the Bidder shall be, without prejudice to any other remedies that it may have in this regard, entitled to recover it as such with a monthly interest of 2% calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of Services till such time all the payments due to it under this Agreement have been made by DIT and any such withholding by the Bidder shall not be treated as breach by it of the provisions of this Agreement.	As per RFP.

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533	Vol1	7.4 Performance bank Guarantee (PBG)		7.4.1 The successful bidder shall submit a single Performance Bank Guarantee (PBG) equivalent to 10% of the total contract value (including Implementation and Operations & Maintenance costs) as per this RFP. 7.4.3 The PBG shall be released three (3) months after successful completion of the contract, subject to satisfactory performance, fulfillment of all contractual obligations, and clearance of any pending dues or penalties 7.4.4 Within defined timeline from the date of issue of Gem Contract to the Successful Bidder shall at his own expense submit unconditional and irrevocable Performance Bank Guarantee (PBG) within 15 days of work order an amount of INR XX,XX,000/- (Rupees XXXXXXXX XXXXXXXX Only) from Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no.: FD/MSM/e - file/4/2024/2859/D.M.O. Date: 01/05/2025 issued by Finance Department or further instruction issued by Finance department time to time.. Delay in submission of valid PBG may attract penalty of INR 5000/- per day. Any Delay beyond 21 days, the TENDERER may terminate the contract and Forfeit the EMD. 7.4.7 The Performance Security may be forfeited by the Authority in the event of any breach or negligence or non-observance of any terms and conditions of the Agreement or for unsatisfactory performance by the Selected Bidder. The Performance Security shall be appropriated by the Authority as liquidated damages attributable to the breach or negligence or non-observance of any terms/ conditions of the Agreement by the Selected Bidder. 7.4.10 If the Selected Bidder fails to provide the Performance Security within the period specified in the RFP, such failure shall constitute a breach on the part of the Selected Bidder	7.4.1 The successful bidder shall submit a single Performance Bank Guarantee (PBG) equivalent to 10% of the total contract value (including Implementation and Operations & Maintenance costs) as per this RFP. 7.4.3 The PBG shall be released three (3) months after successful completion of the contract, subject to satisfactory performance, fulfillment of all contractual obligations, and clearance of any pending dues or penalties 7.4.4 Within defined timeline from the date of issue of Gem Contract to the Successful Bidder shall at his own expense submit unconditional and irrevocable Performance Bank Guarantee (PBG) within 15 days of work order an amount of INR XX,XX,000/- (Rupees XXXXXXXX XXXXXXXX Only) from Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no.: FD/MSM/e -file/4/2024/2859/D.M.O. Date: 01/05/2025 issued by Finance Department or further instruction issued by Finance department time to time.. Delay in submission of valid PBG may attract penalty of INR 5000/- per day. Any Delay beyond 21 days, the TENDERER may terminate the contract and Forfeit the EMD. 7.4.7 The Performance Security may be forfeited by the Authority in the event of any breach or negligence or non-observance of any terms and conditions of the Agreement or for unsatisfactory performance provided the breach or negligence or non-observance is for the reasons directly and solely attributable to the bidder by the Selected Bidder provided the breach or negligence or non-observance is for the reasons directly and solely attributable to the bidder. The Performance Security shall be appropriated by the Authority as liquidated damages attributable to the breach or negligence or non-observance of any terms/ conditions of the Agreement by the Selected Bidder. 7.4.10 If the Selected Bidder fails to provide the Performance Security within the period specified in the RFP, such failure shall constitute a breach on the part of the Selected Bidder and the Authority shall be entitled to make other arrangements at the risk, cost, and expense of the Selected Bidder and/or forfeit the EMD. 7.4.11 On due performance and completion of the Agreement Period in all respects, the Performance Security will be returned to the Selected Bidder without any interest, on the presentation of an absolute 'No Demand Certificate' issued by the Authority. 7.4.12 In Case, If the tenderer terminates the bidder from the service <u>due to default or breach of the bidder, the performance security of the bidder would be forfeited.</u>	As per RFP.

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534	Vol1	Additional Clauses		Additional clauses for incorporation in the Agreement	Bidder requests to incorporate the following clauses in MSA Execution Infrastructure The DIT will provide necessary and adequate infrastructure to enable Bidder to fulfill its commitment for the assignment. This will be applicable for each Bidder Consultant associated with the project and will be arranged for and provided at no cost to Bidder. The infrastructure will include: i. Office space; ii. Hardware and software; iii. Computer consumable including stationery, printer ribbons/toner, magnetic storage media such as floppy disks, tapes, cartridges, DATs; iv. Office stationery and consumable; v. Secretarial assistance, if necessary at site; vi. Telephone, e-mail and fax facilities at site; vii. Photocopying assistance; viii. Meeting Room facilities including room equipped with a writing board, seating arrangements, computers/ terminals, overhead projector and consumables. (pl. mention if any additional infrastructure is to be provided). The above-mentioned infrastructure will be required for work to be carried out at the site of DIT during regular working hours. DIT shall make arrangements to provide for the same beyond these hours such as after regular working hours and on holidays (excluding only compulsory national holidays), whenever required. Co-ordination DIT will provide timely clarifications and feedback sought by Bidder's Consultants during the period of this assignment. DIT will allocate a Project Co-ordinator to interact with Bidder, fix appointments with various DIT Personnel and provide local assistance to Bidder's Consultants. The Project Co-ordinator will have necessary authorization from DIT to take decisions and give timely approvals as per the need of the project.	As per RFP.

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					Assistance The DIT will ensure, through its Project Co-ordinator, transfer of information, specification of mutually agreed change-requirements (Change Requests), availability of materials such as documents and equipment, meetings with relevant users and other personnel among other requisites for Bidder to understand and document the same for the purpose of time-bound formal approval by the DIT, before the service is undertaken by Bidder. Necessary and sufficient time will have to be spent by Users in DIT with Bidder personnel during this stage of the assignment. Methodology, Tools and Techniques Bidder will use the methodology, tools and techniques as stated in the accompanying Technical Proposal. Any change in these, if desired by the DIT will need to be communicated to Bidder in writing with a reasonable notice period to allow for an assessment of their impact, if any, on schedule, technical requirements, feasibility and cost. Change Management Procedure A change identified at any stage of the assignment which requires the deliverable to deviate from the then current baseline or the approved deliverable of the previous baseline to be modified, will be conveyed by the DIT to Bidder or vice-versa in the form of a Change Request document. The request for change will then be assessed by Bidder to evaluate its impact on feasibility, time schedules, technical requirements in consequence of the proposed change and cost. Bidder will present this assessment to the DIT for its approval within a reasonable time period. Bidder will incorporate the change after receiving the DIT's written approval. In case of delay in approval by the DIT, the baseline itself may undergo a change; this will mean a reassessment of the charges.	

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					Changes in the requirements like office space, hardware/software, and tools etc. during the execution of the assignment will be conveyed by Bidder to the DIT. These will be evaluated jointly by the DIT and Bidder and will be provided by the DIT at no cost to Bidder. Warranty Bidder shall warrant that the delivered software meets the requirements as specified in the detailed Specifications of the Application Software. This warranty shall remain valid for three (3) months after the acceptance of the software by the DIT or three (3) months after the delivery of the software, whichever is earlier. DIT shall promptly notify Bidder in writing of any 'defect' in the software arising due to the reasons solely and entirely attributable to Bidder under this warranty. Upon receipt of such notification, Bidder shall remove the 'defect' in the application software. The scope of the warranty shall be limited only to correction of any bugs that were left undetected during acceptance testing by the DIT. Warranty shall not cover any enhancements or changes in the application software, carried out after acceptance testing. This warranty is only valid for defects against approved Specifications. The above mentioned warranty shall also not apply if there is any (i) combination, operation, or use of some or all of the deliverables or any modification thereof furnished hereunder with information, software, specifications, instructions, data, or materials not approved by Bidder and operation of the deliverables on incompatible hardware not recommended by Bidder; (ii) any change, not made by Bidder, to some or all of the deliverables; or (iii) if the deliverables have been tampered with, altered or modified by the DIT without the written permission of Bidder; or (iv) defects in components or materials provided to Bidder by DIT in connection with the preparation of the deliverable. In case of breach of this warranty, DIT's exclusive remedy will be to obtain (1) the re-performance of the service or the correction or replacement of any service deliverable that	

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					provides substantially similar functionality or (2) if both parties mutually determines that such remedies are not practicable, a refund of the fees allocable to that part of the deliverable will be due to the DIT if already paid by the DIT. EXCEPT AS SET FORTH IN THIS AGREEMENT, BIDDER MAKES NO WARRANTIES TO DIT, EXPRESS OR IMPLIED, WITH RESPECT TO ANY SERVICES OR DELIVERABLES PROVIDED HEREUNDER, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL SUCH OTHER WARRANTIES ARE HEREBY DISCLAIMED BY THE BIDDER. Additional Support and Services In case the DIT requires any additional support in execution of its tasks in respect of the assignment, it shall be provided to them by Bidder on availability-basis at its then current market rate. Travel and Related Expenses Should the assignment require any travel by any Bidder expert outside their respective base location(s), the DIT will provide to-and-fro airfare, board-and-lodging expenses (or, arrangements for the same), as well as local transportation for all such travels. Confidentiality Both parties agree that they may, in the course of their business relationship with the other, acquire or be exposed to information that is proprietary or confidential to the other party, its affiliates or its or their respective clients. Both parties undertake, to hold all such information in strictest confidence and not to disclose such information to third parties nor to use such information for any purpose whatsoever save as may be strictly necessary for the performance of the assignment as mentioned in this proposal. The term "Confidential Information" as used herein means any information or documents disclosed by one party to the other party orally, and which is reduced to writing within a period of 3 days of the disclosure or in writing or including but not limited to any written or printed documents, samples, model, technical data/know-how	

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					but not limited to any written or printed document, samples, model, technical data, know-how, drawings, photographs, specifications, standards, manuals, reports, formulae, algorithms, processes, information, lists, trade secrets, computer programs, computer software, computer data bases, computer software documentation, quotations and price lists, research products, inventions, development, processes, engineering techniques, strategies, customers, internal procedures, employees and business opportunity and clearly identified and marked as "Confidential Information". The data contained herein shall not be disclosed, duplicated, used in whole or in part for any purpose other than to evaluate the proposal provided that, a contract is awarded to this proposal as a result of, or in connection with the submission of this data. Both the parties shall have the right to duplicate, use or disclose the data to the extent provided in the contract. This confidentiality restrictions shall be for the term of the resultant contract and for a period of two years thereafter. This restriction does not limit the right to use information contained in the data if it: - Is obtained from another source without restriction. - Is in the possession of, or was known to, the receiving party prior to its receipt, without an obligation to maintain confidentiality; - becomes generally known to the public without violation of this Proposal; - is independently developed by the receiving party without the use of confidential information and without the participation of individuals who have had access to confidential information; - is required to be provided under any law, or process of law duly executed. Non-employment The DIT will neither offer to employ nor employ, directly or otherwise, any Bidder employee, associated for the purpose of, or with the assignment, during the period between the date of this proposal and two years from the completion of the assignment arising herefrom. Liability Bidder shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the DIT or its employees or	

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					delay or failure has arisen as a result of any delay or failure by the DIT or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the DIT, then Bidder shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the DIT. Such failures or delays shall be brought to the notice of the DIT and subject to mutual agreement with the DIT, then Bidder shall take such actions as may be necessary to correct or remedy the failures or delays. Bidder shall be entitled to invoice the DIT for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties. Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages. The total cumulative liability of either party arising from or relating to this Agreement, in the aggregate, shall not exceed the total amount paid to Bidder by the DIT in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose). General Indemnity The DIT will, during the period of the coverage of this assignment, indemnify and hold Bidder harmless from any loss, injury, claim or damage resulting from any death or injury to any person or property of Bidder arising out of the use or possession of the equipment or location of the DIT by Bidder or its personnel, unless caused by the negligence of Bidder personnel and the limitation or liability provided herein shall not apply to such loss, injury, claim or damages. The DIT warrants that all software, information, data, materials and other assistance provided by it under this proposal shall not infringe any intellectual property rights of third parties, and agrees that it shall at all times indemnify and hold Bidder harmless from any loss, claim, damages, costs, expenses, including Attorney's fees, which may be incurred as a result of any action or	

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					claim that may be made or initiated against it by any third parties alleging infringement of their rights. Notices All notices, requests, demands and other communications under this proposal or in connection herewith shall be given to or made upon the respective parties as follows – Bidder:Tata Consultancy Services Limited, TCS House, Raveline Street, Fort, Mumbai 400 001. With a copy to: General Counsel Tata Consultancy Services Limited, TCS House, Raveline Street, Fort, Mumbai 400 001. DIT: (pl. fill up the Address). or to such other person or addresses as any of the Parties shall have notified to the others. All notices, requests, demands and other communications given or made in accordance with the provisions of this proposal shall be in writing by letter, fax, email or telegram. Waiver No forbearance, indulgence or relaxation by any Party at any time to require performance of any provision of this Proposal shall in any way affect, diminish or prejudice the right of such party to require performance of that provision and any waiver by any party or any breach of any provisions of this Proposal shall not be construed as a waiver or an amendment of the	

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					provisions itself, or a waiver of any right under or arising out of this Proposal. Assignment Neither Party shall be entitled to assign or transfer all or any of its rights, benefits and obligations under this proposal without the prior written consent of the other Party Nonexclusively Bidder shall be free to do similar business either for itself or for any other party or offer similar services to any third parties but without in any way affecting the services agreed to be offered by Bidder under this Proposal. Independent Relationship This Proposal is not intended to create a relationship such as a partnership, joint venture, agency, or employment relationship. Neither party may act in a manner, which expresses or implies a relationship other than that of independent party nor bind the other party. Modification This proposal may be modified only by an amendment executed in writing by a duly authorised representative for each party.	
535	Vol1	2.1 Pre-qualification Criteria, 4, Page No 11		Average annual Turnover In latest 3 Financial Years: The bidder should have Average annual turnover From System Integration/ ICT Systems Development and Implementation Work of more than INR 28 crores for the latest three (3) financial years for which audited Financial statements are available (FY 2022-23, 2023-24 & 2024-25. And In Case of OEM it Should be 70 Cr in similar Projects along with the supply of a core licensed product.	Kindly reduce the value of average annual turnover to INR 10 Crore for better participation.	As per RFP

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536	Vol1	2.1 Pre-qualification Criteria, 6, Page No 12		The bidder should have successful experience of IT/ ITES System Integration/ Software Development Implementation project for state Governments/ Central governments / PSUs in India during the last five years from the date of submission of bid. The bidder can qualify this criterion by complying with any one of the criteria: (i) One project of similar nature costing not less than the amount equal to INR 12 Crore OR ii) Two (02) project of similar nature costing not less than the amount equal to INR 07 Crores OR iii) Three (03) projects of similar nature costing not less than the amount equal to INR 5 Crores The IT System Integration project should have following components: • System Integration, Software Application Development, Customization and Maintenance	Kindly mention the all components.	as per RFP
537	Vol1	2.1 Pre-qualification Criteria, 8, Page No 13		The bidder should have all the certifications below which are valid at the time of bidding (as on the date of publication of RFP): • The bidder should have CMMi Level 3 or Higher certificates which are valid at the time of bidding (as on the date of publication of RFP) • ISO 9001:2015/ ISO 27001:2022 • (Information technology - Security techniques- Information security management systems)	Kindly remove CMMi Level 3.	As per RFP.
538	Vol1	2.1 Pre-qualification Criteria, 12, Page No 14		Consortium or Subletting in any form is not allowed	Kindly allow the consortium for better participation.	As per RFP.
539	Vol1	2.2 Technical Evaluation (TQ) Criteria,1.1, 14			Kindly consider reducing the marking criteria by revising the average annual turnover requirement to ₹10 Crore. This will enable wider participation from competent bidders while maintaining healthy competition. Marking scheme as below: >=10 Cr and <=11 Cr : 5 Marks >=11 Cr and <=12 Cr : 10 Marks >=12 Cr and <=13 Cr : 10 Marks	as per RFP.

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540	Vol1	2.2 Technical Evaluation (TQ) Criteria - 1.3 - The bidder should have experience in implementing at least 3 development projects where API Gateway should be integrated in any Central / State Government / PSU / Listed Company in India during the past five years from the date of bid submission and should be successfully running for		3 API Gateway - 15 Marks 4 API Gateway - 20 marks ≥ 5 API Gateway - 25 Marks	We kindly request the Authority to consider relaxing the minimum 3-year successful running requirement under Clause 1.3 to 1 year. This would enable participation from capable, experienced bidders while still ensuring quality delivery, and would help widen competition, benefiting the tendering process overall.	Corrigendum
541	Vol1	Section 5.4 (Sr 5, first row) vs Section 7.3 (M5)		Section 5.4 Sr 5 text mixes '200 Exposed APIs' (title) with 'Development of 100 Exposed APIs' (deliverable bullet). Section 7.3 M5 consistently says 200 Exposed APIs.	Please confirm the authoritative number of APIs to be designed and developed in Phase 2 — is it 100 Exposed APIs or 200 Exposed APIs?	corrigendum
542	Vol1	Section 5.6.2 vs 5.6.3		Section 5.6.2 prohibits replacement of resources quoted at Technical Presentation; Section 5.6.3 permits one replacement per profile per year with equivalent/higher qualifications.	Please clarify the resource-replacement policy: are presentation-quoted resources irreplaceable (5.6.2) or are they replaceable once per year subject to prior approval and equivalent credentials (5.6.3)? Please confirm if the 5.6.3 allowance applies only to non-presentation resources.	corrigendum
543	Vol1	Section 3.2.5		Bidder must onboard ≥400 APIs from various GoG departments. Department-side readiness, API standards, source system stability, and data ownership are not specified.	Please confirm: (i) the list of departments scheduled for API onboarding in Phase 1 and Phase 2; (ii) the readiness state of source systems and APIs at each department; (iii) the body/committee responsible for resolving inter-departmental data-sharing disputes; (iv) whether 'API' counts include both providing (system APIs) and consuming (exposed) APIs equally.	as per RFP.
544	Vol1	2. Eligibility 2.1 Pre-Qualification Criteria / Page #11		4. Sales Turnover - Average annual Turnover In latest 3 Financial Years: The bidder should have Average annual turnover From System Integration/ ICT Systems Development and Implementation Work of more than INR 28 crores for the latest three (3) financial years for which audited Financial Statements are available (FY 2022-23, 2023-24 & 2024-25. And In Case of OEM it Should be 70 Cr in similar Projects along with the supply of a core licensed product	1. Considering the strategic importance, scale, security sensitivity, statewide rollout, long-term support obligations, and requirement for experienced enterprise-grade implementation capability, the existing turnover threshold of INR 28 Crores appears substantially low and may allow participation of financially weak or small-scale vendors. Therefore, we request you to kindly revise the Average Annual Turnover eligibility criteria from the current requirement of INR 28 Crores to minimum INR 50 Crores over the last three financial years. Accordingly also request you to amend the respective technical evaluation criteria related with turnover evaluation.	as per RFP

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
545	Vol1	2. Eligibility 2.1 Pre-Qualification Criteria / Page #13		7. Experience in API Gateway related solution The bidder should have experience in implementing at least 3 API Hub Or API Gateway integration in software projects in any central / state Government / PSU/ Listed Company in India during the past five years from the date of bid submission. API Gateway should be a component of the project	1. API Gateway implementation is generally a specialized middleware component within a broader enterprise solution and is often OEM-driven. Restricting eligibility only to bidders with three prior API Hub/API Gateway-specific implementations may significantly limit competition and exclude otherwise highly qualified System Integrators with strong experience in designing, developing, integrating, and managing large-scale interoperable digital platforms. We respectfully request the authority to reconsider and relax this pre-qualification criterion by allowing bidders having experience in large-scale IT System Integration / Enterprise Application Development / Digital Platform Development projects in Government / PSU / Listed organizations, irrespective of whether API Gateway was explicitly implemented as part of the project. <u>Kindly consider.</u>	as per RFP
546	Vol1	2. Eligibility 2.1 Pre-Qualification Criteria / Page #14		14. MAF The bidder should be authorized by its OEM to quote in bid (Bid no. must be mentioned).	1. Kindly confirm whether MAF (Manufacturer's Authorization Form) is required only for the core API Gateway/API Management platform OEM, or for all proposed third-party tools/software including OS and Database; and whether MAF is required if the bidder proposes an Open-Source based solution with in-house support capability.	as per RFP
547	Vol1	2.2 Technical Evaluation (TQ) Criteria / Page # 15,16		1.3 The bidder should have experience in implementing at least 3 development projects where API Gateway should be integrated in any central / state Government / PSU/ Listed Company in India during the past five years from the date of bid submission and should be successfully running for min 3 years. Criteria - Marks 3 API Gateway - 15 Marks 4 API Gateway - 20 Marks ≥ 5 API Gateway - 25 Marks Apart of OEM – Supporting document – order copy of API gateway license. For OEM Supporting document – . • Copy of the Work order/Purchase Order from any central / state Government / PSU/ Listed Company in India • Project Citation with Client details (Name, Designation, Contact Number, Email Id, etc.)	1. API Gateway is a middleware enabler within a larger enterprise architecture and its successful implementation primarily depends on the proposed technical solution, OEM capabilities, and integration architecture rather than solely on prior bidder-specific API Gateway deployments. Restricting technical marks only to API Gateway-specific projects may disproportionately favor a limited set of bidders and may not necessarily reflect the bidder's actual capability in delivering large-scale, secure, multi-system integration platforms. Therefore, we request the authority to kindly revise this technical evaluation criterion to consider large-scale IT System Integration / Enterprise Application Development / Digital Transformation / Interoperable Platform Development projects as eligible experience, instead of restricting marks solely to API Gateway-specific implementations.	As per RFP

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
548	Vol1	2.2 Technical Evaluation (TQ) Criteria / Page # 16		1.4 The bidder shall have successfully implemented and operationalized APIs/API integrations through an API Gateway in at least three (3) projects for any Central Government, State Government, PSU, or Listed Company in India during the last five (5) years from the date of bid submission. Live APIs Managed /Integrated - Marks 251 – 500 - 5 Marks 501 – 1000 - 10 Marks more than 1000 - 15 Marks supporting documents should be submitted as below. 1. Work Order/ Contract clearly highlighting the scope of work and value of the contract/ order 2. Project Completion Certificate / Go-Live Certificate / Client Certificate confirming successful implementation and operationalization of the API Gateway and number of APIs integrated . 3. Client Certificate clearly mentioning: ☐ Name of the project and client organization. ☐ Implementation of API Gateway. ☐ Number of APIs integrated/operationalized (if applicable). ☐ Project go-live date and current operational status.	1. The number of APIs exposed or managed in a project is often dependent on the client's business model, architecture decisions, and departmental scope rather than the bidder's technical capability. Therefore, using "live API count" as a scoring benchmark may not provide a fair or uniform basis for assessing bidder competency. Further, the current criterion may unintentionally favor organizations involved in API aggregation-heavy projects, while disadvantaging competent system integrators with proven expertise in scalable application development, backend integrations, security architecture, workflow orchestration, and citizen-centric digital platforms. Therefore, we request the authority to kindly reconsider and revise this technical evaluation criterion to consider successful implementation of large-scale IT systems / enterprise application platforms / integrated digital service delivery platforms instead of restricting marks based on the number of live APIs managed through an API Gateway. Kindly consider.	corrigendum
549	Vol1	2.2 Technical Evaluation (TQ) Criteria / Page # 16		1.6 Bidder should have at least two certificates from below list: Criteria - Marks CMMI Level 3 - 5 Marks CMMI Level 4 and above - 10 Marks	1. We request the authority to kindly clarify whether there are any additional certifications intended to be included under this evaluation criterion along with their respective marks, as the current wording indicates multiple certification options but only one certification category (CMMI level) has been mentioned.	Corrigendum
550	Vol1	Clause 2.1 Pre-Qualification Criteria, Sr. No. 7 - Experience in API Gateway related solution		The bidder should have experience in implementing at least 3 API Hub Or API Gateway integration in software projects in any central / state Government / PSU/ Listed Company in India during the past five years from the date of bid submission. API Gateway should be a component of the project.	The bidder or consortium partner should have experience in implementing at least 3 API Hub Or API Gateway integration in software projects in any central / state Government / PSU/ Listed Company in India during the past five years from the date of bid submission. API Gateway should be a component of the project.	As per RFP
551	Vol1	Clause 2.1 Pre-Qualification Criteria, Sr. No. 12 General		Consortium or Subletting in any form is not allowed	Consortium may be allowed. The project involves large-scale implementation, software/application development, system integration, deployment, support, operation, and long term maintenance, all of which require substantial skilled manpower, domain expertise, and strong organizational capability. Considering the complexity of the project, consortium participation should be permitted to leverage the complementary strengths, specialized expertise, and resources of different organizations. Allowing consortiums arrangements will encourage wider participation by qualified bidders, foster healthy competition, and facilitate the receipt of technically responsive and commercially competitive bids. This, in turn, will enable the procuring entity to achieve the best value for money while ensuring successful execution of the project in accordance with the prescribed technical and operational requirements.	As per RFP

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
552	Vol1	Page No. 34 – Clause 2: Eligibility → 2.1 Pre-Qualification Criteria → No. 12		Consortium or subletting in any form is not permitted.	We request you to kindly consider allowing consortium participation, as it enables bidders to bring together complementary expertise, enhances solution quality, and promotes healthy competition.	As per RFP
553	Vol2	GeM Bid Details		Last Date and Time for Submission of Bid: 20-07-2026 by 03:00 PM.	We kindly request the department to extend the bid submission deadline by three (3) weeks. The requested extension will provide bidders with adequate time to thoroughly review the bid documents, seek necessary clarifications, coordinate with OEMs/partners, and prepare a comprehensive and competitive proposal. This extension will encourage wider participation and enable submission of high-quality, fully compliant bids, thereby enhancing the competitiveness of the procurement process.	Corrigendum for extension of last date
554	Vol3	Pre-Bid Meeting Details		Pre-bid meeting details are mentioned in the RFP.	We kindly request the department to share the Pre-Bid Meeting link/meeting credentials (MS Teams/Webex/Google Meet or other platform), along with the joining instructions, to enable our participation in the pre-bid meeting.	NA
555	Pre-Qualification Criteria	2.1-C(7,1.3)	13,15	<u>Experience in API Gateway related solution:</u> The bidder should have experience in implementing at least 3 API Hub Or API Gateway integration in software projects in any central / state Government / PSU/ Listed Company in India during the past five years from the date of bid submission. API Gateway should be a component of the project.	Kindly clarify whether experience gained through implementation of API Management Platforms, Enterprise Integration Platforms, ESB/Middleware Solutions, Digital Integration Hubs, Service Integration Layers, and Microservices-based API ecosystems shall be considered under this criterion, where API lifecycle management, API security, throttling, monitoring, governance, and integration functionalities were implemented, even if a standalone API Gateway product was not deployed as a separate component.	as per RFP
556	Pre-Qualification Criteria	2.1-C(7,1.3)	13,15	The bidder should have experience in implementing at least 3 development projects where API Gateway should be integrated in any central / state Government / PSU/ Listed Company in India during the past five years from the date of bid submission and should be successfully running for min 3 years. 3 API Gateway - 15 marks 4 API Gateway - 20 marks ≥ 5 API Gateway - 25 marks	Kindly clarify whether experience gained through implementation of API Management Platforms, Enterprise Integration Platforms, ESB/Middleware Solutions, Digital Integration Hubs, Service Integration Layers, API-led Integration architectures, and Microservices-based API ecosystems shall be considered under this criterion, where API lifecycle management, API security, throttling, monitoring, governance, and integration functionalities were implemented. Further, please confirm whether such projects would be considered eligible even if a standalone API Gateway product was not deployed as a separate component, but equivalent API management and integration capabilities were implemented as part of the overall solution architecture.	as per RFP
557	Technical Evaluation (TQ) Criteria	2.2-C(1.4)	16	The bidder shall have successfully implemented and operationalized APIs/API integrations through an API Gateway in at least three (3) projects for any Central Government, State Government, PSU, or Listed Company in India during the last five (5) years from the date of bid submission. 251-500 APIs - 5 marks, 501-1000 APIs - 10 marks, >1000 APIs - 15 marks.	The prescribed API count thresholds appear significantly higher than the API volumes typically observed in most Government API Gateway and Digital Transformation projects, where departmental implementations generally involve a comparatively lower number of operational APIs. Request the Authority to consider revising the evaluation criteria to align with prevailing industry and Government project practices. It is suggested that the scoring may be revised as follows: • 25–50 APIs – 5 Marks • 51–100 APIs – 10 Marks • More than 100 APIs – 15 Marks Alternatively, cumulative API counts across the eligible projects submitted under this criterion may be considered for evaluation.	corrigendum

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558	Pre-Qualification Criteria	2.1-C(6)	12,13	Average annual Turnover In latest 3 Financial Years: The bidder should have Average annual turnover from System Integration/ICT Systems Development and Implementation Work of more than INR 28 crores for the latest three (3) financial years for which audited Financial statements are available (FY 2022-23, 2023-24 & 2024-25). And In Case of OEM it Should be 70 Cr in similar Projects along with the supply of a core licensed product.	Kindly clarify the definition of "similar projects" for the purpose of OEM turnover eligibility. Whether revenue derived from API Management Platforms, API Gateway Implementations, Enterprise Integration Platforms, Middleware/ESB Solutions, Digital Transformation Projects, Microservices-based Platforms, Application Modernization Programs, and other ICT System Integration projects involving software products and licensing shall be considered under the definition of similar projects.	as per RFP
559	API Development	3.2.1.2	22	SDK generation (Java, Python, JavaScript, PHP)	Kindly specify whether SDK generation is mandatory only for the listed languages or whether equivalent SDK generation capabilities are acceptable.	Corrigendum
560	API Development	3.2.1.2	22	Integration with Git repositories	Please clarify whether integration with Government Git repositories (GitLab/GitHub/Bitbucket/Azure DevOps) will be provided by the Authority.	as per RFP
561	Threat protection	3.2.3.3	24	DDoS mitigation	Is DDoS mitigation expected to be provided through the API Gateway or through the existing network/security infrastructure?	The bidder shall implement application-layer protection within the proposed API Gateway, including API rate limiting, throttling, spike arrest, bot protection (where applicable), request validation, and other API security controls as part of the proposed solution.
562	Threat protection	3.2.3.3	24	Geo-blocking capability	Please clarify whether Geo-IP databases and updates will be provided by the Authority or need to be included by the bidder.	The proposed solution shall support Geo-blocking capability, if required by the Authority. If enabled, the required Geo-IP database and updates shall be provisioned through the selected implementation approach approved by the Authority.
563	Onboarding of APIs	3.2.5	25	The bidder should onboard and integrate at least 400 APIs from various departments to the proposed API Gateway solution.	Kindly provide the department-wise breakup of the proposed 400 APIs and indicate how many are existing APIs versus newly developed APIs.	as per RFP
564	Interoperability	3.2.6	25	The platform should be built to facilitate easy integration with major national Digital India platforms that use API Setu, such as DigiLocker, UMANG, MyScheme, and Aadhaar-related services.	Kindly confirm whether API access credentials and technical support for DigiLocker, API Setu, UMANG, Aadhaar, etc., will be facilitated by the Authority.	as per RFP
565	Message Queue Capability in API Hub	3.2.8	25	Support for standard messaging protocols and integration with external messaging systems	Kindly clarify whether existing enterprise messaging infrastructure is available for integration.	as per RFP
566	Security Requirements Enhancement	3.2.9	26	The bidder shall conduct periodic security assessments, including quarterly Vulnerability Assessment and Penetration Testing (VAPT) and annual third-party security audits.	Please clarify whether VAPT and security audits are to be conducted by CERT-In empanelled auditors nominated by the Authority or selected by the bidder.	as per RFP

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
567	Additional Requirement	3.2.10	26	Any additional features required to meet the objectives of the project, even if not explicitly mentioned, shall be included in the scope of the bidder without any additional cost.	Kindly define the mechanism for determining additional features beyond the explicitly defined scope to avoid future scope ambiguity.	as per RFP
568	Latency	3.3.1	26	The bidder shall implement continuous monitoring, performance optimization, and tuning mechanisms to ensure compliance with these requirements, and any deviation shall be subject to penalties as defined under the Service Level Agreement (SLA).	Is there any monitoring tools available or SI have to select their own, please clarify.	as per RFP
569	Data Residency	3.3.5	27	All data processed and stored (logs, analytics, configuration) shall reside within the Gujarat State Data Centre (GSDC) or a GoI-approved cloud region within India, adhering to Gujarat State data Center Guideline.	Please clarify that who will bear the cost of maintaining the data in GSDC? When it will confirmed that the data will be moved to GSDC?	as per RFP
570	VAPT (Vulnerability Assessment & Penetration Testing)	3.3.7	27	The bidder shall ensure the platform passes mandatory third-party VAPT audits prior to Go-Live, with ongoing half yearly APT cycles managed as part of O&M.	Clause 3.2.9 specifies quarterly VAPT whereas Clause 3.3.7 specifies half-yearly VAPT. Kindly clarify the applicable frequency.	The bidder shall conduct periodic security assessments, including quarterly half yearly Vulnerability Assessment and Penetration Testing (VAPT) and annual third-party security audits, with mandatory remediation of identified vulnerabilities within defined timeline. Bidder will bear the cost.
571	Disaster Recovery	3.3.9	27	Disaster Recovery	Kindly specify whether DR infrastructure will be provisioned by the Authority or by the bidder.	as per RFP
572	Service Desk and Support Management	3.4.2	28	The bidder shall establish and operate a centralized Service Desk with multi-level support (L1, L2, and L3), including a ticketing system, a defined escalation matrix, and clearly defined support availability.	Please clarify whether SI has to set up entire end to end infra including hardware, software, network etc. or it will be facilitated by the Authority.	Corrigendum
573	Logging, Monitoring, and Audit Support	3.4.12	29	The bidder shall ensure comprehensive logging and monitoring of all system activities. Logs shall be securely stored, retained, archived, and made available for audit and compliance purposes	Please specify the minimum log retention period required for audit and compliance purposes.	As per RFP
574	Exit Management and Transition Support	3.4.15	29	The bidder shall provide comprehensive exit management support at the end of the contract,	Kindly specify the expected duration of transition support after contract completion.	as per RFP
575	Commencement of O&M Period	3.4.16	29	The bidder shall provide hyper-care and warranty support for a minimum period of 30 days post Go-Live. Upon completion of this period, the Operations and Maintenance (O&M) phase shall formally commence.	Please clarify whether the 30-day Hypercare period forms part of the implementation timeline or the O&M period.	As per RFP O&M period
576		3.4.17	29	Any additional features required to meet the objectives of the project, even if not explicitly mentioned, shall be included in the scope of the bidder without any additional cost.	Kindly define the mechanism for determining additional features beyond the explicitly defined scope to avoid future scope ambiguity.	As per RFP

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
577	Technical Resource	3.6	30	Resource Deployment Requirements during Implementation by Bidder	X (no. of manpower to be proposed by bidder), Request to elaborate on number of resources	The list shall be provided by the Bidder this is an example format.
578	User Training	3.7.1	31	Develop comprehensive training programs for IT officials of different departments to ensure they can effectively use the Onboard Departmental APIs.	Kindly specify the estimated number of users, department-wise, requiring functional, technical, and administrator training for effort estimation. Also, Kindly confirm whether training shall be conducted centrally at Gandhinagar or across individual departments throughout Gujarat. Additionally, Please clarify whether professionally recorded e-learning videos with subtitles are expected or screen-recorded demonstrations would suffice.	To be clarified in Requirement Gathering
579	Capacity Building	3.7.2	32	Build capacity (orientation training to government officials) at the Department level / Office Level to manage and operate the API gateway system independently	Kindly specify the expected number of technical personnel who will undergo advanced administration and engineering training.	To be clarified in Requirement Gathering
580	Frequency of Submission	3.8.3	32	a) Fortnightly (every 2 weeks) during the Implementation Phase (till Go-Live).	Please clarify whether fortnightly PMRs are required during the Hypercare period or only until Go-Live.	as per RFP
581	Record Maintenance	3.8.5	33	All PMRs shall be maintained in both soft copy (PDF/Excel) and hard copy formats. The reports shall be duly signed by the Agency's Project Manager and countersigned by the Department's Nodal Officer	Kindly confirm whether digital copies submitted through the departmental project management portal shall be considered official records in lieu of hard copies.	Soft copies of PMRs submitted through the Department's designated project management portal or other approved digital platform shall be considered as official records. Hard copies shall be submitted only if specifically requested by the Department or where required for statutory, audit, or record-keeping purposes.
582	Capping of Penalties	5.4.a.1	38	Penalties shall be capped at 15% of the total contract value/implementation-phase milestone-based payments/quarterly O&M payable amount	We request you to kindly decrease the penalties capping at 5% of the total contract value.	as per RFP
583	Service and Performance Penalty during	5.5	38	Bidder has to guarantee minimum uptime of 99.95%. Non adherence to the minimum uptime will attract penalty charges as per below details:	The penalty charges are quite high, Kindly reconsider it.	as per RFP
584	SLA in breach of Supply of Manpower	5.6.3	40	Replacement of a profile by the agency (only one replacement per technical profile – with equal or higher qualification and experience – would be permitted per year)	Kindly clarify if the replacement is more than one in a year, what action should be taken?	corrigendum
585	SLA in breach of Supply of Manpower	5.6.4	40	Prior Intimated Leave of absence will be allowed:	Please mention how many leaves will be there in a month or in a year for each resource? What if any medical emergency/health issue occurs at the moment?	as per RFP
586		5.6.5	40	For every SLA non-compliance reported and proved, there shall be a penalty as given below:	Is there any cap on the penalty for resourcing?	as per RFP
587	Termination Clause	6.3	42	Point e: the Tenderer reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder.	Requesting you to kindly delete this clause.	as per RFP

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
588	Extension of Contract Period	6.1	45	The contract shall initially be valid for a period of five (5) years from the date of signing. The Purchaser reserves the right to extend the contract for an additional period of [one (1) to two (2) years], on the same terms and conditions, based on satisfactory performance of the bidder and mutual agreement between both parties.	Is price will be also same as per the rest terms & condition then requesting you to consider the price revision on yearly basis.	as per RFP
589	Expansion of API Hub Infrastructure	6.11	45	Minor enhancements and optimizations shall be managed within the existing scope, while major expansions, if required, shall be undertaken as per the agreed commercial terms (e.g., man-month basis or discovered rates).	Is there any parameter available to determine the difference between Major & Minor scope of work, please clarify.	as per RFP
590	Deliverable	7.3.1	49	Section M8: Onsite Technical Professional with workstations for O&M for support and development of any new dashboard/ reports. Project Go-Live.	Request clarity: 1.For the 200 APIs, O&M is expected to commence from M4/M5 itself. In that case, how will the bidder be compensated during this initial period? 2.If the payment is structured on a quarterly basis, the first quarter would fall between M8–M10. How will payments be handled for the intervening two months? Additionally, from Year 2 onwards, will the structure align to four full quarters, resulting in 16 payment cycles overall? 3.The proposed timeline appears quite aggressive—submission of documents by M2 followed by go-live for 200 APIs by M4. Request relaxation on it.	The payment for the Development and Implementation phase shall be released based on the achievement of the respective milestones specified in the RFP and the corresponding deliverables accepted by the Department. The payment for the Operations & Maintenance (O&M) phase shall be released on a quarterly basis, subject to satisfactory service performance, SLA compliance, and certification by the Department.
591	Performance bank Guarantee	7.4	50	7.4.1 The successful bidder shall submit a single Performance Bank Guarantee (PBG) equivalent to 10% of the total contract value (including Implementation and Operations & Maintenance costs) as per this RFP.	Requesting you to please consider PBG equivalent to 5% of the total contract value.	as per RFP
592		7.4.7	50	The Performance Security may be forfeited by the Authority in the event of any breach or negligence or non-observance of any terms and conditions of the Agreement or for unsatisfactory performance by the Selected Bidder.	Requesting you to please add "gross" negligence also kindly delete "t or for unsatisfactory performance by the Selected Bidder." from the clause.	as per RFP

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
593		7.4.9	50	Upon expiry of the Agreement Period, such portion of the Performance Security as may be considered by the Authority as sufficient to cover any incorrect or excess payments made on the bills to the Selected Bidder shall be retained until the final audit report on the account of the Selected Bidder's bill has been received and examined.	Please clarify that what will be the time duration for such audit?	Upon expiry of the Agreement Period, the Authority may retain such portion of the Performance Security as is reasonably considered necessary to cover any pending recoveries, incorrect or excess payments, or contractual obligations identified during the final audit. The retained portion shall be released upon completion of the final audit or within six months from the expiry of the Agreement Period, whichever is earlier, subject to there being no outstanding recoveries or contractual liabilities.
594		7.4.10	50	If the Selected Bidder fails to provide the Performance Security within the period specified in the RFP, such failure shall constitute a breach on the part of the Selected Bidder and the Authority shall be entitled to make other arrangements at the risk, cost, and expense of the Selected Bidder and/or forfeit the EMD.	Request to delete the clause	as per RFP
595	Form 4	8.6	63	Blacklisting Declaration	Requesting you to accept this form via mail on this declaration	as per RFP
596	Form 7	8.9	66	Director and Partners not involved in any criminal offence.	Requesting you to accept this form via mail on this declaration	as per RFP
597	Pre-Qualification Criteria	2.1-C(4)	12	The bidder should have Average annual turnover From System Integration/ ICT Systems Development and Implementation Work of more than INR 28 crores for the latest three (3) financial years for which audited Financial statements are available (FY 2022-23, 2023-24 & 2024-25).	Considering the strategic importance of the Gujarat State API Hub as a statewide shared digital infrastructure, involving onboarding of 1,500+ APIs, the prescribed turnover threshold of INR 28 Crores appears relatively low compared to the scale and criticality of the project. Request the department to consider revising the minimum average annual turnover requirement from INR 28 Crores to INR 500 Crores during the last three financial years. This would help ensure participation from financially strong and experienced organizations capable of delivering and sustaining large-scale enterprise and government digital platforms throughout the contract period.	as per RFP
598	Pre-Qualification Criteria	2.1-C(8)	14	The bidder should have CMMi Level 3 or Higher certificates which are valid at the time of bidding (as on the date of publication of RFP) □ ISO 9001:2015/ ISO 27001:2022 □ (Information technology - Security techniques- Information security management systems)	We request that instead of CMMi Level 3 or higher we may mandate the CMMi level 5 as minimum requirement.	corrigendum
599	Pre-Qualification Criteria	2.1-C(10)	15	Minimum 100 technical staff on payroll like Project Manager, Business Analyst, Developers, QA, Solution Architect, DBA, UI/UX etc.	We request the department to consider revising the minimum technical manpower requirement from 100 resources to 1,000 resources to ensure participation from organizations with adequate delivery capacity, domain expertise, and long-term support capabilities for mission-critical government platforms.	as per RFP
600	Pre-Qualification Criteria	2.1-C(14)	15	The bidder should be authorized by its OEM to quote in bid (Bid no. must be mentioned).	The RFP permits Open Source for the API Gateway solution. In the case of a pure Open Source API Management platform, there may not be a traditional OEM authorization mechanism. Request to please make it optional for Open Source	as per RFP

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601	Technical Evaluation (TQ) Criteria	2.2-C(1.1)	16	Criteria Marks 28 Cr >= and <= 38 Crores 5 38 Crores > and <=58 Crores 10 > 58 Crores 15	We request the department to consider the increase of criteria to average turnover to 1000 Cr and accordingly the scoring of the bidder	as per RFP
602	Technical Evaluation (TQ) Criteria	2.2-C(1.3)	2.2 Technical Evaluation (TQ) Criteria, point no 1.3 on page no 15	Criteria Marks 3 API Gateway 15 4 API Gateway 20 >= 5 API Gateway 25	We request the department to consider introducing higher scoring for bidders having experience of more than 10 API Gateway/API Management implementations and/or implementations involving large API volumes (>1000 live APIs) to better distinguish organizations with proven capabilities in implementing and operating enterprise-scale API platforms.	as per RFP
603	Technical Evaluation (TQ) Criteria	2.2-C(1.6)	2.2 Technical Evaluation (TQ) Criteria, point no 1.6 on page no 17	Criteria Marks CMMI Level 3 - 5 CMMI Level 4 and above 10	We request the department to revisit the technical evaluation scoring criteria and provide separate recognition for CMMI Level 5 organizations instead of grouping CMMI Level 5 under the same category as CMMI Level 4.	corrigendum
604	Onboarding of APIs	3.2.5	26	The bidder should onboard and integrate at least 400 APIs from various departments to the proposed API Gateway solution.	Kindly clarify whether the 400 APIs are existing APIs to be onboarded on the API Hub or whether the SI is expected to develop new APIs where backend services are not available.	as per RFP
605		3.3.16	29	The bidder shall design, implement, and maintain fully segregated Development (DEV), User Acceptance Testing (UAT), Sandbox/Pre-Production, and Production (PROD) environments to support the complete API lifecycle...	Kindly clarify whether infrastructure for DEV, UAT, Sandbox, PROD and DR environments shall be provisioned by the Department or is expected to be supplied as part of the bidder's scope.	as per RFP
606		3.3.17	29	Any additional features required to meet the objectives of the project, even if not explicitly mentioned, shall be included in the scope of the bidder without any additional cost.	Kindly clarify at what stage the requirement of the scope will be freezed so as to avoid the change during the execution of the project.	as per RFP
607				General	Kindly clarify whether centralized enterprise monitoring/logging platforms already exist within the department or whether dedicated monitoring and observability infrastructure is expected to be implemented for each environment.	as per RFP
608		3.3.16	29	non-production environments shall not use live data and must implement appropriate data masking, anonymization, or tokenization techniques in compliance with applicable data protection regulations;	Kindly clarify whether masked/anonymized datasets will be provided by the respective departments or whether preparation and maintenance of masked datasets form part of the bidder's scope.	As per RFP.
609	Service Desk and Support Management	3.4.2	29	The bidder shall establish and operate a centralized Service Desk with multi-level support (L1, L2, and L3), including a ticketing system, a defined escalation matrix, and clearly defined support availability.	Kindly clarify whether the department already has an Helpdesk platform in use with which the proposed solution is expected to integrate, or whether the bidder is required to provision and operate an independent ticketing platform.	corrigendum
610	Technical resource	3.6	31	Resource Deployment Requirements during Implementation by Bidder	Kindly clarify whether the department expects a minimum implementation team composition.	Corrigendum

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
611	Training and Capacity Building	3.7	32	Provide training materials, including manuals, video tutorials, and live training sessions, to accommodate different learning preferences. Build capacity (orientation training to government officials) at the Department level / Office Level to manage and operate the API gateway system independently. Offer advanced training for technical staff on maintaining and upgrading the system.	Kindly clarify the number of departments, expected participants, training locations, training frequency, language requirements, and whether training obligations continue during the 5-year O&M period.	as per RFP
612	Architecture & Design requirements	3.9		The architecture shall clearly depict API traffic flows, integration layers, and security enforcement points.	Kindly provide indicative integration architecture and list of participating systems/applications to enable appropriate architecture design and security zoning.	as per RFP
613		1.1.9	11	integration with central government platforms (DigiLocker, Aadhaar, FASTag, GSTN, NPCI, etc.).	Kindly list all intergation platforms	as per RFP
614	Mandatory tooling requirment	3.10	34	The bidder shall provision and implement all necessary tools required for effective operation and management of the API Gateway solution.	Kindly provide a definitive list of tools expected under bidder scope and clarify whether existing, if avaiable may be leveraged, or whether the bidder is expected to provision and license all such tools for the entire contract duration. Kindly clarify whether open-source tools meeting all functional and security requirements shall be considered compliant under this clause.	as per RFP
615	License Type	4				
616	Project implementation timeline	5.4	38	Deployment of key resources at onsite as per the requirement of RFP.	The penalty for delay in deployment of "key resources"; however, the minimum implementation-phase resource structure, resource count, onsite deployment requirements, and identification of resources categorized as "key resources" are not explicitly defined. Kindly clarify the list of roles that shall be considered as key resources for the purpose of deployment compliance and penalty calculation.	as per RFP
617	Project implementation timeline	5.4	38	Requirement Gathering, Preparation of SRS documents, Submission of Design Documents like LLD, HLD & Deployment Architecture, Submission of Project Plans detailing each task with target date for Implementation, Setting up the Development Environment with base product	Considering the scale of the project involving multi-department stakeholder coordination, timeline of 4 weeks appears extremely aggressive. Request the department to clarify whether requirement gathering will be limited to platform-level requirements or will also include department-wise API onboarding requirements and integration discovery activities.	as per RFP
618		5.6.3	41	Replacement of a profile by the agency (only one replacement per technical profile – with equal or higher qualification and experience – would be permitted per year)	Considering the long-term project duration of 5 years, employee attrition, career progression, health exigencies, internal organizational changes, and unforeseen circumstances are natural business realities. Restricting replacement of a technical resource to only one replacement per profile per year may adversely impact project continuity and resource management. Request the department to allow replacement of resources, with prior approval of the department, by personnel possessing equal or higher qualifications and experience, without restricting the number of replacements, provided service continuity and project deliverables are not impacted.	as per RFP
619	Capping of penalties	5.4.a	39	Penalties shall be capped at 15% of the total contract value/implementation-phase milestone-based payments/ quarterly O&M payable amount	Request the department to consider revising the maximum penalty cap from 15% to 10% of the applicable milestone payment/quarterly O&M payment, which is generally aligned with industry practices for large-scale government technology implementation projects while ensuring adequate accountability for service delivery.	as per RFP

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620	Termination	6.3	43		We request to please add the below mentioned additional clause under the RFP Section 4.6 "Termination". Tha clause is as below: "Immediate Termination: Either party may terminate this Agreement, or any particular Services, immediately upon written notice to each other if any of them reasonably determines that they can no longer provide/ continue the Services in accordance with applicable law or professional obligations. These instances shall be clearly discussed and agreed between the senior management of both the parties, before an agreement is reached. It would be prudent for each party to inform the other in as much advance as possible, of any development / expected development that may lead to such an eventuality, with or without sharing the exact circumstances and on such an intimation by any party, both the parties shall develop a mutually acceptable resolution plan including a transition plan in accordance with the timelines and probability of occurrence of such an eventuality."	as per RFP
621			Bid Submission end date	20-07-2026 17:00	Kind request to extend the submission date for proposal document and provide atleast 3 weeks after clarification to the pre-bid queries.	NA
622	Multi-factor authentication for admin access	3.2.3.1		Multi-factor authentication for admin access	Will the department provide an existing MFA gateway (e.g., NIC SMS gateway or a State Authenticator), or does the bidder need to procure and implement a third-party MFA solution?	as per RFP
623	consent-based data sharing	3.2.4.1		Is the API Gateway expected to act as a full-fledged independent Consent Manager, or is it expected to integrate with an existing State/National Consent Artefact system (like MeitY Account Aggregator)?	Is the API Gateway expected to act as a full-fledged independent Consent Manager, or is it expected to integrate with an existing State/National Consent Artefact system ?	."Consent mechanism will be built of portals/systems that will integrate with the API Hub. API Hub will only exchange the data. API Hub will maintain logs of all activity related to data exchange via API."
624		3.2.5		"The bidder should onboard and integrate at least 400 APIs from various departments..."	1. Are these 400 APIs already developed and functioning at the backend departments? 2. Does "integrate" mean simple passthrough configuration, or does it require complex payload transformation and orchestration? 3. Is the API documentation/Swagger currently available for these 400 APIs?	will be clarified during the Requirements Phase.
625		3.2.8		The API Hub solution shall provide a built-in or integrated message queue mechanism...	What is the expected message size and throughput (messages per second) for the asynchronous queues? Are we expected to size the underlying infrastructure for this Message Queue?	as per RFP
626		3.2.9		annual third-party security audits"	Please confirm who will bear the cost of the CERT-In empanelled third-party security auditor.	corrigendum
627		3.2.3.1		"end-to-end API response time shall be less than 200 milliseconds.... deviation shall be subject to penalties"	Since the API Gateway has no control over the latency of backend legacy departmental systems, we request that SLAs and penalties be strictly tied to the "latency added by the gateway layer (not exceeding 50ms)" and not the end-to-end response time. Please confirm.	corrigendum
628		3.3.9		"supported by a geographically separated DR site in active-active or active-passive mode."	Please clarify who is responsible for provisioning the underlying infrastructure (VMs, Storage, Network, OS). Will this be provided by the Gujarat State Data Centre (GSDC), or does the bidder need to procure cloud infrastructure?	DR environment will be provided and RTO and RPO will be maintained by GSDC. SI is expected to establish API Gateway to be fully functional with DR environment.

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629		3.4.2		"Service Desk... including a ticketing system"	Will the department provide access to an existing State ITSM/Ticketing tool, or must the bidder procure, host, and license a new ticketing tool for this project?	The selected SI shall ensure compliance with Service Desk and support requirements of the RFP.
630		3.2.10, 3.3.17, 3.4.17		"Any additional features required to meet the objectives... shall be included... without any additional cost."	We request the authority to remove this unbounded clause. Any features or changes requested outside the explicit Scope of Work (Section 3) should be routed through a formal Change Control Board (CCB) and Change Request (CR) mechanism with associated commercial implications.	as per RFP
631		3.2.5 / 5.4 / 7.3		200 System APIs and 200 Exposed APIs	Please define "System API" and "Exposed API". Are these 400 unique APIs or are exposed APIs wrappers over system APIs?	Corrigendum
632		5.4 / 7.3		M5 says "another 200 Exposed APIs", but timeline page mentions "Development of 100 Exposed APIs"	Please confirm whether Phase 2 scope is 100 or 200 exposed APIs.	Typo error.Corrigendum
633		1.1.9 / 3.2.5 / 5.4		API Hub objective and onboarding of 400 APIs	Please clarify whether the 400 APIs are existing backend APIs to be onboarded to the gateway, or whether the SI is expected to design and develop backend APIs as well.	as per RFP
634		3.2.2.2		Protocol transformation	Please clarify whether protocol transformation means simple payload mapping, SOAP-to-REST conversion, schema transformation, orchestration, or full mediation logic.	as per RFP
635		3.2.4.2		Recommendation engine	Please clarify expected scope of the recommendation engine. Is rule-based recommendation acceptable, or is AI/ML-based personalization required?	The scope and approach for the recommendation engine will be finalized during the Requirements Gathering phase.
636		3.2.4.1		Department-specific branding	Please clarify number of departments requiring separate branding and whether each requires separate themes, URLs, logos, workflows, and approval chains.	as per RFP
637		3.2.8		Message persistence and guaranteed delivery	Please specify expected message retention period, maximum message size, ordering requirement, throughput, and DLQ retention policy.	as per RFP
638		3.2.9 / 3.3.7 / 3.4.5		VAPT frequency	Section 3.2.9 mentions quarterly VAPT, while Section 3.3.7 mentions half-yearly VAPT/APT cycles. Please confirm required frequency.	Corrigendum
639		3.3.1 / 5.5		Critical API P95 below 100 ms	Please define "critical APIs" and confirm whether this SLA applies to gateway overhead only or complete backend response time.	as per RFP. Details shall be provided in requirement gathering phases.
640	Table E	6.12 / 8.1		Additional scaling cost	Table E provides scaling slabs only up to "4000 TPS to Above", while Section 6.12 requires 5000+ TPS and burst 7000 TPS. Please provide clear pricing slabs up to 7000 TPS.	as per RFP
641	Table E	8.1		Payload size 100 KB	Please confirm whether performance and TPS sizing must be based on 100 KB average payload size. What is expected max payload size?	as per RFP. Details shall be provided in requirement gathering phases.
642		3.3.9 / 3.3.10		DR and HA	Please clarify whether DR is active-active or active-passive, and whether the bidder needs to size and quote DR infrastructure and licenses separately.	as per RFP.clarification shall be provided in requirement gathering phases.
643		3.6		Development team onsite	Please clarify the exact minimum onsite implementation team size expected, since the table leaves implementation manpower as "X to be proposed by bidder".□	The list shall be provided by the Bidder this is an example format.
644		3.6		Continuous development during O&M / No CRs	Section 3.6 states continuous development will be done by O&M resources and no CRs will be entertained. Please clarify the annual/monthly cap on enhancements, dashboards, reports, or APIs during O&M.	As Per RFP

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645		5.4		Implementation timeline	The implementation schedule requires 400 APIs, full gateway setup, UAT, documentation, and go-live in a very compressed timeline. Please confirm whether API readiness, backend availability, department sign-offs, and test data will be provided within these timelines.	As Per RFP
646		5.4 / 7.3		UAT acceptance	Please define UAT acceptance criteria for each API, including test case ownership, sign-off authority, defect severity rules, and acceptance timeline.	As Per RFP
647	NFR	3.3.11		ATS definition	The definitions mention ATS as "Applicant Tracking System / Automated Trading System," while Section 3.3.11 uses ATS in context of technical support. Please clarify the intended meaning of ATS.	as per RFP
648	Clause 3.2.5 – Onboarding of APIs (Page 25)	3.2.5	25	"The bidder should onboard and integrate at least 400 APIs from various departments to the proposed API Gateway solution."	Kindly confirm the total number of existing APIs that need to be migrated/onboarded during implementation and the expected growth during the 5-year contract period.	As Per RFP
649	Clause 2.10 – Technical Bid (Page 28)	2.10	28	"Sizing for required infrastructure to Host the digital platform."	Please clarify whether compute, storage, network, virtualization platform, database, operating system and Kubernetes infrastructure will be provided by the Department or needs to be provisioned by the SI.	As Per RFP
650	Clause 1.1.1 – Sources of Funds & Scope Title	1.1.1		"DIT... is calling the Service Providers (SP) for Design, Development, Implementation, Hosting, Integration & Operations of API Gateway for Government of Gujarat."	Kindly confirm whether hosting charges are part of SI scope or shall be provided by the Department.	As Per RFP
651	Clause 8.17 – Details of Tools/Software/Licenses Proposed by the Bidder (Page 120)	8.17	129	"If proposing open-source tools, bidder must commit to providing enterprise-grade support."	Will enterprise-grade open-source API Gateway solutions meeting all functional and security requirements be considered acceptable?	As Per RFP
652	Clause 3.2.6 – Interoperability (Page 25)	3.2.6	25	"The platform should be built to facilitate easy integration with major national Digital India platforms..."	Kindly provide the list of existing applications and departments that will be integrated during Phase-I.	As Per RFP
653	Clause 6.12 – Future Scaling Requirements for API Infrastructure (Page 72–73)	6.12	72–73	"Year 1 Up to 400 APIs... Year 5 Up to 1,500+ APIs... The proposed API Gateway solution shall be capable of scaling to the above requirements..."	Kindly provide the estimated number of APIs, consumers, developers and applications expected to use the API Hub.	As per RFP

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654	Clause 3.3.2 – Throughput / Future Scaling Requirements	3.3.2		"Year 1 Up to 1000 TPS... Year 5 Up to 5000+ TPS... The proposed API Gateway solution shall be capable of scaling..."	Please provide expected peak TPS/RPS, concurrent users and bandwidth requirements for infrastructure sizing.	as per RFP
655	Clause 3.2.4.3 – Administrator Portal (Page 35–36)	3.2.4.3	35–36	"Identity and access integration."	Kindly clarify whether LDAP/Active Directory/SSO/ePramaan infrastructure already exists or needs to be implemented under this project.	detailed information can be provided in requirements gathering phase.
656	Clause 3.2.3 – Security Features / 3.2.4 Monitoring Portal	3.2.3		"Alerting mechanisms", "Audit logs", "SLA monitoring", "Security techniques"	Is there any existing SIEM/SOC platform available for integration or should the bidder propose a new solution?	Existing SIEM/SOC platform is available in GSDC
657	Clause 3.2.7 – Documentation and Training & DR Plan (Page 25)	3.2.7	25	"Comprehensive documentation (As-Built, O&M Manuals, DR Plan)..."	Kindly clarify whether Disaster Recovery infrastructure already exists at GSDC or needs to be established by the SI.	DR environment will be provided and RTO and RPO will be maintained by GSDC. SI is expected to establish API Gateway to be fully functional with DR environment.
658	Clause 3.2.4.4 – Monitoring & Analytics Portal (Pages 36–37)	3.2.4.4	36-37	"Traffic visualization dashboards, Response time tracking, Error rate monitoring, API health status monitoring, Throughput analysis, Anomaly detection, API usage reports, SLA compliance reporting, Alerting mechanisms."	Will enterprise monitoring tools be provided by the Department or should bidders include them in their commercial proposal?	as per RFP
659	Clause 3.9 – Architecture & Design Requirements / 3.10 – Mandatory Tooling Requirements (TOC Pages 33–34)	3.9	33-34	The RFP mandates design, deployment and tooling requirements but does not explicitly specify the CI/CD platform, Git repository or code repository to be used.	Please clarify whether Git repositories, CI/CD pipelines and code repositories will be available from the Department or are required to be established by the SI.	as per RFP

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660	Clause 3.2.5 – Onboarding of APIs (Page 25)	3.2.5	25	"The bidder should onboard and integrate at least 400 APIs from various departments to the proposed API Gateway solution."	Is there any existing API Gateway platform currently operational? If yes, kindly share the product details, number of APIs and migration scope.	as per RFP
661	Clause 3.2.3 – Security Features / Security Requirements	3.2.3		The RFP prescribes extensive security controls but does not explicitly identify the agency responsible for conducting Vulnerability Assessment & Penetration Testing (VAPT).	Kindly clarify whether VAPT will be conducted by the Department through a CERT-In empanelled auditor or by the selected SI.	as per RFP
662	Clause 3.2.7 – Documentation and Training (Page 25)	3.2.7	25	"Comprehensive documentation (As-Built, O&M Manuals, DR Plan) and intensive knowledge transfer sessions for GoG IT staff are mandatory deliverables."	Kindly provide the expected number of administrators, developers and departmental users requiring training.	as per RFP. informations shall be provided in the Requirements Gathering phase.
663	Clause 3.4 – Operations & Maintenance (O&M) Requirements (TOC Page 28) and Payment Milestone	3.4	28	"Onsite Technical Professional with workstations for O&M for support and development of any new dashboard/reports."	Does O&M include onboarding of new APIs and functional enhancements, or is it limited to maintenance and support of implemented components?	as per RFP
664	Clause 5 – Service Level Agreement (SLA) (Pages 35 onwards)	5	35+	The RFP defines SLA measurement, penalties and availability requirements but does not specify exclusion of downtime attributable to third-party infrastructure or external government systems.	Kindly clarify whether downtime caused due to third-party infrastructure, network providers or external Government systems will be excluded from SLA calculations.	as per RFP
665	Clause 7.3 – Payment Milestones (M1)	7.3		"Deployment of key resources at onsite as per the requirement of RFP."	Please clarify whether hybrid deployment of project resources (onsite/offsite) will be acceptable during implementation and O&M.	as per RFP
666	Clause 2.6 – Eligibility Evaluation	2.6		"The eligibility evaluation will be carried out based on the criteria mentioned in the tender document. All those bidders who matches all the pre-qualification criteria will be called for the presentation cum demonstration Evaluation."	Will ongoing projects that have successfully achieved Go-Live but are pending final project closure/completion certificate be considered towards the experience eligibility criteria?	as per RFP.
667	Clause 8.2 – Resource Qualification / Experience	8.2		"Must have led at least two (2) similar projects (API Gateway / large-scale digital platform / e-Governance projects)."	Can API Gateway implementation experience from large private sector enterprises be considered equivalent to Government/PSU experience for meeting the eligibility criteria?	as per RFP

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668	Form 11 – MAF on OEM's Letterhead (Annexures)			"Form 11: Format for MAF on OEM's Letterhead." The RFP mandates submission of Manufacturer's Authorization Form (MAF) but does not specify the number of authorizations permitted by an OEM.	Kindly clarify whether an OEM can authorize multiple bidders for participation in this tender.	as per RFP
669	Clause 6.15.3 – Absolute Financial Indemnity and Cost Liabilities (Page 74)	6.15.3	74	"The Purchaser shall maintain absolute financial immunity and shall not entertain any requests for financial variations, secondary outlays, licensing amendments, or change requests in connection with this replacement activity."	Kindly clarify the process for approval and commercial evaluation of Change Requests beyond the defined project scope.	as per RFP
670	Clause 7.4 – Performance Bank Guarantee (PBG) (Pages 78–79)	7.4	78-79	"The successful bidder shall submit a single Performance Bank Guarantee (PBG) equivalent to 10% of the total contract value (including Implementation and Operations & Maintenance costs)... The PBG shall remain valid for the entire contract duration of five (5) years..."	Kindly confirm whether the Performance Bank Guarantee value will reduce after successful completion of implementation milestones or remain at 10% throughout the contract period.	as per RFP
671	Clause 5 – Service Level Agreement / Penalties (Pages 35–62)	5	35-62	The RFP prescribes SLA penalties for various service parameters; however, no overall cap on cumulative SLA penalties has been specified.	Kindly clarify whether cumulative SLA penalties are capped as a percentage of the total contract value or quarterly payment.	as per RFP
672	Clause 6.7 – Exit Management (Pages 44–45)	6.7	44-45	"Transfer of Assets", "Cooperation and Provision of Information during the exit management period", and "Exit Management Plan."	Please specify the duration and detailed scope of Exit Management support after completion or termination of the contract, including knowledge transfer and handover activities.	as per RFP
673	Clause 7.3.1 – Payment Milestones (Pages 77–78)	7.3.1	77-78	"All deliverables shall be reviewed and accepted by DST/DIT and third-party reviewers (if any) before payment is processed."	Kindly clarify the detailed acceptance criteria, sign-off authority and approval timelines for each implementation milestone and final Go-Live.	as per RFP
674	Clause 2.6 – Technical Presentation (Pages 24–25)	2.6	24-25	"All those bidders who match all the pre-qualification criteria will be called for the presentation cum demonstration Evaluation."	Kindly share the duration, evaluation methodology, scoring criteria and expected agenda for the Technical Presentation and Demonstration.	as per RFP
675	Clause 2.5 – QCBS Evaluation (Pages 22–24)	2.5	22-24	"The successful bidder will be the one who has the highest Combined Score (H1)."	In case two bidders obtain identical combined QCBS scores, kindly clarify the tie-breaker methodology for determining the successful bidder.	as per RFP

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676	Section 3.5 – Project Governance / 3.5.1 Project Management (Page 20)	3.5	30	"Project Governance" and "Project Management."	Kindly clarify the expected project management methodology for execution of the project. Will Agile, Scrum, Hybrid Agile, Waterfall, or a combination of these methodologies be acceptable, provided all milestones and deliverables are achieved within the prescribed timelines?	as per RFP
677	Section 3.8 – Project Monitoring Reports (PMR) / Section 3.5 – Project Governance (Pages 20-22)	3.8	30-32	"Preparation Responsibility", "Submission Authority", "Frequency of Submission", "Contents of Project Monitoring Report."	Kindly confirm whether the bidder may propose its standard project governance framework, including Steering Committee meetings, Sprint Reviews, Risk Management, Change Management, and PMO reporting, subject to approval by the Department.	as per RFP
678	Section 1.1.5 – Clarification of Bidding Documents / Section 1.1.7 – Fact Sheet (Pages 6-9)	1.1.5	6-9	"The pre-bid queries/clarifications... shall be submitted..." and "Proposal must be submitted online on the GeM website."	Considering the comprehensive scope of work involving solution design, OEM coordination, technical documentation, resource planning, and commercial preparation, we kindly request the Department to extend the bid submission deadline by two (2) weeks to enable submission of a more comprehensive and competitive proposal.	as per RFP
679	Section 2.1 – Pre-Qualification Criteria – Technical Capability (Pages 45-46)	2.1	15-16	"The bidder should have successful experience of IT/ITES System Integration/Software Development Implementation project for State Governments/Central Governments/PSUs in India during the last five years..."	Kindly clarify whether implementations successfully delivered for Global Enterprises or Fortune 500/Publicly Listed Companies outside India may also be considered towards meeting the technical experience criteria, provided they are similar in scope and complexity.	Corrigendum
680	Section 2.1 – Experience in API Gateway Related Solution (Page 16)	2.1	16	"The bidder should have experience in implementing at least 3 API Hub or API Gateway integration in software projects in any Central/State Government/PSU/Listed Company in India during the past five years..."	Kindly clarify whether API Gateway implementations executed for publicly listed enterprises (both domestic and international) may be considered for evaluation under the experience criteria.	as per RFP

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681	Section 2.1 – MAF / Experience in API Gateway Related Solution (Pages 16–20)	2.1	16-20	"The bidder should be authorized by its OEM to quote in bid..." and "OEM Authorization certificate should be submitted..."	Kindly clarify whether implementation experience delivered directly by the proposed OEM , where the OEM has successfully implemented the proposed API Gateway platform for similar projects, may be considered towards meeting the technical qualification criteria.	as per RFP
682	Section 2.2 – Technical Evaluation Criteria (Pages 19-22)	2.2	19-22	"The bidder should have experience in implementing at least 3 development projects where API Gateway should be integrated..."	Considering that enterprise API Gateway platforms are widely deployed across global governments and large enterprises, we request the Department to consider global implementations executed by the bidder and/or OEM for large enterprises and government organizations while evaluating technical capability.	corrigendum
683	Section 3.4.2 – Service Desk and Support Management (Page 41)	3.4.2	41	"The bidder shall establish and operate a centralized Service Desk with multi-level support (L1, L2, and L3), including a ticketing system, a defined escalation matrix, and clearly defined support availability."	Kindly clarify whether the selected SI is required to implement and provide a dedicated IT Service Management (ITSM)/Ticketing System for Incident, Problem, Change and Service Request Management during the O&M period, or whether the Department will provide an existing ticketing platform for this purpose.	As Per RFP
684	Section 3.4.2 – Service Desk and Support Management (Page 41)	3.4.2	41	"The bidder shall establish and operate a centralized Service Desk with multi-level support (L1, L2, and L3), including a ticketing system..."	If the Department already has an ITSM/Ticketing solution, kindly confirm whether the selected SI is required to integrate with the existing platform for incident logging, SLA tracking, workflow management and reporting.	As Per RFP
685	Section 4.1.3 – License Term and Condition (Pages 53-54)	4.1.3	53-54	"The Bidder shall be solely responsible for procuring and supplying all necessary licenses for software, API Gateway tools, databases, operating systems, and any other middleware required for the complete and uninterrupted delivery of the defined services."	If implementation of an ITSM/Ticketing solution is within the project scope, kindly clarify whether the bidder should include software licenses, implementation, customization, training, integration and support as part of the commercial proposal.	As per RFP, yes.
686	Section 3.4.3 – Incident and Problem Management (Page 41)	3.4.3	41	"The bidder shall ensure timely logging, classification, diagnosis, and resolution of all incidents in accordance with defined SLAs. Root Cause Analysis (RCA) shall be conducted and documented for all critical incidents, along with preventive measures."	Kindly clarify whether all incidents, service requests, problem records and change requests during the O&M period are expected to be managed through a centralized ITSM platform and whether any standard reporting/dashboard requirements are to be supported by the bidder.	as per RFP

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687	Section 3.4.2 – Service Desk and Support Management (Page 41)	3.4.2	41	"The bidder shall establish and operate a centralized Service Desk... including a ticketing system..."	Kindly clarify whether the Department has any preferred or mandated ITSM/Ticketing solution (e.g., existing enterprise platform) that the selected SI is required to use or integrate with.	as per RFP
688	Section 3.5.1 – Project Management (Page 46)	3.5.1	46	"The bidder shall prepare and submit a comprehensive Project Management Plan (PMP)... Risk management plan... Quality assurance and testing plan..."	Kindly clarify whether the Operations & Maintenance phase is expected to align with any specific IT Service Management framework (such as ITIL) and whether compliance with such framework is mandatory.	As per RFP
689	Section 3.4.14 – Knowledge Management and Training (Page 44)	3.4.14	44	"The bidder shall maintain a knowledge repository and conduct periodic training sessions and knowledge transfer activities for designated Government personnel."	Kindly clarify whether the selected SI is expected to establish and maintain a Knowledge Base, Standard Operating Procedures (SOPs), FAQs and Runbooks as part of the O&M scope.	As per RFP
690	Section 3.4.13 – Reporting and Documentation & Clause 5.1.1 – SLA Measurement Framework (Pages 45, 46)	3.4.13	44 & 45	"The bidder shall generate and submit periodic reports covering SLA compliance, system performance, incidents, security posture, and usage analytics." and "SLA monitoring shall be conducted on a monthly basis... SLA reports shall be submitted to the Department on a monthly basis."	Kindly clarify the expected frequency, format and templates for SLA reports, operational dashboards, RCA reports and service review meetings during the O&M period.	As per RFP
691	Section 2.1 – Pre-Qualification Criteria – Similar Project Experience (Pages 15, 16)	2.1	15-16	"The bidder should have successful experience of IT/ITES System Integration/Software Development Implementation project for State Governments/Central Governments/PSUs in India during the last five years."	Kindly clarify whether projects that have successfully achieved Go-Live and are currently under Warranty/Operations & Maintenance (O&M) will be considered towards meeting the eligibility criteria.	As per RFP
692	Section 2.1 – Experience in API Gateway Related Solution (Page 16)	2.1	16	"The bidder should have experience in implementing at least 3 API Hub or API Gateway integration in software projects in any Central/State Government/PSU/Listed Company in India during the past five years."	Kindly clarify whether successful API Gateway implementations executed for large enterprises, global enterprises, and publicly listed companies may also be considered towards meeting the experience requirements.	As per RFP

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
693	Section 2.1 – Experience in API Gateway Related Solution (Page 16)	2.1	16	"The bidder should have experience in implementing at least 3 API Hub or API Gateway integration in software projects..."	We request the Department to consider successful API Gateway implementations executed globally for Government organizations, large enterprises, and publicly listed companies, provided such projects are similar in scope, scale, and complexity.	As per RFP
694	Section 2.1 – Technical Capability – Similar Project Experience (Pages 15-16)	2.1	15-16	"Successful experience..."	Kindly clarify whether experience gained through projects executed outside India for Government organizations or publicly listed enterprises will also be considered towards meeting the eligibility criteria, provided the projects are similar in nature and complexity.	As per RFP
695	Section 2.1 – Technical Capability – Document ary Evidence (Pages 15-16)	2.1	15-16	The RFP requires documentary evidence in support of experience but does not explicitly specify whether customer email confirmation is acceptable.	Kindly confirm whether an email confirmation from the authorized client representative, clearly certifying successful project completion/Go-Live, will be accepted as documentary proof for meeting the eligibility criteria where formal completion certificates are unavailable.	As per RFP
696	Section 3.2.1 – API Lifecycle Management (Pages 30-32)	3.2.1	30-32	"Support OpenAPI 3.0+ specification for API design... API versioning strategy configuration... API documentation auto-generation... Self-service API publishing workflow."	Approximately how many APIs are expected to be published during Phase-I and what is the projected API growth over the 5-year contract period?	As per RFP
697	Section 3.2.1.1 – API Design Requirements (Page 30)	3.2.1.1	30	"Support OpenAPI 3.0+ specification for API design... Support for RAML and API Blueprint formats."	Will API specifications (OpenAPI/Swagger/RAML) already exist, or is the SI expected to create API specifications for legacy applications as part of the implementation scope?	As per RFP
698	Section 3.2.1.4 – API Versioning (Page 32)	3.2.1.4	32	"Semantic versioning support (Major.Minor...)."	Kindly clarify the expected API versioning strategy to be adopted across departments (e.g., Semantic Versioning, URL-based, Header-based, or another standard).	As per RFP
699	Section 3.2.1 – API Lifecycle Management (Pages 30-32)	3.2.1	30-32	"Multi-level approval workflow (Dept → Admin → Super Admin)... API categorization... API tagging and metadata management... API deprecation workflow."	Kindly clarify whether the Department has an existing API Governance framework or whether the selected SI is expected to define governance standards, lifecycle policies and approval workflows.	As per RFP

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
700	Section 3.2.6 – Interoperability (Page 37)	3.2.6	37	"The platform should be built to facilitate easy integration with major national Digital India platforms..."	Kindly clarify whether departmental APIs are expected to be logically segregated within a centralized API Gateway or deployed as separate gateway instances for each department.	As per RFP
701	Section 3.3.2 – Throughput (Page 39)	3.3.2	39	"The system shall be capable of handling a minimum of 1000 API calls/Requests per Second (RPS)."	Kindly provide the expected peak TPS/RPS, concurrent connections, bandwidth utilization and sizing assumptions for Production and Disaster Recovery environments.	As per RFP
702	Section 3.2.2.1 – Traffic Management (Pages 32–33)	3.2.2.1	32-33	"Request routing based on URL path, headers, query params."	Kindly clarify whether API routing policies are expected to support advanced dynamic routing based on JWT claims, geographic location, user attributes or custom business rules.	The proposed solution shall support URL path, header, and query parameter-based routing as mandatory requirements. Additionally, the solution should support advanced policy-based routing, including routing based on JWT claims, user attributes, custom headers, and configurable business rules, wherever required. Geographic location-based routing may be supported, if required by the Authority.
703	Section 3.2.2.2 – Protocol Support (Page 33)	3.2.2.2	33	"REST API support (JSON/XML), SOAP/WSDL support, GraphQL support, gRPC support, WebSocket support."	Kindly provide the approximate distribution of REST, SOAP, GraphQL, gRPC and WebSocket APIs expected to be onboarded during the project.	The proposed solution shall support all specified protocols as per the requirements of the RFP
704	Section 3.2.2.2 – Protocol Transformation (Page 33)	3.2.2.2	33	"Protocol transformation (SOAP to REST, etc.)."	Kindly clarify whether the selected SI is responsible for transforming existing SOAP-based services into REST APIs or whether only protocol mediation through the API Gateway is expected.	The selected bidder shall provide protocol mediation and transformation capabilities through the proposed API Gateway, such as SOAP-to-REST and REST-to-SOAP, wherever required.
705	6.12 Page 46	6.12	46	Future Scaling Requirements for API Infrastructure	Table E on Page 53 does not match the TPS table with future scaling requirements. Also, Please confirm if Table E is for additional scaling costing only and is not considered to be purchased for 1st year.	As per <u>RFP</u> .
706	3.3.5 Data Residency, Page 27	3.3.5	27	All data processed and stored (logs, analytics, configuration) shall reside within the Gujarat State Data Centre (GSDC) or a Govt-approved cloud region within India, adhering to Gujarat State data Center Guideline.	We assume that API Management Solution along with its components should be deployed in Gujarat State Data Centre only. Please confirm?	On Prem Solution

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
707	3.2.4.1. Publisher Portal (API Provider Portal), Page 25	3.2.4.1	25	Department-specific branding and customization	Please confirm if this requirement is on the portal which is provided to Subscribers with API Documentation or is it for internal API Developer Studio?	as per RFP
708	3.3.16 page 29	3.3.16	29	The bidder shall design, implement, and maintain fully segregated Development (DEV), User Acceptance Testing (UAT), Sandbox/Pre-Production, and Production (PROD) environments to support the complete API lifecycle, ensuring strict isolation at infrastructure, network, application, and data levels;	Please confirm how many environments are required for API Management Platform?	as per RFP
709	3.2.8 Page 25	3.2.8	25	Message Queue Capability in API Hub	Please confirm the number of APIs which will require Message Queue Capability. Also, Specify the TPS required for such APIs? Also, Please specify if you are looking for flexible licensing for other integration requirements ?	as per RFP
710	3.2.3.1	3.2.3		Digest Authentication	Digest Authentication normally relies on SHA-1 which is vulnerable to Man in the Middle attacks. Please Confirm if it is a mandate to implement Digest Authentication or this can be blocked from API Gateway.	as per RFP
711	3.2.4.1 Page 25	3.2.4.1	25	consent-based data sharing mechanisms including consent capture, validation, storage, and audit trails	We assume it requires Oauth based Authentication for the Portal. Please confirm if this understanding is correct ? Also, Since there is no PII Data stored within API Connect - Hence Consent rules are not applicable for API Connect ? Please confirm. Also, Please confirm if bidder has to provide IAM to capture consent?	Consent mechanism will be built of portals/systems that will integrate with the API Hub. API Hub will only exchange the data. API Hub will maintain logs of all activity related to data exchange via API.
712	3.2.1.1 Page 22	3.2.1.1	22	Support for RAML and API Blueprint formats	OpenAPI is new standard for APIs and RAML, API Blueprints may require Vendor Lockin. Although they are not major release feature is expected and may require Vendor lockin. Please confirm if Vendor Lockin for RAML is fine with the department ?	OpenAPI Specification (OAS) shall be the mandatory standard for API definition and documentation. Support for RAML and API Blueprint may be provided for interoperability and migration purposes, wherever available. The proposed solution shall not introduce vendor lock-in, and all APIs shall be exportable and interoperable using the OpenAPI Specification.
713	3.2.1.3 API Publishing	3.2.1		Multi-level approval workflow (Dept → Admin → Super Admin)	Does API Publishing workflow really require multistep workflow or can it be Single Step Approval?	as per RFP
714	3.2.2.2 Page 23	3.2.2.2	23	Protocol Transformation	There are no requirements specifying Message format transformation or any other transformations. Please confirm if there are any transformation requirements apart from Protocol conversion . Also, Please confirm if Protocol conversion is not from HTTPS to TCP?	As per RFP
715	General				Given there are multiple projects are going on. Please confirm if you need Integration Platform which can provide Kafka, MQ, Transformation Layer along with Integration Platform ?	NA

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
716	OPEX – O&M Phase, Page 53		53	C1 CAMC/ATS of API Gateway (2nd year onwards) Core 08 Core/ Minimum 1000 TPS (TPS Brust 2000) 08 Core	The cores are dependent on Message Size and 1000 TPS. The cores should not be restricted during O&M or implementation phase as it depends on other factors and High Availability as well. If 3 node architecture is given then it will only help safeguarding the High Availability Matrix and it will also expand fast for the future requirements. It is suggested to be open/range for OEM - so that they can participate to make API Management Better rather restricted . If its required to restrict Hardware costs then please ask for Hardware requirements during QCBS?	The bidder shall size the API Gateway infrastructure, including CPU, memory, storage, and cluster architecture, to meet or exceed the specified performance, throughput, high availability, scalability, and SLA requirements.
717	OPEX – O&M Phase, Page 53		53	C1 CAMC/ATS of API Gateway (2nd year onwards) Core 08 Core/ Minimum 1000 TPS (TPS Brust 2000) 08 Core	Please confirm how these 8 cores are going to be distributed across multiple environments ? The Enterprise Gateway requires minimum 4 core to run in a single node and the dev, Sit, uat, Staging/preprod requires minimum 1 gateway. Then why there is restriction on 8 core for O&M phase of API Gateway.	as per RFP
718	2.1 Pre-Qualification Criteria Pg 14	2.1	14	7. The bidder should have experience in implementing at least 3 API Hub Or API Gateway integration in software projects in any central / state Government / PSU/ Listed Company in India during the past five years from the date of bid submission.	Bidder requests GIL/DIT to modify the clause as follows: The bidder should have experience in implementing at least 3 API project Or API Gateway integration in software projects in any central / state Government / PSU/ Listed Company in India during the past Seven years from the date of bid submission.	Corrigendum
719	2.1 Pre-Qualification Criteria Pg 14	2.1	14	8. The bidder should have all the certifications below which are valid at the time of bidding (as on the date of publication of RFP): ☐ The bidder should have CMMi Level 3 or Higher certificates which are valid at the time of bidding (as on the date of publication of RFP) ☐ ISO 9001:2015/ ISO 27001:2022 ☐ (Information technology - Security techniques- Information security management systems)	Bidder requests DIT/GIL to modify the clause as follows- The bidder should have ISO-9001:2015 and ISO-27001:2022 valid as on the date of submission. OR The bidder should have CMMi Level 3 or higher certificate, valid as on date of submission.	No change
720	2.1 Pre-Qualification Criteria Pg 15	2.1	15	10. PF/ESIC details of all such employees on payroll,	Bidder requests DIT/GIL to remove PF/ESIC details as part of documentation details since these are confidential information which cannot be shared as per organization policy.	as per RFP
721	2.1 Pre-Qualification Criteria Pg 15	2.1	15	12. Consortium or Subletting in any form is not allowed	Bidder requests the clause to be modified as- SP is not permitted to out-source or share contractual obligation with any other party of the work assigned to the SP. However, in case of any explicit requirement, Department of Science and Technology may permit SP to out-source services or part of services for execution of their contractual obligation. The payment, however, shall be made to the SP, which has a valid contract with the concerned Department of Science and Technology. <u>This is as per existing contract with GIL hence request to retain the same.</u>	as per RFP
722	2.2 Technical Evaluation (TQ) Criteria Pg 17	2.2	17	1.4 : 3. Client Certificate clearly mentioning: ☐ Name of the project and client organization. ☐ Implementation of API Gateway. ☐ Number of APIs integrated/operationalized (if applicable). ☐ Project go-live date and current operational status.	Bidder requests Client certificate to be removed from the documentation since PO and go live certificate will be provided.	as per RFP

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
723	2.2 Technical Evaluation (TQ) Criteria Pg 17	2.2	17	1.6 Bidder should have at least two certificates from below list: CMMI Level 3, CMMI Level 4 and above	Bidder requests TQ to be aligned with PQ by providing marks for ISO certifications as well.	corrigendum
724	2.6 Award of Contract Pg 19	2.6	19	6. Consortium and Sub Contract are not allowed in this bid.	Bidder requests the clause to be modified as- Service Provider(SP) is not permitted to out-source or share contractual obligation with any other party of the work assigned to the SP. However, in case of any explicit requirement, Department of Science and Technology may permit SP to out-source services or part of services for execution of their contractual obligation. The payment, however, shall be made to the SP, which has a valid contract with the concerned Department of Science and Technology. This is as per existing contract with GIL hence request to retain the same.	as per RFP
725	2.10 Part 2: Technical Bid Pg 21	2.10	21	A scanned copy of the Technical Bid (including all documentary evidence, required formats and declarations, copy of presentation, etc.) shall be uploaded online.	Bidder requests copy of presentation to be removed from the technical bid documentation. Bidder would provide the same post actual presentation to the committee.	No need of detailed presentation
726	3.2.5 Onboarding of APIs Pg 26	3.2.5	26	The bidder should onboard and integrate at least 400 APIs from various departments to the proposed API Gateway solution.	Please confirm whether documentation is available for 400 APIs which need to be onboarded.	as per RFP
727	3.4.2 Service Desk and Support Management Pg 29	3.4.2	29	The bidder shall establish and operate a centralized Service Desk with multi-level support (L1, L2, and L3), including a ticketing system, a defined escalation matrix, and clearly defined support availability. Critical services shall be supported on a 365x24x7 basis	Bidder requests GIL/DIT to confirm whether- a) Ticketing system to be provided by bidder or existing available (if any) can be leveraged b) Number of L1, L2, L3 resources required to support 24x7 c) Whether laptop/desktop will be provided by DIT/GIL?	corrigendum
728	5.4 Project Implementation Timeline Pg 38-39	5.4	38-39	Timelines Overall timeline of 20 weeks	Bidder requests GIL/DIT to confirm whether the documentation of existing onboarding APIs is available. In case of unavailability, we request timeline to be modified to 36 weeks .	As per RFP
729	5.4 Project Implementation Timeline Pg 39	5.4	39	Training to designated users (Admin, Dashboard /Reports creation, exploration and usage training)	Please confirm the number of resources to be trained.	Will be disclosed in requirement gathering phase.
730	7.3 Payment Milestone Pg 49	7.3	49	7.3.1 The scope of work is divided in different areas and the payment would be linked to delivery and acceptance of each area as explained below	Bidder requests software and implementation payment to be separate and software cost to be paid on delivery and successful installation of delivered licenses.	As per RFP
731	7.3 Payment Milestone Pg 49	7.3	49	M1 Deployment of key resources at onsite as per the requirement of RFP.	Bidder requests GIL/DIT to provide 10% payment on resource deployment.	As per RFP

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
732	8.1 Annexure 1: Format for Financial Bid Pg 53	8.1	53	Table-B: CAPEX - Implementation Phase	Bidder requests B2- License (software and hardware) cost to be paid 100% on license delivery.or atleast 70% on delivery and 30% on installation as the OEM is paid 100% on delivery of their respective components and it will unnecessary cost bloated finacial loading on GIL thereby increasing the cost of project or follow the payment model signed mutually as per E Sarkaar project	As per RFP
733	1.2; pg 16	1.2	16	Supporting Document required ; 1. Work Order/ Contract order clearly highlighting the scope of work and value of the contract/ order 2. Completion/ Go-live Certificate issued and signed by the competent authority of the client entity on its letterhead.	We would request that this be amended because sharing such information from another customer would be a breach of confidentiality just as you expect us to protect your information.	As per RFP
734	2.7; pg 20	2.7	20	Grounds of forfeiture of EMD	We kindly request that the forfeitiure of the EMD be restricted only to fraud.	As per RFP
735	6.3.1; pg 43	6.3.1	43	Termination by the TENDERER	There does not appear to be a clear notice period called out. We would request that the timeline of 30 day written notice be specifically called out.	As per RFP
736	6.3.1 (j); pg 43	6.3.1	43	In Case of termination of the bidder, the DST/DIT shall forfeit the bank guarantee (performance security) and may blacklist the bidder and/or the OEM.	We would request that blacklisting be removed from this clause as that is punitive in nature, GIL already has other recourse such as LDs, SLAs, bank guarantee, LOL, etc.	As per RFP
737	6.3; pg 44	6.3	44	Insertion of new clause	We would request that a new clause be added to this: <i>"The Bidder shall have the right to terminate the contract if the Tenderer does not make good the due payments within 30 days of raising the invoices."</i>	As per RFP
738	6.13; pg 47	6.13	47	Force Majeure	We would request that the following language also be included: <i>"A Force Majeure event however will not exempt the Tenderer from making good the due payments to the Bidder."</i>	As per RFP
739	6.14 (i); pg 47	6.14	47	To vary, modify, revise, amend or change any of the terms and conditions mentioned above; or	We would request that the changes be made on mutual agreement only.	as per RFP
740	6.15.3; pg 48	6.15.3	48	Absolute Financial Indemnity and Cost Liabilities	We would submit that indemnities are only intended to cover extra ordinary circumstances and not elements that can be accounted for. We are amenable to being liable for the same, which can be tied to the LOL clause.	as per RFP

Sr. No	RFP Volume & Section	Section (Name & No.)	RFP Page no.	Content of RFP Requiring Clarification	Change requested/Clarification Requested	Final Remarks
741				Insertion of new clause	We would request that the following language be included into the RFP as these aspects are missing from the RFP: <u>"Limitation of Liability</u> <i>(a) Each party's cumulative liability to the other for all claims made by the other under or in connection with this Agreement whether arising under contract (including under any indemnity), negligence or any other tort, under statute or otherwise at all will not exceed the total contract value in aggregate.</i> <i>(b) Neither party will be liable to other party in respect of any loss of profits, business, custom, revenue, anticipated savings, goodwill, data or contracts or any type of special, indirect, economic, punitive or consequential loss (including loss or damage suffered as a result of any claims brought by a third party) even if such loss was reasonably foreseeable or the party had been advised of the possibility of the other party incurring the same.</i> <i>The limitations and exclusions under sections (a) and (b) apply to the full extent permitted by law.</i> <u>IPR</u> <i>This Contract does not assign any Intellectual Property Rights owned by either party (including, in the case of the Bidder, Intellectual Property Rights owned by any of its group companies, its affiliates and licensors) existing as at the date of this Contract or modifications, or which is created by the Bidder, its affiliates and licensors independently of this Contract.</i> <i>Each party licenses the other to use those of its pre-existing/background Intellectual Property Rights as reasonably required to facilitate the performance of the Contract."</i>	corrigendum
742	Technical Evaluation (TQ) Criteria			The bidder should have experience in implementing at least 3 development projects where API Gateway should be integrated in any central / state Government / PSU/ Listed Company in India during the past five years from the date of bid submission and should be successfully running for min 3 years. 1. 3 API Gateway-15 marks 2. 4 API Gateway 20 marks 3. 5 API Gateway 25 marks	The bidder /OEM(directly or through their partners) should have experience in implementing at least 5 development projects where API Gateway/ API project should be integrated in any central / state Government / PSU/ Listed Company in India of which minimum 3 should be by the participating bidder during the past Seven years from the date of bid submission and should be successfully running for min 3 years. Marking to be as follows API Project 1.3 API project -15 marks 2.4 API project 20 marks 3.5 API Project 25 marks-----Rationale This ensures that in technical qualification both bidders and OEM have proposed a technically sound and proven experiences and have been implemented by either or	corrigendum
743	Technical Evaluation (TQ) Criteria			Bidder should have at least two certificates from below list: 1. CMM Level 3 -5marks 2.CMM Level 4 and above 10 marks	CMM is for mostly SW development firms but this being API Management/Gateway project there are other leading certification we request GIL to consider Bidder requests DIT/GIL to modify the clause as follows- The bidder should have ISO-9001:2015 and ISO-27001:2022 valid as on the date of submission. OR The bidder should have CMMi Level 3 or higher certificate, valid as on date of submission.--1. ANy 1 5 marks 2. Two or Above 10 marks	corrigendum
744	5.4			i. Penalties shall be capped at 15% of the total contract value/implementation-phase milestone-based payments/ quarterly O&M payable amount.	Bidder request to change the capping to 10% of the total contract value/implementation-phase milestone-based payments/ quarterly O&M payable amount.	as per RFP

Corrigendum

Sr No	Page	Reference	Existing Clause/New Clause/Clarification	Revised Clause
1	10	Section 2.1 # 4 Sales Turnoer	The bidder should have Average Annual Turnover from System Integration / ICT Systems Development and Implementation Work of more than INR 28 Crores for the latest three (3) financial years for which audited financial statements are available (FY 2022-23, FY 2023-24 & FY 2024-25).	The bidder should have Average Annual Turnover from System Integration / ICT Systems Development and Implementation Work of more than INR 28 Crores for the latest three (3) financial years for which audited financial statements are available (FY 2023-24, FY 2024-25 & FY 2025-26). Note : Wherever the tender document refers to the financial years "FY 2022-23, FY 2023-24 & FY 2024-25" under eligibility criteria, financial qualification, forms, annexures, or any other section, the same shall be read as "FY 2023-24, FY 2024-25 & FY 2025-26".
2	13	Section 2.1 # 7 Experience in API Gateway related solution	The bidder should have experience in implementing at least three (3) API Hub or API Gateway integrations in software projects in any Central Government / State Government / PSU / Listed Company in India during the past five (5) years from the date of bid submission. API Gateway should be a component of the project.	The bidder should have experience in implementing at least three (3) API Hub or API Gateway integrations in software projects in any Central Government / State Government / PSU / Listed Company in India or globally during the past five (5) years from the date of bid submission. API Gateway should be a component of the project.
3	15	Section 2.2 # 1.3	The bidder should have experience in implementing at least 3 development projects where API Gateway should be integrated in any central / state Government / PSU/ Listed Company in India during the past five years from the date of bid submission and should be successfully running for min 3 years.	The bidder should have experience in implementing at least 3 development projects where API Gateway should be integrated in any central / state Government / PSU/ Listed Company in India or global during the past five years from the date of bid submission and should be successfully running for min 1 years.
4	15	Section 2.2 # 1.4	The bidder shall have successfully implemented and operationalized APIs/API integrations through an API Gateway in at least three (3) projects for any Central Government, State Government, PSU, or Listed Company in India during the last five (5) years from the date of bid submission. Live API Managed Marks 251 – 500 API 5Marks 501 – 1000 API 10 Marks more than 1000 API 15 Marks	"The bidder shall have successfully implemented and operationalized APIs/API integrations through an API Gateway in at least three (3) projects for any Central Government, State Government, PSU, or Listed Company in India or globally during the last five (5) years from the date of bid submission. Live API Managed Marks 201 – 250 API 5 Marks 251 – 300 API 10 Marks more than 300 API 15 Marks Note: 1. API Count The API count shall be considered as the cumulative number of APIs implemented and/or managed across the eligible projects submitted for evaluation, subject to a maximum of three qualifying projects. 2. Peak Load Capacity The proposed solution shall be capable of handling a maximum sustained load of 1,000 TPS. The Bidder shall substantiate the proposed sizing through detailed infrastructure and capacity-sizing documentation, supported by OEM-published documentation or an OEM-certified correlation between the proposed core/node sizing and the corresponding TPS capacity."
5	22	3.2.1.1 API Design Requirements	Support for RAML and API Blueprint formats	OpenAPI Specification (OAS) shall be the mandatory standard for API definition and documentation. Support for RAML and API Blueprint may be provided for interoperability and migration purposes, wherever available. The proposed solution shall not introduce vendor lock-in, and all APIs shall be exportable and interoperable using the OpenAPI Specification.
6	22	3.2.1.2 API Development	SDK generation (Java, Python, JavaScript, PHP)	The solution shall provide client SDK generation capability for Java, Python, .Net, JavaScript, and PHP based on OpenAPI 3.x specifications. The capability may be provided either natively by the API Hub or through integration with OpenAPI-compliant SDK generation tools. Support for additional programming languages/frameworks may also be proposed by the Bidder as an additional capability.
7	22	3.2.1.2 API Development	Postman collection export	Any industry-standard API testing tool with equivalent functionality e.g.: Postman for processing API requests shall be acceptable

Sr No	Page	Reference	Existing Clause/New Clause/Clarification	Revised Clause
8	26	3.2.9 Security Requirements Enhancement	The bidder shall conduct periodic security assessments, including quarterly Vulnerability Assessment and Penetration Testing (VAPT) and annual third-party security audits, with mandatory remediation of identified vulnerabilities within defined timelines.	The bidder shall conduct periodic security assessments, including half yearly Vulnerability Assessment and Penetration Testing (VAPT) and annual third-party security audits, with mandatory remediation of identified vulnerabilities within defined timelines.
9	27	3.3.5 Data Residency	All data processed and stored (logs, analytics, configuration) shall reside within the Gujarat State Data Centre (GSDC) or a GoI-approved cloud region within India, adhering to Gujarat State data Center Guideline.	All data processed and stored (logs, analytics, configuration) shall reside within the Gujarat State Data Centre (GSDC) or a GoI-approved cloud region within India , adhering to Gujarat State data Center Guideline.
10	40	5.6 SLA in breach of Supply of Manpower, 5.6.5 # 2 Clause	In case of resignation of any deployed resource, the bidder shall ensure replacement with a qualified resource. A minimum 15 days' overlap between the outgoing and incoming resource shall be maintained.	In case of resignation of any deployed resource, the bidder shall ensure replacement with a qualified resource. A minimum 30 days' overlap between the outgoing and incoming resource shall be maintained.
11	40	5.6 SLA in breach of Supply of Manpower , 5.6.2 ,5.6.3 Clause	5.6.2 The agency is not allowed to replace those resources whose profile has been submitted at the time of Technical Presentation. Further in the event where the bidder is not able to retain the resources quoted in the bid, then the replacement must be pre-approved. Before replacing a resource, minimum two months' time to TENDERER along with panel has to be given to choose the substitution from the panel else penalties and pro-rata deduction in the quarterly fees will be made. We encourage the successful bidder to have a preapproved backup of resources for substitution for each of the positions. 5.6.3 Replacement of a profile by the agency (only one replacement per technical profile – with equal or higher qualification and experience – would be permitted per year)	5.6.2 Replacement of Key Resources The bidder shall deploy the key resources whose profiles were submitted during the Technical Evaluation/Presentation and approved by the Tenderer. Replacement of such key resources shall not be permitted without the prior written approval of the Tenderer. In the event that the bidder is unable to retain a deployed key resource due to resignation, death, long-term illness, or any other circumstances beyond its reasonable control, the bidder shall: a) immediately notify the Tenderer in writing; b) propose a replacement possessing equal or higher qualifications and relevant experience; c) ensure that the replacement is approved by the Tenderer before deployment; and The successful bidder shall maintain a pre-approved backup pool of suitable resources for all key positions to ensure continuity of services. 5.6.3 Limitation on Replacement of Key Resources During the Implementation Phase, only one (1) replacement shall be permitted for each approved resource. Any replacement beyond the first permitted replacement of the same resource shall be treated as non-compliance and shall attract a penalty equivalent to 0.25% of the total Implementation Fees for each additional replacement, subject to a maximum cumulative penalty of 5% of the total Implementation Fees.
12	22	3.1 Introduction	The solution shall support Declarative Configuration capabilities, enabling the Government of Gujarat to export, backup, restore, and migrate all APIs, policies, routes, certificates, logs, configurations, and related settings in standardized YAML and/or JSON formats at any time without dependency on proprietary tools, formats, or licensed utilities	The proposed solution shall support the export, backup, restoration, and migration of API definitions, routes, policies, certificates, configuration metadata, and related settings in documented, machine-readable formats such as YAML, JSON, OpenAPI Specification (OAS), and/or other industry-standard formats supported by the proposed solution. The solution shall provide documented mechanisms and procedures for configuration backup, restoration, and migration to facilitate business continuity, disaster recovery, and environment migration.
13	27	3.3.9 Disaster Recovery	The API hub shall implement a robust Disaster Recovery (DR) mechanism to ensure business continuity with a Recovery Time Objective (RTO) of ≤ 15 minutes and Recovery Point Objective (RPO) of ≤ 5 minutes, supported by a geographically separated DR site in active-active or active-passive mode.	The DC/DR infrastructure shall be provided by GSDC. The selected SI shall be responsible for designing, configuring, implementing, testing, and maintaining the API Gateway solution across the DC/DR environments in accordance with the RFP requirements. All associated costs, excluding the underlying DC/DR infrastructure, shall be included in the bidder's quoted price. The bidder shall ensure that the API Gateway solution is fully functional in the DR environment. RTO and RPO shall be as defined by GSDC.

Sr No	Page	Reference	Existing Clause/New Clause/Clarification	Revised Clause
14	27	3.3.7 VAPT (Vulnerability Assessment & Penetration Testing)	The bidder shall ensure the platform passes mandatory third-party VAPT audits prior to Go-Live, with ongoing half yearly APT cycles managed as part of O&M.	1. VAPT / Security Audit Agency VAPT/security audit shall be conducted by a CERT-In empanelled auditor. The auditor may be appointed or nominated by the Purchaser, or the Selected Bidder may be directed to engage an auditor with prior approval of the Purchaser. 2. Audit Cost Responsibility The cost of mandatory VAPT/security audits and re-audits required for obtaining closure/compliance shall be borne by the Selected Bidder and deemed included in the quoted price. 3. Frequency of Audits VAPT/security audit shall be conducted before Go-Live, at least half yearly thereafter, and additionally after any major change, major upgrade, significant security incident, or as directed by the Purchaser, CERT-In, or other competent authority. 4. Remediation Timelines The Selected Bidder shall remediate findings attributable to the solution under its scope within the following timelines: a. Critical: 24 hours for immediate containment or compensating control, followed by permanent remediation within 7 days. b. High: 15 days. c. Medium: 30 days. d. Low: 60 days. Re-validation and closure shall be completed thereafter. 5. Findings Attributable to Third-Party or Government Infrastructure No penalty shall be imposed on the Selected Bidder for findings demonstrably attributable solely to third-party, Government-owned, GSDC, network, infrastructure, or systems outside the Selected Bidder's contractual scope and control, provided the Bidder: a. promptly reports the finding; b. provides necessary technical assistance; c. implements available compensating controls within its scope; and d. supports remediation. Delays attributable to such external dependencies shall be duly documented and excluded from the Bidder's SLA or penalty computation. 6. Penalty Applicability for Bidder-Attributable Findings Where the finding arises from the Bidder's solution, configuration, integration, deployed components, failure to patch, or failure to implement required security controls, the applicable SLA provisions and penalties under the RFP shall apply.
15	17	2.3 Technical Presentation	During demonstration the bidder will be evaluated on below parameters: 1 Project Understanding 2 Technical Architecture, Approach & methodology 3 Service Delivery approach & Quality Assurance 4 Risks and Mitigation Plan 5 Project Governance, Project Team and Resource Planning 6 Demonstration of various use cases as per the scope of work and specification. 7 Satisfactory Response to the queries 8 Value Added Features	The bidder shall cover, at a minimum, the following areas: 1. Project understanding and interpretation of the RFP requirements. 2. Proposed technical architecture, including logical, deployment, network, security, HA and DR architecture. 3. API lifecycle management, governance, publishing, consumption and onboarding approach. 4. API Gateway capabilities, including routing, protocol mediation, transformation, throttling, caching, security and policy enforcement. 5. Proposed management plane and runtime/data plane architecture. 6. Security architecture, including authentication, authorization, OAuth 2.0, OIDC, JWT, mTLS, API threat protection, certificate management and PII protection. 7. Proposed infrastructure sizing and licensing model for the initial and future capacity requirements defined in the RFP. 8. Scalability approach, including horizontal scaling and capacity growth over the five-year contract period. 9. High Availability, Disaster Recovery, backup and business continuity approach. 10. Observability, logging, monitoring, distributed tracing, SLA monitoring and reporting. 11. Implementation methodology, project plan, API onboarding methodology and Go-Live approach. 12. Testing and quality assurance approach, including functional, integration, performance, security and UAT support. 13. Operations and Maintenance approach, including incident, problem, change, release, patch and capacity management. 14. Project governance, resource deployment and escalation mechanism. 15. Risks, assumptions, dependencies and mitigation plan. 16. Exit management, portability and vendor lock-in prevention. 17. Value-added features and innovations.

Sr No	Page	Reference	Existing Clause/New Clause/Clarification	Revised Clause
				2.3.1 Mandatory Demonstration The bidder shall demonstrate the proposed solution, either through a live environment or an appropriately configured demonstration environment, covering at least the following use cases: 1. API creation, registration or onboarding. 2. API publishing and versioning. 3. Approval workflow. 4. API subscription and consumer onboarding. 5. Authentication and authorization. 6. API key, OAuth 2.0, OIDC and/or JWT-based access. 7. Rate limiting, throttling and spike arrest. 8. API policy configuration and enforcement. 9. Routing and protocol transformation. 10. Developer/consumer portal and API catalogue. 11. Monitoring, analytics and usage dashboards. 12. Logging, audit trail and traceability. 13. Error handling and backend failure scenario. 14. Configuration export, backup and restore. 15. Any additional use case specified by the Authority. The Authority may specify additional mandatory use cases prior to the scheduled presentation.
16	24	3.2.3.3 Threat Protection	IP blacklisting/whitelisting Geo-blocking capability	The Bidder shall implement application-layer security controls through the proposed API Gateway, including API authentication and authorization, rate limiting, throttling, spike arrest, request validation, payload threat protection, IP allowlisting/blocklisting, and bot protection (where applicable). Network-layer DDoS protection, volumetric attack mitigation, and perimeter security controls shall be implemented through the Government's existing or proposed network security infrastructure (e.g., WAF, DDoS Protection, IDS/IPS, Firewall) where applicable. The proposed solution shall integrate and operate seamlessly with such security infrastructure. Geo-based access control shall be supported either natively by the API Gateway or through integration with the perimeter security solution.
17	24	3.2.4.1. Publisher Portal (API Provider Portal)	Notification mechanisms for events and alerts	The notification mechanism envisaged under the RFP shall support Email and SMS as the minimum required channels. The solution should be extensible to integrate with additional channels such as WhatsApp and Push Notifications, as and when required by the Authority. Existing Government/DST-provided SMS, Email or other notification gateway services, where available, shall be provided/facilitated by DST. The Bidder shall be responsible for the required integration and configuration within its quoted scope. Any third-party gateway involving recurring transaction, message, subscription or consumption charges shall not be procured by the Bidder unless specifically included in the RFP/BOQ or subsequently authorized by DST. Such third-party consumption charges shall be borne by the Authority or procured separately, as applicable.
18	25	3.2.5 Onboarding of APIs	The bidder should onboard and integrate at least 400 APIs from various departments to the proposed API Gateway solution.	Add the following clause after the existing clause: For the purpose of this RFP, an API shall mean a unique logical service exposed or managed through the API Gateway/API Hub to enable integration between applications or systems. An API may comprise one or more callable operations (endpoints), such as GET, POST, PUT, DELETE, PATCH, or equivalent methods. Unless otherwise specified, multiple operations/endpoints belonging to the same logical API shall be considered as one (1) API.
19	28	3.4.5 Security Operations and VAPT Management	The bidder shall perform continuous security monitoring, maintain logs of suspicious activities, and conduct Vulnerability Assessment and Penetration Testing (VAPT) in accordance with CERT-In guidelines. All identified vulnerabilities shall be remediated within defined timelines. Insertion of New clause below this.	24x7 SOC monitoring shall be performed through the existing Gujarat State SOC (GSOC)/SIEM ecosystem, with the Selected Bidder responsible for continuous monitoring and operational support of the API Hub within its own scope. Selected Bidder: 24x7 monitoring of the API Hub platform, security events, logs, alerts, vulnerabilities, incidents, and implementation of required containment, remediation, RCA, and corrective actions within the Bidder's scope.
20	28	3.3 Non-Functional Requirements (NFRs) , 3.3.16	The bidder shall design, implement, and maintain fully segregated Development (DEV), User Acceptance Testing (UAT), Sandbox/Pre-Production, and Production (PROD) environments to support the complete API lifecycle, ensuring strict isolation at infrastructure, network, application, and data levels;	The Production (PROD) environment shall be hosted at the Gujarat State Data Centre (GSDC). The Development (DEV), User Acceptance Testing (UAT), and Sandbox/Pre-Production environments shall be hosted on a MeitY empanelled Cloud Service Provider (CSP) or the Bidder's own private cloud/infrastructure. The Bidder shall provision, operate, and maintain all infrastructure, software, licenses, connectivity, and associated services required for the non-production environments throughout the Contract Period at its own cost. The corresponding infrastructure and software components for the non-production environments shall be included in the Bill of Materials (BoM)/Bill of Quantity (BoQ) submitted as part of the proposal and shall be deemed included in the Contract Price. No separate payment shall be made for provisioning, operation, or maintenance of the non-production environments. The non-production environments shall be appropriately sized to support development, testing, system integration, user acceptance testing, and performance validation. Where performance, stress, or load testing is required, the Bidder shall ensure that the non-production environment can be scaled to simulate production workloads and validate the solution under production-like conditions.

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21	45	6.10 Extension of Contract Period	The contract shall initially be valid for a period of five (5) years from the date of signing. The Purchaser reserves the right to extend the contract for an additional period of [one (1) to two (2) years], on the same terms and conditions, based on satisfactory performance of the bidder and mutual agreement between both parties.	The contract shall initially be valid for a period of five (5) years from the date of signing. The Purchaser reserves the right to extend the contract for an additional period of [one (1) year, extendable by a further one (1) year.] on the same terms and conditions, based on satisfactory performance of the bidder. and mutual agreement between both parties.
22	44	6.7. Exit Management ,6.7.1 Transfer of Assets	6.7.1 Transfer of Assets 6.7.1.1 The selected bidder may continue work on the assets for the duration of the exit management period which may be a six months' period from the date of expiry or termination of the agreement, if required by DST, Gujarat to do so. During this period, the selected bidder will transfer all the assets in good working condition and as per the specifications of the bidding document including the ones being upgraded to the department/ designated agency. The security deposit/ performance security submitted by selected bidder will only be returned after the successful transfer of the entire project including its infrastructure. 6.7.1.2 The selected bidder, if not already done, will transfer all the Software Licenses under the name of the DST, Gujarat as desired by the procuring entity during the exit management period. 6.7.1.3 DST, Gujarat during the project implementation phase and the operation and management phase shall be entitled to serve notice in writing to the selected bidder at any time during the exit management period requiring the selected bidder to provide DST, Gujarat or its nominated agencies with a complete and up-to-date list of the assets within 30 day of such notice.	6.7 Exit Management and Transition 6.7.1 Purpose - This Section sets out the provisions, which will apply on Vendor transition, expiry or termination of the Master Service Agreement (Agreement). - DIT shall serve notice in writing on the Selected Bidder at least 6 months prior to expiry of the Agreement, the Project Implementation, Operation and Management SLA, requiring Selected Bidder to initiate the Exit Management and transition process as detailed in this section. - In the case of termination of the Master Services Agreement, either of the entire scope of work of the Agreement or of any specific activity under the scope of Agreement, DIT shall instruct the Selected Bidder as to manner and time period of the Exit Management and transition process as detailed in this section. - The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule. - In case of Agreement being terminated by DIT, DIT reserves the right to ask Selected Bidder to continue running the project operations for a period of 6 months for proper transition and handover, after termination orders are issued. - In the case of Selected Bidder not providing support as per the Exit Management Plan agreed upon by DIT, DIT shall initiate the process to invoke the submitted PBG. - The Selected Bidder shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to DIT or its nominated agency or its Incoming Agency and which the Selected Bidder has in its possession or control at any time during the Exit Management period. - For the purposes of this Schedule, anything in the possession or control of Selected Bidder, associated entity, or subcontractor is deemed to be in the possession or control of the Selected Bidder. - The Selected Bidder shall commit adequate resources to comply with its obligations under this Exit Management Schedule.
23	44	6.7. Exit Management ,6.7.3	Addition of New Clause below Section 6.7.2	6.7.3 Transfer of Assets (added after 6.7.2) - DIT may serve notice in writing on the Selected Bidder at any time during the Exit Management period requiring the Selected Bidder and/or its subcontractors to provide DIT with a complete and up to date list of all the Assets, if any. - DIT may also serve notice in writing on the Selected Bidder at least 30 days prior to the end of the Exit Management period requiring the Selected Bidder to transfer all the assets in good working condition and as per the specifications of the bidding document including the ones being upgraded to the department/ designated agency. The PBG submitted by selected Bidder will only be returned after the successful transfer of the entire project including its infrastructure. - Upon service of a notice under this Article the following provisions shall apply: - in the event, if the Assets to be transferred are mortgaged to any financial institutions by the Selected Bidder, the Selected Bidder shall ensure that all such liens and liabilities have been cleared beyond doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to DIT. - All risk in and title to the Assets to be transferred/ to be purchased by DIT pursuant to this Article shall be transferred to DIT, before the last day of the Exit Management period. - DIT shall pay to the Selected Bidder such sum representing the Net Block as of the last day of the Exit Management period, (procurement price less depreciation as per provisions of Companies Act) of the Assets to be transferred post inspection and verification of condition of the asset. - Payment to the outgoing Selected Bidder shall be made to the tune of the last set of completed services/deliverables, subject to deduction as per the RFP/ Masters Services Agreement. - The outgoing Selected Bidder will pass on to DIT and/or to the Incoming Selected Bidder, the subsisting rights in any leased properties/ licensed products on terms not less favourable to DIT/ Incoming Selected Bidder, than that enjoyed by the outgoing Selected Bidder. 6.7.4 Employees - Promptly on reasonable request at any time during the Exit Management period, the Selected Bidder shall, subject to applicable laws, restraints and regulations (including, in particular, those relating to privacy) provide to DIT or its nominated agency a list of all employees (with job titles) of the Selected Bidder dedicated to providing the services at the commencement of the Exit Management period. - Where any national, regional law or regulation relating to the mandatory or automatic transfer of the contracts of employment from the Selected Bidder to DIT or its nominated agency, or an Incoming Agency replacing the Selected Bidder ("Transfer Regulation") applies to any or all of the employees of the Selected Bidder, then the Parties shall comply with their respective obligations under such Transfer Regulations.

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				6.7.5 Rights of Access to Premises 1. At any time during the Exit Management period, where Assets are located at the Selected Bidder's premises, the Selected Bidder shall be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) DIT or its nominated agency and/or any Incoming Agency in order to make an inventory of the Assets. 2. The Selected Bidder shall also give DIT or its nominated agency or its nominated agencies, or any Incoming Selected Bidder right of reasonable access to the Implementation Partner's premises and shall procure DIT or its nominated agency or its nominated agencies and any Incoming Selected Bidder rights of access to relevant third-party premises during the Exit Management period and for such period of time following termination or expiry of the Agreement as is reasonably necessary to migrate the services to DIT or its nominated agency, or an Incoming Selected Bidder.
24	45	6.9 Exit Management Plan	Addition of New Clause below Section 6.9.7	new addition after 6.9.7 6.9.8 This Exit Management Plan shall be furnished in writing to DIT or its nominated agencies within 90 days from the Effective Date of Agreement.
25	46	6.13 Force Majeure	6.13 Force Majeure Neither party shall be liable for failure to perform obligations due to events beyond reasonable control, including natural disasters, war, pandemics, cyber-attacks, or government restrictions. Notification shall be provided within reasonable time Mitigation efforts shall be undertaken If the event continues beyond 60 days, the TENDERER may terminate the contract	6.13.1 Definition of Force Majeure The Bidder or the Purchaser, as the case may be, shall be entitled to suspend or excuse performance of its respective obligations under this Agreement to the extent that such performance is impeded by an event of force majeure ('Force Majeure'). 6.13.2 Force Majeure Events 1. A Force Majeure event means any event or circumstance, or a combination of events and circumstances referred to in this Clause, which is beyond the reasonable control of the affected Party; 2. such Party could not have prevented or reasonably overcome with the exercise of reasonable skill and care; 3. does not result from the negligence of such Party or the failure of such Party to perform its obligations under this Agreement; 4. is of an incapacitating nature and prevents or causes a delay or impediment in performance; and 5. may be classified as all or any of the following events: a. act of God like earthquake, flood, inundation, landslide, storm, tempest, hurricane, cyclone, lightning, thunder, or volcanic eruption that directly and adversely affect the performance of services by the Bidder under this Agreement; b. radioactive contamination or ionizing radiation or biological contamination (except as may be attributable to the Bidder's use of radiation or radioactivity or biologically contaminating material) that directly and adversely affect the performance of services by the Bidder under this Agreement; c. pandemics, epidemics, quarantine restrictions, industry wide strikes, lockouts, boycotts, labour disruptions or any other industrial disturbances, as the case may be, not arising on account of the acts or omissions of the Bidder and which directly and adversely affect the timely implementation and continued operation of the Project; or d. an act of war (whether declared or undeclared), hostilities, invasion, armed conflict or act of foreign enemy, blockade, embargo, prolonged riot, insurrection, terrorist or military action, civil commotion, or politically motivated sabotage, for a continuous period exceeding seven (7) days that directly and adversely affect the performance of services by the Bidder under this Agreement. For the avoidance of doubt, it is expressly clarified that the failure on the part of the Bidder under this Agreement or the SLA to implement any disaster contingency planning and back-up and other data safeguards in accordance with the terms of this Agreement or the SLA against natural disaster, fire, sabotage, or other similar occurrence shall not be deemed to be a Force Majeure event. For the avoidance of doubt, it is further clarified that any negligence in performance of Services which directly causes any breach of security like hacking shall not be considered as arising due to forces of nature and shall not qualify under the definition of "Force Majeure". The Bidder will be solely responsible to complete the risk assessment and ensure implementation of adequate security hygiene, best practices, processes, and technology to prevent any breach of security and any resulting liability therefrom (wherever applicable). 6.13.3 Notification procedure for Force Majeure The affected Party shall notify the other Party of a Force Majeure event within seven (7) days of occurrence of such event. If the other Party disputes the claim for relief under Force Majeure, it shall give the claiming Party written notice of such dispute within thirty (30) days of such notice. Such dispute shall be dealt with in accordance with the dispute resolution mechanism in the Agreement. Upon cessation of the situation which led the Party claiming Force Majeure, the claiming Party shall within seven (7) days thereof notify the other Party in writing of the cessation and the Parties shall as soon as practicable thereafter continue performance of all obligations under this Agreement. 6.13.4 Allocation of costs arising out of Force Majeure 1. Upon the occurrence of any Force Majeure event prior to the Effective Date, the Parties shall bear their respective costs and no Party shall be required to pay to the other Party any costs thereof. 2. Upon occurrence of a Force Majeure event after the Effective Date, the costs incurred and attributable to such event and directly relating to the Project ('Force Majeure Costs') shall be allocated and paid as follows: 2.a. Upon occurrence of an event mentioned in Section 6.13.2 (1), (2), (3) and (4), the Parties shall bear their respective Force Majeure Costs and neither Party shall be required to pay to the other Party any costs thereof. 2.b. Save and except as expressly provided in this Clause, neither Party shall be liable in any manner whatsoever to the other Party in respect of any loss, damage, costs, expense, claims, demands, and proceedings relating to or arising out of occurrence or existence of any Force Majeure event or exercise of any right pursuant hereof. 6.13.5 Consultation and duty to mitigate Except as otherwise provided in this Clause, the affected Party shall, at its own cost, take all steps reasonably required to remedy and mitigate the effects of the Force Majeure event and restore its ability to perform its obligations under this Agreement as soon as reasonably practicable. The Parties shall consult with each other to determine the reasonable measures to be implemented to minimize the losses of each Party resulting from the Force Majeure event. The affected Party shall keep the other Party informed of its efforts to remedy the effect of the Force Majeure event and shall make reasonable efforts to mitigate such event on a continuous basis and shall provide written notice of the resumption of performance hereunder.

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26	46	6.15 Failure of Performance and Mandatory Technology Replacement Provisions	New Section added below 6.15	6.18 Indemnification and Limitation of Liability 6.18.1 General Indemnity Subject to Section 6.18.2 below, the BIDDER (the "Indemnifying Party") undertakes to indemnify, hold harmless and defend the Purchaser and its nominated agencies (the "Indemnified Party") from and against all losses, claims, damages, compensation (including attorney fees) etc. on account of bodily injury, death or damage to tangible personal property arising in favour of any person, company or other entity (including the Indemnified Party) attributable to - the Indemnifying Party's gross negligence or wilful default. 6.18.1 A Subject to Clause 6.18.2 below, the Indemnifying Party shall also indemnify, hold harmless and defend, Indemnified Party from and against all claims, actions, liabilities, losses, damages, and expenses (including legal expenses) incurred by the Indemnified Party, which arise, directly or indirectly, out of or in connection with the performance of the Services by the BIDDER including any defect, fault, deficiency in the applications/system developed and or maintained by the Indemnifying Party or any of its sub- contractors etc. attributable to Indemnifying Party or any of its sub-contractors etc. act or omission. It is clarified that the Indemnifying Party shall also indemnify, hold harmless and defend the Indemnified Party from all claims, actions, liabilities, losses, damages, and expenses (including legal expenses) incurred by the Indemnified Party on account of any breach, defect, default of its sub- contractor. 6.18.2 IPR Indemnity If the Indemnified Party notifies the Indemnifying Party in writing – 1. of a third-party claim against the Indemnified Party that any Goods Deliverables / Services provided by the Indemnifying Party infringes a copyright, trade secret, patent, or other intellectual property rights of any third party, or 2. of a third-party claim against the Indemnified Party or any of its service provider that any Purchaser's Material provided by the Indemnified Party or any of its service provider has been used by Indemnifying Party in breach of licensing or use terms for such Purchaser's Material, provided such licensing or use terms are notified to the Indemnifying Party in advance in writing; the Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against the Indemnified Party or its service provider, provided, the Indemnifying Party will not indemnify the Indemnified Party if the claim of infringement is caused by: (a) The Indemnified Party's misuse or modification of the Deliverables; (b) The Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party; (c) The Indemnified Party's use of the Deliverables in combination with any product or information not owned or developed or supplied by the Indemnifying Party (d) compliance with technical specifications, instructions of the Purchaser; (e) inclusion in the Deliverables of any content or other materials provided by Indemnified Party and the infringement relates to or arises from such Indemnified Party materials or provided material; or (f) use of the Deliverables for any purposes for which the same have not been designed or developed or other than in accordance with any applicable specifications or documentation provided by the Indemnifying Party. If any of the Deliverables is or likely to be held as infringing, the Indemnifying Party shall at its expense and option either i. procure the right for the Indemnified Party to continue using it, ii. replace it with a non-infringing equivalent, or iii. modify it to make it non-infringing. 6.18.3 Conditions for Indemnity Without prejudice to the rights of the Purchaser in respect of indemnification for any claim: 1. The Purchaser shall notify the BIDDER upon receipt of any notice of claim setting out in reasonable particulars, the details of such notice of claim; 2. Immediately upon receipt of notification of any claim from the Purchaser, the BIDDER within a period of 5 (Five) days from date of receipt of such notice from the Purchaser, notify the Purchaser whether the BIDDER wish to assume the defence in relation to such claim (including settlement or resolution thereof). Thereafter, the BIDDER shall be entitled in consultation with the Purchaser, and only to the extent such action does not in any manner compromise, prejudice or adversely affect the interests of the Purchaser, to take such action as mutually agreed upon by BIDDER and the Purchaser to avoid, dispute, deny, resist, appeal, compromise or consent such claim, within a period of 30 (Thirty) days from the date of receipt of such claim notification; 3. Notwithstanding anything contained herein, the BIDDER and the Purchaser agree and covenant that a notice by the Purchaser to the BIDDER in relation to the claim as aforesaid shall amount to express acceptance and consent by the BIDDER to indemnify the Purchaser for all losses in relation to such claim. Upon notice by the BIDDER, the Purchaser shall reasonably co-operate with the BIDDER at the sole costs of the BIDDER, only to the extent the same does not in any manner compromise, prejudice or adversely affect the rights of the Purchaser. The Purchaser shall have the right, at its option, to participate in the defence of such claim at its own cost and expense; 4. If the BIDDER fails to take any action as per the above clause within the time period as specified therein, the Purchaser shall have the right, in its absolute discretion, to take such action as it may deem necessary to avoid, dispute, deny, resist, appeal, compromise or contest or settle any claim (including without limitation, making claims or counterclaims against third parties). If the BIDDER does not assume control of the defence of such claims (as mentioned above), the entire defence, negotiation, or settlement of such claim by the Purchaser shall be deemed to have been consented to by, and shall be binding upon, BIDDER as fully as though the BIDDER alone had assumed the defence thereof and a judgement had been entered into by the BIDDER, for such claim in respect of the settlement or judgement. 5. Assigned IPR - The Purchaser shall own all Assigned IPR, and the BIDDER shall assign to all Assigned IPR to the Purchaser from the date of its creation, with full title guarantee and to the fullest extent possible, to hold absolutely all right, title and interest, whether legal or beneficial in and relating to all such Assigned IPR and all accrued rights of action in relation to that Assigned IPR. Both the Purchaser and the BIDDER agree that all applications for registration of patents, registered designs and trademarks that include or will include Assigned IPR will vest in the Purchaser with effect from the date on which such registrations are granted. 6. BIDDER IPR - The BIDDER would grant to the Purchaser a perpetual, worldwide, non-exclusive, irrevocable and royalty free license to use and sub-license BIDDER IPR in any deliverable or materials created under or in connection with API Gateway Platform services (including all working notes and drafts) or delivered to API Gateway in connection with the API Gateway IPR and any BIDDER IPR in any Services. 7. IPR consent: The BIDDER shall not embed or use any other BIDDER or any third party proprietary IPR in any services without the prior written agreement of the DST and, for the avoidance of doubt, where the Purchaser does give consent, any such intellectual property rights shall be licensed in accordance. 8. Purchaser IPR: The Purchaser hereby grants to the BIDDER for the Term a non-exclusive, revocable, and royalty-free license to use any intellectual property rights in any materials made available to the BIDDER as is required by the BIDDER to provide the Services.

Sr No	Page	Reference	Existing Clause/New Clause/Clarification	Revised Clause								
				9. Confidentiality & Data a. Confidentiality: The Purchaser, and the BIDDER hereby agree that all information (whether written/ tangible or oral/ intangible) furnished by the Purchaser or any third party to the BIDDER/ or its Sub-Contractor/ representatives/ employees/ agents, in connection with this Agreement, and all information/ documents/ materials prepared by BIDDER/ Sub- Contractor/or their representatives/ employees/ agents, in relation to the information obtained by the BIDDER in connection to and under the purview of this Agreement shall be the confidential information; and the terms of the NDA shall apply in respect of this Agreement and its subject matter provided that nothing in the non-disclosure agreement shall apply to prevent the Purchaser sharing the IPR licensed (Intellectual Property Rights) or any services with any third party. b. Assignment and Subcontracting: The BIDDER shall not, without prior written consent of the DST, assign, subcontract, transfer, charge or otherwise dispose of any interest in this Agreement. 6.18.4 Limitation of Liability (1) Except for damages arising from gross negligence and wilful misconduct, the liability of the Bidder (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables, Goods, Services and risk purchase clause covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate and cumulative exceed the Total Contract Value this Agreement. It is hereby clarified that the said liability of the Purchaser shall not include any kind of deductions which the Purchaser is entitled to deduct in terms of this Agreement. (2) The liability of the Purchaser (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement shall be limited to the amount of unpaid fees which is due and payable to the Bidder under this Agreement at the time of arising of any event of default/incident/cause of action. It is hereby clarified that the said liability of the Purchaser shall not include any kind of deductions which the Purchaser is entitled to deduct in terms of this Agreement. (3) Except for damages arising from gross negligence and wilful misconduct, in no event shall either party be liable for any consequential, incidental, indirect, special, or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) even if it has been advised of their possible existence. The limitation set out in this Clause will not apply to the liability of the Bidder to the extent such liability results from BIDDER's breach of its confidentiality obligations. 6.18.5 Allocation of liability The allocations of liability in Section 6.18 represent the agreed and bargained-for understanding of the parties and compensation for the Services / Deliverables reflects such allocations.								
27	16	2.2 Technical Evaluation (TQ) Criteria # 1.6	1.6 Bidder should have at least two certificates from below list: Criteria - Marks CMMI Level 3 - 5 Marks CMMI Level 4 and above - 10 Marks	<table><tr><td colspan="2">Bidder should have at least two certificates from below list:</td></tr><tr><td>Criteria</td><td>Marks</td></tr><tr><td>CMMI Level 3 AND (ISO 9001:2015 OR ISO 27001:2022)</td><td>5</td></tr><tr><td>CMMI Level 4 & above AND (ISO 9001:2015 OR ISO 27001:2022)</td><td>10</td></tr></table>	Bidder should have at least two certificates from below list:		Criteria	Marks	CMMI Level 3 AND (ISO 9001:2015 OR ISO 27001:2022)	5	CMMI Level 4 & above AND (ISO 9001:2015 OR ISO 27001:2022)	10
Bidder should have at least two certificates from below list:												
Criteria	Marks											
CMMI Level 3 AND (ISO 9001:2015 OR ISO 27001:2022)	5											
CMMI Level 4 & above AND (ISO 9001:2015 OR ISO 27001:2022)	10											
28	26	3.3.1 Latency	3.3.1 Latency New clause addition below existing	API Gateway latency shall be measured from the time the request is received by the API Gateway until the response is sent back by the API Gateway, excluding backend application/service processing time and external network latency.								
29	38	5.5 Service and Performance Penalty during O&M	Bidder has to guarantee minimum uptime of 99.95%.	Bidder has to guarantee minimum uptime of 99.98%. Note: Wherever this or any other SLA parameter is mentioned in this RFP, it shall be deemed to refer to the corresponding Service Level Agreement (SLA) provisions specified in this RFP.								
30	38	5.4 Project Implementation Timeline	a Capping of Penalties 1. Penalties shall be capped at 15% of the total contract value/implementation-phase milestone-based payments/ quarterly O&M payable amount 2. Repeated breaches (3 months consecutively) may lead to invocation of Performance Bank Guarantee and contract review	a. Capping of Penalties 1. Penalties shall be capped at 15% of the total contract value/implementation-phase milestone-based payments/ quarterly O&M payable amount except below mentioned cases. a) Non-deployment or short deployment of manpower/resources; b) Non-compliance with audit, statutory, regulatory, or security requirements; c) Security incidents, data breaches, or compromise of Government data; and d) Any fraud, wilful misconduct, or material breach of the Contract. Such penalties shall be levied separately and shall not be subject to the above-mentioned 15% cap 2. Repeated breaches of SLA Penalties - 15% or more of Quarterly O&M payment for 2 consecutively Quarters, may lead to invocation of Performance Bank Guarantee and contract review.								
31	41	5.6.5 Notes # 2	If the SLA penalties during the O&M phase calculations exceed 10% of the monthly equivalent billing for three consecutive Quarter then, notwithstanding anything contained herein, the Purchaser may take appropriate action including the termination of the contract and forfeiting of the Performance Guarantee.	If the SLA penalties during the O&M phase calculations exceed 10% of the monthly equivalent billing for three consecutive Quarter then, notwithstanding anything contained herein, the Purchaser may take appropriate action including the termination of the contract and forfeiting of the Performance Guarantee.								

Sr No	Page	Reference	Existing Clause/New Clause/Clarification	Revised Clause
32	46	6.15 Failure of Performance and Mandatory Technology Replacement Provisions	New Section added below 6.15	Added as 6.16 Risk Purchase a. The Successful Bidder shall identify and bear all risks involved in the provision of services. The Purchaser shall not compensate for any losses incurred by the Bidder during the contract period. b. If the Bidder fails to perform any specific obligation (or part thereof), or if the services are found to be consistently substandard, the Purchaser reserves the right to procure the same or equivalent services from alternative sources at the Bidder's risk and cost. c. Any incremental cost incurred by the Purchaser in procuring such services shall be recovered from the Bidder's pending invoices, Security Deposit, or Performance Bank Guarantee (PBG) d. The Bidder's liability towards Excess Cost shall be limited to ten percent (10%) of the price of the undelivered goods or services, after considering applicable annual price inflation, in respect of which such option is exercised by the Purchaser.
33	46	6.15 Failure of Performance and Mandatory Technology Replacement Provisions	New Section added below 6.15 after newly added section 6.16	"6.17 Indemnification and Limitation of Liability 6.17.1 General Indemnity Subject to Section 6.17.2 below, the BIDDER (the "Indemnifying Party") undertakes to indemnify, hold harmless and defend the Purchaser and its nominated agencies (the "Indemnified Party") from and against all losses, claims, damages, compensation (including attorney fees) etc. on account of bodily injury, death or damage to tangible personal property arising in favour of any person, company or other entity (including the Indemnified Party) attributable to - the Indemnifying Party's gross negligence or wilful default. 6.17.1 A Subject to Clause 6.17.2 below, the Indemnifying Party shall also indemnify, hold harmless and defend, Indemnified Party from and against all claims, actions, liabilities, losses, damages, and expenses (including legal expenses) incurred by the Indemnified Party, which arise, directly or indirectly, out of or in connection with the performance of the Services by the BIDDER including any defect, fault, deficiency in the applications/system developed and or maintained by the Indemnifying Party or any of its sub- contractors etc. attributable to Indemnifying Party or any of its sub- contractors etc. act or omission. It is clarified that the Indemnifying Party shall also indemnify, hold harmless and defend the Indemnified Party from all claims, actions, liabilities, losses, damages, and expenses (including legal expenses) incurred by the Indemnified Party on account of any breach, defect, default of its sub- contractor. 6.17.2 IPR Indemnity If the Indemnified Party notifies the Indemnifying Party in writing – - of a third-party claim against the Indemnified Party that any Goods Deliverables / Services provided by the Indemnifying Party infringes a copyright, trade secret, patent, or other intellectual property rights of any third party, or - of a third-party claim against the Indemnified Party or any of its service provider that any Purchaser's Material provided by the Indemnified Party or any of its service provider has been used by Indemnifying Party in breach of licensing or use terms for such Purchaser's Material, provided such licensing or use terms are notified to the Indemnifying Party in advance in writing; the Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against the Indemnified Party or its service provider, provided, the Indemnifying Party will not indemnify the Indemnified Party if the claim of infringement is caused by: - The Indemnified Party's misuse or modification of the Deliverables; - The Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party; - The Indemnified Party's use of the Deliverables in combination with any product or information not owned or developed or supplied by the Indemnifying Party - compliance with technical specifications, instructions of the Purchaser; - inclusion in the Deliverables of any content or other materials provided by Indemnified Party and the infringement relates to or arises from such Indemnified Party materials or provided material; or (f) use of the Deliverables for any purposes for which the same have not been designed or developed or other than in accordance with any applicable specifications or documentation provided by the Indemnifying Party. If any of the Deliverables is or likely to be held as infringing, the Indemnifying Party shall at its expense and option either - procure the right for the Indemnified Party to continue using it, - replace it with a non-infringing equivalent, or - modify it to make it non-infringing. 6.17.3 Conditions for Indemnity Without prejudice to the rights of the Purchaser in respect of indemnification for any claim: - The Purchaser shall notify the BIDDER upon receipt of any notice of claim setting out in reasonable particulars, the details of such notice of claim; - Immediately upon receipt of notification of any claim from the Purchaser, the BIDDER within a period of 5 (Five) days from date of receipt of such notice from the Purchaser, notify the Purchaser whether the BIDDER wish to assume the defence in relation to such claim (including settlement or resolution thereof). Thereafter, the BIDDER shall be entitled in consultation with the Purchaser, and only to the extent such action does not in any manner compromise, prejudice or adversely affect the interests of the Purchaser, to take such action as mutually agreed upon by BIDDER and the Purchaser to avoid, dispute, deny, resist, appeal, compromise or consent such claim, within a period of 30 (Thirty) days from the date of receipt of such claim notification; - Notwithstanding anything contained herein, the BIDDER and the Purchaser agree and covenant that a notice by the Purchaser to the BIDDER in relation to the claim as aforesaid shall amount to express acceptance and consent by the BIDDER to indemnify the Purchaser for all losses in relation to such claim. Upon notice by the BIDDER, the Purchaser shall reasonably co-operate with the BIDDER at the sole costs of the BIDDER, only to the extent the same does not in any manner compromise, prejudice or adversely affect the rights of the Purchaser. The Purchaser shall have the right, at its option, to participate in the defence of such claim at its own cost and expense; - If the BIDDER fails to take any action as per the above clause within the time period as specified therein, the Purchaser shall have the right, in its absolute discretion, to take such action as it may deem necessary to avoid, dispute, deny, resist, appeal, compromise or contest or settle any claim (including without limitation, making claims or counterclaims against third parties). If the BIDDER does not assume control of the defence of such claims (as mentioned above), the entire defence, negotiation, or settlement of such claim by the Purchaser shall be deemed to have been consented to by, and shall be binding upon, BIDDER as fully as though the BIDDER alone had assumed the defence thereof and a judgement had been entered into by the BIDDER, for such claim in respect of the settlement or judgement.

Sr No	Page	Reference	Existing Clause/New Clause/Clarification	Revised Clause
				5. Assigned IPR - The Purchaser shall own all Assigned IPR, and the BIDDER shall assign to all Assigned IPR to the Purchaser from the date of its creation, with full title guarantee and to the fullest extent possible, to hold absolutely all right, title and interest, whether legal or beneficial in and relating to all such Assigned IPR and all accrued rights of action in relation to that Assigned IPR. Both the Purchaser and the BIDDER agree that all applications for registration of patents, registered designs and trademarks that include or will include Assigned IPR will vest in the Purchaser with effect from the date on which such registrations are granted. 6. BIDDER IPR - The BIDDER would grant to the Purchaser a perpetual, worldwide, non-exclusive, irrevocable and royalty free license to use and sub-license BIDDER IPR in any deliverable or materials created under or in connection with API Gateway Platform services (including all working notes and drafts) or delivered to API Gateway in connection with the API Gateway IPR and any BIDDER IPR in any Services. 7. IPR consent: The BIDDER shall not embed or use any other BIDDER or any third party proprietary IPR in any services without the prior written agreement of the DIT and, for the avoidance of doubt, where the Purchaser does give consent, any such intellectual property rights shall be licensed in accordance. 8. Purchaser IPR: The Purchaser hereby grants to the BIDDER for the Term a non-exclusive, revocable, and royalty-free license to use any intellectual property rights in any materials made available to the BIDDER as is required by the BIDDER to provide the Services. 9. Confidentiality & Data a. Confidentiality: The Purchaser, and the BIDDER hereby agree that all information (whether written/ tangible or oral/ intangible) furnished by the Purchaser or any third party to the BIDDER/ or its Sub-Contractor/ representatives/ employees/ agents, in connection with this Agreement, and all information/ documents/ materials prepared by BIDDER/ Sub- Contractor/or their representatives/ employees/ agents, in relation to the information obtained by the BIDDER in connection to and under the purview of this Agreement shall be the confidential information; and the terms of the NDA shall apply in respect of this Agreement and its subject matter provided that nothing in the non-disclosure agreement shall apply to prevent the Purchaser sharing the IPR licensed (Intellectual Property Rights) or any services with any third party. b. Assignment and Subcontracting: The BIDDER shall not, without prior written consent of the DST, assign, subcontract, transfer, charge or otherwise dispose of any interest in this Agreement. 6.17.4 Limitation of Liability (1) Except for damages arising from gross negligence and wilful misconduct, the liability of the Bidder (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables, Goods, Services and risk purchase clause covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate and cumulative exceed the Total Contract Value this Agreement. It is hereby clarified that the said liability of the Purchaser shall not include any kind of deductions which the Purchaser is entitled to deduct in terms of this Agreement. (2) The liability of the Purchaser (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement shall be limited to the amount of unpaid fees which is due and payable to the Bidder under this Agreement at the time of arising of any event of default/incident/cause of action. It is hereby clarified that the said liability of the Purchaser shall not include any kind of deductions which the Purchaser is entitled to deduct in terms of this Agreement. (3) Except for damages arising from gross negligence and wilful misconduct, in no event shall either party be liable for any consequential, incidental, indirect, special, or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) even if it has been advised of their possible existence. The limitation set out in this Clause will not apply to the liability of the Bidder to the extent such liability results from BIDDER's breach of its confidentiality obligations. 6.17.5 Allocation of liability The allocations of liability in Section 6.17 represent the agreed and bargained-for understanding of the parties and compensation for the Services / Deliverables reflects such allocations.
34	37	5.4 Project Implementation Timeline Point #1	₹2,000 per resource per week (or part thereof) of delay for non- deployment of required resources.	₹5,000 per resource per Day (or part thereof) of delay for non- deployment of required resources.
35	28	3.4.2 Service Desk and Support Management Point #1	The bidder shall establish and operate a centralized Service Desk with multi-level support (L1, L2, and L3), including a ticketing system, a defined escalation matrix, and clearly defined support availability.	The Successful Bidder shall establish, operate, and maintain a centralized ITIL-aligned Service Desk with a web-based ticketing system for incident, service request, and problem management throughout the contract period. The ticketing solution shall be provided by the Bidder and hosted at the State Data Centre (SDC). The Bidder shall deploy three (03) dedicated L1 Service Desk resources on a 24x7x365 rotational basis for ticket logging, categorization, tracking, monitoring, and escalation as per the defined SLA and escalation matrix. The O&M Team shall provide 24x7x365 operational, application, and technical support for all critical services to ensure timely incident resolution, system availability, and uninterrupted operations. No Toll-Free Number or Contact Centre is required under the scope of this contract. Support shall be provided through the web-based ticketing system, email, and other approved communication channels.
36	53	8.1 Annexure 1: Format for Financial Bid ,Table-C: OPEX – O&M Phase	C3 -Man-Month Cost for Resources per quarter during O&M as proposed in clause no. 3.6 Quantity=20	C3 -Man-Month Cost for Resources per quarter during O&M as proposed in clause no. 3.6 Quantity= 18 instead of 20 (approx.2 quarters for implemetation + hyper care period)
37	50	7.4 Performance bank Guarantee (PBG)	7.4.5 Signing of the Agreement will be provided to L1 after order issuance.	7.4.5 Signing of the Agreement will be provided to H1 after order issuance.

Sr No	Page	Reference	Existing Clause/New Clause/Clarification	Revised Clause
38	37	Section 5.4 ,Section 5.5	5.4 Project Implementation Timeline , 5.5 Service and Performance Penalty during O&M	Annexure to Section 5.4 and Section 5.5 Section 5.4 and Section 5.5 of the RFP are hereby superseded and shall be read entirely as provided in this Annexure. Accordingly, all references to Section 5.4 and Section 5.5 shall be construed in accordance with the contents of this Annexure, which shall form an integral part of the RFP.
39		Definitions Page #3	ATS Definition Applicant Tracking System (sometimes also "Automated Trading System" depending on context)	ATS means Application & Technical Support
40	48	7.3 Payment Milestone	Section 7.3.1 M3 Design & development of 200 System APIs M5 Design & development of another 200 Exposed APIs	M3 Design & development of 200 System APIs M5 Design & development of another 200 Exposed -APIs Accordingly, all references to System API(s) and Exposed API(s) throughout the RFP are hereby replaced with API(s), and all associated technical specifications, scope of work, deliverables, testing, security, documentation, implementation, support, warranty, O&M, or any other section, shall apply to API(s).
41	58	8.2 Annexure 2: Resource Qualification	Addition of new profile in Existing Profile list below point # 6	7. L1 resource Qualification 1. Must be a Graduate or equivalent with a degree/ diploma in Computer Science or IT 2. Minimum 2 years of experience in Technical Helpdesk 3. Able to speak, read and write in English /Hindi/Gujarati language 4. Able to communicate confidently and politely, with good speaking skills. Note :Preference may be given to candidates possessing relevant industry certifications such as ITIL Foundation or equivalent.
42	53	8.1 Annexure 1: Format for Financial Bid	Table D – Additional Manpower Rate Card Addition of one more row in existing Rate card Table	Addition of one more row in existing Rate card Table # Particulars of Manpowers D7 L1 resource
43	11	2.1 Pre-Qualification Criteria 10. Manpower Strength	PF/ESIC details of all such employees on payroll, and • A self-declaration on its Letterhead listing the professionals engaged in relevant roles, including their skills and designations; • A certificate to the effect signed and stamped by company's HR	PF/ESIC statutory filing acknowledgements, wherever applicable, in respect of all such employees on payroll; and A certificate issued by a Chartered Accountant (CA)/CS certifying the professionals engaged in relevant roles on the Bidder's payroll; Letterhead listing the professionals engaged in relevant roles, including their skills and designations.

Annexure

5.4 Project Implementation Timeline (UPDATED)

The timelines with the list of activity from the date of Contract are given in the table below. “T0” stands for the date of Contract.

Note: For Payment refer to Section 7.3 Payment Milestones

Sr	Activity	Timelines	Penalty on delay
1.	a) Project Kick-off Deployment of key resources at onsite as per the requirement of RFP.	T1= T0+2 Week	₹5,000 per resource per Day (or part thereof) of delay for non- deployment of required resources.
2.	Requirement Gathering, Preparation of SRS documents, Submission of Design Documents like LLD, HLD & Deployment Architecture, Submission of Project Plans detailing each task with target date for Implementation, Setting up the Development Environment with base product	T2=T1 + 02 Weeks	In case of delay, bidder must submit written justification. Delay ≤ 2 weeks → 0.025% of implementation cost per day Delay > 2 weeks → 0.05% of implementation cost per day
3.	Design & development of 200 System APIs Delivery of the following - Requirement gathering phase deliverables for the entire project - Solution Design - Development of 200 System APIs - Test Plans , Test cases, Test Result - Successful UAT by competent authority	T3=T2 + 05 Weeks	Delay ≤ 2 weeks → 0.025% of implementation cost per day Delay > 2 weeks → 0.05% of implementation cost per day
4.	Go-Live (200 API) : On Premise deployment of API Gateway with its own architecture including database and other software's to complete the solution as per scope of work Delivery of the following - API Documentation & Cataloguing Go-Live Report Hyper-care and warranty support post-Go-Live to address any immediate post-implementation issues.	T4=T3 + 03 Week	Delay ≤ 2 weeks → 0.025% of implementation cost per day Delay > 2 weeks → 0.05% of implementation cost per day Governed as per SLA. Delay → Payment for this milestone withheld until completion.

5.	Design & development of another 200 Exposed APIs Delivery of the following - Development of 100 Exposed APIs - Test Plans , Test cases, Test Result - Successful UAT by competent authority	T5=T4 + 5 Weeks	Delay ≤ 2 weeks → 0.025% of implementation cost per day Delay > 2 weeks → 0.05% of implementation cost per day
5.	Go-Live (200 API) : On Premise deployment of API Gateway with its own architecture including database and other software's to complete the solution as per scope of work Delivery of the following - API Documentation & Cataloguing Go-Live Report - Hyper-care and warranty support post-Go-Live to address any immediate post-implementation issues.	T6=T5 + 03 Week	Delay ≤ 2 weeks → 0.025% of implementation cost per day Delay > 2 weeks → 0.05% of implementation cost per day • Governed as per SLA. Delay → Payment for this milestone withheld until completion.
6.	Training to designated users (Admin, Dashboard /Reports creation, exploration and usage training)	T7=T6 + 01 Week	Governed as per SLA. Delay → Payment for this milestone withheld until completion.
7.	Onsite Technical Professional with workstations for O&M for support and development of any new dashboard/reports. Project Go-Live.	During the period of Hyper-care and Warranty Support	Governed as per SLA (refer Section 5). Non-compliance → deduction from O&M payments as per SLA.

a. Capping of Penalties

1. Penalties shall be capped at **15%** of the total contract value/implementation-phase milestone-based payments/ quarterly O&M payable amount
2. Repeated breaches (3 months consecutively) may lead to invocation of Performance Bank Guarantee and contract review
3. Any delay arising due to unforeseen circumstances or reasons attributable to the Client, duly justified and documented, shall not be counted against the timelines or penalized at the Bidder's end

5.5 Service and Performance Penalty during O&M

Bidder has to guarantee minimum uptime of 99.95%. Non adherence to the minimum uptime will attract penalty charges as per below details:

Note: The overall penalty shall be capped at **15% of the quarterly O&M payment.**

Level of Uptime Quarterly	Penalty Charges
99.98% and above	No Penalty
99.00% and above but below 99.98%	1 % of total cost of Quarterly O&M pay-out
98% and above but below 99%	3 % of total cost of Quarterly O&M pay-out
97% and above but below 98%	5 % of total cost of Quarterly O&M pay-out
96% and above but below 97%	7 % of total cost of Quarterly O&M pay-out
95% and above but below 96%	9 % of total cost of Quarterly O&M pay-out
Below 95%	10% of total cost of Quarterly O&M pay-out
Performance (Latency)	
End-to-End API Response Time (P95)	≤ 200 ms measured at 95th percentile; non-compliance shall attract monthly penalty of 2% of total cost of Quarterly O&M pay-out
End-to-End API Response Time (P99)	≤ 500 ms measured at 99th percentile; breaches shall attract monthly penalty of 1% of total cost of Quarterly O&M pay-out
Critical API Response Time (from within P95)	≤ 100 ms applicable for P95; any deviation shall attract monthly penalty of 3% of total cost of Quarterly O&M pay-out
API Gateway Added Latency	≤ 50 ms gateway processing overhead only; breaches shall attract monthly penalty of 3% of total cost of Quarterly O&M pay-out
Compliance Threshold	≥ 95% of API requests within defined limits measured over a rolling 5-minute window; lower compliance shall attract monthly penalty of 5% of total cost of Quarterly O&M pay-out
API Error Rate	≤ 0.1% of total eligible API requests, penalty if exceeded shall attract monthly penalty of 2% of total cost of Quarterly O&M pay-out
Notes: 1. Measured over a rolling 5-minute window and evaluated on a monthly basis. 2. Where multiple latency-related SLA parameters fail due to the same underlying root cause, only the highest applicable latency-related penalty shall be levied. 3. Critical APIs shall include payment, authentication, identity verification, real-time transactional APIs, or any API designated by DST.	
Incident Resolution Time	
Time taken to resolve a reported incident	0.25% of Quarterly Payment for every 2

after official logging in the ticketing system.	hours of delay (Severity 1)
	0.25% of Quarterly Payment for every 6 hours of delay (Severity 2)
	0.25% of Quarterly Payment for every 12 hours of delay (Severity 3)
	0.25% of Quarterly Payment for every 24 hours of delay (Severity 4)
Security Breach/Data Theft	
Any data breach, theft, unauthorized disclosure, or exposure of sensitive Government data due to bidder negligence, security lapse, or system misconfiguration Note: Penalty: INR 14/10/7 Lakh per incident levied from department are over and above the transfer of penalty imposed as per DPDP Act and/or any other govt. Act/Rule/Norms, to the bidder.	High Severity Breach: Unauthorized access to highly sensitive data (such as Personally Identifiable Information (PII), financial records, or critical government data), compromise of core systems, or active exfiltration of data. Penalty : INR 14 Lakh per incident
	Medium Severity Breach: Isolated security incidents such as compromise of a single user account or limited unauthorized access without evidence of broader system compromise or data exfiltration.
	Penalty : INR 10 Lakh per incident
	Low Severity Breach: Minor security non-compliance, near-miss incidents, localized malware detection on non-critical assets, or vulnerabilities detected without actual data compromise.
	Penalty : INR 7 Lakh per incident
Availability of Root Cause Analysis (RCA)	
Root cause analysis post resolution of incident should be available within 5 Calender days	0.2% of the Quarterly Payment per day of delay.