

Prebid Clarification
of
RFP for Selection of an Agency
for
Support in Implementation of NextGen CPGRAMS

Tender ID: 2024_DARPG_832134_1

RFP No.: S-15/35/2024-PG dated 23.10.2024



प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES

DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES
(DARPG)

MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS, GOVERNMENT OF INDIA

5th FLOOR, SARDAR PATEL BHAWAN, SANSAD MARG, NEW DELHI 110001

AND

4th & 6th FLOOR, JAWAHAR VYAPAR BHAWAN,

HC MATHUR LANE, NEWDELHI 110001

Website: <https://darpg.gov.in/en>

Ph: (011) 23361856, Email id: partha.bhaskar@gov.in

1. Clarification on the Bidder's Queries Received

SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
1	RFP Vol 1 of 3 - Scope of Services		Page 8 - Fact Sheet	Please extend the submission date from 25th-11-2024 to 10th January 2025.	Last Date for Submission of Bids is 16th December 2024 till 3 PM and Date of opening of Technical Bids is 17th December at 3 PM as per Bid Extension Corrigendum published on 22nd Nov. 2024.
2	RFP Vol 1 of 3 - Scope of Services	Factsheet, Fact sheet,8 (Volume 1)	Last date of the submission of the RFP is 25-Nov 2024 till 5 PM.	We request you to extend the submission date by at least 3 weeks. As we need to comply to our internal approvals within the firm for submission of proposals and considering the recent festive holidays, we request you to kindly extend the date of submission by 3 weeks i.e. 16 December 2024.	Last Date for Submission of Bids is 16th December 2024 till 3 PM and Date of opening of Technical Bids is 17th December at 3 PM as per Bid Extension Corrigendum published on 22nd Nov. 2024.
3	RFP Vol 1 of 3 - Scope of Services	Section 1.4 (Detailed Functional Requirements Document), Overview of NextGen CPGRAMS,7	Solution Suggestion Engine: A solution suggestion engine will recommend resolutions based on historical data of similar complaints, providing quick and effective solutions.	Can we have a sample access of historical grievance and solutions provided for a small list of ministries and sub departments?	Kindly, refer to DARPG website at given link- https://darpg.gov.in/en/whatsnew/ten-nders-invited-nextgen-cpgrams
4	RFP Vol 1 of 3 - Scope of Services	RFP Volume 1, Clause No. 2.2, Page No. 10, 4th Paragraph	With the advancement of technology, CPGRAMS has developed a standalone mobile application available for Android devices, which can be easily downloaded from the Google Play Store. This app enables citizens to register complaints	Details of the existing mobile application along with specifications and sizing are requested.	The clause is self-explanatory. Please download the CPGRAMS mobile app from Google play store.

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			conveniently and without any hassle.		
5	RFP Vol 1 of 3 - Scope of Services	Page#11, Section 2.3	NOTE: The engagement of the selected agency is initially for a period up to March 2026. However, the engagement is likely to be continued for next financial cycle (5 Years) subject to necessary approvals and satisfactory performance of the Selected agency.	Please clarify if the total duration of this Project will be around 1 year and 2 months, if it is assumed to start from 1st January 2025. What if there is delay in the Project execution and further due to delays on DAPRG part	Bidder shall adhere to the project timelines.
6	RFP Vol 1 of 3 - Scope of Services	Page#11, Section 2.3	Integrate the Core Application with AI Chatbot and any other application/external components as desired by Department.	Is our understanding correct that DAPRG / Bhashini will take care of scope related to Grievance registration, it AI chatbot based Grievances prompts , multilingual capabilities and its routing to concerned ministry/ dept	<p>Yes, Bidder's Understanding is correct. Bhashini will provide an AI/LLM chatbot solution for grievance lodging only. SI has to integrate with this system on terms decided by DARPG.</p> <p>However, it is clarified that SI needs to provide an independent interface for registration for the citizen on CPGRAMS portal.</p> <p>After registration, SI needs to provide an interface for grievance filing of grievance received from the citizen directly (outside the chatbot) as suggested in Section 4.2 of RFP Vol 1. Please note that indicative screens for this interface have also been shared in Page 29 of RFP Vol 1. It is envisaged that</p>

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					the SI also develop their proprietary AI driven mapping of complaints to respective system as mentioned in Section 5.4.3 of RFP Volume 1. It is clarified that this functionality and interface is independent of the Bhashini Chatbot.
7	RFP Vol 1 of 3 - Scope of Services	Section 2.3	The Selected Agency shall be responsible for engaging and deploying MeitY empanelled cloud for NextGen CPGRAMS	1/Bidder to provide Letter of Support from Cloud Services Provider (MeitY empanelled) who they will be engaging for deployment of NextGen CPGRAMS. Bidders should not be allowed to change CSP post award of contract as technical capability of cloud is a part of overall technical evaluation. 2/Bidder can submit Letter of Support from only 1(One) CSP. 3/During Technical presentation Bidder to provide details of CSP during demonstration	Please refer to Sno 6, 18 of RFP Corrigendum published on 27.11.2024 for additional clarity regarding deployment in cloud.
8	RFP Vol 1 of 3 - Scope of Services	RFP Volume 1, Clause No. 2.3, Page No. 11	NOTE: The engagement of the selected agency is initially for a period up to 31st March 2026. However, the engagement is likely to be continued for next financial cycle (5 Years) subject to necessary approvals and satisfactory performance of the Selected agency.	What would be the tentative initial engagement\contract start and end date?	The effective start date is the date of release of Letter of Intent and tenure is till 31st March 2026.

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9	RFP Vol 1 of 3 - Scope of Services	2.3 About this RFP 2. Support /Design Develop Deploy and implement and Comprehensive support in the NextGen CPGRAMS ,RFP - Volume 1 Page 11	ii. Integrate the Core Application with AI Chatbot and any other application/external components as desired by Department.	1] Please mention list of all external integrations expected into the NextGen CPGRAMS 2] AI Chatbot is readily available with department and agency/bidder has to just integrate it? 3] Are the API's available and will be provided by department?	Please refer to clause 7.6 of RFP Volume 1 where a list of suggested integrations has been given by Department. With respect to an AI chatbot for registration of Grievances the same will fall under the remit of Bhashini as already mentioned. In all cases it is the SI responsibility to integrate with the Next Gen CPGRAMS. DARPG will facilitate the process.
10	RFP Vol 1 of 3 - Scope of Services	Section 2.3 About this RFP	The engagement of the selected agency is initially for a period up to 31st March 2026. However, the engagement is likely to be continued for next financial cycle (5 Years) subject to necessary approvals and satisfactory performance of the Selected agency.	We understand that the project is initially set for a 1-year duration up to 31st March 2026, with the option to extend for an additional 5 years. Please confirm if this understanding is accurate. Additionally, we seek clarification on whether there will be any annual fee escalations for the subsequent extensions.	No Change, as per RFP.
11	RFP Vol 1 of 3 - Scope of Services	About this RFP 1. Infrastructure Assessment and Deployment	ii. The Selected Agency shall be responsible for engaging and deploying MeitY empanelled cloud for NextGen CPGRAMS	Do we have to provide the cloud infrastructure also?	Please refer to table 1 in clause 2.3 of RFP volume 1.

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12	RFP Vol 1 of 3 - Scope of Services	About this RFP 2. Support /Design Develop Deploy and implement and Comprehensive support in the NextGen CPGRAMS	ii. Integrate the Core Application with AI Chatbot and any other application/external components as desired by Department.	1. Please clarify the Core Application, External components/any other applications?	Please refer the Detailed Functional Requirement Specification published in the website of DARPG. https://darp.gov.in/en/whatsnew/tenders-invited-nextgen-cpgrams
13	RFP Vol 1 of 3 - Scope of Services	About this RFP 3. Design, Develop Deploy and implement the Smart Dashboard and Analytics	ii. Integrate data from sources like grievance masters, citizen360, and department 360 and other standards	1. Who will provide the required APIs for this to integrate?	Access to the existing database will be provided by DARPG. However, further database is to be developed for new system.
14	RFP Vol 1 of 3 - Scope of Services	About this RFP 3. Design, Develop Deploy and implement the Smart Dashboard and Analytics	iv. Have an ability to disseminate the data received and use it with an LLM which will be able to categorize the data into various fields which make it amenable for query-based analysis. Such an analysis can be made across various dimensions like but not limited to geographical wise, Department/Receipt wise, Rating Wise, Central Sector Scheme wise.	1. Please clarify the Point?	DARPG envisages intelligent use of LLMs so that intuitive semantic search-based dynamic reports are available for legacy CPGRAMS Data and Next Gen CPGRAMS data. Some typical fields of query would be categories where grievances are received, geographical areas where grievances are received, and combination of ratings received and grievances filed. SI is encouraged to build a platform where such analysis is amenable to above permutations and combinations.

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15	RFP Vol 1 of 3 - Scope of Services	About this RFP 3. Design, Develop Deploy and implement the Smart Dashboard and Analytics	v. As far as possible the data analytics to develop on the already developed core analytical tools of DARPG like Tree Dashboard and IGMS.	1. What is the technology used in Tree Dashboard and IGMS?	SI has been given access to Tree Dashboard video as part of the RFP to set a benchmark on the kind of analysis that DARPG is already doing. Any further solution by SI regarding the dashboard should be more granular and more intuitive, with the intelligent use of LLMs.
16	RFP Vol 1 of 3 - Scope of Services	About this RFP	3.V.As far as possible the data analytics to develop on the already developed core analytical tools of DARPG like Tree Dashboard and IGMS.	Is there any cloud native data analytics service integration required?	As per the RFP, the bidder has to develop the entire application and will use open-source technologies / tools to ensure its compliance with the requirements and scope of work defined in RFP
17	RFP Vol 1 of 3 - Scope of Services	RFP Volume 1, Serial No. 3, Page No. 11	Integrate data from sources like grievance masters, citizen360, and department 360 and other standards	Requesting you to mention whether these data will be available through API for integration. What would be the source data type.	The source data shall be provided by the Department
18	RFP Vol 1 of 3 - Scope of Services	About this RFP 3. Helpdesk	i. The Selected Agency shall setup a helpdesk, helpdesk manpower and deploy a helpdesk management system with required features and ticket system	1. Helpdesk will be setup onsite or offsite? 2. Number of Manpower for the Helpdesk? 3. Any requirement that the helpdesk manpower will be speaking in regional language? If yes, please specify the language?	It is clarified that the technical helpdesk aims to solve technical issues regarding Next Gen CPGRAMS of Grievance Redressal Officers. The architecture for this helpdesk is indicated in RFP Vol 5.14. In general DARPG envisages that the Technical Help Desk enables the Nodal Grievance Officer of every Ministry/ Department of

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					Government of India and State Governments. It is envisaged that technical requests or issues raised by every Officers across levels are intermediated through these 125 Nodal Grievance Officers for the technical helpdesk.
19	RFP Vol 1 of 3 - Scope of Services		Functional Requirements from Section 3.1.4	What are the key values govt wants to deliver to the Indian Citizens with the new system which the old system could not deliver? Can you describe 5 most important experience "target KPIs" for the new CPGRMS	Please refer Clause 4 of RFP Vol. I.
20	RFP Vol 1 of 3 - Scope of Services	Page #17, Section 3.2	Appeal (Presently only available for Central Ministries/Departments)	In NextGen CPGRAMS, Appeal process will remain limited to central ministries only or expand to all depts./ states etc .	Appeal facility is applicable for all type of Grievances raised on NextGen CPGRAMS.
21	RFP Vol 1 of 3 - Scope of Services	RFP Volume 1 of 3 – Scope of Services - 3.2 Key Functionalities of the Existing System(page#22)	D Dashboards	Please share more details of 1. Tree Dashboard/Smart Dashboard 2. Number of Dashboards(PG dashboard, Tree Dashboard, IGMS Dashboard, No of reports, No of users, No of concurrent users 3. Is multi-language support is required	Please refer to the Detailed Functional Requirement Specification, Also refer clause no 3.2 of RFP Volume 1.
22	RFP Vol 1 of 3 - Scope of Services	RFPVolume1.pdf/Pg Number 22 Section: 3.2		Our understanding is that Existing CPGRAMS application flows (Section 3.2) will also need to be	Yes, Bidder's understanding is correct.

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				integrated, and Next GEN CP GRAMS FLOW would be a superset of Existing CPGRAMS + AI Functionalities - So complete CPGRAMS Application building from Ground up & replacing the existing CP GRAMS Application	
23	RFP Vol 1 of 3 - Scope of Services	RFPVolume1.pdf/Pg Number 21 Section: 3.2		Is there any existing BI Tool Generating the dashboards mentioned in Table 2 Section D "CPGRAMS PG, Tree Dashboard, IGMS Dashboard"	Details shall be provided during project design and development process.
24	RFP Vol 1 of 3 - Scope of Services	Page #24, Section 3.3	Maximum Concurrency on - Citizen - More than 10,000 per hour the portal during peak hours in last one year	Could you please indicate the expected concurrency in new system as current figures re very high and will shoot up cloud & licenses cost	SI to propose suitable solution keeping in view the maximum concurrency of the current system (which is taken for current peak of CPGRAMS) which has been outlined.
25	RFP Vol 1 of 3 - Scope of Services	Section 3.3 Current Technology Landscape	Total number of Registered Users- 27 Lakh Public Users, 74 thousand Active GROs	In respect to the mentioned statement, requesting DARPG to confirm the Y-o-Y User Growth Rate for entire project tenure.	Kindly, refer section 7.8 , Point 'M' of RFP Vol. I.
26	RFP Vol 1 of 3 - Scope of Services	Section 3.3 Current Technology Landscape	Current Database Size - 822 GB	In respect to the mentioned statement, it's understood that DB size of existing application is 822 GB. In that reference, requesting DARPG to confirm the following, 1. What will be the approx. document volume in the existing application. 2. Whether this mentioned volume will be considered for Data &	Exact Break up of Document size with respect to old system may not be relevant for SI since the new interface reimagines citizens interaction with GROs. SI is encouraged to think of a new process flow and not go by the earlier standard.

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				Document migration? Please confirm.	
27	RFP Vol 1 of 3 - Scope of Services	Current Technology Landscape	Number of VMs supporting operations 10	What is the sizing for the current infra in terms of vCPUs and RAM?	Please refer to Table 4 in clause 3.3 of RFP Volume 1.
28	RFP Vol 1 of 3 - Scope of Services	RFPVolume1.pdf/Pg Number 25 Section: 4		Section D: Do we still need to retain the CPGRAMS PG, Tree Dashboard & IGMS Dashboard in the Next Gen CPGRAMS Solution?	The proposed NextGen System shall be a green field solution. However, the necessary inputs like technology requirement, processes, insights etc. pertaining to CPGRAMS PG, Tree Dashboard & IGMS Dashboard shall be given by the Department to the agency whenever required for the purpose.
29	RFP Vol 1 of 3 - Scope of Services	D. Sample regarding the Analytics Stage, Page No 25	There will be a team to be housed in DARPG which will develop a protocol for this analysis.	We need more clarity on this to size or recommend solution for this Real time system , Kindly confirm if SI needs only to consume the live data and just display as dashboards/Reports	The live team of DARPG shall be effective post Go live of the proposed system.
30	RFP Vol 1 of 3 - Scope of Services	5.4.3 Solution Design & Development, Page no 42	B. other AI features (AI chatbot, rule engine for auto-routing, mapping, grouping and bunching of grievances and WhatsApp) that will be provided by DARPG.	we understand that we will develop Web/mobile applications and said AI features will be provided by DARPG ?	Yes, Bidder's Understanding is correct. Bhashini will provide an AI/LLM chatbot solution for grievance lodging only. SI has to integrate with this system on terms decided by DARPG.

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					<p>However, it is clarified that SI needs to provide an independent interface for registration for the citizen on CPGRAMS portal.</p> <p>After registration, SI needs to provide an interface for grievance filing of grievance received from the citizen directly (outside the chatbot) as suggested in Section 4.2 of RFP Vol 1. Please note that indicative screens for this interface have also been shared in Page 29 of RFP Vol 1. It is envisaged that the SI also develop their proprietary AI driven mapping of complaints to respective system as mentioned in Section 5.4.3 of RFP Volume 1. It is clarified that this functionality and interface is independent of the Bhashini Chatbot.</p>
31	RFP Vol 1 of 3 - Scope of Services	Section 4.1 A Architecture of Next Gen CPGRAMS	The primary goal of the NextGen CPGRAMS is to ensure a modular development architecture where components such as the Bhashini, App, Chatbot, WhatsApp will be independent modules plugged into the core software platform.	Request you to clarify whether the APIs will be provided by the client for integration, or if it is the bidder's responsibility to procure them. Understanding this is essential, as the associated integration costs need to be considered. Additionally, we seek clarity on who will be responsible for bearing these costs.	It shall be the responsibility of the SI to coordinate with any external agency with which DARPG seeks integration.

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32	RFP Vol 1 of 3 - Scope of Services	RFP Volume 1/Page no 25/ 4.1 (C)	<p>DARPG has requested Bhashini to own this interface so that the additional problem of language for a citizen is also solved by using Bhashini's readily available APIs for audio and text. Presently the scope of work of the application of DARPG has been given to Shashini who will then select the knowledge partner who will implement this solution.</p> <p>This solution will then act as a plugin to the next Generation of CPGRAMS. Use of LLMs and open-source APIs which talk with multiple databases may be required in this solution since DARPG has an additional requirement of segregation of grievance into suggestion/ Scheme Based Demand and Normal Grievance. The combination of such a system will be to ensure omni channel simple registration across languages.</p>	Please clarify if LLM aided grievance segregation in respective category/ sub-category will be under the scope of Bhashini team or bidder needs to offer this solution.	<p>Yes, Bidder's Understanding is correct. Bhashini will provide an AI/LLM chatbot solution for grievance lodging only. SI has to integrate with this system on terms decided by DARPG.</p> <p>However, it is clarified that SI needs to provide an independent interface for registration for the citizen on CPGRAMS portal.</p> <p>After registration, SI needs to provide an interface for grievance filing of grievance received from the citizen directly (outside the chatbot) as suggested in Section 4.2 of RFP Vol 1. Please note that indicative screens for this interface have also been shared in Page 29 of RFP Vol 1. It is envisaged that the SI also develop their proprietary AI driven mapping of complaints to respective system as mentioned in Section 5.4.3 of RFP Volume 1. It is clarified that this functionality and interface is independent of the Bhashini Chatbot.</p>
33	RFP Vol 1 of 3 - Scope of Services	4.2, Page 26	Accessibility through WhatsApp, SMS, web portals, mobile apps, and in-person options	We understand that the customer will provision the WhatsApp APIs, SMS APIs that will be consumed by the proposed CPGRAMS system.	It shall be the responsibility of the SI to coordinate with any external agency with which DARPG seeks integration. This includes WhatsApp, SMS gateway. The

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				SI will only integrate with the APIs. Pls confirm on the same	Financial liability will be borne by SI based on the scope of work and SI must accommodate the same in the bid cost.
34	RFP Vol 1 of 3 - Scope of Services	4.2 Features ,RFP - Volume 1 Pag 26 of 103	A. High Accessibility i. Support for multiple languages ii. Accessibility through WhatsApp, SMS, web portals, mobile apps, and in-person options iii. Text or voice-based grievance filing iv. Conversational grievance filing experience to make it user-friendly (Demonstrated below) v. Standardized flows to ensure consistent and comprehensive information collection	Please specify in which all languages the multi lingual support is expected?	The SI must support in developing the application in English and Hindi language till 31 st March 2026 and later support rollout in all 22 Scheduled Indian languages. However, SI must integrate with APIs from Bhashini or other external agencies to support real time translation in multiple languages as required by DARPG.
35	RFP Vol 1 of 3 - Scope of Services	4.2 Features ,RFP - Volume 1 Pag 26 of 103	A. High Accessibility i. Support for multiple languages ii. Accessibility through WhatsApp, SMS, web portals, mobile apps, and in-person options iii. Text or voice-based grievance filing iv. Conversational grievance filing experience to make it user-friendly (Demonstrated below) v. Standardized flows to ensure consistent and comprehensive information collection	Who will provide and verify the multilingual text?	It is SI's responsibility to deploy the end-to-end solution.

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36	RFP Vol 1 of 3 - Scope of Services	4.2 Features ,RFP - Volume 1 Pag 26 of 103	A. High Accessibility i. Support for multiple languages ii. Accessibility through WhatsApp, SMS, web portals, mobile apps, and in-person options iii. Text or voice-based grievance filing iv. Conversational grievance filing experience to make it user-friendly (Demonstrated below) v. Standardized flows to ensure consistent and comprehensive information collection	Please confirm if the data will be stored in English ONLY even if multi lingual support is expected? i.e. only text will on the application will be multi lingual and input ONLY in English	Bidder needs to use their own solution to support multi lingual inputs. However, bidder should be able to language wise disaggregated data as desired by DARPG.
37	RFP Vol 1 of 3 - Scope of Services	Section 4.2 RFP Volume 1,F. Standardized Filing Process,29	screen 2	can one grievance be mapped to multiple departments? Will user have multiple options to choose from in that case?	Please refer the Detailed Functional Requirement Specification published on the website of DARPG. https://darp.gov.in/en/whatsnew/ten-nders-invited-nextgen-cpgrams
38	RFP Vol 1 of 3 - Scope of Services	A. High Accessibility, 26RFP 1	i. Support for multiple languages	What are the languages needed for support ?	The SI must support in developing the application in English and Hindi language till 31 st March 2026 and later support rollout in all 22 Scheduled Indian languages. However, SI must integrate with APIs from Bhashini or other external agencies to support real time translation in multiple languages as required by DARPG.

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39	RFP Vol 1 of 3 - Scope of Services	4.2 Features	iii. Text or voice-based grievance filing	1. Do we have to develop it, or we have to integrate with the APIs?	Text or voice-based grievance filing shall be executed by Bhashini.
40	RFP Vol 1 of 3 - Scope of Services	4.2 Features	B. Automated pre-processing (to be done by Bhashini and facilitated by Selected Agency)	1. Assuming that APIs to be provided and we have to integrate it?	The SI must support in developing the APIs also if it is required.
41	RFP Vol 1 of 3 - Scope of Services	Section 4.3 G Volume 1, Responsibility of Selected Agency, 30	DARPG mandates that the LLM used for analytics API by the Selected Agency must host the GPU in the MeitY Empanelled or in DARPG premises itself	Does this mean we can leverage only open source LLMs?	Please refer to the Corrigendum , Annexure 1A.
42	RFP Vol 1 of 3 - Scope of Services	Section 4.3	Responsibility of Selected Agency	Request you to confirm whether we are required to build upon the existing system or develop a new application. If building on the existing system is required, we would need to include handover and knowledge transfer as part of the project timeline. Additionally, if the migration of existing grievance data to the new system is necessary, request you to provide details on the type and Vol. of data to be migrated for proper planning and execution	Please refer to the scope of work. The agency has to develop a new system. Migration of Legacy data is required for training the LLM which is effective post Go-live of the system.
43	RFP Vol 1 of 3 - Scope of Services	4.4 Note on Responsibility of Selected Agency, 31RFP 1	D. Customization: Adapting both the core platform and external services to specific government requirements, ensuring flexibility for future changes, upgrades, or	What is the kind of customization required ? Need classification in terms of major and minor requirements ?	Please refer the Detailed Functional Requirement Specification published on the website of DARPG.

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			new integrations (e.g., adding AI-based large language models for improved service delivery)		https://darpg.gov.in/en/whatsnew/ten-nders-invited-nextgen-cpgrams
44	RFP Vol 1 of 3 - Scope of Services	RFPVolume1.pdf/ Pg Number 31 Section: 4.4		It is mentioned that "Bhashini" should be hosted on Cloud. But our assumption is Bhashini is an external system different from Next GEN CPGRAMS - and hosting/architecture of Bhashini is not within scope of this existing proposal only Integration is.	Its not in the scope of SI. However, SI shall facilitate the integration of Bhashini Services through API.
45	RFP Vol 1 of 3 - Scope of Services	5.1 Project Planning & Initiation, 33RFP 1	F. The Selected Agency shall identify the activities that require the participation of officials from DARPG including members of project monitoring Unit and communicate their time requirements and schedule early enough to ensure their full participation at the required time.	Need to understand the current stakeholders of the project .	Please refer to the clause 3.1 of Volume I
46	RFP Vol 1 of 3 - Scope of Services	RFPVolume1.pdf/Pg Number 32 Section: 5.1		Section A : High Level Plan can be created. However, detailed plan can only be created after detailed business requirement gathering exercise	Please refer to the scope of work and project timeline.
47	RFP Vol 1 of 3 - Scope of Services	5.1 Project Planning & Initiation	C (iii) Project monitoring and management tools to be used for successful monitoring & management of the project.	Any specific tool required for monitoring & management of the project ?	Please refer to section 5.9

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48	RFP Vol 1 of 3 - Scope of Services	5.11 (A) Security Audit, Vol-I, Page-57	The Selected agency shall be responsible for getting the security audit done of entire NextGen CPGRAMS prior to the Go-Live Across all ministries, departments and the states.	a)Please clarify which all ministries, department and states bidder need to do security audit ? And what kind of Security audit is required please specify the same like VA/PT ? B) Please share the complete scope for security audit at multiple sites ?	The Security Audit shall be performed of the entire system at once as per the timeline. Please refer section 5.11 of RFP Volume 1
49	RFP Vol 1 of 3 - Scope of Services	5.11 (B) Security Audit, Vol-I, Page-57	The Selected agency could engage CERT-in Empanelled agency for the security audit along with STQC audit of the developed application. For this purpose, the Request for Proposal (Volume-I)Department of Administrative Reforms and Public Grievances (DARPG) Page 58 of 103 Selected Agency shall bear the cost of the security audit and furnish the security audit certificate to the department before the Go-live of the application	Please share the frequency of audit . As per best practice normally it's done annually, please confirm	The Security Audit shall be performed of the entire system at once as per the timeline. Please refer section 5.11 of RFP Volume 1
50	RFP Vol 1 of 3 - Scope of Services	5.11 Security Audit	The DARPG reserves the right to get the security audit done either through its nominated consultants or through any external agency at any point of time of project implementation cycle.	1. Who will bear the cost?	It is part of the project scope.

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51	RFP Vol 1 of 3 - Scope of Services	5.13 Training and Capacity Building ,RFP - Volume 1 Pag 59 of 103	I. The Selected agency shall organize and conduct the trainings in the following ways: i. Classroom training sessions with a maximum batch size of 20 ii. Online training courses with pre-loaded training videos with completion certificates. iii. The Selected agency shall organize regular half yearly trainings for new joiners. iv. Whenever there is change or upgradation in solution the selected agency shall make the changes in the content and should be readily available on the portal.	What will be the duration of classroom training?	The minimum duration of class room shall be 1 Hr.
52	RFP Vol 1 of 3 - Scope of Services	5.13 Training and Capacity Building ,RFP - Volume 1 Pag 59 of 103	I. The Selected agency shall organize and conduct the trainings in the following ways: i. Classroom training sessions with a maximum batch size of 20 ii. Online training courses with pre-loaded training videos with completion certificates. iii. The Selected agency shall organize regular half yearly trainings for new joiners. iv. Whenever there is change or upgradation in solution the selected agency shall make the changes in the content and	How many sessions are expected to be conducted?	There shall be at least two training sessions per year per 90 central Ministers,& 35 State Government & UTs. Physical Training shall be given in a “Train the Trainer Model”, however virtual modules shall be developed for nodal GROS, GROs. Appellate Authority across all Ministries and State Departments. It is the responsibility of the agency to update the virtual training module as when the system gets updated.

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			should be readily available on the portal.		
53	RFP Vol 1 of 3 - Scope of Services	Section 5.13 Training & Capacity Building	The Selected agency shall impart training to the DARPG staff and other key stakeholders on the usage and maintenance of Nextgen CPGRAMS	In reference to the mentioned statement, requesting DARPG to confirm the following, 1. The training will be done in Train-the-Trainer model. 2. The total number of Users / Trainer that will be undergone through Training Programme. 3. Apart from End User & Admin Training, will there be any other category of training? 4. Training will be done in a central location. Please confirm the understanding.	As per RFP and related scope of work.
54	RFP Vol 1 of 3 - Scope of Services	5.14 Technical Helpdesk.	RFP	We understand that this is a technical helpdesk. Please share the type and volume of users that will be raising tickets on the helpdesk. The helpdesk will be in English only. Pls confirm We understand that the technical helpdesk is different from the feedback call centre that the department is already running	It is clarified that the technical helpdesk aims to solve technical issues regarding Next Gen CPGRAMS of Grievance Redressal Officers. The architecture for this helpdesk is indicated in RFP Vol 5.14. In general DARPG envisages that the Technical Help Desk enables the Nodal Grievance Officer of every Ministry/ Department of Government of India and State Governments. It is envisaged that technical requests or issues raised by every

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					Officers across levels are intermediated through the Nodal Grievance Officers for the technical helpdesk.
55	RFP Vol 1 of 3 - Scope of Services	5.14 Technical Helpdesk.	The space for setting up the helpdesk will be given by the DARPG.	Please confirm that the location of the helpdesk is centrally at Delhi	Deployment of helpdesk resources will be at preferred location of DARPG.
56	RFP Vol 1 of 3 - Scope of Services	Page #60 , Section 5.14	The selected agency shall deploy a CRM helpdesk application that logs issues, records the time and date of call receipt, identifies the cause or nature of the problem (e.g., network, hardware), and tracks the resolution time. Upon a complaint being reported, an Issue Ticket will be generated, and an SMS with a unique tracking number will be sent to the complainant. Additionally, the CRM system should provide a performance dashboard to the PMU and DARPG, displaying key metrics such as call availability, abandonment rates, agent performance, and customer satisfaction. The system will meet the SLA parameters outlined in Section 8 of this RFP, ensuring compliance with the defined service standards	This can be done through other Call logging / management software tools and CRM may not be required . Request to provide the flexibility	At Bidder's discretion, however it should be aligned with RFP scope of work.

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57	RFP Vol 1 of 3 - Scope of Services	RFP Volume 1, Sl. No. O, Page No. 61	The helpdesk shall be operational for 5 days a week during office hours	It is mentioned that 24:7 support is required for this mobile app(refer clause 5.6-Development of mobile applications). Now here it is mentioned that helpdesk to be functional 5 days a week during office hours. Please clarify regarding the service window applicable.	Technical Helpdesk shall be operational as per DARPG office working days/hours.
58	RFP Vol 1 of 3 - Scope of Services	5.14 Technical Helpdesk	A. The Selected Agency shall setup a technical helpdesk of 5-member team with integrated grievance redressal system and information portal to be setup with Interactive Voice Response System (IVRS). E. All IT infrastructure cost required to establish helpdesk including lease lines shall be managed by selected agency on its expenses.	1. IVRS will be setup onsite or offsite. 2. The helpdesk member team should be able to address in the regional language also?	IVRS functionality in the Helpdesk is only suggestive. The helpdesk member should be addressing queries in Hindi/English only.
59	RFP Vol 1 of 3 - Scope of Services	5.15 Accessing CPGRAMS 7.0 Database, Page no 62 RFP 1	A. The Selected Agency shall be responsible for designing, developing, and implementing API pull features to enable data integration from the existing CPGRAMS 7.0 database into the NextGen CPGRAMS Page 24 - Table 5: Deployment Stack – Existing CPGRAMS	Kindly confirm if we need to migrate 822GB to new database as core application database or we need to pull data from the legacy (existing mssql2012) as when required ?	Si needs to migrate the data from the legacy system post Go Live which shall be kept for training the LLM. The Si shall make necessary provision for storage of the legacy data in the new environment (not preferably in Active mode) and shall be able to fetch the data whenever

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			4. Current Database size 822 GB		required for the purpose by the Department.
60	RFP Vol 1 of 3 - Scope of Services	Section 5.15 Accessing CPGRAMS 7.0 Database	CPGRAMS 7.0 Database	Request you to provide some information regarding the composition of the CPGRAMS 7.0 database. This clarification will assist us in better understanding its structure and content.	Kindly refer section 3.3 for 'Current Technology Landscape'.
61	RFP Vol 1 of 3 - Scope of Services	RFPVolume1.pdf/Pg Number 62 Section: 5.15		We assume this will be a one-time historical migration from existing CPGRAMS 7.0 DB (SQL SERVER) & incremental data pull during the Parallel Run Period (When both existing CPGRAMS & NEXT GEN CPGRAMS will be working together) ?	Yes, your understanding is correct.
62	RFP Vol 1 of 3 - Scope of Services	Page #63, Section 5.16	Conduct workshops and seminars for department officials and other aligned users on the below: I. Effective implementation of e-Governance initiatives II. Sensitization towards e-governance III. Computer awareness (basic understanding of IT system) IV. Overview of the entire solution (basic functionalities) and its impact on Web Portal and Mobile Applications	Please specify the tentative number of audience for Change management . Further , we request Computer awareness (Basic understanding of IT) to be out of scope as they are already using the existing application	The Change Management shall be aimed at around 125+ nodal officer across all central ministries and state Governments. However, the Change Management shall be conducted on a "Train the Trainer" model.

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63	RFP Vol 1 of 3 - Scope of Services	5.17 Operation Support of Next Gen CPGRAMS, page no 63	E. Selected agency shall also be responsible for database administration, data back-up, data archiving, data security and other technical assistance	Kindly confirm if these Security Audits per quarter is internally or to be audited by CERTIN empanelled vendors ?	Please refer to the clause 5.11 Security Audit of Volume I.
64	RFP Vol 1 of 3 - Scope of Services	Section 5.2- Resource Deployment	Resource Deployment	The RFP document does not provide a specific bifurcation of the number of offsite and onsite resources required. Could you please provide detailed information on the number of resources required to be deployed onsite and offsite for this project?	There should be a onsite development team for adequate requirement gathering, stakeholder discussion, design finalization etc. however the onsite resources other than the development team shall be deployed for assisting the Department in analysing the data, report preparation and other activities as mentioned in the RFP.
65	RFP Vol 1 of 3 - Scope of Services	5.2 Resource Deployment	B. The onsite resources, in addition to the indicative tasks outlined in table 4, may also be engaged by the department in further enhancements to the NextGen CPGRAMS and its associated portal.	1. Please clarify on the associated portals?	Please refer to the clause 3.1.3 of RFP volume 1.
66	RFP Vol 1 of 3 - Scope of Services	Qualifications and Experience:		Do you want this project to be run under fixed bid or Time and Materials ? Would you like to interview the team members irrespective of Fixed Bid / Time and Materials?	Please refer Section 5.2 'Resource Deployment' .

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67	RFP Vol 1 of 3 - Scope of Services	Volume I/5.3 D/Pg-41	The selected agency shall ensure that the servers are sized adequately and redundancy towards high availability of all components is built into the architecture	At DR site components level redundancy is required please confirm.	Yes, Bidder's understanding is correct.
68	RFP Vol 1 of 3 - Scope of Services	RFP Volume 1, Clause No 5.4, Page No. 64	The engagement of the selected agency is initially for a period up to 31st March 2026. However, this engagement is expected to continue into the next financial cycle for an additional five years,	The engagement period mentioned is till 31st March 2026 and may be extended upon mutual agreement for a period of 5 years. Please clarify will commercial be submitted as of now for engagement till March 2026 or till March 2026+ further 5 years?	Please stick to the Clause No 9.17 of RFP Volume 2
69	RFP Vol 1 of 3 - Scope of Services	Page #47, Section 5.5	The agency will be responsible to develop a centralised dashboard capable of analysing different data formats, including text, PDFs (both typed and handwritten), Request for Proposal (Volume-I) Department of Administrative Reforms and Public Grievances (DARPG) Page 47 of 103 and photographs. LLMs will be used in the dashboard for intuitive root cause analysis and identification of problem areas. A natural language search feature will be available for easier access to information within the dashboard.	Request DAPRG to guide on no. of handwritten Grievances / notes out of the total volume	The same shall be provided during requirement gathering phase.

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70	RFP Vol 1 of 3 - Scope of Services	Section 5.5	The selected Agency shall deploy an LLM as deemed fit for supporting query-based analysis and support in pro-active monitoring with real time dashboards and alerts in case of new or unique data generated through grievances received, processing, resolution, appeal, etc. phases.	Please provide more clarity. Is this requirement asking for NLP enabled. dashboard or is it asking for NLP / GenAI enabled functionality in other modules as well	SI has to deploy the NLP and Gen-AI based functionality in the proposed system keeping in view the requirement of the proposed system.
71	RFP Vol 1 of 3 - Scope of Services	RFP Volume 1 of 3 – Scope of Services - 5.5 Design, Development and Implementation of Next Gen CPGRAMS Smart Dashboard and Analytics (page#47)	Provision of ad-hoc reporting functionality to facilitate self-service for key users	What is number of users will be using self-service BI ? How many type of functions/ department will use Self-service? Do we have governance system to handle user , license & report management?	The details can be derived during the system study phase. No, DARPG doesn't have any governance system to handle, user, license, report management. SI to ensure the same.
72	RFP Vol 1 of 3 - Scope of Services	RFP Volume 1 of 3 – Scope of Services - 5.5 Design, Development and Implementation of Next Gen CPGRAMS Smart Dashboard and Analytics (page#46)	The platform will be required to handle structured data from core systems as well as semi-structured data (such as clickstream data from web and mobile applications) and unstructured data (such as digital documents, call records, images, etc.).	Can we have volumetrics details of the Structured/Semi and Unstructured data. Will there be any Analytics, Data Transformation etc needed on the semi and unstructured data.	The details can be derived during the system study phase.

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73	RFP Vol 1 of 3 - Scope of Services	RFP Volume 1 of 3 – Scope of Services - 5.5 Design, Development and Implementation of Next Gen CPGRAMS Smart Dashboard and Analytics(page#46)	The agency will be responsible to develop a centralised dashboard capable of analysing different data formats	What new benefits in terms of cost/capability the new architecture is supposed to deliver	Please refer to clause 4.1 of RFP Volume 1 for more details.
74	RFP Vol 1 of 3 - Scope of Services	RFP Volume 1 of 3 – Scope of Services - 5.5 Design, Development and Implementation of Next Gen CPGRAMS Smart Dashboard and Analytics(page#46)	Data governance tools must be provided to ensure quality control and comprehensive metadata management, including technical metadata (transformations, mappings, schemas), business metadata (definitions, business context), and usage metadata (access patterns, grievance trends).	What are the current tools/technologies for Data Quality, Data Governance, Data Cataloguing, Data Lineage in use ? Please share the details.	The details can be derived during the system study phase.
75	RFP Vol 1 of 3 - Scope of Services	RFP Volume 1 of 3 – Scope of Services - 5.5 Design, Development and Implementation of Next Gen CPGRAMS Smart Dashboard and Analytics (page#47)	Implement data marts and provide robust data services and APIs to facilitate data access and integration.	Are there any downstream consumptions for DWH information for other than BI reporting tools? If yes, please provide details.	Yes, downstream consumption is envisaged. Details shall be provided during development phase.

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76	RFP Vol 1 of 3 - Scope of Services	RFP Volume 1 of 3 – Scope of Services - 5.5 Design, Development and Implementation of Next Gen CPGRAMS Smart Dashboard and Analytics(page#47)	Implement data marts and provide robust data services and APIs to facilitate data access and integration.	1. How much of the data processing has been done using current ETL tool, scripts etc, does the Etl use any framework, reusable components 2. How many different tools and technologies are used in building the warehouse/data lake 3. How many years of data continues to get stored in the data lake/warehouse	Details shall be provided during the development phase.
77	RFP Vol 1 of 3 - Scope of Services	RFP Volume 1 of 3 – Scope of Services - 5.5 Design, Development and Implementation of Next Gen CPGRAMS Smart Dashboard and Analytics(page#47)	The selected Agency shall deploy an LLM as deemed fit for supporting query-based analysis and support in pro-active monitoring with real time dashboards	Is there any AI/ML model integration required in reporting layer	Yes, Bidder's understanding is correct. Please refer Section 5. 5 A & B of RFP.
78	RFP Vol 1 of 3 - Scope of Services	Datawarehouse & Data Lake	Datawarehouse & Data Lake	Is there any existing Database which can be used for development of the Datawarehouse. For all the unstructured sources mentioned is there any existing system where all the data is stored and needs to be lift and shift or completely new environment needs to be set up?	As per RFP, Refer clause 3.3 for details.

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79	RFP Vol 1 of 3 - Scope of Services	RFPVolume1.pdf/Pg Number 48 Section: D		How many Authors (People Who Can Create the Dashboard), Readers (People who can only read the dashboards) are required for the reports/dashboards ? Is there a rough estimation ?	Each Ministry and state level Nodal officer shall have the create right. DARPG shall have the super admin right. All the users pertaining to Ministries, state departments shall have the access to view their customised dashboard.
80	RFP Vol 1 of 3 - Scope of Services	RFPVolume1.pdf/Pg Number 48 Section: D Point F		Is this like adding an actionable note to the dashboard ?	Yes, Bidder's understanding is correct.
81	RFP Vol 1 of 3 - Scope of Services	5.5 Design, Development and Implementation of Next Gen CPGRAMS Smart Dashboard and Analytics	vi. The agency will be responsible to develop a centralised dashboard capable of analysing different data formats, including text, PDFs (both typed and handwritten), and photographs. LLMs will be used in the dashboard for intuitive root cause analysis and identification of problem areas. A natural language search feature will be available for easier access to information within the dashboard.	Any specific tool/technology for dashboard reporting ?	As per the RFP, the bidder has to develop the entire application and will use open-source technologies / tools to ensure its compliance with the requirements and scope of work defined in RFP.
82	RFP Vol 1 of 3 - Scope of Services	Design, Development and Implementation of Next Gen CPGRAMS Smart Dashboard and Analytics	i. The selected agency will be responsible for establishing a comprehensive data lake/ Lakehouse and analytics platform that will serve as the central repository for grievance-related data, reporting,	Could you please clarify whether the data lake/Lakehouse and analytics platform need to be cloud-native services, or if third-party software solutions are acceptable?	The SI may decide the suitable solution whether may be cloud-native services or third-party solutions. Third Party matured solution is preferred.

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			dashboards, and advanced analytics for DARPG. This platform will act as a single source of truth for all grievance data and must deliver outputs in various formats, including but not limited to APIs, HTML, PDF, and CSV.		
83	RFP Vol 1 of 3 - Scope of Services	Application Hosting on Cloud Services	D. The selected agency shall formulate an effective Backup Strategy and Disaster Recovery Plan and obtain sign-off from PMU & DARPG. The agency will be responsible for the implementation of the approved Backup and Disaster Recovery Plan. Additionally, the selected agency will be responsible for determining the cloud infrastructure requirements, deploying the MeitY Empanelled cloud infrastructure for NextGen CPGRAMS, and its ancillary applications, ensuring support for all processes with the DC-DR and Near DR setup.	Please clarify whether the Near DR site is essential or if the DC and DR alone will suffice for the project?	Please refer to the Corrigendum SI No 4.
84	RFP Vol 1 of 3 - Scope of Services	Application Hosting on Cloud Services	Q.It shall be the responsibility of Selected Agency to prepare the specification for Cloud i.e., CPUs, RAM, storage, required software, other equipment, and the network requirements for running the application	Please clarify if the development and test environments can be merged into a single environment, or if separate environments are required for each?	SI may propose single environment for development and testing. However, it is suggested to have distinct environments for Development and Testing for smooth phasing.

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			efficiently. Whatever infrastructure is needed shall be clearly accounted in the bid document. Selected Agency shall provision all the servers (development, test, staging and production) on cloud.		
85	RFP Vol 1 of 3 - Scope of Services	5.6 Development of mobile applications	Application shall be designed in a way that it is easy to use and navigate with beautiful UX and UI	We would like to understand if UX designs will be shared with selected bidder at the start of the engagement. Pls confirm	It is SI's responsibility to deploy the end-to-end solution.
86	RFP Vol 1 of 3 - Scope of Services	Page #49 section 5.6	The SI may also be asked to design, development, implementation, and Go-Live of the following two mobile applications as and when required by DARPG.	How do we plan for this in our estimation	Development of Mobile Application (Android/iOS) is under scope of work for Bidders'.
87	RFP Vol 1 of 3 - Scope of Services	Section 5.6 F- Mobile application development	Mobile application development	We understand that there is a requirement of development of Android and iOS based mobile app development. But under resource there is not position has been mentioned for mobile application developer. We are requesting to include the same under resource category	SI has to provide required manpower for the mobile application development.

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88	RFP Vol 1 of 3 - Scope of Services	Page .# 51 Section 5.8	DR	What is the minimum distance (geographical separation) is needed between primary site and DR site. Is DR has to be in separate seismic zone than the Primary DC?	Please refer to the corrigendum SI No 4
89	RFP Vol 1 of 3 - Scope of Services	5.8 Features(Application Hosting on Cloud Services),RFP - Volume 1 Pag 51 of 103	Application Hosting on Cloud Services L. The cloud platform must provide comprehensive AI/ML services, including fully managed machine learning model development, training, deployment, and integrated AI tools for advanced analytics, predictive modelling, and automation, specifically with access to specialized infrastructure. The platform should also support custom hardware accelerators for deep learning workloads.	Please confirm the Use case for this and the compute infrastructure required for the same.	It is SI's responsibility to explore probable use cases and deploy the end-to-end solution.
90	RFP Vol 1 of 3 - Scope of Services	Vol-I, Network Services-b(v), Page- 54	Total number of Registered Users- 27 Lakh Public Users, 74 thousand Active GROs	For Email based token bidder require existing customer Email exchange to be integrate with MFA which require configuration at both side MFA and Email exchange. Is that understanding is correct ?	SI to propose suitable solution which should be as per RFP.
91	RFP Vol 1 of 3 - Scope of Services	b. Network Services, Page no 54RFP 1	ii. IPSec VPN Connections: The remote access VPN solution shall enable users to access IT resources from outside the	kindly confirm the tentative number of Clientless VPN access required- we need this for costing	Details will be shared with Bidders during project implementation stage.

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			organization's network securely and seamlessly without requiring a dedicated client to be installed on the remote computer. The clientless web access (SSL VPN) solution must be able to		
92	RFP Vol 1 of 3 - Scope of Services	Data Archival and Backup Policy	Data Archival and Backup Policy	What is the period for which data needs to be archived and retained and whether post that period data needs to be deleted or cold-archived? Also, is there any backup policy being followed now which needs to be carry forward or we need to suggest the Backup policy based on Industry best practices?	The SI has to adhere the Data Retention/ Archival policy of DARPG.
93	RFP Vol 1 of 3 - Scope of Services	Section 5.8 Application Hosting on Cloud Services	Selected Agency to also adhere all industry best practices security guidelines and MeitY & CERT-IN security guidelines, polices, controls & advisories releases on time to time	Kindly confirm if an audit by a CERT-IN empanelled vendor is required. If so, request you to specify the frequency of the audit.	As per industry best practice.
94	RFP Vol 1 of 3 - Scope of Services	Page #66, section 6	Timeline	Overall timeline of T+4 for entire Application to Go live and all ministries/ Depts be enabled for usage is very aggressive and should be relaxed to at least T+8 . Further during this and next 3-4 months SLA should not be computed since system	Please refer to Section 6 (Project Timeline) of the RFP.

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				stabilization/ user training & maturity will take some time	
95	RFP Vol 1 of 3 - Scope of Services	Page # 68	Entire Section	<p>Bidder would like to clarify that, all Goods including any hardware, software or 3rd party material required for successful completion of the project will be provided to the Purchaser on a resale basis. Bidder and Purchaser (s) shall execute a resale agreement in the form and format provided with Bidder's proposal.</p> <p>All terms and conditions corresponding to the Goods or hardware, software or 3rd party material (such as delivery, inspection, audit, performance, SLA, penalties, warranties, liabilities, solution uptime, functional guarantee etc.) in the RFP shall not apply to Accenture and shall be dealt under the relevant documentation (EULA, Licensing term) between the OEM and Purchaser and Accenture shall have no liability arising out of failure of any Goods or 3rd party material (including hardware/software).</p>	No Change, as per RFP.

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96	RFP Vol 1 of 3 - Scope of Services	Section 7.1 Design, Development and Implementation of NextGen CPGRAMS	The application shall support multilingual interface that supports multiple Indian languages and provides translation of vernacular grievances.	Request you to provide clarity on which languages need to be supported. This will help ensure that the system is designed to meet the required language specifications.	The SI must support in developing the application in English and Hindi language till 31 st March 2026 and later support rollout in all 22 Scheduled Indian languages. However, SI must integrate with APIs from Bhashini or other external agencies to support real time translation in multiple languages as required by DARPG.
97	RFP Vol 1 of 3 - Scope of Services	Section 7.11	The system shall be scalable to handle the peak load coming from different types of users i.e., Internal and External Users, and shall support high volume of data upload, without compromising response time or efficiency of the system.	The clause is open-ended. Please define "Normal load" and "peak load" in terms of no of transactions. Similarly, "high volume" of data needs to be quantified for the architect to do right sizing for network bandwidth.	Please refer to clause 3.3 of RFP volume 1.
98	RFP Vol 1 of 3 - Scope of Services	Section 7.12	Upon completion of data processing, all data used in conjunction with the LLM must be securely erased from the environment. The selected agency must ensure that no data is retained by the LLM provider, and certified proof of data deletion must be provided. The LLM provider must not store any intermediate or derived data.	The data resides in MEITY Empanelled CSP data centres. There are pre-defined STQC audits related to data erasure and ensuring that data is not accessible in any way once erased. Request you to remove this clause	No Change, as per RFP.

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99	RFP Vol 1 of 3 - Scope of Services	Section 7.12	The agency and LLM provider must comply with strict confidentiality and non-disclosure agreements (NDAs), ensuring that neither party retains or discloses any information related to the customer's data, models, or interactions. This agreement must extend to all personnel involved in maintaining or operating the LLM infrastructure.	LLM Providers make the LLMs available through Amazon Bedrock and are governed by agreement between CSP and LLM providers. SI only uses AWS Bedrock platform to access the LLMs as AWS customer. Hence any direct agreement between LLM provider and selected agency may not be possible. Request you to remove this clause	It is the responsibility of the SI to ensure that the LLM conform to the DPDT Act, Govt. of India.
100	RFP Vol 1 of 3 - Scope of Services	7.12 Features	D. To maintain information security during transaction the developed system shall support both HTTP and HTTPS, all internal data communication shall be done through encrypted mode using latest version of TLS (Transport Layer Security)/ SSL (Secure Socket Layer).	Kindly confirm the total no. of domain and sub-domain.	Details shall be provided during the development phase.
101	RFP Vol 1 of 3 - Scope of Services	79RFP 1	N. Anti-Malware / HIPS (Host Intrusion Prevention System) and NIPS (Network Intrusion Prevention System):	Kindly confirm cost of EMS,AV,HIPS,NPS is SI responsibility ?	Yes, Bidder's understanding is correct.
102	RFP Vol 1 of 3 - Scope of Services	RFP Volume 1/Page no 81/ 7.12 (S-viii)	The agency must ensure that all data processing through the LLM complies with applicable data protection laws and regulations, including but not limited to Digital Personal Data Protection Act (DPDPA) and	AWS can provide a declaration that once DPDPA is enforced AWS will comply to the applicable provisions Please confirm if this is acceptable to DARPG	As per RFP

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			government-specific regulations. The environment must be audited and certified to comply with these standards, and all data processing must be conducted in accordance with the highest privacy standards.		
103	RFP Vol 1 of 3 - Scope of Services	RFP Volume 1/Page no 84/ 7.15 (K)	Bidder shall provide a database capable of multiple data models, including Graphical DB, Time Series, Relation Database, document, key-value, and In-memory to manage different types of data collected in the network and meet different user requirements.	There are different database offerings which serve different use cases such as Graph DB, Time series, key value and RDBMS. Why do we need one database which fits all use cases? Request you to rephrase proposed CSP should have managed DB services including Graph DB, Time Series, Relation Database, document, key-value, and In-memory to manage different types of data collected in the network and meet different user requirements.	No Change, as per RFP.
104	RFP Vol 1 of 3 - Scope of Services	7.16 Enterprise Management System	Selected Agency shall also provide the Login of EMS to the DARPG, so that key members of the Department and Project Management Unit (PMU) can monitor the SLA compliances.	Please give the user count of DARPG department users for EMS tool	Details shall be provided during the development phase.

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SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
105	RFP Vol 1 of 3 - Scope of Services	RFP Volume 1, Sl. No J, Page No. 69	Agency must ensure availability of 24*7*365 and ensure zero down time for NextGen CPGRAM applications of DARPG ecosystem.	This zero-downtime requirement is difficult to achieve neither CSP nor any other vendor can commit for zero downtime of the application. Requesting for feasible industry standard downtime acceptable considering OEM's and parties involved in the engagement.	This a functionality, not a part of Service level.
106	RFP Vol 1 of 3 - Scope of Services	Section 7.2 Indicative Architecture	In Indicative Architecture, "Physical Copies" has been mentioned as Data Source.	In reference to the mentioned Indicative Architecture, can it be assumed that Grievance Cases will come in the form of Physical Copies and in that those copies will be digitized, indexed and push to Grievance Workflow for processing and decision-making purpose? Please confirm if that understanding is correct.	Yes, Bidder's understanding is correct.
107	RFP Vol 1 of 3 - Scope of Services	Section 7.2 Indicative Architecture	In Indicative Architecture, "Physical Copies" has been mentioned as Data Source.	In assumption to the above understanding is correct, requesting DARPG to confirm the following, 1. Whether the Specific Users will scan those documents in their own workstation based scanning solution or they will use any specific Scanning Solution across the Organization. 2. In that case, what will be the approx. number of such scanning users who will digitize, index the physical copies of Grievance Cases	Scanning shall be done by specific end users only. However, the SI shall provide the scanning tool, where the document can be stored, and data can be fetched from the scanned document. Standardization. Templatization of the physical grievances shall be taken care by DARPG separately. SI shall make provision for translation of scanned documents for major languages like English & Hindi and rest of the languages

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				and initiate the respective Grievance Workflow?	post 31 st March 2026 subject to extension of the contract.
108	RFP Vol 1 of 3 - Scope of Services	Section 7.5 Workflow Integration Approach	Workflow management/ control must be an integrated part of the application. The application should allow authorized user to configure the workflow as per the guidelines of the department for handling the processes successfully. The workflow management/ control should provide consistent method of defining business rules, process flows for all DARPG offices and concerned stakeholders.	As understood from the mentioned statement that the required Workflow Framework should have an in-built Rule Engine Capability through which 'N' number of Business Rules can be created (In Low Code Environment) and configured as per business requirement. The Rule Engine should be capable of defining rules and got associated with multiple Grievance Workflows. Also, the solution should have the capability to maintain a Rule Repository with Version Management capability inside the application. Please confirm if that understanding is correct.	The proposed solution may prioritize configurability and adaptability to changing requirements. Bidders are encouraged to explore Low Code-No Code (LCNC) approaches where feasible, to accelerate development and reduce maintenance overhead. However, SI must ensure scalability, security, and seamless integration with external systems, regardless of the development approach.
109	RFP Vol 1 of 3 - Scope of Services	Page #72, Section 7.6	Digital signature services: The application should have DSC enabled and should automatically enable/ disable the Digital Signature Certificates (DSCs) of employees depending on the status of each employee namely, fresh appointment/ transfer/suspension/ leave/	Please confirm if DAPRG is going to bear the cost of Digital signatures	Yes, Bidder's understanding is correct.

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SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
			training/ retirement etc. The system should accordingly enable DSC only for an active employee.		
110	RFP Vol 1 of 3 - Scope of Services	Section 7.6 Integration	J. Document Management System (DMS): The application shall be integrated with the DMS to access and view various legacy digitized content/ files for business continuity.	As we understood that DARPG intends to have an integrated Industry Standard Document Management System which is having the capability to cater billions of documents with secured access mechanism and proper scalability, in that respect, requesting DARPG to incorporate the following specification in the mentioned statement, "The OEM of the product for DMS should exist any of the leading analyst reports like Gartner or Forrester for Content Services Platform/Enterprise Content Management reports in the last 3 Years."	Please refer corrigendum Sl. No. 7. However, the DMS should be accurate and shall be evaluated by DARPG based on requirement.
111	RFP Vol 1 of 3 - Scope of Services	7.6 Integration	L. Integration with Parichay M. Integration with Umang	1. APIs to be provided by the department.	Access to the existing APIs will be provided. SI must support in developing the APIs also if required.

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SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
112	RFP Vol 1 of 3 - Scope of Services	7.8 Features (Hosting services),RFP - Volume 1 Pag 74 of 103	Hosting services I. DR shall be at least with 100 % compute capacity of DC. All the software & related licenses, replication links, etc. will be in the scope of Selected Agency. The database storage at DR site should be of 100% capacity of DC site. DC/DR site should have Recovery Point Objective (RPO) of <=15 minutes and Recovery Time Objective (RTO) of <1 hour.	Kindly confirm no. of DR Drills required.(e.g. 2 Drills yearly) Kindly confirm peak hours and daily log/Flat files size that need the replicated (For E.g. 2 GB Daily)	DR Drill shall be performed as per the standards prescribed by Govt. of India subject to approval of DARPG.
113	RFP Vol 1 of 3 - Scope of Services	7.8 Features(Hosting services),Pag 51 of 103	Hosting services G. iv. Backup: Appropriate archiving system (i.e., SAN, tape library, optical backup equipment or better alternative etc.) to be available on Cloud. In the event of serious failure, backed up data must be restored in quickest time to ensure continuity of the services.	Kindly confirm Required Backup Space in GB/TB? Kindly Confirm the Backup Policy e.g.(Incremental, Daily, weekly full) & Retention period for the backup data.	Bidders to propose the solution based on their assumptions about RFP. Refer section 3.3 for details.
114	RFP Vol 1 of 3 - Scope of Services	7.8 Features (Hosting services)	Hosting services R. Minimum Requirements from Hosting Services: b) Network Services: ii. IPSec VPN Connections: The remote access VPN solution	Kindly confirm the total no. of branches / offices which required IPSec VPN. If SSL VPN, Kindly confirm the total no. users which required SSL VPN.	Bidder to propose solution based on their understanding. Further, details will be shared post onboarding of SI.

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SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
			shall enable users to access IT resources from outside the organization's network securely and seamlessly without requiring a dedicated client to be installed on the remote computer. The clientless web access (SSL VPN) solution must be able to:		
115	RFP Vol 1 of 3 - Scope of Services	Service Level Agreement- 8.1,86	The Selected agency must strictly adhere to the deliveries defined in the milestones/ timelines outlined in Section 6 of Volume 1 of this RFP. If the Selected Agency fails to meet the project timelines as per the milestones defined in RFP Volume 1, the DARPG reserves the right to impose penalties without prejudice to other rights under the contract. A penalty of 2% per week, or part thereof, will be deducted from the milestone payment for the first and second milestones. For the third milestone and onwards, a penalty of 0.5% per week, or part thereof, will be deducted from the milestone payment, as defined in RFP Volume 2 and calculated based on the final contract value.	Suggest revision of this clause: The Selected agency must strictly adhere to the deliveries defined in the milestones/timelines outlined in Section 6 of Volume 1 of this RFP. If the Selected Agency fails to meet the project timelines as per the milestones defined in RFP Volume 1, the DARPG reserves the right to impose penalties without prejudice to other rights under the contract. A penalty of 0.2% 2% per week, or part thereof, will be deducted from the milestone payment for the first and second milestones. For the third milestone and onwards, a penalty of 0.5% per week, or part thereof, will be deducted from the milestone payment, as defined in RFP Volume 2 and calculated based on the final contract value. Notwithstanding contained anything under this Agreement the maximum	Please refer to the corrigendum SI No 8.

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SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
				penalties should be capped at 5% of the monthly invoice value.	
116	RFP Vol 1 of 3 - Scope of Services	RFP Volume 1, Clause No 8.1, Page No. 86	A penalty of 2% per week, or part thereof, will be deducted from the milestone payment for the first and second milestones. For the third milestone and onwards, a penalty of 0.5% per week, or part thereof, will be deducted from the milestone payment, as defined in RFP Volume 2 and calculated based on the final contract value.	1. We request you to extend the project timeline mentioned in section 6 for another 2 months. 2. Please consider the Liability Capping as 1x.	The Timeline given in the RFP are suggestive. However, the detailed timeline shall be decided during onboarding of the agency.
117	RFP Vol 1 of 3 - Scope of Services	Section 8.1 Implementation Service Levels (Liquidated Damages)	Please refer to the table below for applicable penalty for implementation delays	There is no table provided.	Kindly refer Table 9 (Service Level Targets and Severity for Penalty) of Vol. I
118	RFP Vol 1 of 3 - Scope of Services	RFP Volume 1, Page No. 97	Note: The DARPG reserves right to terminate the contract if total penalties for a year exceeds more than 10% of total contract price (notional value of contract will be conveyed by the DARPG to Selected Agency at the time of issuance of work order).	Please clarify that the total penalties/aggregate penalties including LDs defined in section 8.1- Implementation SLAs would be capped to 10% of total contract value?	Please refer to the RFP. Total penalties is capped to 10% of the total contract value.

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SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
119	RFP Vol 1 of 3 - Scope of Services	Section 8.4- [e] (8) Service Level Targets and Severity for Penalty	Inbound Calls Abandonment Rate (unanswered calls by helpdesk agents)	We assume that Inbound calls abandonment rate shall not be calculated for the non-office working hours.	Yes, it shall not be calculated for the non-office working hours.
120	RFP Vol 1 of 3 - Scope of Services	Section 9 User Flow & Functionalities	The NextGen CPGRAMS aims to revolutionise the grievance redressal process across various ministries and sub-departments by leveraging AI-driven technologies and modernising the existing framework. The flow diagram given below illustrates the indicative overall process and interactions within the NextGen CPGRAMS	In order to have a clear understanding of Grievance Process Flow, its Complexity & Vastness, requesting DARPG to share the Diagram separately and with clarity as in RFP it's not visible at all, even after zoom the picture.	Please refer to the corrigendum, Annexure – 2 Functional Flow Diagram for NextGen CPGRAMS
121	RFP Vol 1 of 3 - Scope of Services	9 Use of Assets by the System Integrator, 16, RFP 3	9.1 Take all reasonable and proper care of the entire hardware and System, network or any other information technology infrastructure components/ tools used for the Project and other facilities leased / owned / operated by the System Integrator exclusively in terms of ensuring their usability for the delivery of the Services as per this Agreement (hereinafter the "Assets") in proportion to their	a) Have all the assets been tagged or need to be tagged ?	Related details shall be provided during project kick-off meeting for successful bidder.

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SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
			use and control of such Assets; and		
122	RFP Vol 1 of 3 - Scope of Services	Page #15, Section 3.1.3	There are at least 4 other grievance portals in Govt of India which are using the CPGRAMS data base of DARPG. The current workflow of CPGRAMS can be explained by the following	Please confirm that bidder needs to only interface these portals with NextGen CPGRAMS, and portal development is envisaged. Also are these portals getting subsumed in the new application.	Si shall be responsible for the end-to-end development. All these four applications are sub part of the NextGen CPGRAMS system.
123	RFP Vol 1 of 3 - Scope of Services	3.3 Current Technology Landscape,24	2 Number of VMs supporting operations - 10	Please specify the number of cores of each VM or the total number of Cores provisioned. This will help us assess the current utilization of the system and hence do the right estimation for the To-Be system.	Referred clause talks about As Is system. Bidder should propose solution based on RFP details.
124	RFP Vol 1 of 3 - Scope of Services	Section 3.3 Current Technology Landscape	Total number of Registered Users- 27 Lakh Public Users, 74 thousand Active GROs	For proposed Next-Gen CPGRAMS Application, should the same number total GROs (74 Thousand) be considered OR is there any change in Total Number? Please confirm.	Based on 'As Is' details user count are shared with Bidders for reference purpose. Actual number may vary.
125	RFP Vol 1 of 3 - Scope of Services	5.13.1 Development of Training Material for DARPG's Officials and other Users	A. The selected agency must prepare and supply the training material in all 22 official Indian languages. The developed material should be highly user-friendly, and the agency must share this material with the	1. What all type of files will be considered as the training material?	Files in Training include Training manuals, video tutorials, User playbook etc.

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SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
			Department of Administrative Reforms and Public Grievances (DARPG) for approval before circulation.		
126	RFP Vol 1 of 3 - Scope of Services	Section 5.4.2	System Design Document - The Selected Agency shall perform business process re-engineering of all processes along with purchaser and PMU.	It is assumed that the selected agency will comply with the Functional Requirements Specification (FRS) provided by the department for the NextGen CPGRAMS. Furthermore, it is assumed that the Business Process Re-engineering (BPR) activity has already been completed, as the FRS is already established.	The FRS shared is only indicative so to make the bidder aware of suggestive functionalities. Bidder may have to finalize the FRS including the reengineered processes whenever required.
127	RFP Vol 1 of 3 - Scope of Services	Page #43 , Section - 5.4.3	The agency shall design the Frontend and Backend portals (or integrated portal),wherever necessary. This shall include design and hosting of the DPG Portal interface, the Office Portal of DPG, The PMO PG Portal and the President Secretariat Portal, and the CPENGRAMS portal.	Please clarify as scope understanding is that these portals have only to be integrated and not "Design"- Please clarify	Si shall be responsible for the development related task of Mentioned applications as it is sub part of the NextGen CPGRAMS system. Design is also a part of the scope of work.
128	RFP Vol 1 of 3 - Scope of Services	Section 5.4.3 Solution Design & Development	QQ. The selected agency shall be responsible to use an open-source platform to develop and implement the NextGen CPGRAMS system, incorporating all components outlined in the scope of work.	It is understood from the mentioned statement that DARPG intends to have a COTS based Configurable, Low Code oriented Workflow Platform which is built on Open Standards for designing the Grievance Workflows through configuration only, instead of developing a be-spoke solution.	an open-source, low-code workflow platform that is built on open standards would meet the specified requirements. However, SI must ensure scalability, security, and seamless integration with external systems, regardless of the development approach and ensure

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				Please confirm if that understanding is correct.	that vendor lock-in does not happen.
129	RFP Vol 1 of 3 - Scope of Services	5.4.3 Solution Design & Development point no. Page no 43	iv. Depending on the requirement ensure storage of documents and images like; PAN/ Aadhaar/ NOC/ authorization certificates/ etc.	kindly confirm if we need to deploy HSM complying with DPDP act?	In case DARPG decides to integrate PAN/ Aadhaar, deploying HSM is preferable in future. However, these deployment is not envisaged till 31 st March 2026.
130	RFP Vol 1 of 3 - Scope of Services	5.4.3 Solution Design & Development, 42RFP 1	U. The agency shall ensure that future upgrades, enhancements and bug fixes are not impacted. Every custom development must be documented in detail and the code/script shall be properly annotated with comments etc.	It is understood that the downtime take for the upgrade would be outside the SLA prescribed.	Yes, it would be outside the SLA prescribed.
131	RFP Vol 1 of 3 - Scope of Services	5.4.3 Solution Design & Development	W. From the integration perspective, the agency must consider necessary interfacing requirements (both at the application and data level). Appropriate interfaces must be provided for seamless integration. Such interfaces shall follow industry standards such as web services. If such a need arises, the Selected W. Agency shall be responsible for creating such a required web service or API, etc. for the same. This includes, but not limited to, the integration with the Department Applications or any other	Please give details about tentative no. of web services to be developed?	The details shall be given during development phase.

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SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
			external Departments Or any State applications.		
132	RFP Vol 1 of 3 - Scope of Services	Section 5.4.3 Solution Design & Development	The Agency shall ensure that the developed solution should have capabilities for seamless integration with other Grievance portals of Ministry, Departments, State Govt Portals, Corporations, PSUS, Autonomous bodies, and regulatory authorities and other Portals as desired by the Department	Request you to provide clarification on the number of legacy applications, state portals, ministries, departments, corporations, PSUs, autonomous bodies, and regulatory authorities that are expected to integrate with the developed solution. This information would help us accurately estimate the cost and effort required for the integration as per the department's requirements.	Si shall integrate with Central & state Govt grievance portals. There are around 18 state Government portal which has been integrated with current system and around 10 central Government Organizations for which the SI has to ensure seamless integration till 31 st March 2026. Later integrations will be taken up at a future date after 31 st March 2026 subject to bid extension.
133	RFP Vol 1 of 3 - Scope of Services	Section 5.4.3 Solution Design & Development	The solution must provide suggestive resolutions based on insights from past grievances and enable auto-population of Action Taken Reports (ATRs)	Request you to clarify whether we are expected to build on the existing system or develop a new application. If the requirement is to build on the existing system, we would need to include handover and knowledge transfer within the project timeline. Furthermore, will the existing grievance data need to be migrated to the new system? If so, request you to provide clarity on the type and size of the data to ensure	Auto population of ATR is envisaged to be given from an analysis of legacy data. Theat will be done by transfer of the legacy data to train the LLM of envisaged level.

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				proper planning for the migration process.	
134	RFP Vol 1 of 3 - Scope of Services	5.4.3 Solution Design & Development	T. The agency shall be responsible for rationalizing and standardizing all the DARPG forms.	1. Please clarify on the DARPG forms? 2. Approx forms?	This will be discussed during the development of the system.
135	RFP Vol 1 of 3 - Scope of Services	5.4.3 Solution Design & Development	Z. The core application/solution to be developed by the selected agency for NextGen CPGRAMS shall include advanced features leveraging emerging technologies. The solution must provide suggestive resolutions based on insights from past grievances and enable auto-population of Action Taken Reports (ATRs). It should also support OCR conversion of paper-based grievances in various Indian languages, translating them into the desired Indian language. Additionally, the system must summarize and present a self-explanatory gist of long and detailed grievances, including letter-based grievances. The complainant	1. Who will bear the cost of OCR Conversion APIs? 2. APIs for the summarizing the long grievance to gist will require API. Department to provide the same.	1) Cost of OCR will be borne by SI 2) Si may coordinate with other agency for the APIs with their own cost.

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			shall have the option to view and confirm the summarized version of their grievance, and the Grievance Redressal Officer (GRO)/Appellate should be able to view the same on their interface.		
136	RFP Vol 1 of 3 - Scope of Services	Section 9.1.1 High Level Functionalities & Features	8. Summarisation of long grievances for easy review - Long and detailed grievances will be summarised to provide a clear, concise overview for both citizens and officials.	In respect to the mentioned statement, it's understood that the proposed solution will have AI capability or Business Logic built capability through which auto-summarization of Grievance Case will be done. Requesting DARPG to confirm whether that capability will be the part of Citizen facing Grievance Portal. Please confirm if that understanding is correct.	Yes, Bidder's understanding is correct.
137	RFP Vol 1 of 3 - Scope of Services	Fact Sheet	We understand that there is no Tender fee	Please clarify	Yes, Bidder's understanding is correct.
138	RFP Vol 1 of 3 - Scope of Services		Procurement of Software Licenses	Who will procure the licenses of any software (Onetime Annual usage based)	It is SI's responsibility to deploy the end-to-end solution.

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139	RFP Vol 1 of 3 - Scope of Services		State Government Portal Integration	<p>Will CPGRAM facilitate the state governance communication while integrating the CPGRM with state government portals? Or vendor has to coordinate with state governments and ensure the timely delivery?</p> <p>Or CPGRAMS will create the APIs framework that would be consumed by the State Governance portals? Who will be responsible for state government related task items completion ?</p>	DARPG shall facilitate API exchanges with State Government and Central Ministries.
140	RFP Vol 1 of 3 - Scope of Services		Project Team	<p>Do you have any recommendations on what are the team members you want to be available at CPGRAM office during implementation? Or vendor can decide as per their discretion?</p> <p>Can vendor take the responsibility to allow few team members working from home if required (e.g. availability of some of the key resources in location where vendors do not have ODC)</p>	It is be decided during project kick-off meeting after award of project.

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141	RFP Vol 1 of 3 - Scope of Services		Data Privacy, Production data and Support Team	Please let us know if vendor team can access C1, C2, C3 data category remotely either from Vendor ODC or from home-office during support phase?	It is be decided during project kick-off meeting after award of project.
142	RFP Vol 1 of 3 - Scope of Services		Mobile Device Versions	Kindly confirm the mandatory mobile devices and iOS and Android versions to be supported	Yes, Bidder's understanding is correct.
143	RFP Vol 1 of 3 - Scope of Services		Cost towards deployment of Cloud DC & DR- not part of BoQ evaluation	Please clarify how DARPG will discover the cloud cost later, as the cost /price needs to be a justified price part of procurement. The price is a function of bidder's ability to provide an optimized architecture, right selection of services, meeting SLAs. Without this, bidder can charge any price later on for the cloud component, while being aggressive on other line items as part of the current commercial construct	2.1 Annexure - 1: Additional Details related to Section 5.8 "Application hosting on Cloud" and 2.3 Annexure – 3: (9.17.5 Deployment of Cloud (DC & DR) for NextGen CPGRAMS for DARPG
144	RFP Vol 1 of 3 - Scope of Services	General	RFP	What KPIs will be used to evaluate the success of the AI system?	Please refer to clause 7 point 5 of volume II
145	RFP Vol 1 of 3 - Scope of Services	General	RFP	Is there a limit on the number of suggested categories (e.g., top 5) that can be presented to users? What accuracy threshold should the	Bidder is encouraged not to expose the category matrix of the Department as mentioned in the scope of work.

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				system aim for in these suggestions?	
146	RFP Vol 1 of 3 - Scope of Services	General	General	Could you please provide the tentative number of dashboards and MIS reports required for this project?	Bidders are encouraged to produce query based, intuitive dashboard with intelligent use of LLM and Analytics instead of focussing on MIS Reports.
147	RFP Vol 1 of 3 - Scope of Services	General Queries(Vol-1)		Would request you to pls confirm who will pay the monthly recurring cost of Tollfree and PRI.	SI shall pay the same.
148	RFP Vol 1 of 3 - Scope of Services	General Queries(Vol-1),73	WhatsApp/ Chatbot: The Selected Agency shall integrate the WhatsApp/ Chatbot- based AI chatbot which will be provided by Department. The chatbot will support natural language understanding, intent recognition, sentiment recognition, multilingual capabilities, and ensure seamless, secure, and scalable deployment.	Assuming < 1L WhatsApp messages inbound and outbound per month	Bidders to propose solution as per the understanding about RFP. It is envisaged, that SMS alerts are sent to the citizen for each stage of the grievance redressal process.
149	RFP Vol 1 of 3 - Scope of Services	General Queries(Vol-1),80	Data analytics via LLM The agency shall ensure that all data processed through the Large Language Model (LLM) is handled in an exclusive, isolated environment (containerized or	Please share the scope and a few examples of data analytics desired with LLM. Can we assume a natural language-based query to the data?	The video of existing dashboard (Tree Dashboard) has already been shared in the DARPG website.

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			equivalent), where no external access, including from the LLM provider or third parties, is permitted. The environment must be deployed in a dedicated container, virtual machine,		
150	RFP Volume 2 of 3 - General & Financial Specifications	Section 2.8.1 Financial Proposal	The bidder as part of its financial bid should account for all out of pocket and other expenses including all permits, approvals, travel cost and licenses etc. that may be required for completion of all items as mentioned in the scope of work of this RFP document.	There might be a difference between the travel cost submitted during the proposal submission and the actual travel expenses due to time of booking, sector load and other exigencies. In that case which cost shall be considered for payment? As per the actual or the cost submitted during the proposal submission time.	Shall be paid on actuals.
151	RFP Volume 2 of 3 - General & Financial Specifications	2.8.4 Financial Bid Format	Component D: Deployment of the proposed system in cloud-based environment as per scope of work (However, this cost will not be included for financial bid evaluation purpose).	Since, this would be a technology driven solution, which is achievable through various Platform & infra services on Cloud. Keeping the Cloud cost out of the scope of the evaluation shall dissolve the essence of using a credible Cloud service. We request the Cloud cost be kept as a part of evaluation, while the Billing can happen on actuals later on. The change in this clause is requested, so that a proper price discovery can be done for Cloud services which will form a key component of the complete solution de-sign. Also, by considering Cloud	Please refer to the Corrigendum 2.1 Annexure - 1: Additional Details related to Section 5.8 "Application hosting on Cloud" and 2.3 Annexure – 3 : (9.17.5 Deployment of Cloud (DC & DR) for NextGen CPGRAMS for DARPG

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SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
				cost as a part of financial evaluation, the SIs would be able to lay the emphasis on selection of a credible Cloud services provider, as this would give a level playing field to all.	
152	RFP Volume 2 of 3 - General & Financial Specifications	Clause no. 2.15.4, E, Page No 18	A bidder participates in more than one bid in this bidding process. Participation by a bidder in more than one bid will result in the disqualification of all bids in which it is involved.	Please clarify if this clause is applicable on consortium member/sub consultants/OEMs involved for this project or is restricted to prime bidder only?	Its applicable only for the prime bidder and consortium member.
153	RFP Volume 2 of 3 - General & Financial Specifications	Section 2.19 Confidentiality Obligations	Obligation to return all confidential information / destroy all confidential and no right to retain a copy	Request you to allow us to retain our working papers and a copy of confidential information for our records and any future reference or audit requirements, subject to confidentiality obligations under this Agreement.	No Change, as per RFP.
154	RFP Volume 2 of 3 - General & Financial Specifications	Page No. 121, RFP Vol-II, Clause 2.21- Assignment/ Sub-Contract	In order to bring in Industry competencies, SI shall be allowed to sub-contract key obligation to the reputed sub-contractors.	Suggested Change: Artificial Intelligence Component including Chatbot & Large Language Model (LLM) to be made mandatorily under the remit of System Integrator(SI).	No Change, as per RFP.
155	RFP Volume 2 of 3 - General & Financial Specifications	2.23.9	As per General Terms & Conditions of CPPP, bidder having turnover more than INR 500 Crore are exempted from furnishing EMD on CPPP portal. Yet the bidder must submit Bid	TCIL is a Govt. of India PSU under Department of Telecommunications (DOT). As per the mentioned clause, it is inferred that TCIL is exempted from EMD submission since turnover of TCIL is more than INR 500 Cr.	No Change, As per RFP

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SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
			securing declaration in lieu of EMD.	We request you to confirm the same.	
156	RFP Volume 2 of 3 - General & Financial Specifications	Section 4.6 of RFP Vol. 2 and Section 11.1.1 of RFP Vol. 3 Termination	Termination without notice and rectification period	To uphold the principles of natural justice, we request you to notify us and give us a rectification period of at least 30 days, prior to invoking this clause.	Please refer to the corrigendum SI No 12.
157	RFP Volume 2 of 3 - General & Financial Specifications	4. Award of Contract Page # 26	<p>4.6 Exit/ Suspension/ Termination of Contract with Selected Bidder</p> <p>Order of suspension or termination of contract with the selected bidder would be issued by DARPG. The grounds for suspension/ termination of the selected bidder may include inter alia:</p> <p>4.6.1 Contravention of the conditions/ clauses as would be specified in the Contract/ Letter of Appointment/ Work Order.</p> <p>4.6.2 Inability to perform the duties and requirements as would be specified in the contract. Termination of the selected bidder shall be with immediate effect and would be subjected to the directions of DARPG.</p>	The bidder requests that a cure period of 30 days be provided in the event of any breach of contract. During this period, the bidder would be given the opportunity to rectify or address the issue causing the breach. If the bidder is unable to resolve the breach to the satisfaction of the Client within the 30-day cure period, the Client would then have the right to exercise their option to terminate the contract.	Please refer to the corrigendum SI No 12.

Corrigendum- cum-Prebid Clarification

SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
158	RFP Volume 2 of 3 - General & Financial Specifications	Section 4.6 of RFP Vol. 2 and Section 11.1.1 of RFP Vol. 3 Termination	We do not have any right to terminate	To uphold the principles of natural justice and to bring parity in the contract, we request client to give us the right to terminate the contract in case client breaches any of its material obligations under the contract, provided a notice for such breach is given to client along with a rectification period of 30 days.	No Change, as per RFP.
159	RFP Volume 2 of 3 - General & Financial Specifications	Clause no. 5.3.1, Page No 27	The applicant shall submit all the deliverables on due date as per the delivery schedule. The bidder shall not without DARPG's prior written consent disclose the contract, drawings, specifications, plans, patterns, samples to any person/ agency other than an entity employed by DARPG for the performance of the contract. In case of termination of the contract, the entire document(s) used by applicant in the execution of project shall become property of DARPG.	Please consider Following: Ownership of the deliverables will be assigned to client upon receiving payment of all of our charges in connection with the Contract. ii. Any pre-existing background IP will retained that belongs to us and was developed independent of the services.	No Change, as per RFP.
160	RFP Volume 2 of 3 - General & Financial Specifications	Section 5.13 Indemnity	Indemnities for breach of statutes	Request you to kindly delete these. Alternatively, kindly cap these indemnities to limitation of liability cap or one time the fees payable to us under this Agreement.	No Change, as per RFP.

Corrigendum- cum-Prebid Clarification

SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
161	RFP Volume 2 of 3 - General & Financial Specifications	5. Other General Terms and Conditions Page # 29	5.15 Miscellaneous 5.15.1 The end product of the work assignment carried out by the bidder, in any form, will be the sole property of DARPG.	The bidder agrees with the clause; however, we assume that the End Product will be subject to the terms and conditions governing the bidder's pre-existing intellectual property (IP) and any third-party materials used in the solution. Please clarify.	No Change, as per RFP.
162	RFP Volume 2 of 3 - General & Financial Specifications	Page No. 130 , RFP Vol-II, Suspension, Clause 5.5	DARPG, may by written notice to bidder, suspend all payments under dispute to the bidder hereunder if the bidder fails to perform any of its obligations under this contract including the carrying out of the services, provided that such notice of suspension	It is requested to kindly delete the 'Suspension' clause and associated terms from this RFP.	Please refer to the corrigendum SI No 12.
163	RFP Volume 2 of 3 - General & Financial Specifications	6.1 Pre-Qualification Criteria for System Integrator Sl. no. 5,Page 31 of 90	During the last five years(Starting from 1st April 2019) (till the last date of bid submission), The Prime Bidder must have either Designed / Developed and Implemented any Application software project for any Central/ State Govt./ Public Sector Enterprises/ PSBs or Govt. associated Organizations in India Government body in India; or supplied and configured / customized software solution	We understand that the project must have gone live between 1 April 2019 till bid submission. Please confirm	Yes, Bidder's understanding is correct.

Corrigendum- cum-Prebid Clarification

SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
			including implementation and services support for any Central/ State Govt./ PSU/ PSBs or Govt. associated Organizations in India government body in India; The contract value should be: a) One project of similar nature not less than the amount 70 Crores OR b) Two projects of similar nature not less than the amount 40 Crores each OR c) Three projects of similar nature not less than the amount 30 Crores each		
164	RFP Volume 2 of 3 - General & Financial Specifications	6. Prequalification Criteria,5. Technical Capability,31 of 90 (Vol 2)	During the last five years(Starting from 1st April 2019) (till the last date of bid submission), The Prime Bidder must have either Designed / Developed and Implemented any Application software project for any Central/ State Govt./ Public Sector Enterprises/ PSBs or Govt. associated Organizations in India Government body in India; or supplied and configured / customized software solution including implementation and services support for any Central/ State Govt./ PSU/ PSBs or Govt.	Requesting the bidding authority to kindly allow on-going projects and include Go-live certificate as supporting for completion of projects.	Please refer to the corrigendum SI No 20.

Corrigendum- cum-Prebid Clarification

SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
			associated Organizations in India government body in India; The contract value should be: a) One project of similar nature not less than the amount 70 Crores OR b) Two projects of similar nature not less than the amount 40 Crores each OR c) Three projects of similar nature not less than the amount 30 Crores each		
165	RFP Volume 2 of 3 - General & Financial Specifications	6.1 Pre-Qualification Criteria for System Integrator 5) ,Volume 2 of 3 - General & Financial Specifications Page 31 of 90	Copy of Volume - II of RFP document along with Work order + Completion certificate from the client. OR CA/CS/Authorized signatory certificate with client name or project name, project value and details (Applicable in case bidders has an NDA clause with client or does not have completion certificate from the client)	<u>Kindly Amend the clause</u> Copy of Volume - II of RFP document along with Work order + Completion certificate/ Self Certification from the client. OR CA/CS/Authorized signatory certificate with client name or project name, project value and details (Applicable in case bidders has an NDA clause with client or does not have completion certificate from the client)	Please refer Corrigendum SI No 18.
166	RFP Volume 2 of 3 - General &	6. Prequalification Criteria 6.1 Pre-Qualification Criteria for System	The bidder must have completed at least 1 (One) project across large scale worth value INR 10 Crores or more	We would like to respectfully request an amendment to the criteria, specifically that all projects relevant to the specified scope	Please refer to the corrigendum SI No 14.

Corrigendum- cum-Prebid Clarification

SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
	Financial Specifications	Integrator (Sr. No 06 Technical Capability)	of data management/ data warehouse/ advanced analytics and reporting in the last 5 (Five) years(Starting from 1 st April 2019)till the last date of submission of bid. The projects should be similar in scope and size to NextGen CPGRAMS.	<p>(data management, data warehousing, advanced analytics, and reporting) be considered eligible, regardless of the particular sector or end application. Many organizations, including ours, have completed similar projects that align with the technical and functional scope outlined, though they may not exactly mirror the NextGen CPGRAMS application. Expanding the criteria in this way would still ensure a high standard of relevant expertise while allowing a broader range of qualified bidders to participate</p> <p>Furthermore, we would like to request that projects involving global cloud solution OEM credentials be considered within this clause. This addition will contribute to the overall success and effectiveness of the solution.</p>	
167	RFP Volume 2 of 3 - General & Financial Specifications	6.1 Pre-Qualification Criteria for System Integrator Sl. no. 6,Page 32 of 90	The bidder must have completed at least 1 (One) project across large scale worth value INR 10 Crores or more of data management/ data warehouse/advanced analytics and reporting in the last 5 (Five) years(Starting from 1st April 2019)till the last date of	<p>We understand that the overall project value having data management/ data warehouse/ advanced analytics and reporting as a sub components should be more than 10 cr. Please confirm</p> <p>We understand that the project must have gone live between 1</p>	Yes, Bidder's understanding is correct.

Corrigendum- cum-Prebid Clarification

SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
			submission of bid. The projects should be similar in scope and size to NextGen CPGRAMS.	April 2019 till bid submission. Please confirm	
168	RFP Volume 2 of 3 - General & Financial Specifications	RFP PDF Pg No 135 (Vol 2 Pg No 32), Clause 6.1 - Pre-Qualification Criteria for System Integrator, Sr No 6 (Volume 2)	Detailed Criteria Column: The bidder must have completed at least 1 (One) project across large scale worth value INR 10 Crores or more of data management/ data warehouse/ advanced analytics and reporting in the last 5 (Five) years(Starting from 1st April 2019)till the last date of submission of bid. The projects should be similar in scope and size to NextGen CPGRAMS.	We understand that projects started before 2019 and under maintenance phase will be considered. Please confirm if our understanding is correct.	Yes, Bidder's understanding is correct. Projects started before 1 st April 2019 and currently undergone maintenance phase shall also be considered.
169	RFP Volume 2 of 3 - General & Financial Specifications	7. Technical Qualification Evaluation,1. Bidder's Capability,34 of 90 (Vol 2)	Bidder's Experience in successfully executing large scale projects of INR 10 Crores or more value with large Data size utilizing technology like Artificial Intelligence, Business Intelligence, Data Analytics etc. for any Government or Private Organization in India in last five years(Starting from 1st April 2019). (Till the last date of Bid Submission) a. One Project = 5 Marks b. Two Projects = 7 Marks c. Three or More Projects = 10 Marks	Requesting bidding Authority to amend this clause as below: Bidder's Experience in successfully executing large scale projects of INR 5 Crores or more value with large Data size utilizing technology like Artificial Intelligence, Business Intelligence, Data Analytics etc. for any Government or Private Organization in India in last five years(Starting from 1st April 2019). (Till the last date of Bid Submission) a. One Project = 5 Marks b. Two Projects or more = 10 Marks	No Change, as per RFP.

Corrigendum- cum-Prebid Clarification

SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
170	RFP Volume 2 of 3 - General & Financial Specifications	7. Technical Qualification Evaluation Sl. no. 3, Page 35-36 of 90	Bidder's Experience in deployment and management of Application on Cloud Environment during the last Five years (till the last date of bid submission). a. One Project = 2 Marks b. Two Projects = 3 Marks c. Three or More Projects = 5 Marks	We understand that the project must have gone live between 1 April 2019 till bid submission. Please confirm	Yes, Bidder's understanding is correct.
171	RFP Volume 2 of 3 - General & Financial Specifications	Page 138, RFP Vol-II, Section-7, Technical Qualification Evaluation, Point 3	Bidder's Experience in deployment and management of Application on Cloud Environment during the last Five years In Supporting Documents: The Workorder or Client Certificate (Completion or Ongoing) must mention the deployment of application in Public Cloud (MeitY Empanelled)	Requested Change: The Workorder or Client Certificate (Completion or Ongoing) must mention the deployment of application in Public Cloud (MeitY Empanelled)	Please refer to the corrigendum SI No 16.
172	RFP Volume 2 of 3 - General & Financial Specifications	SI- 5 Page No 41 Request for Proposal (Volume-II)	d) Security Audit Report (To be conducted before the Go Live of the NextGen CPGRAMS).	STQC Audit usually takes time while we have pre-defined timelines for GO LIVE. So, we request STQC Audit timing to be extended accordingly.	No Change, as per RFP.
173	RFP Volume 2 of 3 - General & Financial Specifications	9. Annexures Page # 46	9.3. ANNEXURE 3: ACCEPTANCE OF TERMS & CONDITION I declare that all the provisions	Bidder requests the opportunity to express certain deviations to the RFP including the commercial/legal terms and conditions. Having said that, we request that such	No Change, as per RFP.

Corrigendum- cum-Prebid Clarification

SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
			<p>of this Tender Document are acceptable to my firm. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration. I also declare that we shall not sublet the said project to any third-party agency.</p>	<p>deviations be mutually discussed and agreed upon by the parties during the award of the Contract.</p> <p>Bidder requests below modifications:</p> <p>Subject to the deviations submitted, I declare that all the provisions of this Tender Document are acceptable to my firm. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration. I also declare that we shall not sublet the said project to any third-party agency.</p>	
174	RFP Volume 2 of 3 - General & Financial Specifications	Clause no. 9.12. ANNEXURE 12: SELF-DECLARATION FOR NON-BLACKLISTING, Page 74	<p>III. Previous Transgression A. BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.</p>	<p>We request you to please <u>add</u> "To the best of its knowledge and belief" in front of the mentioned clause & <u>delete the word</u> 'any country' and amend this clause as following:</p> <ul style="list-style-type: none"> • To the best of its knowledge and belief, BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country India in respect of any corrupt practices envisaged hereunder or with any Public Sector 	No Change, as per RFP.

Corrigendum- cum-Prebid Clarification

SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
				Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.	
175	RFP Volume 2 of 3 - General & Financial Specifications	Clause no. 9.14. ANNEXURE 14: SELF-DECLARATION FOR NON-BANKRUPTCY. Page 81	I/ We hereby declare that our firm _____our firm is having an unblemished past record and was not declared ineligible for corrupt / fraudulent practices in any IT related services or not declared Bankrupt by any bank or other recognized	We request you to please <u>add</u> "To the best of its knowledge and belief" in front of the mentioned clause and amend this clause as following: • To the best of its knowledge and belief, I/ We hereby declare that our firm _____ is having an unblemished past record and was not declared ineligible for corrupt / fraudulent practices in any IT related services or not declared Bankrupt by any bank or other recognized Financial Institutions in last five years from the date of submission of bid.	No Change, as per RFP.
176	RFP Volume 2 of 3 - General & Financial Specifications	9. Annexures Page # 81	9.14. ANNEXURE 14: SELF-DECLARATION FOR NON-BANKRUPTCY I/ We hereby declare that our firm _____our firm is having an unblemished past record and was not declared ineligible for corrupt / fraudulent practices in	Bidder requests below modifications: I/ We hereby declare that to the best of my/our knowledge our firm _____ ___our firm is having an unblemished past record and was not declared ineligible for corrupt / fraudulent practices in any IT related services or not declared	No Change, as per RFP.

Corrigendum- cum-Prebid Clarification

SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
			any IT related services or not declared Bankrupt by any bank or other recognized Financial Institutions in last five years from the date of submission of bid.	Bankrupt by any bank or other recognized Financial Institutions in last five years from the date of submission of bid.	
177	RFP Volume 2 of 3 - General & Financial Specifications	RFP Volume 2/ Page No 84/ 9.17.1. Deployment of Cloud (DC & DR) for NextGen CPGRAMS for DARPG	Cost towards deployment of Cloud DC & DR- not part of BoQ evaluation	Please clarify how DARPG will discover the cloud cost later, as the cost /price needs to be a justified price part of procurement. The price is a function of bidder's ability to provide an optimized architecture, right selection of services, meeting SLAs. Without this, bidder can charge any price later on for the cloud component, while being aggressive on other line items as part of the current commercial construct	No Change, as per RFP.
178	RFP Volume 2 of 3 - General & Financial Specifications		1.4 Right to Terminate	The bidder kindly assumes that the Client will provide an advance notice of at least 30 days in the event of such termination.	Please refer to the corrigendum SI No 11.
179	RFP Volume 2 of 3 - General & Financial Specifications	2.17 Opening of e-Bids	2.17.3 Correction of Errors	The bidder requests that no penal action be imposed in such cases.	No Change, as per RFP.
180	RFP Volume 2 of 3 - General &	4. Award of Contract	4.6 Exit/ Suspension/ Termination of Contract with Selected Bidder	The bidder requests that a cure period of 30 days be provided in the event of any breach of contract. During this period, the bidder would	Please refer to the corrigendum SI No 12.

Corrigendum- cum-Prebid Clarification

SN	RFP Volume	RFP Section and Point No.	Query / Content of RFP Requiring Clarification(s)	Query/Change/Clarification Required	Clarification
	Financial Specifications			be given the opportunity to rectify or address the issue causing the breach. If the bidder is unable to resolve the breach to the satisfaction of the Client within the 30-day cure period, the Client would then have the right to exercise their option to terminate the contract.	
181	RFP Volume 2 of 3 - General & Financial Specifications	5. Other General Terms and Conditions	5.15 Miscellaneous	The bidder agrees with the clause; however, we assume that the End Product will be subject to the terms and conditions governing the bidder's pre-existing intellectual property (IP) and any third-party materials used in the solution. Please clarify.	No Change, as per RFP.