

# REPLY TO QUERIES

Sr. No.	RFP Page/ Pt.	RFP Clause Reference	Suggestion / Remarks from Prospective Bidder	C-DAC's Response
1	1.1.4 / Page 6	<p>1.1.4 Need of an Implementation Partner</p> <p>2.14 COMPLETENESS RESPONSIBILITY</p> <p>4.11 EXTENDED SUPPORT FOR SOLUTION DESIGN AND DEVELOPMENT (ON A NEED BASIS)</p>	<p>Section 1.1.4 specifies that the scope involves activities such as requirement gathering, customization, configuration, user training, handholding, testing, and support services, which require dedicated and scalable resources WHEREAS from section 2.14 we can infer that the scope of core application development / enhancement is very limited. Please clarify.</p> <p>The above statement is further corroborated by clause 4.11 which mentions the application development works as need basis thus indicating that quantum of work would be very less.</p>	Scope of work is defined as per clause 4- SECTION IV - SCOPE OF WORK (SOW)
2	2.1 / Page 9	LOCATIONS FOR SUPPLY, INSTALLATION, COMMISSIONING, WARRANTY SUPPORT ETC	Is there a provision for onsite-offsite deployment or is CDAC expecting 100% onsite deployment ?	Manpower Deployment is as per Clause 4.9 of the EOI.
3	3.8 (D) / Page 22	Project Management	Can you modify the clause from "The Bidder should have a functional PMU in at least 2 Government entities" to "The Bidder should have a technical or functional or techno-functional PMU in at least 2 Government entities".	No Change.
4	3.10.2 / Page 25	Project-Specific Selection	Why is only L1 the criteria for selecting empanelled agency during award ?It is suggested to keep QCBS to allow CDAC to select better organization in case of challenging work.	No Change.
5	4.8 / Page 30	CAPACITY BUILDING	Please specify if the trainings will be online or in hybrid mode	Trainings are expected to be conducted primarily onsite (offline mode) at the client location. The Implementation Partner should be capable of delivering trainings in all modes, as applicable.

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6	4.9 / Page 30	MANPOWER DEPLOYMENT	Can you please specify the tentative no. of resources required along with location	Manpower deployment shall be as per Clause 4.9 of the EOI. The number of resources may vary and is indicative in nature, and could typically range between 3 to 15 resources, depending upon the State, project requirements, and scope of work.
7	19	<p><b>Pre-qualification Criteria</b>  Point no.6 - Applicant must have successfully completed at least three (3) statewide or nationwide e-Governance software pre and post implementation support projects in India within the last five (5) years, each with a financial layout for post-implementation support component of at least INR 1.5 Crores per year, excluding hardware, infrastructure, licensing, Consultancy costs and Taxes  Note :a. Only projects meeting the criteria specified under Clause 3.8- Qualification Criteria- A of this EOI shall be considered for evaluation.</p>	As an MSME and Startup company with relevant experience in software development, we kindly request relaxation in eligibility criteria as permissible under the GFR guidelines.	No Change.
8	20	<p><b>Pre-qualification Criteria</b>  Point no.7 - Applicant should have at least 150 full time employees on its pay rolls for last three (03) years.   Note: The Applicant must demonstrate the capability to scale functional, technical, and support resources in alignment with project expansion or increased client base.</p>	Our organization currently has approximately 90 employees on payroll. As an MSME and Startup, we kindly request relaxation in the eligibility criteria and reduction of the minimum requirement to 80 employees on payroll. This will encourage participation from Startup and MSME organizations and provide them an opportunity to demonstrate their capabilities.	No Change.

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9	20	<p><b>QUALIFICATION CRITERIA</b>            Clause no 3.8 , Clause no A            Pre &amp; Post-implementation support - 1. The bidder should have successfully provided Pre &amp; Post implementation support for at least Three (3) State-level or Nationwide e-Governance Software projects in the last five (5) years.</p> <p>2. Each project should: a. Be Enterprise-Wide (i.e., spanning multiple departments, districts, or functions)            b. Involve integration with external systems.            c. Include the deployment of at least 3 integrated modules (e.g., workflow, finance, HRMS)            d. Have supported a user base of at least 5,000 users or citizens            e. Involved in systems with critical SLAs, incident management, and user training/helpdesk.            f. Have deployed at least a 5-members onsite team            g. Include a post-implementation support period of at least 2 continuous years per project            h. Have a financial layout for post implementation support of at least INR 1.5 Crores per year, excluding hardware, infrastructure, licensing, Consultancy costs and Taxes.</p>	<p>As an MSME and Startup company with relevant experience in software development, we kindly request relaxation in eligibility criteria as permissible under the GFR guidelines.</p>	<p>No Change.</p>
10	29	<p><b>4.5 CLIENT ONBOARDING</b>            4.5.3 Support data migration and integration with the client's existing systems if any</p> <p>Support data migration and integration with the client's existing systems if any.</p>	<p>does it include migration of historical project/expenditure data? If yes, kindly specify expected data volume and formats.</p>	<p>Details will be provided to the bidder of the subsequent RFP/Limited Tender. The Bidder should, however, possess the capability and experience to undertake such data migration activities, if required as part of the project scope.</p>

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11	General		Kindly clarify who is responsible for procuring and provisioning the server infrastructure / cloud hosting environment required for WAMIS deployment	The responsibility for procuring and provisioning the server infrastructure or cloud hosting environment for the WAMIS deployment rests solely with the Client (User) Department.
12	General		In case we participate in this empanelment tender through a consortium, please clarify what percentage of the qualification criteria will be fulfilled by the associate partner in conjunction with the lead partner.	No change - Consortium is not allowed.
13	2.13.2 Active Status Pg. No. - 12	An empanelled vendor shall be considered "active" only if they continue to meet the eligibility criteria and performance standards defined by the C-DAC through periodic reviews or assessments.	What type of periodic reviews or assessments?	Refer Clause 3.12 of this EOI.
14	4.10 Pg. No. 31	REPORTING AND METRICS	What type of reports are expected? Please share a sample report format.	Report types are as per Clause 4.10 of this EOI. Report formats will be provided to the bidder of the subsequent RFP/Limited Tender.

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15	4.11 EXTENDED SUPPORT FOR SOLUTION DESIGN AND DEVELOPMENT (ON A NEED BASIS) Pg. No. 31	The implementation partner is expected to provide development support only when required, based on specific project	It is better to know the technology stack as it would help us to map resources and hire resources based on the requirement.	The indicative technology environment is provided below to help vendors understand the ecosystem and plan resource readiness. The detailed and project-specific technical requirements, if any, will be provided to the bidder of the subsequent RFP/Limited Tender. <b>Front-End:</b> • UI/UX : Responsive web design, Angular <b>Back-End:</b> • Server-Side : Java, SpringBoot, Spring Data JPA, Hibernate Envers, JasperReports

		needs or client demands.  Note: Technology stack list is indicative		(Open-source), • Database : PostgreSQL (Open-source), • APIs : RESTful APIs for integration <b>Infrastructure:</b> • Caching Server : Redis (Open-source) • App Server : Apache Tomcat, Apache Web (Open-source) <b>Architecture:</b> • Service Oriented • Client Server • RESTful Services • Caching & Load Balancing
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16	4.12 MAINTENANCE & SUPPORT SLA Pg. No. 31	Must agree to defined SLA terms: uptime guarantee, response time, issue resolution time.	SLA terms are not mentioned in the EOI document	The EOI outlines high-level SLA expectations under Clause 4.12. Detailed SLA terms will be provided to the bidder of the subsequent RFP/Limited Tender.
17	Minimum Resource Requirements Pg. No. 23	A minimum of 150 qualified professionals	Need more clarity on the distribution which is mentioned and if possible please provide format for the HR certificate	Rolewise distribution is as per the details provided under 'Minimum Resource Requirements' of this EOI -Page no. 23. A sample format for the HR Certificate is provided for reference.
18	3.9 Warranty / Support clause Pg. No. 24	Warranty / Support clause	What are the expectations for ongoing support and warranty services post-implementation, particularly regarding response times for critical issues?	As per Clause 3.9 - Warranty / Support Clause of the EOI. SLAs for critical issues will be provided to the bidder of the subsequent RFP/Limited Tender.
19	3.7 PRE-QUALIFICATION CRITERIA Pg. No. 20	The bidder should have a pan-India presence, with operational offices, active project deployments, or a resource base in at least two (2) States in each geographic zone (East, West, North, and South) of the country, to ensure scalability and effective on-ground implementation capability.	Can we provide a simple letter confirming that we have an office in atleast 2 states in each geographic zone i.e. North, East, West, South?	A simple letter alone will not be sufficient. The bidder must provide documentary evidence demonstrating pan-India presence as specified in the EOI. This is required to substantiate that the bidder has an actual operational presence as mentioned in the EOI clause.

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20	3.10.2 Project-Specific Selection Pg. No. 25	During the empanelment period, C-DAC will issue limited tenders to all empanelled vendors for each new project or assignment. These tenders will specify project requirements and request both a technical proposal and a commercial quotation (financial bid). The vendor with the lowest quoted price (L1) among those who are technically qualified will be selected. Empanelled vendors may choose whether or not to participate in any of these limited tenders at their sole discretion.	Instead of L1 we would like to propose QCBS method for vendor selection	No Change.
21	SECTION II - GENERAL CONDITIONS OF EOI	The WAMIS system is proposed to be implemented across various States in the country as and when new projects are initiated. The details of specific implementation locations will be provided in the subsequent tenders, which will be published exclusively for the empanelled vendors. At present, WAMIS is being implemented in the States of Odisha, Maharashtra, Tripura, Jharkhand, Bihar, Himachal Pradesh, Tamil Nadu, and Gujarat.	Can CDAC provide a detailed clarity on the Implementation status of WAMIS across the states provided herewith? Also, it would help if the names of key Departments in these states where WAMIS is being implemented be provided herewith to get a better understanding	Details of States have already been provided. The details of Departments where implementation is to be done will be provided to the bidder of the subsequent RFP/Limited Tender.

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22	3.7 PRE-QUALIFICATION CRITERIA	<p>Applicant must have successfully completed at least three (3) statewide or nationwide e-Governance software pre and post implementation support projects in India within the last five (5) years, each with a financial layout for post-implementation support component of at least INR 1.5 Crores per year, excluding hardware, infrastructure, licensing, Consultancy costs and Taxes. Note: a. Only projects meeting the criteria specified under Clause 3.8- Qualification Criteria-A of this EOI shall be considered for evaluation.</p> <p>B. For the purpose of this EOI, “pre- and post-implementation support” refers to the complete range of activities undertaken before and after the go-live of a software solution, including (but not limited to) requirement gathering and analysis, gap assessment, integration requirement, testing, deployment, training, go-live assistance, issue management, performance monitoring, user support (L1/L2/L3), documentation updates, and capacity building to ensure sustained system performance and adoption.</p>	<p>In Criteria it is mentioned that Only projects meeting the criteria specified under Clause 3.8- Qualification Criteria- A of this EOI shall be considered for evaluation.</p> <p>1. Please confirm our understanding that Criteria B, C and D under Clause 3.8 is not to be considered</p> <p>2. We would request you to revisit the Clause of financial layout for post-implementation support component of at least INR 1.5 Crores per year and make it a Composite value of X Crores across a period of 5 years. It will be difficult to provide documentation regarding each year as majority of the Government Contracts are for 5 Years and agreements are signed accordingly.</p>	No Change.

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23	General	The Implementation Partner may use third-party software tools, utilities, or platforms solely for supporting activities related to implementation, testing, documentation, training, or project management. Under no circumstances shall the Partner use or introduce any software, product, or solution that performs functions equivalent to, or in replacement of, WAMIS or any of its core modules. The procurement, licensing, and associated costs of such permissible supporting tools shall be the sole responsibility of the Partner. All such tools must adhere to relevant security and compliance standards. C-DAC shall not be liable for any issues, breaches, or damages arising from their use.	We understand this EOI is for empanelling a Partner from whom CDAC intends to hire manpower resources. Since the ownership of platform and its related hosting/infrastructure shall be solely owned by CDAC, we request that this clause be not considered as Scope within Implementation partner.	No Change.