

Pre-Bid Queries – Clarifications / FAQ

1. Query

Agency should have experience in design, development, customization, or maintenance of similar Portal / Web Applications / Software Solutions with Dashboard and MIS Reports as per Guidelines for Indian Government Websites (GIGW) or equivalent. The bidder should have successfully completed or be maintaining a minimum of five (05) software or web-based projects related to HRMS / Pension / Finance / Workflow Automation / Document Management, etc. for any Government Department / PSU / Corporate, with work order value not less than ₹25 Lakhs in the last five years.

Response:

The Committee may be advised to consider customization or maintenance aspects during the technical qualification process.

2. Query

The Bidder must have experience of Design, Development, Implementation / Support and Maintenance of e-Governance projects with any Government (Central / State / PSU) department in India during the last five years as on the bid submission date, with a minimum of three (3) GIGW-compliant projects worth at least INR 50 Lakhs each.

Response:

Five (5) GIGW-compliant projects have been kept to ensure that the selected bidders demonstrate multiple implementations and sufficient domain maturity and delivery capacity.

3. Query

Bidders should submit the following:

- *Purchase Order (PO) / Work Orders*
- *Work completion certificates or project certificates duly signed by the authorized signatory from the client end*
- *Declaration for ongoing projects by bidder or email confirmation from client*

Response:

The Committee may be advised to consider ongoing projects of similar scope and value during the technical qualification process.

4. Query

Due to Diwali and Chhath Puja holidays, it is kindly requested to extend the date of bid submission by 10 days.

Response:

Not considered.

5. Query

The RFP states that an “Open-source platform is to be used” and that “Open-source technology/platform will be preferred.” Please clarify whether the use of 100% open-source software (OS, Database, Application Server, Programming Language) is a mandatory requirement or merely a preference. If any proprietary/COTS software is proposed, will the PAG (A&E) provide the necessary licenses and renewals, or must the bidder factor the cost of these licenses (for the entire 3 years of O&M) into the commercial bid?

Response:

Please refer to RFP, Page No. 38 (Relevant content).

6. Query

Hosting is proposed for the PAG (A&E) premises / NIC / MeitY / third-party server. Given that the bidder is responsible for installation and configuration, please provide the detailed technical specifications (OS, CPU cores, RAM, Storage, and Network Bandwidth) that will be provided for the production and UAT/Staging environments. Please also confirm who is responsible for the ongoing management of the underlying hosting environment, including OS/DB patching and the Disaster Recovery (DR) setup.

Response:

Please refer to RFP Clause 4.3 – Implementation Process Requirements at RFP Page No. 54.

7. Query

Legacy data migration is a mandatory requirement, including the SAI pension application data (Phase 1) and scanned documents (Phase 2). Please specify the estimated total volume of data to be migrated for: (a) Structured Data (number of records/files), and (b) Unstructured Data (estimated total size in GB/TB of scanned case documents). This information is crucial for sizing the migration effort and the required infrastructure.

Response:

Please refer to RFP Clause 16, including sub-clauses 16.1.1, 16.1.2, 16.1.3, and 16.2.1 in entirety.