

**Clarification/Corrigendum regarding- RFE for Empanelment of IT Firms for Providing IT Services – Design, Development, Implementation and maintenance of Web & Mobile Application software and Websites Tier A, Tier B, Tier C, Tier D, Tier E**

**Date: 18/07/2024**

1. Empanelment of IT firms for providing IT Services Design Development Implementation and maintenance of Web Mobile Application software and Websites Tier A- GEM/2024/B/5125322
2. Empanelment of IT firms for providing IT Services Design Development Implementation and maintenance of Web Mobile Application software and Websites Tier B- GEM/2024/B/5125556
3. Empanelment of IT firms for providing IT Services Design Development Implementation and maintenance of Web Mobile Application software and Websites Tier C- GEM/2024/B/5125861
4. Empanelment of IT firms for providing IT Services Design Development Implementation and maintenance of Web Mobile Application software and Websites Tier D- GEM/2024/B/5126055
5. Empanelment of IT firms for providing IT Services Design Development Implementation and maintenance of Web Mobile Application software and Websites Tier E- GEM/2024/B/5126222

S.No.	RFP Clause	Query	Response/Clarification/Changes											
1	For Tier A, B, C, D, E VI Evaluation Criteria, Clause. 3 "Relevant Industry Experience	<p>The table containing marks allocation is not clear. As per the current allocation of marks, projects with a smaller contract value will not be able to score full marks.</p> <p>We request the department to clarify the marks allocation for the projects for technical evaluation</p>	<p>Relevant Industry Experience:</p> <p>The bidder should have executed IT Development/maintenance projects for Central or State Govt., Union Territory, PSU, CPSU, SPSU, development sector clients, quality monitoring agencies, large private organisation in the last five years. Please find below the proportionate mark’s allocation:</p> <p><b>For Tier A:</b></p> <table><tr><th>S. No</th><th>Project Value and Allocation of Marks</th><th>No of Projects</th><th>Maximum Marks</th></tr><tr><td>1</td><td>5 Crores to 10 Crores (3 marks each project)</td><td>7</td><td>20</td></tr></table>				S. No	Project Value and Allocation of Marks	No of Projects	Maximum Marks	1	5 Crores to 10 Crores (3 marks each project)	7	20
S. No	Project Value and Allocation of Marks	No of Projects	Maximum Marks											
1	5 Crores to 10 Crores (3 marks each project)	7	20											

			2	10 Crores to less than 20 Crores (5 marks each project)	4	20
			3	20 Crores to less than 25 Crores (10 marks each project)	2	20
			4	More than 25 Crores (20 marks each project)	1	20
			<b>For Tier B:</b>			
			<b>S. No</b>	<b>Project Value and Allocation of Marks</b>	<b>No of Projects</b>	<b>Maximum Marks</b>
			1	2 Crores to 3 Crores (3 marks each project)	7	20
			2	3 Crores to less than 5 Crores (5 marks each project)	4	20
			3	5 Crores to less than 10 Crores (10 marks each project)	2	20
			4	More than 10 Crores (20 marks each project)	1	20
			<b>For Tier C:</b>			
			<b>S. No</b>	<b>Project Value and Allocation of Marks</b>	<b>No of Projects</b>	<b>Maximum Marks</b>
			1	1 Crores to 1.5 Crores (3 marks each project)	7	20

			<table> <tr> <td>2</td><td>1.5 Crores to less than 2.5 Crores (5 marks each project)</td><td>4</td><td>20</td></tr> <tr> <td>3</td><td>2.5 Crores to less than 5 Crores (10 marks each project)</td><td>2</td><td>20</td></tr> <tr> <td>4</td><td>More than 5 Crores (20 marks each project)</td><td>1</td><td>20</td></tr> </table> <p><b>For Tier D:</b></p> <table> <tr> <th>S. No</th><th>Project Value and Allocation of Marks</th><th>No of Projects</th><th>Maximum Marks</th></tr> <tr> <td>1</td><td>25 lakhs to 35 lakhs (3 marks each project)</td><td>7</td><td>20</td></tr> <tr> <td>2</td><td>35 lakhs Crores to less than 50 lakhs (5 marks each project)</td><td>4</td><td>20</td></tr> <tr> <td>3</td><td>50 lakhs to less than 75 lakhs (10 marks each project)</td><td>2</td><td>20</td></tr> <tr> <td>4</td><td>More than 75 lakhs (20 marks each project)</td><td>1</td><td>20</td></tr> </table> <p><b>For Tier E:</b></p> <table> <tr> <th>S. No</th><th>Project Value and Allocation of Marks</th><th>No of Projects</th><th>Maximum Marks</th></tr> <tr> <td>1</td><td>10 lakhs to 15 lakhs (3 marks each project)</td><td>7</td><td>20</td></tr> <tr> <td>2</td><td>15 lakhs Crores to less than 20 lakhs (5 marks each project)</td><td>4</td><td>20</td></tr> </table>	2	1.5 Crores to less than 2.5 Crores (5 marks each project)	4	20	3	2.5 Crores to less than 5 Crores (10 marks each project)	2	20	4	More than 5 Crores (20 marks each project)	1	20	S. No	Project Value and Allocation of Marks	No of Projects	Maximum Marks	1	25 lakhs to 35 lakhs (3 marks each project)	7	20	2	35 lakhs Crores to less than 50 lakhs (5 marks each project)	4	20	3	50 lakhs to less than 75 lakhs (10 marks each project)	2	20	4	More than 75 lakhs (20 marks each project)	1	20	S. No	Project Value and Allocation of Marks	No of Projects	Maximum Marks	1	10 lakhs to 15 lakhs (3 marks each project)	7	20	2	15 lakhs Crores to less than 20 lakhs (5 marks each project)	4	20
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2	<b>For Tier A, B, C, D, E</b> V. Pre-Qualification Criteria, Clause. 3 Experience  VI Evaluation Criteria, Clause. 3 "Relevant Industry Experience"	Can we consider ongoing projects also?	<ol style="list-style-type: none"> <li>Projects started in the last 5 years i.e. FY 2019-20, 2020-21, 2021-22, 2022-23, 2023-24 shall be considered.</li> <li>Projects completed in the last 5 years i.e. FY 2019-20, 2020-21, 2021-22, 2022-23, 2023-24 and until the last date of submission of proposal shall be considered</li> <li>In the case of foreign clients, only completed projects shall be considered, provided a certificate from a CA is submitted, certifying that the work has been completed and payment has been received.</li> </ol>								
3	<b>For Tier A, B, C, D, E</b> V. Pre-Qualification Criteria, Clause. 4 Expertise of Manpower, FORM D: Resource Profiles	Do we need to submit the CVs of the technical profiles proposed against each of the roles mentioned, as part of the technical proposal?	<ol style="list-style-type: none"> <li>Submission of CVs of the technical profiles proposed against each of the roles mentioned is not mandatory</li> <li>Certificate from the HR/Head of the Firm/Company shall only be required certifying the no. of required skilled manpower/consultants specializing in executing the various activities.</li> <li>FORM D is deleted</li> </ol>								
4	<b>For Tier A, B, C, D, E</b> Page 5, Section 2 "Objective:", sub-heading "Empanelment Details"	Will the deployment of manpower be at Delhi only? If there are multiple cities where there is a possibility of deployment, please share a tentative list of such cities.	Primarily the resources will be stationed at Delhi NCR. If there is any requirement for any other city, it will be mentioned in project-based RFP with terms and conditions.								

5	For Tier A, B, C, D, E VI Evaluation Criteria, Clause. 6 " Client References and Outreach"	Client References and Outreach: · Review previous client references. · feedback from client CXOs/CTOs for insights. Do we need to share the contact details of the clients for the projects mentioned in our technical proposal, to fulfil this criterion?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. Name of the contact person, contact number, email ID.</li> <li>3. Minimum 2 feedback shall be taken for the work(s) completed by the bidder</li> <li>4. Client references shall be taken from the projects submitted as a proof of experience</li> </ol>
6	For Tier A, B, C, D, E V Pre-qualification Criteria, Clause. 6 "Non-Blacklisting"	-	<p>Revised Text:</p> <p>The bidding entity must not be blacklisted / terminated / debarred by any state or central government or their agencies <b>as on the date of submission of bid proposal</b> and should not have been found guilty of any criminal offence by any court of law, in the last three (3) years.</p>
7	For Tier A, B, C, D, E General	<ol style="list-style-type: none"> <li>1. We assumed that the criteria mentioned in the RFP will be followed only for this empanelment. Further if any RFP will be floated through this empanelment among the empaneled vendors in future, then the selection criteria will be different based on the type of requirement</li> <li>2. We assume that the proposed empanelment is for QCI and Requirements floated through this empanelment can be related to QCI/Any Ministry/ Department/ or Any Govt. body. Please Confirm.</li> </ol>	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. The empanelment is for QCI for projects managed by QCI both for internal as well as external engagements.</li> </ol>
8	For Tier A, B, C, D, E General	<p><b>Collaboration and Objectives</b></p> <p>The agency will collaborate closely with QCI's team to understand project requirements, ensuring all deliverables align with QCI's strategic objectives. The goal is to enhance QCI's operational efficiency, service delivery, and overall technological infrastructure.</p> <p>We assumed that empaneled agencies would interact directly with QCI team rather than User/ministry/PSU/Department etc. After the work</p>	Yes

		order awarded to the agencies for any requirement understanding, deliverables etc.	
<b>9</b>	<b>For Tier A, B, C, D, E III Scope of Work, Point 2 SDLC Activities</b>	We assumed that the empanelment will only include the application/website/portal development. Further any infrastructure set up will be user/QCI responsibility.	Yes
<b>10</b>	<b>For Tier A, B, C, D, E III Scope of Work, Point 2 SDLC Activities</b>	<p>Warranty support: Vendors empaneled through this empanelment process, would be required to provide one-year warranty support for software developed/maintained with on-site handling of L1 (Critical) issues within 24 hours, on-site/off-site L2 (moderate)/L3 (normal/cosmetic) support for closing of issues within 48 hours/one week.</p> <p>During the Warranty support only security patches or bug-fixing-related issues will be considered. Please confirm.</p> <p>On-site handling of L1 (Critical) issues within 24 hours: This will include effort as the criticality is not define. And further to resolve the same (if out of scope) then that will be consider as CR (Change request).</p>	Yes, the specific requirement of a project shall be detailed out in its separate RFP
<b>11</b>	<b>For Tier A, B, C, D, E III Scope of Work, Point 4 Annual Maintenance Contract</b>	<p>Annual Maintenance Contract</p> <p>a) After the successful completion of warranty support, QCI may opt for an Annual Maintenance Contract (AMC). During the AMC period, the vendor shall be responsible for all the project activities. In case there is no development/enhancement, all the activities as a part of Project Execution/Operations are to be taken care of.</p> <p>b) In case QCI desires to utilize the AMC services of this empanelment for their already developed websites/portals, web/mobile apps, etc., the vendor shall be paid for the AMC charges as per the</p>	This will be defined in the project specific RFP

		cost that will be arrived at through the QCI procurement process.	
		Who will define the SLA or Scope of AMC User or QCI?	
12	<b>For Tier A, B, C, D, E IV Profile of Technical Resources</b>	<p>Technical lead</p> <p>i. B.E., B. Tech/MCA/M.E. M. Tech in Computer Science or in IT, or Electronics and Communication or related field and should have at least 5 years of Experience in similar projects/fields.</p> <p>ii. Should have led at least three end-to-end large software delivery or product development</p> <p>iii. Preferred:</p> <p>Ø Advanced certifications in Software development lifecycle, or</p> <p>Ø Certificate in IT Project Management and CMMI, or</p> <p>Ø Advanced certifications in Service Delivery – ITIL v3</p> <p>Ø Should have experience in implementation of open standards and open-source technologies</p> <p>Query:</p> <p>Ø Advanced certifications in Software development lifecycle, or</p> <p>Ø Certificate in IT Project Management and CMMI, or</p> <p>Ø Advanced certifications in Service Delivery – ITIL v3</p> <p><b>The above all certification covers under Project management Certification (PMP/ Scrum Master/ Prince 2 or Any Equivalent Certification. So assume that any certification in any project management can be considered above all.</b></p> <p>Program/ Project/ Delivery Manager</p> <p>i. B.E., B. Tech/MCA/M.E. M. Tech in Computer</p>	<p>1. Yes</p> <p>2. The certification(s) would be Preferred but not essential</p>

		<p>Science or in IT, or Electronics and Communication or related field</p> <p>ii. Certificate in ITIL v3, Project Management, IT Technology Service Management are desirable</p> <p>iii. Experience in managing large IT project implementations across all stages from design till steady state operations</p> <p>iv. Experience in working on large-scale distributed and heterogeneous IT systems preferred</p> <p>v. Experience in end-to-end management of one digital commerce project</p> <p>vi. Project planning and delivering project plans, resource plans, timelines and work estimation.</p> <p>Query:</p> <p>ii. Certificate in ITIL v3, Project Management, IT Technology Service</p> <p><b>The above all certification covers under Project management Certification (PMP/ Scrum Master/ Prince 2 or Any Equivalent Certification. So, assume that any certification in any project management can be consider for above all.</b></p>	
13	For Tier A, B, C, D, E V Technical Evaluation Criteria 5 Interviews with Proposed Engagement Lead and Senior Management	<p>Interviews with Proposed Engagement and Senior Management:</p> <ul style="list-style-type: none"> <li>· Assess expertise, experience, and project understanding.</li> <li>· Evaluate strategic vision, leadership, and oversight capabilities.</li> </ul> <p>What document we need to submit in our technical bid against the said criteria. Please clarify.</p>	During the technical presentation round, the proposed engagement manager and one member from senior management should be present before the technical evaluation committee.



14	For Tier A, B, C, D, E VII. General Terms and Conditions 10 Presentation	<p><b>Presentation:</b> As a part of evaluation of proposals submitted by the applicants, QCI shall seek further information or a presentation from the organizations for evaluation purposes. QCI may call for such information/ presentation at a short notice. The presentation link shall be sent to only those bidders who qualify the prequalification criteria.</p> <p>Please share what are the points needs to be covered in the technical presentation.</p>	Same as (VI) - Evaluation Criteria including technical expertise, technical competency, service offerings, infrastructure details such as office locations and total employee strength must be presented as part of the technical presentation.
15	For Tier A, B, C, D, E VII. General Terms and Conditions 1 Period	<p>Period: The empanelment contract shall be valid for a period of one (01) year subject to annual review and extension of contract (for another one year) depending on the requirements of QCI and performance of the selected bidder.</p> <p>Please share if the following empanelment extend further for another year will there be any increment in the rates for each manpower category? If Yes please share the increment percentage</p>	The empanelment contract shall be valid for a period of one (01) year, subject to annual review and extension of the contract (for two years) depending on the requirements of QCI and the performance of the selected bidder. There shall be an annual increment in man-month rates of 5% (five percent) across all profiles. In the case of ongoing contracts, the original rates shall remain the same throughout the contract, and the increment shall be considered only after the completion of the contract.
16	For Tier A, B, C, D, E VII. General Terms and Conditions 2 Selection of Successful Bidder(S)	<ol style="list-style-type: none"> <li>1. We request to allow all the qualified agencies to match the L1 quote i.e. total quote amount inclusive of GST for all the profiles as mentioned in the financial proposal rather than level wise.</li> <li>2. We assumed that the agencies have to quote for each profile inclusive of their margin and GST. QCI administrative charges will not be a part of the quoted amount. Please clarify.</li> <li>3. We request QCI to decide the manpower rate as per their understanding on the basis of market or based on any govt. existing rate contract with same profile. And allow the agencies to quote only their operating charges or margin. As this will restrict agencies from quoting low which will directly hamper the</li> </ol>	<ol style="list-style-type: none"> <li>1. No change. Kindly submit as per GEM bid</li> <li>2. The financials shall be inclusive of all service charges, margin and GST. QCI will not charge any administrative charges.</li> <li>3. No change. Kindly submit as per GEM bid</li> </ol>

		quality of the profile. If L1 bidder quote an unexpected amount for any profile result of which the agencies who match the L1 price will not be able to source the resources to the concern department with quoted amount. So we urge QCI to decide the manpower rate as per their understanding and allow the agencies to quote only their OM in percentage.	
17	<b>For Tier A, B, C, D, E VIII Submission of Proposals 2 Financial Proposal</b>	Technical lead, Solution Architect For the said profiles NA is mentioned under Level 1 & Level 2. Please clarify what does it mean.	No financials are required for the said levels
18	<b>For Tier A, B, C, D, E VII. General Terms and Conditions 25 EMD Refund</b>	<p>For Successful Bidders: The EMD of successful bidders would be returned without interest upon submission of Performance Bank Guarantee by the successful bidders. The above-mentioned refund would be completed within 30 days of the issue of the work order to the successful bidder.</p> <p>Please clarify the following PBG we need to submit against the Empanelment letter or against the work orders that we will get under this empanelment for the said work.</p> <p>In case we need to submit against the empanelment or work order please clarify the percentage. (As per the govt. standard it is 3 to 5 %).</p> <p>In case we need to submit against the empanelment please clarify the percentage along with validity of the empanelment (As per the govt. standard it is 3 to 5 %).</p>	<p>Performance Bank Guarantee (PBG) will be defined at the project specific RFP. The percentage of PBG will be 3 to 5% or as per the amendments received from the Department of Expenditure, Government of India.</p> <p>For this empanelment process, EMD of all successful and unsuccessful bidders would be returned.</p> <p>The EMD will be forfeited:</p> <ol style="list-style-type: none"> <li>If a bidder withdraws its bid during the period of bid validity.</li> <li>Bidder does not respond to requests for clarification of its Proposal.</li> <li>Bidder fails to provide required information during the evaluation process or is found to be nonresponsive.</li> <li>In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP</li> </ol>

<b>19</b>	<b>For Tier A, B, C, D, E General</b>	<p><b>Payment Term</b> Please clarify what will be the payment term for Time and Material Mode, FPP mode and Hybrid Mode.</p> <p>We suggest for FPP and Hybrid Mode payment should be done on the basis of Milestone and Deliverables. The milestone could be (SRS, Designing, Development of HTML, UAT, Security Audit and Go Live). Till Go Live minimum 80 % payment should release and further 20 % will be released as per the AMC term &amp; Condition (Quarterly).</p> <p>For time and Material Mode we suggest payment should be released on monthly basis based on the bill submission along with MPR (monthly performance report/Attendance)</p>	<p>This will be defined at the project specific RFP.</p> <p>FPP and Hybrid Mode payment should be done on the basis of Milestone and Deliverables as will be specified in the project specific RFP. For Time and Material Mode payment shall be released on monthly basis after submission of proper invoices along with MPR (Monthly Performance Report/Attendance)</p>
<b>20</b>	<b>For Tier A, B, C, D, E VIII Submission of Proposals</b>	<p><b>Mode of Submission</b> We hope the entire bid along with EMD submission is online. No document needs to be submitted in hardcopy. Please clarify</p>	<p>Only online submission of documents is allowed. In case the bidder wants to submit EMD in the form of demand draft, then the same needs to be submitted to QCI office in original.</p>
<b>21</b>	<b>For Tier A, B, C, D, E General</b>	<p><b>Penalty Terms</b> Please share the penalty term of this empanelment for the procurement Mode (FPP, Hybrid and Time Material Mode).</p>	<p>This will be defined in the project specific RFP</p>
<b>22</b>	<b>For Tier A, B, C, D, E General</b>	<p><b>Labour Law Clauses</b></p> <p>We could not find anything related to EPF, ESIC and Maternity Leave or any labour clause for T &amp;M Mode. Please clarify whether we need to consider the above points or not.</p> <p>Also For man power based project ( T&amp;M), we request to consider the below points.</p> <p>1. 18 leaves per year on pro-rata basis (CL).</p>	<p>The successful bidder(s) shall be responsible for providing Minimum wages, EPF, ESIC, and other employee benefits as per the rules to the resources deployed in QCI project.</p>

		2. Also we recommend to consider maternity leave as per government policy	
<b>23</b>	<b>For Tier A, B, C, D, E General</b>	Deployment Period In case of T&M mode what will be the minimum time agency will get to deploy the resources. We request for minimum 21 days' time to deploy any resources under each profile.	This will be defined at the project specific RFP
<b>24</b>	<b>For Tier A, B, C, D, E V Pre-Qualification Criteria 5 Empanelment Fees</b>	Empanelment Application Fees	Deleted. No empanelment application fees shall be required to be paid by the bidders
<b>25</b>	<b>For Tier A, B, C, D, E Period of Validity of Bids</b>	Period of Validity of Bids	90 days
<b>26</b>	<b>For Tier E V Pre-Qualification Criteria 1 Registration</b>		<p>Revised Clause</p> <p>Registration:</p> <p>The Bidder(s) interested in participating in the Selection Process must be a duly registered legal entity in India, under any one of the following categories:</p> <ul style="list-style-type: none"> <li>• A Limited Liability Partnership ("LLP") registered under the LLP Act, 2008.</li> <li>• an Indian Company ("Company") registered under the Companies Act, 1956/ 2013 or any previous Companies' Act.</li> <li>• a "Partnership Firm" registered under the Indian Partnership Act, 1932.</li> </ul> <p>With <b>minimum one (01) year</b> of existence at the time of submission of the bid.</p>

27	For Tier A, B, C, D, E  IV Profile of Technical Resources		<div>Addition of Profile of Technical Resources: Mobile Application Developer:</div> <table><tr><th>S. No.</th><th>Role</th><th>Indicative Requirements for each role</th></tr><tr><td>28</td><td>Mobile App Developer</td><td><div><div>i.</div><div>B.E./B. Tech/MCA/M.E./M. Tech in computer science, IT or any related field.</div></div><div><div>ii.</div><div>Proficient in Native development languages like Java, Kotlin, Swift, Objective C etc.</div></div><div><div>iii.</div><div>Experienced with cross platform frameworks like React Native or Flutter.</div></div><div><div>iv.</div><div>Strong understanding of mobile UI/UX design principles.</div></div><div><div>v.</div><div>Proven ability to develop user friendly and functional mobile applications.</div></div><div><div>vi.</div><div>Familiarity with mobile development tools and SDKs.</div></div></td></tr></table>	S. No.	Role	Indicative Requirements for each role	28	Mobile App Developer	<div><div>i.</div><div>B.E./B. Tech/MCA/M.E./M. Tech in computer science, IT or any related field.</div></div> <div><div>ii.</div><div>Proficient in Native development languages like Java, Kotlin, Swift, Objective C etc.</div></div> <div><div>iii.</div><div>Experienced with cross platform frameworks like React Native or Flutter.</div></div> <div><div>iv.</div><div>Strong understanding of mobile UI/UX design principles.</div></div> <div><div>v.</div><div>Proven ability to develop user friendly and functional mobile applications.</div></div> <div><div>vi.</div><div>Familiarity with mobile development tools and SDKs.</div></div>
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28	Mobile App Developer	<div><div>i.</div><div>B.E./B. Tech/MCA/M.E./M. Tech in computer science, IT or any related field.</div></div> <div><div>ii.</div><div>Proficient in Native development languages like Java, Kotlin, Swift, Objective C etc.</div></div> <div><div>iii.</div><div>Experienced with cross platform frameworks like React Native or Flutter.</div></div> <div><div>iv.</div><div>Strong understanding of mobile UI/UX design principles.</div></div> <div><div>v.</div><div>Proven ability to develop user friendly and functional mobile applications.</div></div> <div><div>vi.</div><div>Familiarity with mobile development tools and SDKs.</div></div>							
28	For Tier A, B, C, D, E General		<div>Addition of clause for Abnormally Low Bids (ALB)</div> <div>An abnormally low bid is one which the bid price, in combination with other elements of the bid, appears so low that it raises material concern as to the capability of the bidder to perform the work at the offered price. When the lowest evaluated bid price appears to be abnormally low, QCI shall undertake a review process to identify abnormally low rates by comparing with other substantially responsive bids, recently awarded similar contracts or NICS rates. QCI may in such cases seek written clarification from the bidders of the reasons for the offered bid price, including detailed price analyses of its bid price in relation to scope, schedule, proposed methodology, allocation of risks and responsibilities and any other requirements of the bid document. This may include information regarding the services to be provided, or the technical solutions to be adopted; and any exceptionally favorable</div>						

			conditions available to bidder for the supply of the services. After examining the explanation given and detailed price analyses presented by the bidder, QCI may decide whether to accept or reject the bid.
29	For Tier A, B, C, D, E VIII Submission of Proposal 2 Financial Proposal	Submission of Financial Proposal  Is it mandatory to provide costing for all the roles as defined in financial table.	No.
30	For Tier E V Pre-Qualification Criteria 4 Expertise of Manpower		<b>For Tier E</b> The applicant must have at least 12 skilled manpower/consultants specializing in executing the various activities in the defined scope of work.
31	For Tier A, B, C, D, E V Pre-Qualification Criteria 2 Turnover VI Evaluation Criteria 2 Average Annual Turnover	Financial details for FY 23-24 is in audit process and yet to finalise. We request you to accept CA certified FY 23-24 provisional turnover details.	The average annual turnover of the applicant during the three financial years out of the last five financial years, i.e., FY 2019-20, 2020-21, 2021-22, 2022-23, 2023-24 shall be considered. For FY 23-24, if audited financial statements are not available, bidder may submit provisional/ unaudited figures. This should be mentioned in the respective CA's certificates.
32	For Tier A, B, C, D, E Bid End Date/Time		The last date of submission of proposals has been extended until 31-07-2024, 18:00:00.

33	For Tier A, B, C, D, E		<p>Bidder is only allowed to participate in a single tier according to their turnover. As per the below table:</p> <table><tr><th>S. No</th><th>Category</th><th>Turnover requirement*</th></tr><tr><td>1</td><td>A</td><td>More than ₹ 250 crores</td></tr><tr><td>2</td><td>B</td><td>More than ₹ 100 crores to ₹ 250 crores</td></tr><tr><td>3</td><td>C</td><td>More than ₹ 50 crores to ₹ 100 crores</td></tr><tr><td>4</td><td>D</td><td>More than ₹ 15 crore to ₹ 50 crores</td></tr><tr><td>5</td><td>E</td><td>₹ 50 lakhs to ₹ 15 crores</td></tr></table> <p>*The minimum average annual turnover of the applicant during the three financial years out of the last five financial years, i.e., FY 2019-20, 2020-21, 2021-22, 2022-23, 2023-24.</p>	S. No	Category	Turnover requirement*	1	A	More than ₹ 250 crores	2	B	More than ₹ 100 crores to ₹ 250 crores	3	C	More than ₹ 50 crores to ₹ 100 crores	4	D	More than ₹ 15 crore to ₹ 50 crores	5	E	₹ 50 lakhs to ₹ 15 crores
S. No	Category	Turnover requirement*																			
1	A	More than ₹ 250 crores																			
2	B	More than ₹ 100 crores to ₹ 250 crores																			
3	C	More than ₹ 50 crores to ₹ 100 crores																			
4	D	More than ₹ 15 crore to ₹ 50 crores																			
5	E	₹ 50 lakhs to ₹ 15 crores																			
34	For Tier A, B, C, D, E VIII Submission of Proposal 2 Financial Proposal		<p>Upon addition of one Profile of Mobile Application Developer as per S.No. 27. Bidders are required to submit financial proposal in a revised format as given below in Annexure A</p>																		

## Annexure A

The financial proposal shall be submitted as per the format given below (applicable for all- Tier A, Tier B, Tier C, Tier D, Tier E)

S.No	Roles	Level - 1	Level - 2	Level - 3	Level - 4	Level - 5	Total Cost (₹)*
		Experience > 1 to 3 Years	Experience > 3 to 5 Years	Experience> 5 to 8 Years	Experience> 8 to 12 Year	Experience > 12 Years	
		Monthly Cost incl GST (INR)	Monthly Cost incl GST (INR)	Monthly Cost incl GST (INR)	Monthly Cost incl GST (INR)	Monthly Cost incl GST(INR)	
1	Product Manager						
2	Security Architect						
3	Technical lead	NA					
4	Infra Expert						
5	Program/ Project/ Delivery Manager						
6	Database Admin						
7	Manager-IT Projects						
8	Application Architect						
9	Solution Architect	NA	NA				
10	QA Expert						



11	Test Manager (Functional)						
12	Test Analyst						
13	Automation Tester						
14	Manual Tester						
15	Security Tester						
16	Data Analyst						
17	Business Analyst						
18	Business Intelligence Developer						
19	Data Engineer/ETL Developer						
20	Backend Developer (Python, .Net, Java, etc.)						
21	Front End Developer						
22	Full Stack Developer						
23	UI/UX Developer						
24	RPA /Automation Engineer						
25	Data Scientist						

26	AI/ML Engineer						
27	Cloud/DevOps Engineer						
28	<b>Mobile Application Developer</b>						
<b>GRAND TOTAL COST (₹)</b>							<b>(A)</b>

*\*Note: The monthly cost and the total cost shall be inclusive of service charge and all taxes.*

*(A): This amount shall be put in the OFFER PRICE on the GEM Portal, but the L1 shall be decided profile wise and level wise.*

All the above points are required to be noted and agreed by the bidder.

- a. The above response/clarification/changes are issued for the information for all the intending bidders and shall form the part of bid document/Agreement
- b. Rest of the terms and conditions and specifications of the bid document shall continue to remain same.
- c. The submission of bid by the firm shall be construed to be in conformity to the bid document, Corrigendum and amendments/ clarifications given above.