

## Bid Corrigendum

GEM/2024/B/5739929-C5

Following terms and conditions supersede all existing “Buyer added Bid Specific Terms and conditions” given in the bid document or any previous corrigendum. Prospective bidders are advised to bid as per following Terms and Conditions:

### Buyer Added Bid Specific Additional Terms and Conditions

1. OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Buyer Added text based ATC clauses

#### **Corrigendum - 1/Responses to pre-bid queries:**

A detailed document containing responses to pre-bid queries / corrigendum is attached as ATC document.

1. Primary Deliverables:

#### **Web Application Platform**

##### **Mobile Application Platform (Android and iOS)**

- Onsite assessment
- Geo-tagging
- Image/video/documents capture
- Application Assessment
- Online/Offline mode both
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#### **2. Technical Deliverables**

• CI/CD Pipeline Setup
• Product Design and Architecture Document (PDA): High-level design of the software system, including components, modules, and their interactions. Detailed specifications of various components/modules, including data models, algorithms, APIs, and user interfaces.
• Product Requirement Document: Describes the functional and non-functional requirements of the software to be developed.
• Project plan with milestone breakup with date: This outlines the scope, objectives, timeline, resources, and milestones of the project.

<ul style="list-style-type: none"> <li>Source Code (including documentation and comments for better understanding) developed according to the design specifications (Mobile and Web Both).</li> <li>Build Process document along with Dependencies and Libraries used.</li> <li>Code scanning report</li> </ul>
<ul style="list-style-type: none"> <li>Database Documentation - ER Diagram</li> <li>User Access Rights document (for each module)</li> </ul>
<ul style="list-style-type: none"> <li>API Document: Document provides detailed information on how to use and interact with an API.</li> </ul>
<ul style="list-style-type: none"> <li>Test Plan and Test Report - Functional and UAT Both</li> </ul>
<ul style="list-style-type: none"> <li>Security Documentation</li> </ul>
<ul style="list-style-type: none"> <li>Operations &amp; User Manual /Training Material: Manuals, guides, or online help systems to assist users in understanding and using the software.</li> </ul>

### 3. Payment Terms:

i. The payment shall be made as per the below given milestones:

S. No.	Milestones	Payment
1	Successful delivery of Detailed Product Design and Architecture Document (PDA), PRD, DB Design, Role Authorization matrix document, CI/CD Pipeline Setup Project plan with milestone breakup with date and submission of PBG*	10% of entire one-time design & development cost *
2	Upon successful completion and delivery of each module (ready to use), payment is subject to submission of source code (Build Process document along with all dependencies and third-party libraries with versions used), Code scanning Report, API Document, submission of Operations & User Manual /Training Material & successful QCI sign-off	70% of specific module cost
3	Successful Completion of UAT Testing with Report submission and UAT test plan Submission and Security Testing (with implementation of Security bugs and code scanning bugs)	10% of entire one-time design & development cost
4	2.5% to be paid every quarter post successful handover (i.e. for a 12-month warranty period)	10% of entire one-time design & development cost

*\* The 1<sup>st</sup> milestone payment is cleared after successfully submitting the PDA and Milestone document. If the Developer team fails to submit the documents and raise the invoice for the 2<sup>nd</sup> milestone or work is completed, then the 1<sup>st</sup> milestone amount will not be released in any case.*

ii. Payment of modules will be based on number of modules actually developed as per requirement of QCI.

**iii. Payment for Porting, Migration & Integration, and any customization/change management** will be based on actual man-hours used monthly.

iv. For each milestone to be marked as completed, the service provider should ensure that all the acceptance criteria are met and approved by QCI with signoffs.

v. Payment shall be made on submission of invoices within 20 days of receipt of invoice complete in all respect.

vi. Incorrect Invoices, Under/Over Payment: In case an invoice is found to have been rendered incorrectly after payment, any underpayment or overpayment will be recoverable by or from the Service provider, as the case may be, and, without limiting recourse to other available means, may be offset against any amount subsequently due by QCI to the Service provider under this contract.

**4. Performance Bank Guarantee:** QCI shall require the selected service provider to provide a Performance Bank Guarantee, within 30 days of the notification of award, for a value equivalent to 5% of the financial proposal value. The Performance Guarantee shall contain a claim period of three months from the last date as per the contract duration. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the submission of deliverables.

The physical copy of Performance Guarantee should be submitted at QCI-HO within 30 days from the notification of award. In case the selected bidder fails to submit a Performance Guarantee within the time stipulated, the purchaser at its discretion may cancel the order placed on the selected bidder without giving any notice. Purchaser shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or purchaser incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

3. Buyer uploaded ATC document [Click here to view the file.](#)

## Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export

experience.

11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

\*This document shall overwrite all previous versions of Bid Specific Additional Terms and Conditions.

[This Bid is also governed by the General Terms and Conditions](#)

**Corrigendum/Responses to pre-bid queries - QCI/IT/1224/394 Engagement of IT Service Provider for Design and Development of Modular Accreditation Platform**

S. No.	Clause No.	Page No.	Original Clause	Query sought/ Suggestions of the Bidder	Responses
1	Clause C	Page 10 of 56	Core Components	For the validation checks during registration (e.g., PAN, mobile number), will QCI provide access to necessary external APIs for verification?	Yes, It will be provided by QCI.
2				Is the payment gateway integration for registration fees pre-decided, or can bidders suggest alternatives?	Currently we have ICICI payment gateway but better alternative can be suggested.
3				What volume of concurrent registrations should the system handle during peak periods?	System should be handles the concurrent registration of Maximum 500 users but system should be designed as easy scalable.
4	Clause C , Sub-clause 2	Page 11 of 56	login Module	For multi-factor authentication (MFA), are there any preferred vendors or protocols (e.g., OTP via SMS, email)?	QCI has SMS and email service provider
5				Should the login dashboard include real-time usage metrics or analytics for users?	Already defiend in the non-core components of RFP.
6	Clause C, sub-clause 3	Page 12 of 56	Application Form	Will QCI provide the list of schemes and their eligibility criteria for integration into the system, or is it expected to be dynamically updatable?	It will be provided by QCI.
7				Can you clarify the retry policy for failed payments during the application process?	3 retry payments should be allowed
8				What is the expected size and type of documents for uploads, and are there any specific storage requirements for encryption or compliance?	any type of document with maximum 10MB. No specific Storage requirements for encryption and compliance.

9	Clause C , sub-clause 5	Page 15 of 56	Pre-Assessment Modules (Desktop, Pre- Assessment, On- Site)	How will the assessment team allocation logic (e.g., expertise, availability) be provided—through manual configuration or pre-defined algorithms?	Both needed - pre-defined algorithms and manual configuration for Program officers
10				For on-site assessments, should the platform integrate with third-party travel booking systems for assessors?	Yes
11				Is the system expected to handle video conferencing or other virtual tools for remote assessments?	Not part of scope. May require in future.
12	Clause C , sub-clause 9	Page 22 of 56	Assessor's Feedback Module	Are there specific templates or formats for feedback collection and analysis, or will the bidder design these?	It will be provided by QCI.
13				How will the anonymity of feedback submissions from applicants and assessors be ensured?	To be discuss during design phase
14	Clause VI, sub-clause A	Page 6 of 56	Scope and Deliverables	Can you provide more details on the specific use cases for the "Geo-tagging" feature mentioned under mobile application requirements?	Assessor's Location and all the uploading documents should be geo tagged.
15				Will QCI provide access to existing databases or APIs to facilitate integrations as part of the scope?	Yes
16				Could you confirm if any legacy systems need to be integrated with the new platform? If so, please provide details.	Only system tools will be integrated mentioned in the scope
17				Are there any pre-approved templates or standards to be used for dashboards and reporting?	To be discuss during requirement gathering
18	Clause VI, sub-clause A	Page 6 of 56	Technical Requirements	What are the performance benchmarks (e.g., response time, uptime) expected for the microservices-based modular platform?	The SLAs are attached as Annexure to this document.

19				Are there any restrictions on the proposed technology stack beyond the ones mentioned in the RFP?	No restriction, as long as it fulfills the functional and non - functional requirements.
20				Does the "SAML 2.0 integration" requirement include specific identity providers (e.g., Azure AD, Okta)? If yes, can you provide the list?	No, bidder can provide better identity provider. Our requirement for SSO is very specific and will be discussed in requirement gathering
21	Clause VI, sub-clause C(4)	Page 14 of 56	Document-Review Module	What types of documents and file formats are mandatory for uploading (e.g., size and format restrictions)?	any type of document with maximum 10MB. (will be different in every step, will discuss in requirement gathering)
22	Clause VI, sub-clause B	Page 10 of 56	Payment Service	Are there specific payment gateways or APIs that need to be integrated?	As specified in the scope of work
23	Clause VI, sub-clause B	Page 10 of 56	Analytics and Reporting	What customization options are expected for dashboards, and are there predefined widgets or charts?	To be discuss during requirement gathering
24	Clause VI, sub-clause A	Page 6 of 56	User Persona	Are there additional custom user roles or permissions beyond those described?	Currently we have only users identified in the scope
25	Clause VI, sub-clause E	Page 37 of 56	DevOps: CI/CD Pipeline Setup	Are there specific CI/CD tools or frameworks preferred for deployment and automation?	Currently using Microsoft Azure
26	Clause VI, sub-clause G	Page 37 of 56	System Integrations	Are there any existing systems or databases that the platform must integrate with (e.g., legacy systems)?	Only system tools will be integrated mentioned in the scope
27	Clause VI, sub-clause B	Page 10 of 56	Notification Service	What specific communication channels (e.g., SMS, email, in-app notifications) are mandatory?	As specified in the scope of work
28	Clause VI, sub-clause (9)	Page 6 of 56	Assessor's Feedback Module	NABL Feedback Voice (Only Applicable for NABL Board) The system shall have the functionality to carry out and capture NABL feedback voice.	As specified in the scope of work
29				The system shall notify NABL-specific admins when feedback is submitted.	

30	Clause VI, sub -clause (16)	Page 32 of 56	Payment Module (Vendor Payment)	Vendor Payments -The system shall enable vendors (supplying goods or services) to submit invoices for services provided.	Largely it will be accomplished by integrating the platform by QCI procure to pay module of ERP
31				The system shall track the status of vendor payments (Pending, Approved, Paid) and allow QCI admins to approve or reject payments.	
32				The system shall allow vendors to view their payment status and history in the vendor dashboard.	
33				The system shall notify vendors when payments are initiated, processed, or completed.	
34				The system shall provide QCI admins with the ability to batch process vendor payments, allowing multiple payments to be made at once.	
35				The system shall support integration with QCI's financial system for automatic payment processing.	
36	Clause VI, sub-clause B	Page 10 of 56	Payment Service	We would like to confirm whether QCI will provide the payment gateway and its necessary requisites, or if it will be the responsibility of the bidder.	It will be provided by QCI.
37	Clause no. C - Core Components	Page 11 of 56	Core Components	Who will bear the cost of bulk SMS and email charges?	
38				In the case of WhatsApp alerts, who will bear the cost of the WABA account and its necessary requisites—the bidder or QCI?	
39				If it is the bidder's responsibility, please specify the estimated number of bulk SMS and emails to be sent daily or monthly.	
40	Clause C, sub-clause 4	Page 15 of 56	Document Review Module	We assume that all APIs required for integration or cross-referencing with government or third-party databases will be provided by the client (QCI). Kindly confirm.	



41	Clause VI, sub-clause D (4)	Page 36 of 56	Multi-Language Support	Who will bear the cost of any paid plugins required for multilingual functionality—QCI or the bidder?	Excluded from scope of work. Bidders are advised to not consider the requirement while submitting the cost.
42				Can Google Translator be used for implementing the multilingual feature?	
43				How many and which all languages need to be supported?	
44				Is the multi-language support needed only for data entry and retrieval or do the screen layouts (boilerplates) also need to be in multi-language?	
45				What is the meaning of “where applicable” – does the entire application need to be multi-language or only some parts of it are required that way? If only in part, then how many screens or what percentage?	
46				Does the mobile application also need to be multi-language?	
47	Clause VI, sub-clause G	Page 37 of 56	System Integrations	We assume that QCI will provide all necessary APIs for system integrations. Please confirm.	It will be provided by QCI.
48	Clause VI, sub -clause (16)	Page 33 of 56	Payment Module (Applicant Organization Payments)	<p>The system shall support multiple payment methods (e.g., credit/debit cards, net banking, UPI) to facilitate ease of payment for applicant organizations.</p> <p><i>We recommend that a single payment gateway be integrated initially supporting all payment vehicles. Additional payment gateway integrations can be taken up in future scope</i></p>	Currently we have ICICI payment gateway but better alternative can be suggested.

49	Clause VI, sub -clause (16)	Page 34 of 56	Functional Requirements 16 Payment Module (Taxation & Compliance)	<p>The system shall integrate with third-party tax reporting tools, ensuring that QCI meets all its statutory obligations for tax filings.</p> <p><i>We recommend that third party tool integration from taxation and compliance stand point be kept for future scope</i></p>	As specified in the scope of work
50	Clause VI, sub-clause G	Page 37 of 56	System Integrations	<p>ERP (Business Central) Customer Service Desk (Chatbot + Ticket Management) CRM Enterprise Video Platform (K-Point) Travel Portal</p> <p><i>As per our understanding, since the items highlighted in red are not well defined, they should be considered for future development as part of change requests. Each such integration requires understanding of the system to be integrated, its readiness for integration as well as development of required connectors/APIs for seamless integration</i></p>	The integration cost to be provided separately as specified in Clause XI (B).
51	Clause VI, sub-clause I	Page 38 of 56	Backend Framework	<p>We would like to request the inclusion of .NET Core as an acceptable backend technology in the tender requirements. Including .NET Core would enhance flexibility for vendors and encourage broader participation while ensuring that the project meets its quality and compliance standards. Could you kindly confirm if this adjustment can be made?</p>	If it meets the requirements, it can be used.

52	Clause VI, sub-clause I	Page 38 of 56	Proposed Technology Stack	There are a number of tools mentioned for various technology areas – can the vendor use some other equivalent tools?	
53				Will QCI provide the licenses for selected tools for development?	Yes
54	Clause IV	Page 5 of 56	Primary Deliverables (Mobile Application Platform)	What specific offline capabilities are required for the mobile applications?	Network without store the repaince and sync when online
55	Section IV - Reporting		Reporting Standards	Are there predefined reporting templates or metrics required for regulatory compliance?	If any, the same will be shared with the selected bidder.
56	Clause no. IV	Page 5 of 56	Primary Deliverables	1. Who will bear the cost of the Google and Apple developer accounts, including their renewal fees—the bidder or QCI? 2. Should the mobile app be developed for all modules and user roles, or only for specific user roles and modules? If yes, please specify the user roles for which the app is required.	It will be provided by QCI for all roles of mobile app.
57	Clause V, sub-clause 3	Page 6 of 56	Platform and Scalability	What specific benchmarks for performance and scalability are expected (e.g., concurrent user handling)?	As specified in the scope of work
58	Clause V, sub-clause 1	Page 5 of 56	Microservices-based Modular Architecture	Can you clarify the requirements for independent scaling of microservices for different QCI boards?	As per best industries practices
59	Clause V, sub-clause 5	Page 6 of 56	SAML Capability	Are there specific identity providers (e.g., Okta, Azure AD) that must be integrated for SSO?	No
60	Section V - Security Standards		Data Security	What specific data security protocols (e.g., ISO 27001, GDPR) are mandatory for compliance?	ISO 27001

61	Clause V, sub-clause 2	Page 6 of 56	Customizability	Are there specific workflow customization capabilities required for each QCI board?	It can be discussed in requirement gathering and will be largely covered in migration phase
62	Clause V, sub-clause 3	Page 5 of 56	Platform Key Characteristics	1. Who will bear the cost of hosting and infrastructure for the newly developed platform—the bidder or QCI? 2. If the bidder is responsible, kindly provide details of the existing server configuration.	It will be provided by QCI
63	Clause V, sub-clause 3	Page 6 of 56	Performance and Scalability	What is the total user count?	Minimum 10,000 user and system should be designed as easy and scalable.
64				What is the maximum number of concurrent users expected during the peak load periods and how long are these peak load periods?	System should be handles the concurrent registration of Maximum 500 users but system should be designed as easy scalable.
65				What is the average and maximum expected data volume per user per login session and across how many transactions	Up to 100 MB/session
66	Clause V, sub-clause 1	Page 5 of 56	Microservices-based Modular Architecture	It is mentioned “...Additionally, multiple instances of the application can be created and customized to meet the unique requirements of different boards and divisions,”  Are we looking to have a customized page / set of pages for each of the divisions or are we looking at totally different instance of the application for each division?	It depends on the architecture and technical solutions.

67				Are we looking to have a multi-hosted web application wherein the application is hosted and managed centrally with various divisions having a dual control over their content?	Yes
68				What is the current infrastructure setup – is it on cloud or is it on a data center and which tools are we using or prefer to use for IaC?	It is on Cloud Infra
69	Clause VII	Page 39 of 56	Work experience	<p>The Bidder(s) must have relevant experience with reference to development any web /mobile application for Central or State Govt., Union Territory, PSU, CPSU, SPSU, Central universities, national institutes, private organisations in the last 05 (five) Financial Years for work order value of:</p> <ul style="list-style-type: none"> <li>• at least 03 (three) completed/ongoing projects/contracts with each project/ contract having a minimum contract value of INR 1.2 crores or more, OR</li> <li>• at least 02 (two) completed/ongoing projects/ contracts with each project/ contract having a minimum contract value of INR 1.8 crores or more, OR</li> <li>• at least 01 (one) completed/ongoing project/ contract with project/ contract having a minimum contract value of INR 2.4 crores or more</li> </ul> <p><i>The clarification broadens the eligibility criteria by allowing experience in any web/mobile application development, rather than restricting it to modular architecture-based applications. This ensures wider bidder participation, promoting competitive bidding and enhancing project feasibility. The revised clause maintains rigorous financial thresholds, ensuring capable and experienced vendors qualify.</i></p>	No Change. Kindly submit as per the Bid document

70	Clause VII, sub-clause 2	Page 39 of 56	Average turnover of at least ₹ 12 (twelve) cr. Generated in the past three (3) financial years (2021-22,2022-23 and 2023-24).	<p>We request to reduce the qualification turnover to 10 Cr in the past three (3) financial years (2021-22,2022-23 and 2023-24).</p> <p><i>The current requirement of ₹12 crore limits the participation of capable vendors, including ourselves, who are well-equipped to deliver the project's objectives. To encourage broader participation and enhance competition, we kindly request a reduction in the turnover threshold to ₹10 crore. This adjustment would not only enable us but also other experienced vendors to submit proposals, ensuring a more diverse pool of bidders while maintaining quality and innovation.</i></p>	No Change. Kindly submit as per the Bid document
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71	Clause VIII	Page 40 of 56	EVALUATION CRITERIA	<p>Company Profile</p> <ul style="list-style-type: none"> <li>• Leadership Profile – 2 marks</li> <li>• Clientele – 2 marks</li> <li>• Turnover – 4 marks <ul style="list-style-type: none"> <li>▪ At least ₹ 12 crores to ₹ 14 crores – 1 mark</li> <li>▪ ₹ 14 crores to ₹ 16 crores – 2 marks</li> <li>▪ ₹ 16 crores to ₹ 18 crores – 3 marks</li> <li>▪ Above ₹ 20 crores – 4 marks</li> </ul> </li> <li>• ISO 27001 certificate, and CMMI L3 credentials – 5 marks (2.5 marks each)</li> <li>• Employee strength (IT services) – 3 marks <ul style="list-style-type: none"> <li>▪ At least 40 IT professionals – 1 mark</li> <li>▪ Above 40 to 50 IT professionals – 2 marks</li> <li>▪ Above 50 IT professionals – 3 marks</li> </ul> </li> </ul> <p><i>The clarification lowers the financial and employee thresholds, encouraging broader participation from emerging and mid-sized firms while maintaining performance benchmarks. This adjustment promotes inclusivity and ensures a competitive environment without compromising quality. It aligns with market realities, fostering innovation and diversity in bidder profiles.</i></p>	No Change. Kindly submit as per the Bid document
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72	Clause VII (2)	Page 39 of 56	Annual Turnover	<p>We are interested in participating in this tender and are confident in our ability to meet the scope of work and technical requirements. The tender specifies an average annual turnover of ₹12 crores over the past three financial years. As a certified Micro and Small Enterprise (MSE), we would like to inquire if the turnover requirement can be relaxed in accordance with the Government of India's Office Memorandum No. F.20/2/2014- PPD(Pt.)- Ministry of Finance Department of Expenditure Procurement Policy Division dated 25th July 2016, which allows such relaxations for MSEs in public procurement, provided quality and technical specifications are met?</p>	No Change. Kindly submit as per the Bid document
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73	Clause VIII	Page 41 of 56	Evaluation Criteria	<p>Case study for previous 3 similar completed/ongoing IT assignments (for which work orders have been submitted in technical bid) undertaken in past 5 years for Central or State Govt., Union Territory, PSU, CPSU, SPSU, Central universities, autonomous bodies, and private organisations. Additionally, the case studies presented should clearly display their capability of development of microservices based large scale distributed system.</p> <p><i>The clarification expands the scope to include all IT assignments, not just microservices-based projects, increasing bidder eligibility and fostering greater competition. This ensures that capable vendors with relevant IT experience can participate, even if their projects differ in architecture. It maintains the focus on large-scale distributed systems, preserving quality and complexity benchmarks.</i></p>	No Change. Kindly submit as per the Bid document
74	Clause VIII	Page 41 of 56	Evaluation Criteria	<p>Are there any project valuation benchmarks for these three projects? Does any consortium-based execution also accept?</p>	<p>Yes, the projects/case studies submitted should showcase the capability of development of microservices based large scale distributed system. Projects executed as Consortium will be accepted only if the bidding entity was prime member while execution of the project. The bidder must submit the consortium agreement along with work order clearly mentioning their name as prime member of such project as a part of pre-qualification criteria.</p>

75	Clause VIII	Page 41 of 56	Evaluation Criteria	What documents are required for exemption from Turnover Criteria? Does an MSME certificate work?	No Change. Kindly submit as per the Bid document
76				How many marks will be given for Turnover Criteria if the exemption criteria are fulfilled?	No Change. Kindly submit as per the Bid document
77				What is the weightage of each metric for the leadership profile?	Kindly refer to bid document for weightage of marks.
78				How the score of the client will be calculated? How many client bases will contribute to how much score?	The bidder may submit Performance metrics (e.g., quality, timeliness, satisfaction), Volume or value of business and Client feedback or satisfaction ratings for scoring in this criterion.
79				How many years of experience per team resource profile? Education qualifications will also be considered. Any team structure proposed by the authority?	The profile of the resources may include the educational background, years of experience, areas of expertise and any projects executed.
80				Can you provide more clarity on the evaluation criteria, including the weightage for technical vs. financial proposals?  <i>How the cost need to be defined and calculated if taking more than 100 hours?</i>	Bidders are required to submit the cost for minimum estimated 100 hours. Any additional effort hours requirement shall be considered during the project execution phase on the basis the per man-hour rate quoted by the bidder.

81	Clause VIII (4)	Page 41 of 56	Evaluation Criteria	If a bidder qualifies under Sl. No. 3 of the pre-qualification criteria by submitting a single project/contract with a minimum value of INR 2.4 crores, are they still required to submit 03 case studies to achieve the full 24 marks under Sl. No. 4 of the evaluation criteria? Or would submitting a single case study corresponding to the INR 2.4 crore project be sufficient to secure the full marks?	The bidder should submit documents for work experience criteria's of pre-qualification and technical evaluation (presentation round) separately. Both will be evaluated separately.
82	Clause VIII (3)	Page 41 of 56	Evaluation Criteria	We kindly request clarity on the mock-up requirements—whether it should focus on a small module, a specific part of the solution, or any particular aspect. Greater detail will help us align better with your expectations.	The mock-up should focus on design and small module.
83	Clause XI, sub-clause B		Financial Bid	Porting and Migration Cost: To port and migrate old portal/ applications on the Modular Platform  <i>How the cost need to be defined and calculated if taking more than 100 hours?</i>	Bidders are required to submit the cost for minimum estimated 100 hours. Any additional effort hours requirement shall be considered during the project execution phase on the basis the per man-hour rate quoted by the bidder.
84	Clause XI, sub-clause B		Financial Bid	Customisation and Change management  <i>How the cost needs to be defined and calculated if taking more than 100 hours?</i>	
85	Clause XI, sub-clause B	Page 51 of 56	Financial Bid	Can you provide more details about the current data size & type that needs to be migrated?	There are estimated 50 to 60 portals for migration of data, but actual requirement of migration will be accessed are the requirement gathering phase.
86	Clause X, sub-clause 32	Page 48 of 56	Deployment of Technical Resources	Can you specify the ideal team structure as envisaged by QCI for accreditation portal development?	The bidder to propose the ideal team structure.

87	Clause X, sub-clause 32 & Bid Document from GEM Portal	Page 48 of 56	Deployment of Technical Resources, (Deployment of core team)	Please clarify the exact place of performance?	Team should be available Physically for any discussion If required
88	Clause X, sub-clause 4	Page 42 of 56	Maintenance support, Warranty	Can you please specify the exact duration of the annual maintenance post Warranty?	The duration of annual maintenance will be decided after warranty period.
89	Clause X, sub-clause 22	Page 46 of 56	Training	Kindly confirm whether the training sessions are required to be conducted onsite or remotely.	The onsite training session shall be conducted. Also, the team must be available for physical presence as required by QCI.
90	Annexure -A (Page 53)	Page 53 of 56	Covering letter	Is the 'Proposal Submission' a hard copy submission?	The proposal must be submitted through GeM portal only.
91	Clause XI, sub-clause B	Page-51	Financial Bid	Is there any scope of presenting a Vendor Ascertained 'Level of Effort' based on given 'Scope of Work' towards engagement of manpower and manhours against the Integration Cost, Porting and Migration Cost and Customization & Change Management.	Bidders are required to submit the cost for minimum estimated 100 hours. Any additional effort hours requirement shall be considered during the project execution phase on the basis the per man-hour rate quoted by the bidder.

	Clause X, sub-clause 1	Page 41 of 56	Contract Duration	<p>The contract will be assigned for a total period of 1 year and 6 months, wherein six (06) months will be for design and development, the one (01) year for warranty and, which may be extended further, subject to satisfactory performance of the service provider on the same terms &amp; conditions and the requirements of QCI.</p> <p><i>Contract duration is ambiguous. In the GEM bid document "Contract Duration" is mentioned as 1 year. In RFP, Contract Duration is mentioned as 1 year 6 months (6 months for Development and 1 year for support and maintenance)</i></p>	The contract duration shall be valid as specified in the RFP document.
	Clause X, sub-clause 2	Page 41 of 56	Change request / Modifications	<p>The service provider shall modify or update the Web portal (including any content contained in the Web Portal) and available services upon request from QCI, from time to time, as mutually agreed upon by the service provider and QCI. The Service Provider shall provide reasonable notice of any modification or update to the Web portal, unless it is impracticable to do so.</p> <p><i>Can it be assumed that all requirements which are agreed upon as change requests that are outside of current scope will be chargeable and a separate quotation will be provided for all such change requests?</i></p>	Yes

	Clause X, sub-clause 4	Page 42 of 56	Maintenance support, Warranty	<p>The annual maintenance charges will be 12 to 15% of the development cost, and will be decided after mutual negotiation between selected service provider and QCI.</p> <p><i>When will the AMC be considered to be started? After the 6-month development window or after Post warranty completion?</i></p>	The duration of annual maintenance will be decided after warranty period.
92	General Query	-	-	Please specify the size of data in GBs that needs to be migrated from existing platform to the newly developed platform along with the details of existing database tech stack.	There are estimated 50 to 60 portals for migration of data, but actual requirement of migration will be accessed are the requirement gathering phase.
93				We are assuming that the existing domain name will be used and the QCI will take care of its renewal. Please confirm if our understanding is correct.	It will be taken care by QCI
94				With the scope of application, It requires around 8-10 months of development and qa to deployment application with consideration of moving above mentioned scoped items in future.	No Change. Kindly submit as per the Bid document
95				Are there any restrictions or preferences for the technology stack to be used in developing the platform?	No restriction, as long as it fulfills the functional and non - functional requirements.
96				What is the expected timeline for finalizing the contract post-bid submission?	No estimated Timeline
97				Please clarify if there are any restrictions or preferences regarding the location of the development team (onsite/offsite)?	Team should be available Physically for any discussion If required

98				Is there a detailed breakdown of the evaluation criteria within the QCBS (Quality and Cost-Based Selection) model?	As specified in the bid document (Clause IX)
99				Please make CMMI optional as we are in process of getting the certification	No Change. Kindly submit as per the Bid document
100				Does this RFP scope allow to submission of the bid with consortium partners?	<b>Yes</b> 1. This prime member shall be solely responsible for all aspects of the Bid proposal including the execution of all tasks and performance of all consortium obligations. 2. The prime member shall fulfil each eligibility criteria. <b>Note: Kindly refer to the attached Annexure defining the conditions applied for the Consortium.</b>
101				Is there an active directory or SSO currently maintained?	No
102				Are there penalties for non-compliance with the SLA during development or maintenance?	Penalties shall be applicable as specified in bid document.
103				Do we have an old portal for this? If yes, how did the process happen today? Are there any challenges in the current process? If yes, what are those?	A portal with requirements defined in the scope of work is currently not available.
104				Are there defined steps for the document verifications for the organisations or do we need to decide that? Verification is completely manual or do we have some checks from a software perspective?	The bidder to propose the solution for steps and checks related to document verification as defined in scope of work.
105				Are there any state-level existing portals or it will be a single application used by PAN India?	This solution will be used by QCI.

106				Do we need to maintain the versions of the documents while managing documents?	Yes
107				What are the common use case of offline mobile app? Will the mobile and web both handle the same functionality or we have different goals for them?	Common use of offline mobile app: Assessor's Location and all the uploading documents should be geo tagged.  There are different goals / subset of web details. Some functionality will be available on mobile app as well.
108				What is the current data size which we need to migrate?	There are estimated 50 to 60 portals for migration of data, but actual requirement of migration will be accessed are the requirement gathering phase.
109				Do we have any existing research on the average mobile versions of the user bases?	No
110				Does QCI think about any use case on AI/ML or data analytics specifically?	No but may be considered in future
111				Microservices should be in government projects only or it can be any project developed by our team?	As specified in the Pre-Qualification criteria
112				What is the role of sub-users created by external users? Is it associated with the organisation structure? Will these users have different responsibilities in the system?	Organisational admin can create multiple sub users to handle applications
113				Are institution & program heads both responsible to reviewing the documents & information?	Yes



114				Do all the assessors (Principal Assessor/Lead Assessor, Co-Assessor/Technical Assessor, Observer) have the same level of access/responsibilities when accessing the applications?	No, every assessor has different access levels and PA/LA has the highest access level which is defined in the scope. Others are subset of these.
115	Technical Questions	Technical Architecture & Scalability		What is the expected peak concurrent user load beyond the mentioned 10,000 users?	This is the maximum peak load, Average would be 5000 users
116				Are there any specific performance benchmarks or SLAs expected for response times?	As per industry benchmarks uptime > 99.9 % response time <500ms
117				What is the expected data growth rate and storage requirements over the next 3-5 years?	Data not available
118		Integration Requirements		What are the specific integration points and data exchange formats required with existing QCI systems?	As specified in the scope of work
119				Are there any legacy systems that need to be migrated to the new platform?	Only system tools will be integrated mentioned in the scope
120				What level of real-time integration is needed with external systems like payment gateways?	As specified in the scope of work
121		Security & Compliance		What are the specific security compliance requirements beyond standard encryption and authentication?	QCI will conduct security testing of the platform through STQCI empaneled vendor
122				Are there any data residency or data sovereignty requirements to be considered?	Yes as per data security guidelines
123				What is the expected disaster recovery and business continuity plan?	As per best industry practices
124		Implementation & Support		What is the expected timeline for rolling out different modules in phases?	The bidder has to estimate and submit the plan.
125				What level of training and documentation support is expected?	User manual for documentation support and onsite trainings for users
126				What are the SLA requirements for production support during warranty period?	The SLAs are attached as Annexure to this document.

127		Customization & Future Roadmap	How frequently are changes expected in workflows and business rules?	The objective of developing this platform is to adapt the workflow and business rule changes with minimal efforts.
128			What level of configuration vs customization is preferred?	To be part of technical solution proposed by bidder.
129			Are there any planned future modules or features to be considered in the architecture?	Platform should be scalable and flexible to include any future requirements.
130		Mobile Application	What are the specific offline capabilities required in mobile apps?	Assessor's Location and all the uploading documents should be geo tagged.
131			Are there any specific device/OS version support requirements?	No
132			What is the expected user base split between web and mobile access?	All users are on both platform
133		Strategic Goals	What are QCI's key strategic objectives for implementing this modular platform across different boards?	As specified in the scope of work
134			How does QCI envision this platform transforming its accreditation/certification processes in the long term?	As specified in the scope of work
135			What metrics will be used to measure the success of this platform implementation?	Operational efficiency, Scalability, Flexibility and Faster time to market.

## **Annexure-A**

**In case the bidder(s) is / are a consortium (including an unincorporated Joint Venture), then the following conditions shall apply:**

1. Each member in a consortium shall only be a legal entity and not an individual person.
2. The Bid shall specifically identify and describe each member of the consortium.
3. The consortium member descriptions shall indicate what type of legal entity the member is and its jurisdiction of incorporation (or of establishment as a legal entity other than as a corporation) and provide evidence by a copy of the articles of incorporation (or equivalent documents).
4. One participant member of the consortium shall be identified the "Prime member" and contracting entity for the consortium.
5. This prime member shall be solely responsible for all aspects of the Bid proposal including the execution of all tasks and performance of all consortium obligations.
6. The prime member shall fulfil each eligibility criteria.
7. A commitment shall be given from each of the consortium members in the role of the member in the Bid and the member's commitment to perform all relevant tasks commitment not to withdraw from the consortium.
8. No change shall be permitted in the number, nature or share holding pattern of the Consortium members after pre-qualification, without the prior written permission of the QCI.
9. No change in project plans, timetables or pricing will be permitted as a consequence of any withdrawal or failure to perform by a consortium member.
10. No consortium member shall hold less than 25% stake in a consortium.
11. Entities which are affiliates of one another are allowed to bid either as a sole bidder or as a consortium only.
12. An entity can bid either singly or as a member of only one consortium.
13. Consortium agreement shall be submitted by the bidders as a part of pre-qualification criteria.

## Annexure - B

### SLA (Service Level Agreement)

The following SLAs apply for any queries or issues raised by QCI IT SPOC and boards SPOC during the maintenance period of the given websites:

- i. **Critical Issues:** Issues that lead to the unavailability or significant impairment of the website, such as the portal being down or major functionality being compromised, urgent content updates.
  1. **Response Time:** Within 1 hour of the issue being reported.
  2. **Resolution Time:** Within 4 hours of the issue being reported.
- ii. **High Priority Issues:** Issues affecting important but non-critical functionality (e.g., delays in data syncing, non-functional stored procedures, etc.).
  1. **Response Time:** Within 4 hours of the issue being reported.
  2. **Resolution Time:** Within 8 hours of the issue being reported.
- iii. **Medium Priority Issues:** Minor bugs or issues that do not directly affect core operations but impact user experience (e.g., UI glitches, minor data display errors).
  1. **Response Time:** Within 8 hours of the issue being reported.
  2. **Resolution Time:** Within 24 hours of the issue being reported.
- iv. **Low Priority Issues:** Non-urgent issues or requests (e.g., general inquiries, low- impact improvements, or enhancements).
  1. **Response Time:** Within 24 hours of the issue being reported.
  2. **Resolution Time:** Within 72 hours of the issue being reported.
- v. Minimum of 99.5% uptime, ensuring that the websites are always available to users, and downtime will be decided mutually if any.