

File No.U-11020/13/2020-DMEO
Government of India
NITI Aayog
Development Monitoring and Evaluation Office

Dated:11.12.2024

Clarification

Subject: Request for Proposal (RFP) for the Development, Revamp and Maintenance of Dashboards of Development Monitoring and Evaluation Office (DMEO), NITI Aayog- regarding.

1. This Clarification forms an integral part of the above RFP
2. Pursuant to the release of the RFP for engagement of a Consultancy Firm for the Development, Revamp and Maintenance of Dashboards issued by DMEO, NITI Aayog on 14.11.2024, following are the amendments in the RFP. The deletions in the earlier text of the RFP are indicated as strikethrough and the additions are underlined.

Sl. No.	Clause No.	Provisions of RFP			
1.	3.1.4 Evaluation of Technical Proposals	Average Turnover for the last three FY i.e. 2020-21, 2021-22 and 2022-23 <u>2021-22, 2022-23, 2023-24.</u>			
2.	2.3. 2. (B) Conditions of Minimum Eligibility of Applicants	<table border="1" style="width: 100%;"> <tr> <td style="width: 5%;">5.</td> <td style="width: 65%;">The Applicant's experience in design & development of website/dashboard/ AMC in Central or State Government Department/PSUs for the last 4 financial years. Minimum 2 work orders with successful completion report of Minimum Order value of <u>Rs. 50 lakhs.</u></td> <td style="width: 30%;">Copy of Work Order with Completion Certificate with value <u>and/or 'go-live' completion certificate (with approval of the competent authority)</u></td> </tr> </table>	5.	The Applicant's experience in design & development of website/dashboard/ AMC in Central or State Government Department/PSUs for the last 4 financial years. Minimum 2 work orders with successful completion report of Minimum Order value of <u>Rs. 50 lakhs.</u>	Copy of Work Order with Completion Certificate with value <u>and/or 'go-live' completion certificate (with approval of the competent authority)</u>
5.	The Applicant's experience in design & development of website/dashboard/ AMC in Central or State Government Department/PSUs for the last 4 financial years. Minimum 2 work orders with successful completion report of Minimum Order value of <u>Rs. 50 lakhs.</u>	Copy of Work Order with Completion Certificate with value <u>and/or 'go-live' completion certificate (with approval of the competent authority)</u>			
3.	3.1.5. Criteria for Evaluation	<p>For the purposes of determining Conditions of Eligibility and for evaluating the Proposals under this RFP, the following projects shall be deemed as eligible assignments (the "Eligible Assignments"):</p> <ul style="list-style-type: none"> • Provided that the Eligible Assignments have been completed <u>and/or 'go-live' completion certificate (with approval of the competent authority)</u> in the 4 (four) financial years preceding the PDD. 			
4.	Clause 2.25.3 and 3.1.2	Team Leader <u>Project Lead</u>			
5.	Appendix-II Form-2: Financial Proposal	<u>Please refer to the Annexure-1 for the revised version</u>			
6.	6.3. (f.) of Schedule 2 : Mode of billing and payment	(f) 30% (thirty per cent) of the Agreement Value has been earmarked as Final Payment to be made to the Consultant upon completion of Services. In the event of non-completion of Services within 2 (two) <u>3 (three)</u> years of the Effective Date, the Final Payment shall not become due to the Consultant, save and except the costs incurred for meeting its reimbursable expenses during the period after expiry of 24 (twenty-four) <u>36 (thirty-six)</u> months from the Effective Date, including travel costs and personnel costs, at the agreed rates.			

Responses to the Queries

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
1. Project Background Page No. 42	Requires revamp and ongoing maintenance	Could you elaborate on the expected scope and budget for the ongoing maintenance of the dashboards?	Please refer to the ToR which is self-explanatory
1.8 Location of Schedule-2 Page No. 49	The Services shall be performed at DMEO, NITI Aayog in accordance with the provisions of RFP and at such locations as are incidental thereto, including the offices of the Consultant.	We request you to kindly define the number of locations where the services need to be performed.	Please refer to the clause 1.8 of the Schedule 2 which is self-explanatory
10. Miscellaneous	10.1.10. If the Consultant after taking up the work for an event leaves it incomplete due to any reason, the Consultant would have to pay 5 times the cost of the event to the DMEO-NITI Aayog	Would request to provide better clarity on what are these events and what sort of payments are involved. Can a substitute consultant complete the work? And will the Consultant or Firm be paying the cost? Furthermore, what shall be the approximate cost? It is requested to define it with greater clarity or remove the clause.	Please refer to clause 2.25, clause 7 and clause 10 of the RFP which is self-explanatory
10. Miscellaneous	10.1.11. Penalties for Non-Compliance to Service Level Agreement	Would request to limit the total penalties to 10% of the agreement value.	No changes contemplated
10. Miscellaneous	10.1.2. Defect/replacement-Materials/Equipment/Human Resource ii. 0.050% of the total work order value per day beyond 1 day after reporting of the issue.	Would request to limit the penalty for delay to a maximum of 10% of the agreement value.	No changes contemplated

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
10. Miscellaneous	<p>10.1.2. Defect/replacement-Materials/Equipment/Human Resource</p> <p>i. Delay in resolution of support/incidents for the devices used for hosting the dashboards installed by the applicant.</p> <p>ii. 0.050% of the total work order value per day beyond 1 day after reporting of the issue.</p>	<p>Kindly clarify which materials, equipment, or devices are being referred to, as the procurement and maintenance of any hardware fall outside the scope of the bidder's responsibilities.</p>	<p>Security, vulnerability issues related to hosting and application, etc</p>
10. Miscellaneous	<p>10.1.4. System Availability: Ensure the unified dashboards is available during specified operational hours. All dashboards should be available for use at least 99% of the scheduled operational hours. (Monthly uptime reports will be provided).</p> <p>10.1.7. The Consultant will implement and regularly test a disaster recovery plan, with a maximum allowable downtime of 48 hours in case of a major failure.</p>	<p>If the infrastructure is being provided by the Client such as servers, the bidder shall not be responsible for system availability and downtime. Would request to modify the clause accordingly.</p>	<p>No changes contemplated</p>
10. Miscellaneous	<p>The Consultant will provide the list of resources to be deployed in advance (Within seven days from issuance of the work order). DMEO-NITI Aayog retains the right to take interviews of the resources mentioned in the Scope of Work to be deployed to check their best suitability in the proposed assignment.</p>	<p>Seven days is a very short timeframe to deploy such resources. Kindly request you to extend the deadline to at least 30 days.</p>	<p>No changes contemplated</p>

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
2. Infra Dashboard (infradashboard.niti.gov.in) Page No. 103	Infradashboard Dashboard is hosted on NIC Cloud.	Please clarify that who will be responsible for server infra management, cloud management etc.	The bidder shall be responsible for the allocated resources e.g VM administration etc. Further, patches will be provided by NIC to be applied by the successful bidder
2.1. Scope of Proposal	2.1. Scope of Proposal	Could you clarify the specific deliverables for the dashboards requiring revamping and their expected integration points with existing systems?	Please refer to the ToR which is self-explanatory
2.1. Scope of Proposal	2.1.3. Sub-contracting by the Applicant is not permitted. However, for conducting the security audits the Applicant may engage the respective firm.	If the bidder has to onboard a third party and get the audit conducted, this shall cause a major conflict of interest. It is suggested for the client to engage 3rd party auditor to ensure independence. The bidder shall provide the necessary support for audit.	No changes contemplated. Security audit to be carried out as per the norms and guidelines shared by Government of India.

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
<p>2.13. Technical Proposal Page No. 25</p>	<p>(g) The CVs have been recently signed and dated in blue ink or digitally signed by the respective Personnel, and digitally countersigned by the Applicant. A copy of the CV signed by respective Key Personnel, duly digitally countersigned by the authorised signatory, shall be accepted. If 50%, i.e. 2 out of 4 CVs are not signed by the key personnel, the evaluation should be carried without considering these unsigned CVs and, if this Consultant is still a winner, the signed CVs should be submitted by the Selected Consultant before the award of contract. The replacement of such key personnel would not be allowed before the award of the contract unless such key personnel are found to be ineligible as per the Clause 2.24.1. If 75%, i.e. 3 out of 4 of the CVs are not signed by the respective proposed key personnel, the proposal should be termed as non-responsive and rejected at the technical evaluation stage.</p>	<p>We seek clarification and request reconsideration of the clause restricting the replacement of key personnel before the award of the contract and till completion of contract. While we fully appreciate the intent of ensuring consistency in personnel and maintaining the quality of deliverables, we believe that some flexibility is necessary to account for practical and unforeseen challenges.</p> <p>We propose a relaxation of the clause prohibiting the replacement of key personnel before the award of the contract, except in cases where they are found ineligible under Clause 2.24.1.</p> <p>The inability to replace key personnel, even in legitimate situations—such as resignation, health issues, or other personal commitments—poses a significant challenge for the bidder. It is impractical and legally untenable to compel personnel to remain available throughout the bidding process and until the award or completion of the contract.</p>	<p>No changes contemplated</p>

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
2.13. Technical Proposal Page No. 25	Other Competent and Experienced Professional Personnel in the relevant areas of expertise must be added as required for successful completion of this Consultancy.	Please clarify which support personnel or additional professional personnel would be required, will they be deployed onsite or offsite and also clarify the quantity.	Please refer to clause 2.13.6. of RFP and clause 1.8 of Schedule 2 which is self-explanatory
2.13. Technical Proposal 2.13.2(f)(g) (h)(j)	(f)->No alternative proposal for any Key Personnel is being made and only one CV for each position has been furnished; (h)-> The CVs shall contain an undertaking from the respective Key Personnel about his/her availability for the duration specified in the RFP;	We request to kindly amend these clause to "We require qualified manpower with the necessary skill sets as per the proposed technology or the suggested skill sets. The selected manpower at the time of the agreement will be final. In case of any change in manpower after the agreement, it will be treated as per the penalty clause referenced in the RFP. these changes will be beneficial for dept. & bidder as well. "Due to ongoing projects, the suggested candidate may not be available to NITI Aayog. This could be for various reasons, including but not limited to: The assignment may not be completed on time. The project requirements may change or extend. The project timeline may be extended. The candidate may switch organizations.	No changes contemplated
2.13. Technical Proposal Clause- 2.13.2 Point no (j) Page 25,	(j) Key Personnel would be available for the period indicated in the TOR	Kindly relax this point as this clause is very stringent. The resource cannot be hold back against the wish of the resource. Kindly amend	No changes contemplated

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
		this and make a provision to supply the similar qualified resource with in 30 days.	
2.13. Technical Proposal Clause- 2.13.2 Point no (g) Page 25,	(g) The CVs have been recently signed and dated in blue ink or digitally signed by the respective Personnel, and digitally countersigned by the Applicant. A copy of the CV signed by respective Key Personnel, duly digitally countersigned by the authorised signatory, shall be accepted. If 50%, i.e. 2 out of 4 CVs are not signed by the key personnel, the evaluation should be carried without considering these unsigned CVs and, if this Consultant is still a winner, the signed CVs should be submitted by the Selected Consultant before the award of contract. The replacement of such key personnel would not be allowed before the award of the contract unless such key personnel are found to be ineligible as per the Clause 2.24.1. If 75%, i.e. 3 out of 4 of the CVs are not signed by the respective proposed key personnel, the proposal should be termed as non-responsive and rejected at the technical evaluation stage.	Kindly clarify whether the CVs which are being submitted along with the bid, those resources should be mandatorily on Payroll of the Bidder.	Key Personnel should be on payroll of bidder. Because Form-8 and even Form-9 requires submission of names and person-days.

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
2.19 Bid Security	The Applicant shall furnish as part of its Proposal, a bid security of 15 lakhs in the form of Insurance Surety Bonds/Demand Draft/ Account Payee/ Fixed Deposit/ Receipt/ Banker's Cheque /Bank Guarantee (including e-Bank Guarantee) issued by one of the Nationalised/ Scheduled Banks in India in favour of PAO, NITI Aayog payable at New	We understand that as per General Financial Rules (GFR) 2017, the bid security should be between 2% to 5% of the estimated cost. This range ensures that the security is substantial enough to safeguard the interest of the purchaser while not being overly burdensome for the bidders. We request you to kindly look into it	No changes contemplated
2.19 Bid Security Clause- 2.19.1 Page 28,	The Applicant shall furnish as part of its Proposal, a bid security of ₹ 15 lakhs in the form of Insurance Surety Bonds/Demand Draft/ Account Payee/ Fixed Deposit/ Receipt/ Banker's Cheque /Bank Guarantee (including e-Bank Guarantee) issued by one of the Nationalised/ Scheduled Banks in India in favour of PAO, NITI Aayog payable at New Delhi, except Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department [or Startups as recognized by Department for Promotion	<ul style="list-style-type: none"> • In order to submit the EMD in the form of Bank Guarantee we need the Banking details of the Beneficiary which is mandatory i.e. Bank Name, Account no, IFSC code, Branch etc. • Kindly share the email ID where the e-Bank Guarantee confirmation is required. • Also kindly share the format of the BG. 	A/cNumber - 07620200010176 1 A/cName - NITI AAYOG-RECEIPT ACCOUNT IFSC - OBA0000762 Branch Name - Parliament Street Branch, New Delhi

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
	of Industry and Internal Trade (DPIIT).		

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
2.19.1 Bid Security Page No. 28	The Applicant shall furnish as part of its Proposal, a bid security of ₹ 15 lakhs in the form of Insurance Surety Bonds/Demand Draft/ Account Payee/ Fixed Deposit/ Receipt/ Banker's Cheque /Bank Guarantee (including e-Bank Guarantee) issued by one of the Nationalised/ Scheduled Banks in India in favour of PAO, NITI Aayog payable at New Delhi, except Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department [or Startups as recognized by Department for Promotion of Industry and Internal Trade	Would Medium enterprises be allowed the benefit of MSME?	Refer to Clause 2.19.1 and Clause 2.19.3 of the RFP which is clear and self-explanatory
2.2. Key Personnel Requirement -		For enhancement of visuals of the revamped portals and the unified platforms, it is suggested to engage a dedicated resources for graphic design to compliment the UI/UX developer.	Please refer to clause 2.13.6. of RFP which is self-explanatory
2.2. Key Personnel Requirement	3. Sr. Full Stack Software Engineer - 5	It is suggested to revise the resource requirement based on the technologies of the existing systems. The number of full stack	No changes contemplated. Each of the Sr. Full Stack Software engineer can

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
		<p>developers maybe reduced and developers with expertise in specific technologies may be added in resource requirement.</p>	<p>specialize in one of the specific technologies that have been mentioned in clause 2.3.2 (C) of RFP, however the team of 5 should cover all the specified technologies.</p>
<p>2.2.Key Personnel Requirement Page No. 16</p>	<p>The Consultant shall form a multi-disciplinary team (the "Consultancy Team") for undertaking this assignment.</p>	<p>Is it permissible to propose personnel with equivalent certifications and experience in comparable roles if the exact technologies (e.g., CakePHP, Laravel) are not available?</p>	<p>No changes contemplated</p>
<p>2.2.Key Personnel Requirement Page No. 16</p>		<p>Please confirm the location of resources to be deployed, is it onsite or offsite?</p>	<p>Please refer to clause 1.8 of Schedule 2 which is self-explanatory</p>
<p>2.20 Performance Security Page No. 29</p>	<p>An amount equal to 5% (five percent) of the Agreement Value shall be deemed to be the Performance Security for the purposes of this clause 2.20, which may be forfeited and appropriated in accordance with the provisions hereof.</p>	<p>Would it be possible to reduce the Performance Security from 5% of the Agreement Value to 3% to ease financial strain on bidders?</p>	<p>No changes contemplated</p>

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
2.24. Negotiations Clause- 2.25.1 Page 32,	The Authority will not normally consider any request of the Selected Applicant for substitution of Key Personnel as the ranking of the Applicant is based on the evaluation of Key Personnel and any change therein may upset the ranking. Substitution will, however, be permitted if the Key Personnel is not available for reasons of medical incapacity or death, subject to equally or better qualified and experienced personnel being provided to the satisfaction of the Authority.		No changes contemplated
2.25. Substitution of Key Personnel	2.25.1. The Authority will not normally consider any request of the Selected Applicant for substitution of Key Personnel as the ranking of the Applicant is based on the evaluation of Key Personnel and any change therein may upset the ranking. Substitution will, however, be permitted if the Key Personnel is not available for reasons of medical incapacity or death, subject to equally or better qualified and experienced personnel being provided to the satisfaction of the Authority.	It is possible that a deployed key personnel might need to be substituted during the project due to resignation/termination and hence, would request to consider substitution in such scenario as a resource equally or better qualified and experienced shall be provided to the satisfaction of the Authority.	No changes contemplated

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
2.26 Indemnity Page No. 33	The Consultant shall, subject to the provisions of the Agreement, indemnify the Authority for an amount not exceeding 3 (three) times the value of the Agreement for any direct loss or damage that is caused due to any deficiency in services.	We request you to kindly define the number of locations where the services need to be performed.	Please refer to the clause 1.8 of the Schedule 2 which is self-explanatory
2.3. Conditions of Minimum Eligibility of Applicants (C) Conditions of Eligibility for Key Personnel:	1. Project Lead - relevant minimum 3 years' experience and expertise in languages/ frameworks such as Java, Oracle, CakePHP, Mysql, Laravel, Angular, Node.js, Park server, MongoDB and proficiency in HTML, CSS, and JavaScript frameworks (React, Angular, Vue.js)	Request to modify the relevant experience as per the requirements of the existing portals/platforms, for seeking technology specific expertise.	No changes contemplated
2.3. Conditions of Minimum Eligibility of Applicants (C) Conditions of Eligibility for Key Personnel:	2. Sr. UI / UX Designer (Front End) - relevant minimum 3 years' experience and expertise in languages/frameworks such as Java, Oracle, CakePHP, Mysql, Laravel, Angular, Node.js, Park server, MongoDB and proficiency in HTML, CSS, and JavaScript frameworks (React, Angular, Vue.js)	Request to modify the relevant experience as per the requirements of the existing portals/platforms, for seeking technology specific expertise.	No changes contemplated

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
2.3. Conditions of Minimum Eligibility of Applicants (C) Conditions of Eligibility for Key Personnel:	3. Sr. Full Stack Software Engineer – relevant minimum 3 years' experience and expertise in languages/ frameworks such as Java, Oracle, CakePHP, Mysql, Laravel, Angular, Node.js, Park server, MongoDB and proficiency in HTML, CSS, and JavaScript frameworks (React, Angular, Vue.js))	Request to modify the relevant experience as per the requirements of the existing portals/platforms, for seeking technology specific expertise.	No changes contemplated
2.3. Conditions of Minimum Eligibility of Applicants (C) Conditions of Eligibility for Key Personnel:	4. System cum DBA Administrator - relevant minimum 3 years' experience and expertise in languages/ frameworks such as Java, Oracle, CakePHP, Mysql, Laravel, Angular, Node.js, Park server, MongoDB and proficiency in HTML, CSS, and JavaScript frameworks (React, Angular, Vue.js))	Request to modify the relevant experience as per the requirements of the existing portals/platforms, for seeking technology specific expertise.	No changes contemplated
2.3. Conditions of Minimum Eligibility of Applicants (C) Conditions of Eligibility for Key Personnel:	5. Tester/QA - relevant minimum 1 years experience and expertise in languages/ frameworks such as Java, Oracle, CakePHP, Mysql, Laravel, Angular, Node.js, Park server, MongoDB and proficiency in HTML, CSS, and JavaScript frameworks (React, Angular, Vue.js))	Request to modify the relevant experience as per the requirements of the existing portals/platforms, for seeking technology specific expertise.	No changes contemplated

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
<p>2.3. Conditions of Minimum Eligibility of Applicants Page No 18 & Pt No 03</p>	<p>The Applicant should have CMMI(Capability Maturity Model Integration) level 5 Certificate along with ISO 27001 & ISO 9001</p>	<p>The Applicant should have CMMI(Capability Maturity Model Integration) level 3 Certificate along with ISO 27001 & ISO 9001.</p> <p>Justification</p> <p>The clarification lowers the certification requirement from CMMI Level 5 to Level 3 to promote broader competition while maintaining essential quality and security standards (ISO 9001 & ISO 27001). This ensures a balance between stringent capability benchmarks and realistic industry participation. It also aligns with the project's objectives without compromising on deliverable quality.</p>	<p>No changes contemplated</p>

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
<p>2.3. Conditions of Minimum Eligibility of Applicants - 2.3.2 - B - Technical and Financial Capacity: - Point No 2</p>		<p>For PQ - Please refer - 2.3. Conditions of Minimum Eligibility of Applicants - 2.3.2 - B - Technical and Financial Capacity: - Point No 2 - minimum turnover Rs.3 CR, Point No 4 - 50 personnel as its manpower and Point no 5 - Minimum 2 work orders with successful completion report of Minimum Order value 50 lakhs. - The above criteria does not match with (3) Criteria for Evaluation - please refer - 3.1.4 Parameters - Point No 1 - max mark 10 can be achieved only for > 20 Cr revenue - but the minimum revenue is asked Rs.3 CR?? Point no 3 - Marks can be achieved 5 - on resource > 100 and 100-50 only 2 marks - where is requirement is to have minimum 50 resources ?? Point No 5 Eligible Assignments: This is 30 marks items - Each eligible assignment with value: The eligibility criteria mention - 2 orders for Rs.50 Lakhs ?? For technical - 1. What is the current size of the database for migration? 2. In the future, will the four dashboards be accessible from a single URL or separate URLs? 3. Who will have access to the unified dashboard?</p>	<p>For PQ - no changes contemplated For Technical - Refer to detailed TOR, Schedule 1 of RFP which is clear & self-explanatory. This will be discussed with the successful applicant after the award of the contract</p>

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
		<p>4. What data will be segregated in the dashboard based on the roles selected by the user at the time of registration?</p> <p>5. Can users belong to multiple roles simultaneously, and how should the dashboard handle role-based conflicts in data visibility?</p>	
<p>2.3. Conditions of Minimum Eligibility of Applicants - 2.3.2 - B - Technical and Financial Capacity</p>	<p>Point No 2 - minimum turnover Rs.3 CR, Point No 4 - 50 personnel as its manpower and Point no 5 - Minimum 2 work orders with successful completion report of Minimum Order value 50 lakhs. Requirement of CMMI level 5 Ver 2.0</p>	<p>The above criteria does not match with (3) Criteria for Evaluation - please refer - 3.1.4 Parameters- Point No 1 - max mark 10 can be achieved only for > 20 Cr revenue - but the minimum revenue is asked Rs.3 CR. The frequency difference is very high with regards to minimum 3 cr requirement with comparing to get max marks 10 with minimum turnover requirement is 20cr. Request to make it</p>	<p>No changes contemplated</p>

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
		minimum requirement of 10 cr with maximum marks as mentioned in QCBS.	
2.3. Conditions of Minimum Eligibility of Applicants - 2.3.2 - B - Technical and Financial Capacity	Point no 3 - Marks	can be achieved 5 - on resource > 100 and 100-50 only 2 marks - where requirement is to have minimum 50 resources. However minimum requirement of this project is 10 number of employees. The frequency difference is very high with regards to minimum 10 employees requirement for this project with comparing to get max marks 5 with minimum employee requirement for 100 nos. Request to make it 75 minimum employees with maximum marks.	No changes contemplated
2.3. Conditions of Minimum Eligibility of Applicants - 2.3.2 - B - Technical and Financial Capacity	Point No 5 Eligible Assignments:	This is 30 marks items - Each eligible assignment with value. However, the eligibility criteria mention - 2 orders for Rs.50 Lakhs. As per QCBS, 10 Pos required forgetting 30 marks and each PO should be value of 2CR and above to get 3 marks each on each PO. There is condition to get 30 marks only in these criteria, which is 30% of the entire scoring criteria. And due to this	No changes contemplated

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
		<p>organisation like us and many others is not getting opportunity to qualify, as minimum eligibility to get entry and open financial bid is 70 marks out 100. Request to make it maximum 5 orders with minimum 1cr PO value with each assignment having maximum marks.</p>	
<p>2.3. Conditions of Minimum Eligibility of Applicants - 2.3.2 - B - Technical and Financial Capacity</p>	<p>Requirement of CMMI level 5 Ver 2.0,</p>	<p>request to consider atleast CMMI level 3 for this project.</p> <p>We, and many like us, as Startup & MSME registered organisation won't getting any opportunity to show potential, productivity and efficiency of organisation towards Ministry like yours. Whereas PMO emphasis, promote & support towards Startups organisation, which isn't there in this project.</p> <p>We had worked for many Central/state/Judicial Courts/Corporates, etc. We like to give POC for the entire project which will suffice requirement of the project and ensure productivity and efficiency will be at par as the big organisation who are eligible for this tender. Request to re-consider and make us and others like us to participate in this project and show their efficiency.</p>	<p>No changes contemplated</p>

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
2.3. Conditions of Minimum Eligibility of Applicants - 2.3.2 - B - Technical and Financial Capacity	<p>The Applicant's experience in design & development of website/dashboard/AMC in Central or State Government Department/PSUs for the last 4 financial years. Minimum 2 work orders with successful completion report of Minimum Order value 50 lakhs.</p> <p>Eligible Assignments: Each eligible assignment with value: <ul style="list-style-type: none"> • ₹ 0.25 crore to ₹ 0.50 crore: 0.5 mark • Above ₹ 0.50 crore – ₹ 1 crore: 1 mark • Above ₹ 1 crore – ₹ 2 crore: 2 marks • Above ₹ 2 crore: 3 marks Maximum 10 assignments can be submitted by the applicant.</p>	<p>We request you to also consider experience in last 7 years. This will allow firms with relevant experience over a longer period to participate.</p> <p>We also request you to kindly consider and reduce the order value to ensure eligible MSME firms can apply for this project</p>	No changes contemplated
2.3.2 (B) Technical and Financial Capacity Page No. 18	<p>The Applicant's experience in design & development of website/dashboard/ AMC in Central or State Government Department/PSUs for the last 4 financial years. Minimum 2 work orders with successful completion report of Minimum Order value 50 lakhs.</p> <p>Copy of Work Order with Completion Certificate with value.</p>	<p>Request you to amend the clause as under: The Applicant's experience in design & development of website/dashboard/Web Portal/ AMC in Central or State Government Department/PSUs for the last 5 financial years. Minimum 2 work orders with successful completion/satisfaction/Go-live report of Minimum Order value 50 lakhs.</p> <p>Copy of Work Order with Completion</p>	Certificate of 'go live' may be considered as well, however, the certificate must be signed by the competent authority

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
		Certificate/Go-Live/Phase Completion with value.	
2.3.2 Technical and Financial Capacity:	The Applicant should have CMMI(Capability Maturity Model Integration) level 5 Certificate along with ISO 27001 & ISO 9001	Request to allow CMM level 3 Also.	No changes contemplated
2.3.2 Technical and Financial Capacity:	The Applicant's experience in design & development of website/dashboard/AMC in Central or State Government Department/PSUs for the last 4 financial years. Minimum 2 work orders with successful completion report of Minimum Order value 50 lakhs.	Some projects lifecycles are longer duration where Go live and AMC / Support covers the entire scope. Hence Completion certificate would be released only after completion of entire project. Even payment realization would be more higher than what RFP has asked. In most of the big RFPs , it is go live which is always considered as Experience/ Completion .	Certificate of 'go live' may be considered as well, however, the certificate must be signed by the competent authority
2.3.Conditions of Minimum Eligibility of Applicants	2. Average Annual Turnover for the last three FY i.e. 2021-22, 2022-23 and 2023-24 would be minimum Rs. 3 Cr.	It is requested to increase the turnover requirement to at least INR 100 Crore. This shall be in-line with the scope and term of the assignment and shall attract better competition and quality of services being offered.	No changes contemplated

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
2.3.Conditions of Minimum Eligibility of Applicants		This engagement requires considerable experience in IT / ITeS service experience to deliver a robust project management platform. We request consider turnover from only IT/ITeS work inline with Modal RFP issued by MeitY and modify the clause accordingly. Average Annual Turnover for the last three FY i.e. 2021-22, 2022-23 and 2023-24 would be minimum Rs. 100 Cr from IT/ITeS	No changes contemplated
2.3.Conditions of Minimum Eligibility of Applicants	2.3 .2. (B) (2) Average Annual Turnover for the last three FY i.e. 2021-22, 2022-23 and 2023-24 would be minimum Rs. 3 Cr.	Average Annual Turnover for the last three FY i.e. 2021-22, 2022-23 and 2023-24 would be minimum Rs. 50 Cr.	No changes contemplated
2.3.Conditions of Minimum Eligibility of Applicants	2.3 .2. (B) (4) The Applicant must have at least 50 personnel as its manpower.	The Applicant must have at least 100 personnel as its manpower.	No changes contemplated
2.3.Conditions of Minimum Eligibility of Applicants	Copies of Articles of Association in case of company. OR Partnership deed in case of partnership firm. OR Self-Certificate in Letter Head in case of Proprietorship along with GSTIN certificate. OR Bye-laws and certificate of registration in case of registered co-operative societies	Kindly accept certificate of incorporate instead of partnership deed	No changes contemplated
2.3.Conditions of Minimum Eligibility of Applicants	Each eligible assignment with value	Each assignment related to dashboard ideation/requirements gathering/implementation	Please refer to clause 3.1.5 of RFP which is self-explanatory. Also refer to Form-7 which gives the

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
			format for submission of eligible assignments.
2.3.Conditions of Minimum Eligibility of Applicants	The Applicant should have CMMI(Capability Maturity Model Integration) level 5 Certificate along with ISO 27001 & ISO 9001	<p>Query- Request for relaxation CMMI level 5 certificate for startup/MSMEs registered companies.</p> <p>Suggestion- While we acknowledge the importance of CMMI certifications, but as per the given nature of such companies, they may face challenges to in obtaining these certificates at an initial level. Although, based on the past work records such companies can deliver the better services at the least cost. At present, Gol promotes and provides an equal opportunity to MSME and Start Up India registered companies and giving them the relaxations and exemptions, we request the authority to kindly relax the CMMI certificate from the eligibility criteria.</p>	No changes contemplated
2.3.Conditions of Minimum Eligibility of Applicants		The Applicant should have CMMI(Capability Maturity Model Integration) level 3 Certificate along with ISO 27001 & ISO 9001	No changes contemplated

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
2.3.Conditions of Minimum Eligibility of Applicants	Average Annual Turnover for the last three FY i.e. 2021-22, 2022-23 and 2023-24 would be minimum Rs. 3 Cr.	Query- Turnover relaxation for startup/MSMEs registered companies. Suggestion- As per the Ministry of MSME via policy Circular No. 1(2)(1)/2016-MA dated 10th March,2016 has clarified that all Startup/MSMEs registered companies shall get relaxation on prior turnover in all public procurement engagement in subject to meeting of quality and technical specifications. Being a startup registered company, we face financial constraints initially but parallel to this, we contribute our best, unique and agile services to our clients. We assure you the commitment of providing our best solution/service that will align perfectly with your requirements and objectives. Therefore, we request the department to kindly provide relaxations in prior turnovers for all startups/MSMEs registered companies.	No changes contemplated
2.3.Conditions of Minimum Eligibility of Applicants : (B) Technical and Financial Capacity: Sr. No.3:	The Applicant should have CMMI(Capability Maturity Model Integration) level 5 Certificate along with ISO 27001 & ISO 9001	We request you to Kindly ammend this clause as: The Applicant should have CMMI(Capability Maturity Model Integration) level 3 Certificate along with ISO 27001 & ISO 9001	No changes contemplated

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
<p>2.3.Conditions of Minimum Eligibility of Applicants (B) Technical and Financial Capacity Sr. No 2</p> <p>3 Criteria for Evaluation 3.1.4 Sr. No: 1 & Sr. No: 2</p>		<p>A) Page No. 18 Point No. 2.3.Conditions of Minimum Eligibility of Applicants (B) Technical and Financial Capacity Sr. No 2 Average Annual Turnover for the last three FY i.e. 2021-22, 2022-23 and 2023-24 would be minimum Rs. 3 Cr. We request you to clarify For which years the average annual turnover will be considered.</p> <p>B) Page No. 34 Point 3 Criteria for Evaluation 3.1.4 Sr. No: 1 Average Turnover for the last three FY i.e. 2020-21, 2021-22 and 2022-23. Page No. 34 Point 3 Criteria for Evaluation 3.1.4 Sr. No: 1 Average Turnover for the last three FY i.e. 2020-21, 2021-22 and 2022-23. More than 3 Cr. and Less than or equal to 5 Cr.= 3 marks More than 5 Cr and Less than or equal to 10 Cr = 6 marks More than 10 Cr. and Less than or equal to 20 Cr = 8 marks More than 20 Cr. = 10 marks</p> <p>We kindly request you to please amends this clause as: Average Turnover for the last three FY i.e. 2020-21, 2021-22 and 2022-23. More than 3 Cr. and Less than or</p>	<p>No changes contemplated</p>

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
		<p>equal to 5 Cr.= 3 marks More than 5 Cr and Less than or equal to 10 Cr = 6 marks More than 10 Cr. and Less than or equal to 13 Cr = 10</p> <p>C) Page No. 34 Point 3 Criteria for Evaluation 3.1.4 Sr. No: 2 Applicant Should have CMMI level 5 Certificate along with ISO 27001 & ISO 9001 i. CMMI Level 5 Ver 1.3 With ISO 27001 & ISO 9001 - 7 marks ii. CMMI level 5 Ver 2.0 with ISO 27001 & ISO 9001 - 10 marks</p> <p>We kindly request you to please amends this clause as: Applicant Should have CMMI level 5 Certificate along with ISO 27001 & ISO 9001- 10 marks</p>	
2.4. Conflict of Interest Page No. 20	An Applicant shall not have a conflict of interest that may affect the Selection Process or the Consultancy (the "Conflict of Interest"). Any Applicant found to have a Conflict of Interest shall be disqualified.	Could you clarify whether working on similar projects for other government entities would constitute a conflict of interest?	Please refer to clause 2.4 of RFP which is self-explanatory
3 Criteria for evaluation	CMMI Level 5	Please remove the criteria as this is already listed in PQ Instead, please add Experience of development of	No changes contemplated

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
		dashboard wherein multiple departments/ministry data has been integrated	
3 Criteria for Evaluation 3.1 Evaluation of Technical Proposals	S. No. 5 Eligible Assignments: Each eligible assignment with value: 1. ₹ 0.25 crore to ₹ 0.50 crore: 0.5 mark 2. Above ₹ 0.50 crore – ₹ 1 crore: 1 mark 3. Above ₹ 1 crore – ₹ 2 crore: 2 marks 4. Above ₹ 2 crore: 3 marks Maximum 10 assignments can be submitted by the applicant.	Request to kindly modify clause as below: Eligible Assignments: Each eligible assignment with value: 1. ₹ 0.25 crore to ₹ 0.50 crore: 3 mark 2. Above ₹ 0.50 crore – ₹ 1 crore: 4 mark 3. Above ₹ 1 crore – ₹ 2 crore: 5 marks 4. Above ₹ 2 crore: 6 marks Maximum 5 assignments can be submitted by the applicant.	No changes contemplated
3 Criteria for Evaluation 3.1.5 Eligible Assignments	S. No. 2 > Provided that the Eligible Assignments have been completed in the 4 (four) financial years preceding the PDD	Request to modify the clause as below: > Provided that the Eligible Assignments have been completed/ongoing in the 4 (four) financial years preceding the PDD	No changes contemplated
3 Criteria for Evaluation Clause- 3.1.4 Point no 5 Page 34,	Eligible Assignments: Each eligible assignment with value: • ₹ 0.25 crore to ₹ 0.50 crore: 0.5 mark • Above ₹ 0.50 crore – ₹ 1 crore: 1 mark • Above ₹ 1 crore – ₹ 2 crore: 2 marks • Above ₹ 2 crore: 3 marks Maximum 10 assignments can be submitted by the applicant.	Request you to kindly consider the projects where the Invoicing has been done. You may also ask for CA/CS certificate in support.	Please refer to clause 2.3.2 of RFP which is self-explanatory

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
3 Criteria for Evaluation clause 3.1.4	Applicant Should have CMMI level 5 Certificate along with ISO 27001 & ISO 9001 i. CMMI Level 5 Ver 1.3 With ISO 27001 & ISO 9001 - 7 marks ii. CMMI level 5 Ver 2.0 with ISO 27001 & ISO 9001 - 10 marks	Please Allow CMM 3 with the technical Marks	No changes contemplated
3 Criteria for Evaluation clause 3.1.4	Eligible Assignments ,	Also for more clarity on Eligible Assignment, please allow RFPs for which , the Work Order has been issued	Please refer to clause 3.1.5 of RFP which is self-explanatory. Also refer to Form-7 which gives the format for submission of eligible assignments. Also, Please refer to the Clarification
3 Criteria for Evaluation clause 3.1.4		in some cases, customer does not provide completion certificate/ go live certificate. Hence consider CA certificate/ Auditor Report/ Payment Challans / Receipts for the payment realization of that particular assignment .	Please refer to the Clarification
3 Criteria for Evaluation clause 3.1.4 (Point 5) & 3.1.5	Eligible Assignments	We request for amendment in your clause to replace 'completed project' with 'phase completion for required 10 maximum projects with value above Rs 2 Cr. "Due to the long-duration nature of the projects, including maintenance and additional feature integration, project completion may take time. This could lead to	Please refer to the Clarification

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
		the disqualification of potential bidders who possess the experience and capability to successfully complete such assignments. Such disqualification could result in a loss for both the department and the bidder. We request that this issue be considered to avoid any adverse impact on both parties."	
3 Criteria for Evaluation : 3.1.4 The scoring criteria to be used for evaluation shall be as follows. Sr. No. 2:	Applicant Should have CMMI level 5 Certificate along with ISO 27001 & ISO 9001 i. CMMI Level 5 Ver 1.3 With ISO 27001 & ISO 9001 - 7 marks ii. CMMI level 5 Ver 2.0 with ISO 27001 & ISO 9001 - 10 marks	We request you to Kindly ammend this clause as: Applicant Should have CMMI level 3 Certificate along with ISO 27001 & ISO 9001 i. CMMI Level 3 With ISO 27001 & ISO 9001 - 7 marks ii. CMMI level 3 with ISO 27001 & ISO 9001 - 10 marks	No changes contemplated
3. Criteria for Evaluation Page No 34 & Pt No. 2	Applicant Should have CMMI level 5 Certificate along with ISO 27001 & ISO 9001 i. CMMI Level 5 Ver 1.3 With ISO 27001 & ISO 9001 - 7 marks ii. CMMI level 5 Ver 2.0 with ISO 27001 & ISO 9001 - 10 marks	Applicant Should have CMMI level 3 Certificate along with ISO 27001 & ISO 9001 i. CMMI Level 3 With ISO 27001 & ISO 9001 - 7 marks ii. CMMI level 3 with ISO 27001 & ISO 9001 - 10 marks Justification The clarification ensures alignment with project requirements by modifying the certification level from CMMI Level 5 to Level 3, reflecting realistic and achievable standards for applicants. It maintains evaluation	No changes contemplated

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
		<p>fairness while ensuring compliance with essential quality (ISO 9001) and security (ISO 27001) benchmarks. This adjustment broadens the pool of eligible applicants, encouraging wider participation without compromising standards.</p>	
<p>3. Criteria for Evaluation Page No 18 & Pt No 05</p>	<p>The Applicant's experience in design & development of website/dashboard/AMC in Central or State Government Department/PSUs for the last 4 financial years. Minimum 2 work orders with successful completion report of Minimum Order value 50 lakhs.</p>	<p>The Applicant's experience in design & development of website/dashboard/AMC in Central or State Government Department/PSUs for the last 4 financial years. Minimum 2 work orders with successful completion report of Minimum Order value 50 lakhs. Or Minimum 1 work orders with successful completion report of Minimum Order value 1 Crore.</p> <p>Justification The clarification provides flexibility by allowing applicants to qualify with either two smaller projects (₹50 lakhs each) or one larger project (₹1 crore), ensuring equal consideration for varied project portfolios. This accommodates applicants with significant single-</p>	<p>No changes contemplated</p>

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
		<p>project experience while maintaining the required competency level. It broadens participation without compromising project relevance or quality standards.</p>	
<p>3. Criteria for Evaluation Page No 34 & Pt No 03</p>	<p>Applicant must have technical personnel on their payroll (No of resources more than 100 =5 Marks, No of resources for 50 to 100 = 2 Marks, No of resources below 50 = 1 Marks).</p>	<p>Applicant must have technical personnel on their payroll (No of resources more than 50 =5 Marks, No of resources for 20 to 30 = 2 Marks, No of resources below 20 = 1 Marks).</p> <p>Justification The clarification lowers the resource threshold to encourage wider participation from capable mid-sized firms while still ensuring adequate technical capacity. This adjustment aligns with realistic industry staffing norms and broadens the pool of competitive applicants. It maintains fairness without compromising the project's technical resource requirements.</p>	<p>No changes contemplated</p>

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
3. Criteria for Evaluation Page No 35 & Pt No 05	<p>Eligible Assignments: Each eligible assignment with value:</p> <ul style="list-style-type: none"> • ₹ 0.25 crore to ₹ 0.50 crore: 0.5 mark • Above ₹ 0.50 crore – ₹ 1 crore: 1 mark • Above ₹ 1 crore – ₹ 2 crore: 2 marks • Above ₹ 2 crore: 3 mark 	<p>Clarification Eligible Assignments: Each eligible assignment with value: • ₹ 1 crore to ₹ 2 crore: 10 mark</p> <p>Justification in three lines The revised marking scheme increases the weightage for assignments valued between ₹1 crore and ₹2 crore to 10 marks, promoting a more competitive evaluation for larger projects. This ensures greater recognition for high-value assignments, encouraging firms with substantial experience. It aligns with the goal of prioritizing expertise in managing complex, high-impact projects.</p>	No changes contemplated
3. Deliverables and Duration of Contract Page No. 44	<p>The revamp of the 3 dashboards have to be completed within 6 months period, subject to necessary UAT(User Acceptance Testing) acceptance and successful deployment, and the AMC(including performance, bug fixing, security audits etc.) will continue for the remaining duration. The extension would be on the same terms & conditions and on the basis of mutual agreement of both the parties.</p>	<p>Can the timeline for deliverables be extended, considering potential integration challenges with existing systems?</p>	No changes contemplated

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
3.1 Evaluation of Technical Proposals	3.1.5 Eligible Assignments - Providing AMC/Portal/Dashboard including development of dashboard for the Union/State Government, regulatory commission, statutory authorities, public sector entities.	Request to include Urban Local Bodies, Smart Cities as well and modify the clause as follows: Providing AMC/Portal/Dashboard including development of dashboard for the Union/State Government, regulatory commission, statutory authorities, public sector entities, urban local bodies and smart cities.	As mentioned in clause 3.1.5 of RFP which is self-explanatory
3.1 Evaluation of Technical Proposals	3.1.4 The scoring criteria to be used for evaluation shall be as follows.1. Average Turnover for the last three FY i.e. 2020-21, 2021-22 and 2022-23. More than 3 Cr. and Less than or equal to 5 Cr.= 3 marks More than 5 Cr and Less than or equal to 10 Cr = 6 marks More than 10 Cr. and Less than or equal to 20 Cr = 8 marks More than 20 Cr. = 10 marks	It is requested to kindly increase the required turnover to at least 100 Crore. This shall enable bigger players to have a fair competition on the commercial proposal; thereby, ensuring delivery of quality work by bidders that come with quality experience. The marking can be modified as under: More than 100 Cr. and Less than or equal to 125 Cr.= 3 marks More than 125 Cr and Less than or equal to 150 Cr = 6 marks More than 150 Cr. and Less than or equal to 200 Cr = 8 marks More than 200 Cr. = 10 marks	No changes contemplated

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
3.1 Evaluation of Technical Proposals	<p>3.1.4 The scoring criteria to be used for evaluation shall be as follows.</p> <p>5. Eligible Assignments: Each eligible assignment with value:</p> <p>₹ 0.25 crore to ₹ 0.50 crore: 0.5 mark</p> <p>Above ₹ 0.50 crore – ₹ 1 crore: 1 mark</p> <p>Above ₹ 1 crore – ₹ 2 crore: 2 marks</p> <p>Above ₹ 2 crore: 3 marks</p> <p>Maximum 10 assignments can be submitted by the applicant.</p>	<p>It is requested to reduce the total number of assignments to 5, as large competitors deliver services such as AMC/Portal/Dashboard including development of dashboard for the Union/State Government, regulatory commission, statutory authorities, public sector entities along with consulting and operations and maintenance which shall have a longer tenure beyond 4-7 years. This shall enable participation from large competitors fair competition on number of projects; thereby, ensuring quality experience.</p>	No changes contemplated
3.1 Evaluation of Technical Proposals	3.1.4.1 Average Turnover for the last three FY i.e. 2020-21, 2021-22	Average Turnover for the last three FY i.e. 2020-21, 2021-22 and 2022-23.	Please refer to Clarification
3.1 Evaluation of Technical Proposals	3.1.5 Eligible Assignments - Provided that the Eligible Assignments have been completed in the 4 (four) financial years preceding the PDD	Larger assignments being delivered by bigger players have a longer tenure beyond 4-7 years, and hence would request to consider eligible assignments completed in a period of 7 financial years. This shall enable bigger players to have a fair competition.	No changes contemplated

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
3.1 Evaluation of Technical Proposals Page No. 35	<p>Eligible Assignments: Each eligible assignment with value:</p> <ul style="list-style-type: none"> • ₹ 0.25 crore to ₹ 0.50 crore: 0.5 mark • Above ₹ 0.50 crore – ₹ 1 crore: 1 mark • Above ₹ 1 crore – ₹ 2 crore: 2 marks • Above ₹ 2 crore: 3 marks <p>Maximum 10 assignments can be submitted by the applicant.</p>	<p>Please amend the clause as under:</p> <p>Eligible Assignments: Each eligible assignment with value:</p> <ul style="list-style-type: none"> • ₹ 0.25 crore to ₹ 0.50 crore: 1 mark • Above ₹ 0.50 crore – ₹ 1 crore: 2 mark • Above ₹ 1 crore – ₹ 2 crore: 4 marks • Above ₹ 2 crore: 6 marks <p>Maximum 5 assignments can be submitted by the applicant.</p>	No changes contemplated
3.1.5 Eligible Assignments		<p>(1) "Request to kindly modify clause as below: Eligible Assignments:</p> <p>Each eligible assignment with value:</p> <ol style="list-style-type: none"> 1. ₹ 0.25 crore to ₹ 0.50 crore: 3 marks 2. Above ₹ 0.50 crore – ₹ 1 crore: 4 marks 3. Above ₹ 1 crore – ₹ 2 crore: 5 marks 4. Above ₹ 2 crore: 6 marks <p>Maximum 5 assignments can be submitted by the applicant."</p> <p>(2) "Request to modify the clause as below: > Provided that the Eligible Assignments have been completed/ongoing in the 4 (four) financial years preceding the PDD"</p>	No changes contemplated

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
3.1.5 Eligible Assignments Page No. 36	Provided that the Eligible Assignments have been completed in the 4 (four) financial years preceding the PDD	Request you to amend the clause as under: Provided that the Eligible Assignments have been completed/Go-Live in the 7 (Seven) financial years preceding the PDD	No changes contemplated
3.4. Liability of the Consultant of schedule 2 clause 3.4.3 Page No. 58	This limitation of liability specified in Clause 3.4.3 shall not affect the Consultant's liability, if any, for damage to Third Parties caused by the Consultant or any person or firm acting on behalf of the Consultant in carrying out the Services subject, however, to a limit equal to 3 (three) times the Agreement Value.	We request you to kindly make this clause more bidder friendly by reducing the limit.	No changes contemplated
3.Criteria for Evaluation	Applicant must have the lead key personnel(s) with necessary qualifications	we request your clarification on the nature of deployment/time input required from these personnels	Please refer to the ToR which is self-explanatory
4. Payment Terms	iv. 15% of the total contract value will be retained as a performance guarantee for a period of 6 months after project completion to cover any latent defects or performance issues. The retention money will be released after 6 months, subject to satisfactory performance and resolution of any issues that may arise.	It is requested to reduce the tenure for release of retention money to 3 months.	No changes contemplated

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
6.3 Mode of billing and payment of schedule 2 Clause 6.3(f) Page No. 63	30% (thirty per cent) of the Agreement Value has been earmarked as Final Payment to be made to the Consultant upon completion of Services. In the event of non completion of Services within 2 (two) years of the Effective Date, the Final Payment shall not become due to the Consultant, save and except the costs incurred for meeting its reimbursable expenses during the period after expiry of 24 (twenty-four) months from the Effective Date, including travel costs and personnel costs, at the agreed rates.	We request you to kindly change the same to 3 years as per the duration of the Agreement	Please refer to Clarification
7. Liquidated Damages and Penalties Page No. 63	The Authority shall retain by way of performance security (the "Performance Security"), 5% (five per cent) of all the amounts due and payable to the Consultant, to be appropriated against breach of this Agreement or for recovery of liquidated damages as specified in Clause 7.2.	Can you provide detailed thresholds and mechanisms for evaluating service deficiencies and imposing penalties? Will there be a cure period before penalties are applied?	Please refer to the clause 7 and clause 10 of the RFP which is self-explanatory
7.2. Liquidated Damages	7.2.1. Liquidated Damages for error/variation 7.2.2. Liquidated Damages for delay	It is requested to limit the total liquidated damages to 10%	No changes contemplated

Clause No.	RFP Point	Clarification/Amendm ent Request	Final DMEO's Response (compiled)
Annex 5- (iv) Page No. 73	15% of the total contract value will be retained as a performance guarantee for a period of 6 months after project completion to cover any latent defects or performance issues. The retention money will be released after 6 months, subject to satisfactory performance and resolution of any issues that may arise.	Since we will be submmiting a performance bank gurantee we request you to kindly waive of this clause.	No changes contemplated
Annexure B IX	Revamp of Infra dashboard which includes but not limited	Ticket management system is operational or require new development, please clarify?	Please refer to the ToR which is self-explanatory
APPENDIX-I Form-8: Deployment of Professional Personnel Page No. 90	APPENDIX-I Form-8: Deployment of Professional Personnel	Please clarify Person-Days by Week Numbers.	Please refer to clause 2.14 of RFP which is self-explanatory
APPENDIX-I Form-9: Support Personnel Page No. 91	APPENDIX-I Form-9: Support Personnel	Please clarify Person-Days by Week Numbers.	Please refer to clause 2.14 of RFP which is self-explanatory
APPENDIX-II Form-2: Financial Proposal Page No. 95	APPENDIX-II Form-2: Financial Proposal	Kindly clarify the financial proposal format for better understanding, as it is structured based on the key personnel cost on a man-day basis, whereas the payment terms are milestone-based. Additionally, please provide guidance on how Form 3 can be linked to Form 2 for consistency and alignment.	Please refer to clause 2.14 of RFP which is self-explanatory. Additionally, please refer to the Clarification

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
Criteria for Evaluation 3.1.4 Sr. No: 1	Average Turnover for the last three FY i.e. 2020-21, 2021-22 and 2022-23. More than 3 Cr. and Less than or equal to 5 Cr.= 3 marks More than 5 Cr and Less than or equal to 10 Cr = 6 marks More than 10 Cr. and Less than or equal to 20 Cr = 8 marks More than 20 Cr. = 10 marks	We kindly request you to please amends this clause as: Average Turnover for the last three FY i.e. 2020-21, 2021-22 and 2022-23. More than 3 Cr. and Less than or equal to 5 Cr.= 3 marks More than 5 Cr and Less than or equal to 10 Cr = 6 marks More than 10 Cr. and Less than or equal to 13 Cr = 10	No changes contemplated
Criteria for Evaluation 3.1.4 Sr. No: 2	Applicant Should have CMMI level 5 Certificate along with ISO 27001 & ISO 9001 i. CMMI Level 5 Ver 1.3 With ISO 27001 & ISO 9001 - 7 marks ii. CMMI level 5 Ver 2.0 with ISO 27001 & ISO 9001 - 10 marks	We kindly request you to please amends this clause as: Applicant Should have CMMI level 5 Certificate along with ISO 27001 & ISO 9001– 10 marks	No changes contemplated
Evaluation Criteria (Section 3.1.4, Page 34):	-	Clause 3.1.4, S. No. 5, and Clause 3.1.5 require bidders to provide 10 eligible assignments worth ₹2 crore or more to achieve full marks (30). The eligible assignments include AMC, portal/dashboard development for Union/State Governments, regulatory commissions, statutory authorities, or public sector entities. Such assignments are generally of higher value (₹10 crore and above). Requesting 10 such projects might	No changes contemplated

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
		<p>restrict competition. We suggest modifying the marking criteria based on the cumulative value of projects, which is normal practise e.g.: Less than ₹10 crore: 10 marks ₹10 crore to ₹30 crore: 20 marks Greater than ₹30 crore: 30 marks Additionally, we recommend limiting the number of projects considered to a maximum of 10.</p>	

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
Force Majeure		<p>1) Bidder shall not be liable for forfeiture of its performance security, Liquidated damages or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.</p> <p>2) For purposes of this Clause, "Force Majeure" means an event explicitly beyond the reasonable control of the Contractor and not involving the contractor's fault or negligence and not foreseeable. Such events may be due to or as a result of or caused by act of God, wars, insurrections, riots, earthquake and fire, revolutions, civil commotion, floods, epidemics, quarantine restrictions, trade embargos, declared general strikes in relevant industries, satellite failure, act of Govt. of India, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation. In the event of any such intervening Force Majeure, either party shall notify the other in writing of such circumstances or the cause thereof immediately within five calendar days.</p>	No changes contemplated

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
		<p>3) Unless otherwise directed by Tenderer in writing, the selected contractor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.</p> <p>4) In such a case the time for performance shall be extended by a period(s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, Tenderer and the bidder shall hold consultations in an endeavour to find a solution to the problem.</p> <p>5) Notwithstanding above, the decision of Tenderer shall be final and binding on the bidder regarding termination of contract or otherwise</p>	
General Query		Payment terms - request for revision	No changes contemplated
General Query		Turnover exemptions	No changes contemplated
General Query	-	<p>1. Is it mandatory for the applicant to possess a CMMI Level 5 Certification, or are equivalent certifications acceptable?</p> <p>2. Is it mandatory for the applicant to have at least 2 completed work orders and successful completion report, or</p>	Please refer to the clause 2.3. of the RFP for the required details

Clause No.	RFP Point	Clarification/Amendm ent Request	Final DMEO's Response (compiled)
		ongoing projects will also be considered ?	
General Query		<p>1. System walkthrough of each portal will be appreciated</p> <p>2. Seeking Technical documents of each application like SRS, User Manual, Technical architecture Document, Data Architecture, ERDs, Flow Charts, etc</p> <p>3. Hosting will be required on NIC server? Is it mandatory ?</p> <p>5. Are these dashboards driven with Role Based Access Controls?</p> <p>6. Who are the stakeholders of each dashboard ?</p>	<p>Refer to detailed TOR, Schedule 1 of RFP which is clear & self-explanatory. This will be discussed with the successful applicant after the award of the contract</p>
General Query		<p>Are there any specific deadlines for deliverables that require more details? What are the expectations around the duration of the project?</p>	<p>Please refer to the ToR which is self-explanatory</p>
General Query		<p>Can deptt also clarify other dashboard(s) bug with reference to DGQI Dashboard?</p>	<p>Refer to detailed TOR, Schedule 1 of RFP which is clear & self-explanatory. This will be discussed with the successful applicant after the award of the contract</p>
General Query		<p>Can Deptt share dashboard screens for study purpose so that modules and cost can be analyzed?</p>	<p>Refer to detailed TOR, Schedule 1 of RFP which is clear & self-explanatory.</p>

Clause No.	RFP Point	Clarification/Amendment Request	Final DMEO's Response (compiled)
		Or any User Manual of all the Dashboards/ Training material which we can study for costing.	Additionally, details are available on DMEO website. Further details will be shared with the successful applicant after the award of the contract
General Query		Does for all the 4 dashboards the database is MongoDB? If not, what databases are being used for each dashboard? Kindly share details of the DB for each of the dashboards.	Refer to detailed TOR, Schedule 1 of RFP which is clear & self-explanatory. This will be discussed with the successful applicant after the award of the contract
General Query		Regarding Prequalification Criteria	Please refer to the clause 2.3 of the RFP which is self-explanatory
General Query		Sizes of the current database of all 4 dashboards	Refer to detailed TOR, Schedule 1 of RFP which is clear & self-explanatory. This will be discussed with the successful applicant after the award of the contract
General Query		Skill set	Please refer to the clause 2.3 of the RFP which is self-explanatory
General Query		Total number of users for accessing the all 4 dashboard. What will be the expected users which will be accessing the Platform.	Refer to detailed TOR, Schedule 1 of RFP which is clear & self-explanatory. This will be

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			discussed with the successful applicant after the award of the contract
General Query		Will the hosting be done on NIC Cloud only or it has to be migrated to any other cloud and who will bear the cost for it?	It will be hosted on NIC cloud
General Query	Resource Deployment Location	We seek clarification regarding the deployment location of resources for this project. Could you kindly confirm whether the resources are required to be deployed on-site at NITI Aayog's office, or if they can operate from the bidder's location?	Please refer to the clause 1.8 of the schedule 2 which is self-explanatory.
General Query	Ticket Volume and Resource Estimation:	As we do not have comprehensive information regarding the current health and ticket volume of the portals, estimating the required support is challenging. Typically, the necessary number of professionals for O&M work is specified in similar projects. Could you please share the minimum number of professionals expected for O&M services?	The bidder to undertake AMC should have knowledge of architecture, security, performance, bug resolutions, applications technology stack, etc., based on which the resource estimation may be carried out (further please refer to the key personnel as per the details mentioned in the clause 2.3.2 (C) of RFP)
General Query	Timeline for Go-Live:	What is the expected timeline for the go-live of the revamped portals? This information will help	Please refer to the ToR which is self-explanatory

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		us plan and allocate resources effectively.	
Indemnity		Tenderer shall indemnify and hold harmless the bidder for all Losses incurred in connection with any third-party Claim, except to the extent finally judicially determined to have resulted primarily from the fraud or bad faith of such Bidder.	No changes contemplated
Key Personnel Replacement (Section 2.24.1, Page 31):		The clause allows only two replacements of the submitted profiles, which poses challenges in the dynamic IT environment. Allocating the same professionals throughout the project may not be feasible. We request the removal of this clause. Alternatively, we can provide an undertaking to ensure any replacements will meet or exceed the qualifications and experience specified for the project.	No changes contemplated

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Limitation of the Bidder's Liability towards the Purchaser		Tenderer (and any others for whom Services are provided) shall not recover from the Supplier, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive, or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated. Tenderer (and any others for whom Services are provided) shall not recover from the Supplier, in contract or tort, including indemnification obligations under this contract, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services	No changes contemplated
Non-Exclusivity		It is agreed that the services are being rendered on a non-exclusive basis and the bidder shall have the right to pursue business opportunities that it may in its sole discretion deem appropriate.	No changes contemplated

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Non-solicitation		Bidder shall not hire employees of Tenderer or solicit or accept solicitation (either directly, indirectly, or through a third party) from employees of Tenderer directly involved in this contract during the period of the contract and one year thereafter.	No changes contemplated
Point No. 2.3. Conditions of Minimum Eligibility of Applicants (B) Technical and Financial Capacity Sr. No 2 Page No. 34 Point 3 Criteria for Evaluation 3.1.4 Sr. No: 1	Average Annual Turnover for the last three FY i.e. 2021-22, 2022-23 and 2023-24 would be minimum Rs. 3 Cr. Average Turnover for the last three FY i.e. 2020-21, 2021-22 and 2022-23	We request you to clarify For which years the average annual turnover will be considered.	Please refer to Clarification.
Retention of copies		On payment of all bidder fees in connection with the Contract, Tenderer shall obtain a non-exclusive license to use within its internal business, subject to the other provisions of this Contract, any Deliverables or work product for the purpose for which the Deliverables or work product were supplied. bidder retains all rights in the Deliverables and work product, and in any software, materials, know-how and/or methodologies that bidder may use or develop in connection with the Contract.	No changes contemplated

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<p>Schedule -1 ToR: Section 2.1.1. & 2.2.4</p>		<p>1. In section 2.1.1 “also ensuring that the API provision for integration with other government MIS system” What kind of systems are the looking for, is there any standardize API structure we have to work with or it’s different for all the different systems/websites? 2. Are there any specific performance, scalability, or integration benchmarks for the Unified Governance Platform, including API Gateway, Authentication, and Unified Front-End? 3. How do you prioritize the revamp of the three dashboards, and is the 6-month timeline for development and deployment flexible based on identified risks during the UAT phase? 4. How do you envision the integration process with existing government MIS systems, and are there specific APIs or protocols we need to support? 5. In section 2.2.4 “Breakdown these systems into microservices to facilitate the integration with other government platforms” please clarify this statement, as this entire statement itself is a separate project itself.</p>	<p>1. , 2. , 3. & 4. - please refer to the ToR which is self-explanatory and to ensure to follow protocols as per Government of India guidelines and industry standards 5. micro-services integration is meant for 4 dashbaords and will be need-based.</p>

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Schedule 1: ToR 1.1.5	Project Background	Only Open Source Visualization tool to be used (with limitations) for dashboards or any proprietary tool is also required like PowerBI, Tableau in future and who will bear the cost?	Please refer to the ToR which is self-explanatory
Schedule 1: ToR 1.8	Location	Are all the resources to be deployed in Deptt or at bidder place? Please clarify	Please refer to the clause 1.8 of the schedule 2 which is self-explanatory.
Schedule 1: ToR 2.1.1	API Gateway	API Gateways for all 4 dashboards are running on different technologies so bidder has to develop 4 different technology APIs or a single technology API?	Please refer to the ToR which is self-explanatory
Schedule 1: ToR 2.1.2	Unified Authentication	Only NIC SSO (Parichay) will be used or any other open source/proprietary tool will be implemented? Who will bear the cost Deptt or bidder, please clarify?	NIC SSO (Parichay) will be used
Schedule 1: ToR 2.1.4	Centralized Monitoring & Logging	Open Source Server Monitoring tool is required or any proprietary tool and who will bear the cost?	Application monitoring tool is required not server monitoring. Further, Please refer to the ToR which is self-explanatory
Schedule 1: ToR 2.1.5	Centralized End- User support/Ticketing System	Only Email Support is required or Call Center support is also required, and who will bear the cost? Ticketing portal is already operational or to be developed?	Available NIC service desk for complete ticketing management may be integrated
Schedule 1: ToR 2.1.6	Documentation, repository & training plans	Only Training calender will be shared or training is also provided by bidder?	Training (including training plan to be developed in

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			consultation with DMEO & NIC) to be provided by the bidder to the end-users
Schedule 1: ToR 2.1.8	Project Management Tool	Proprietary tool is required like JIRA, Clickup or Open Source tools can be used like Tuleap, Tiaga, Redmine?	Open-source or MEITY(OpenForge) for complete project managment
Schedule 1: ToR 2.2	Dashboard Revamping and Maintenance	All the 4 dashboard portals are having different technology stack so that only needs to be maintained or any new open source technology can also be used and migrated?	Please refer to the ToR which is self-explanatory
Schedule 1: ToR 2.2.4	Re Architecture	Micro Services are to be developed for all 4 Dashboard technology platforms?	Please refer to the ToR which is self-explanatory
Schedule 1: ToR 2.6	Security Compliance	Security Audit cost to be bear by Deptt or bidder?	The Consultant will bear any cost (if any) for Security Audit certification, auditing by a cert-in empaneled vendor
Termination for Convenience		1) In case of termination, Tenderer shall pay the bidder for all work-in progress, Services already performed, and expenses incurred by the bidder upto and including the effective date of the termination of this Agreement. 2) Tenderer shall be entitled to terminate/cancel the purchase order at any time for the balance order quantity which is within the delivery schedule with	No changes contemplated

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		<p>no liability on either side and without assigning any reason thereof. However, the purchase order for the quantity which has already been offered for inspection shall not be cancelled and supply of the same shall be availed in due course of time.</p> <p>3) Bidder may terminate/cancel the contract by giving a written notice of 30 days in case:</p> <p>a) Its invoices are not paid on time</p> <p>b) If Tenderer fails to comply with the terms of agreement</p>	

Annexure-1

APPENDIX-II
Form-2:
Financial Proposal

Item No.	Description	Development Cost(₹)			AMC cost(₹)			Total Amount (₹) (z)=(x)+(y)
		(x)			(y)			
		Year 1	Year 2	Year 3	Year 1	Year 2	Year 3	
A.	PERSONNEL COSTS							
I.	Remuneration for Key Personnel for development (inclusive of all personal allowances)							
II.	Remuneration for Key Personnel for AMC (inclusive of all personal allowances)							

	Subtotal (A):							
B.	LOCAL COSTS							
I.	Security audit/ certification etc.							
II.	Miscellaneous Expenses							
	Subtotal (B):							
C.	SUBTOTAL OF A+B							
D.	OVERHEAD EXPENSES @. % of (C)							
E.	GOODS AND SERVICES TAX							
F.	TOTAL (including taxes) (C+D+E) (in ₹) In Indian Rupees(in figures)(in words)							

Note:

1. Estimate of Costs for Item A-I and A-II shall be as per Form-3.
2. Miscellaneous Expenses in Item B (IV)-(II) shall not exceed 15% (five per cent) of the total amount in Item D.
3. No escalation on any account will be payable on the above amounts.
4. All other charges not shown here and all insurance premia are considered included in the person day rate/ overhead/ miscellaneous expenses.

All payments shall be made in Indian Rupees and shall be subject to applicable Indian laws withholding taxes if any.