

Panchayati Raj Department, Patna

Responses by Queries raised by deferent Agencies for Design, Development and Maintenance of a state-wide **PRAGYA SYSTEM : Panchayat Real-Time Attendance & Geo-Tagging for Yojna Accountability.**

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Sl. No.	Clause / Section	Page	RFP Provision	Suggestion/Clarification Request	Department Responses
1	2.3 Scope Overview	10	Geo-fencing and GPS Tracking Implementation: Establishing precise geo-fences for panchayat offices and enabling cPs-tagged punching for field duties.	It is understood that geo-fencing data will be provided by the department. In case geo-fenced data is not available, collection of the data shall be out of scope of the bidder	As per the RFP, the bidder is responsible for establishing geo-fences and GPS-tagged attendance. Collection and creation of geo-fencing data, where not available, is part of the project scope and shall be carried out by the bidder.
2	Technical Qualification Criteria	16	The bidder shall produce a valid work completion certificate, duly certified by the authorized/competent authority of the respective department. Any document except the above shall not be entertained.	Please allow ongoing projects as well, where such activities ' activities/deliverables have been completed and duly certified by the authorized/competent authority of the respective department	As per the RFP document only
3	Evaluation Methodology	19	Evaluation through Least Cost Selection (LCS)	Considering the complexity of the assignment involving AI/ML, geo-fencing, multi-tier deployment, and system integrations, please consider Quality and Cost-based Selection (QCBS) 80:20 so that preference is given to a more technically competent firm. Further, it is suggested that the total score of Stage I and II may be increased from 60 to 70 marks.	As per the RFP document only
4	Payment Terms	21	Retention of 40% of development cost till O&M	The retention percentage is significantly high and will impact the financial bid as interest cost will get loaded. It is suggested to consider retention of 10% for the O&M phase, while keeping the Performance Bank Guarantee as an additional safeguard for the Department.	As per the RFP, the retention percentage for the O&M phase has been revised to 20% to balance financial feasibility for bidders while ensuring project performance. The Performance Bank Guarantee may still be submitted as an additional safeguard as per RFP terms.

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5	Annexure 8, Financial Proposal	34	-	As the bidder is required to furnish financials only for the manpower services, it is understood that any requirement for travel outside of the State HQ for the team deployed project shall be reimbursed/paid on actuals by PRD. Similarly, components such as the procurement of any hardware /software/cert-in audit/DR etc., are not in the scope of the Bidder.	Travel required for deployment, maintenance, and smooth functioning of the application at Panchayati Raj offices is part of the bidder's scope, and all costs shall be borne by the bidder.
6	4.2. Mobile Application Features	38	The mobile application shall be developed for both Android and iOS platforms, ensuring broad compatibility for field-level officials	It is understood that: 1. The PlayStore and AppStore account credentials of the department will be provided 2. Hosting charges of the app on both the stores shall be borne by the client	The Play Store and App Store credentials will be provided by the department. Any associated hosting or store-related costs shall be borne by the department and are not part of the bidder's scope.
7	5.2 Technology Specifications	45	Availability & DR: >99.9% uptime, backups, disaster recovery with RPO <15 min, RTO <4 hrs.	As the solution will be hosted in SDC and the SDC infrastructure shall be managed by the Data Centre Operator. It is requested that clauses related to DR, RTO, and RPO be removed.	As per RFP.
8	5.2 Technology Specifications	45	Notifications: Email, SMS, and mobile push with multilingual template support.	It is understood that by multilingual support, deployment is required to be done in English and Hindi only	Deployment shall support Hindi and English languages for Email, SMS and Mobile push notifications.
9	Hosting & Security	46	Hosting infrastructure not specified	It is understood that the selected bidder shall provide the minimum specifications of the IT infrastructure/production & staging environment required for the application, and PRD/Agency managing the infrastructure at SDC shall ensure their readiness on-time. Further scalability etc. shall be ensured by the department/SDC team	Hosting will be done on the State Data Center (SDC). The bidder shall provide the required infrastructure specifications for both production and staging environments to ensure readiness.
10	Integration Requirements	47	Integration with HRMS and SMS Gateway	1. It is understood that the Department will provide API documentation and sandbox access for these systems. Please confirm. 2. Further, it is understood that the cost of the SMS servers/subscription charges shall be borne by the concerned department. Please confirm	Integration with HRMS is a future option; the department will provide API documentation when required. For SMS Gateway, the department will provide APIs, and all related costs (subscription/servers) shall be borne by the department.

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11	Attendance Validation	47	GPS/Geo-fencing mandatory for attendance	Please clarify if facial recognition/biometric authentication is mandatory, or whether alternative methods such as QR code, or OTP-based validation would also be acceptable in low-connectivity or remote areas.	As per the RFP document only
12	6.2 Bidder Responsibilities for Environment Setup	47	Procuring, configuring, and managing all necessary hardware (servers, networking equipment) and software licenses for the PRAGYA system, unless explicitly stated as AFP.	As the bidder is required to furnish financials only for the manpower services, it is understood that procurement of hardware/software/licences/services in SDC shall be done by the Department.	Facilities of State Data Center (SDC) shall be done by the Department. The bidder is responsible for manpower services, deployment, and configuration within the SDC environment as per RFP specifications.
13	AI/ML-based Anomaly Detection	48	Implementation of AI/ML for anomaly detection	Meaningful AI/ML outcomes depend on availability of datasets. Kindly confirm whether historical attendance and field monitoring data will be made available to bidders for training and tuning of AI/ML models. Further, it is understood that the compute and storage required for supporting AI based application will be made available by the concerned department. Department may kindly confirm	Data will be provided by the department for AI/ML training.
14	Mobile Application	48	Mobile app with offline sync capability	Kindly clarify the expected sync SLA in low-connectivity areas. Would a 24–48 hour sync window be acceptable for ensuring data reliability?	A 24-hour sync window is acceptable for ensuring data reliability.
15	Training & Capacity Building	50	Training of PRI officials at all levels	It is requested to kindly clarify the number of officials/users to be trained at State HQ, District, Block, and Gram Panchayat levels, and whether the Department will provide facilities and mobilization of officials for the training sessions.	Most of the training will be based online mode. Costing will be the part of bidders. For physical training infra will be provided for support.
16	Project Timelines	51	Development and state-wide rollout within 6 months (+3-month grace)	The prescribed timeline appears ambitious for a solution of this scale (8,000+ Panchayats). It is requested that the Department may kindly consider a phased rollout approach (Pilot → Scale-up) with an overall implementation period of 12 months to ensure quality delivery and adoption.	As per RFP document only

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17	7.4- Manpower Replacement Timelines	51	Any delay beyond 7 days with either the on-boarding or the replacement of resources will attract a penalty of Rs 5000/ per day of delay for Key Staff and a penalty of Rs. 1000 per day for Non-Key staff resources. The maximum penalty shall be limited to 2% of the total contract value.	This clause may be removed as penalties based on SLA are already there	Penalty of Rs 5000/- may be reduced to Rs 1000/- per day for first 30 days. After that Rs. 5000/- per day penalty will be imposed for next 15 days and then blacklisting/ agreement termination process will be initiated.
18	Eligibility – Turnover	–	Minimum average turnover of ₹8 Cr (IT/ITES)	It is submitted that the turnover requirement may be enhanced to a minimum average INR 50 Crores in IT/ITES (excluding hardware/software supply), to ensure participation of entities with proven large-scale delivery capability.	As per RFP document only
2. Kytes IT Services Pvt Ltd					
	Sr No	Tender Clause & Page Number	Wording as per RFP	Suggestion/Clarification Request	Department Responses
	1	Technical-qualification criteria- 16 (page no 18)	Compliance with CMN/I Level 3 or higher is required.	Considering counterfeit CMMi certificates available in the market, we request you to accept only CMMi Level- 3 certificate issued by SEI (Software Engineering Institute) or its accredited bodies	As per the RFP document only
	2	EMD Submission	"Earnest Money Deposit (EMD)to be paid through manual mode (BG) duly issued by any nationalized bank. The original hard copy of EMD i.e. BG that should be submitted in the tendering authority office before the submission deadline.	We request you to allow 5 days time to submit physical copy of EMD BG/DD. Scanned copy of the EMD BG/DD will be uploaded in the eProcurement portal. (speed post/courier time required)	As per the RFP document only

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	3. Watsoo Express Pvt Ltd.!!				
	Sr No	Tender Clause & Page Number	Wording as per RFP	Suggestion/Clarification Request	Department Responses
	1		Refer Clause No. 15 Selection Process, Point No.-15.2 (Pre-Qualification Criteria) Sr. No. 3 of the Table “ The Bidder's average annual financial turnover in ITI, ITeS related software development services must be at least INR 08 Crores during the last three (3) (FY -2021-22, 2022-23 & 2023-24) consecutive financial Years ”		Answer: The financial years specified in the RFP (FY 2021-22, 2022-23 & 2023-24) are retained.
	2		Refer Clause No. 16 (a) Technical Qualification Parameter Description (Stage-I Technical Capability) Point No.2 “The Bidder must have successfully completed at least three (3) projects involving the design, development, and implementation IT solutions for Central Government / State Government Departments / PSUs in India within the last five (5) years. (project Value not less than 50 Lakhs)”	You are requested to “kindly considered the Private Organization Projects of any value and consider the Go-Live certification ”, this will make the more competitive of this RFP.	As per RFP document only
	4. DISPLAY METRICS				
	1		Account) for the last three financial years, duly certified by a Chartered Accountant/Firm	three financial years, duly certified by a Chartered Accountant/Firm.	

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	2	(a) Technical Qualification Parameter Description Stage- 1: Technical Capability Page No.- 16 Point No.- 1	<p>The Bidder must have successfully completed at least three (3) projects involving the design, development, and implementation IT solutions for Central Government / State Government Departments / PSUs in India within the last five (5) years. (Project Value not less than 50 Lakhs)</p> <ul style="list-style-type: none"> • 3 Successfully Completed Projects - 5 Marks • 4 Successfully Completed Projects - 10 Marks • 5 or More Successfully Completed Projects - 15 Marks <p>The bidder shall produce a valid work completion certificate, duly certified by the authorized/competent authority of the respective department. Any document except the above shall not be entertained.</p>	<p>The Bidder must have successfully completed/Ongoing at least three (3) projects involving the design, development, and implementation in IT/ITeS domain solutions for Central Government / State/Semi-Government Departments / PSUs in India within the last five (5) years. (Project Value not less than 50 Lakhs)</p> <ul style="list-style-type: none"> • 3 Successfully Completed/Ongoing Projects - 5 Marks • 4 Successfully Completed/Ongoing Projects - 10 Marks • 5 or More Successfully Completed/Ongoing Projects - 15 Marks <p>The bidder shall produce a valid work completion certificate/Agreement/Work Order, duly certified by the authorized/competent authority of the respective department. Any document except the above shall not be entertained.</p>	
	3	16 (a) Technical Qualification Parameter Description Page No.- 17 Point No.- 1	<p>The Bidder must have demonstrable experience in implementing solutions involving Geo-fencing and GPS tracking for a user base of at least 10,000 users</p>	<p>The Bidder must have demonstrable experience in implementing solutions involving Geo-fencing / GPS tracking for Central Government / State/Semi</p>	

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	4	16 (a) Technical Qualificati on Parameter Descriptio n Page No.- 17 Point No.- 1	<p>The Bidder must have demonstrable experience in implementing solutions involving Geo-fencing and GPS tracking for a user base of at least 10,000 users</p>	<p>The Bidder must have demonstrable experience in implementing solutions involving Geo-fencing / GPS tracking for Central Government / State/Semi</p>	As per RFP document only

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	5	16 (a) Technical Qualification Parameter Description Stage- 1: Technical Capability Page No.- 17 Point No.- 1	<p>Experience in mobile application: The Bidder must have experience in developing and deploying mobile applications (Android and iOS) for a large user base (minimum 10,000 users) with offline synchronization capabilities.</p> <ul style="list-style-type: none"> • 1 Successfully Completed Projects - 5 Marks • 2 Successfully Completed Projects - 10 Marks <p>The bidder shall furnish a valid work completion certificate, duly certified by the authorized/competent authority of the respective department. Any document except the above shall not be entertained.</p>	<p>Experience in mobile application: The Bidder must have experience (completed/ongoing) in developing and deploying mobile applications (Android and iOS) for Central Government / State/Semi-Government Departments / PSUs in India within the last five (5) years:</p> <ul style="list-style-type: none"> • 1 Successfully Completed/Ongoing Projects - 5 Marks • 2 Successfully Completed/Ongoing Projects - 10 Marks <p>The bidder shall furnish a valid work completion certificate/Agreement/Work Order, duly certified by the authorized/competent authority of the respective department. Any document except the above shall not be entertained.</p>	

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	6	16 (a) Technical Qualificati on Parameter Descriptio n Stage- 1: Technical Capability Page No.- 17 Point No.- 1	<p>AI/ML-Based Solution Development & Implementation Experience: The bidder or the OEM must have demonstrable experience in the design, development, and successful deployment of AI/MLbased software solutions for Central or State Government Departments / PSUs in India. This includes the development and integration of AI/ML modules-such as anomaly detection, predictive analytics, or other intelligent features-within enterprise-level applications. The implementation may have been executed directly or through a System Integrator, with each eligible project having a minimum contract value of 50 Lakhs or more.</p> <ul style="list-style-type: none"> • 1 Successfully Completed Projects - 10 Marks • 2 or More Successfully Completed 	<p>AI/ML-Based Solution Development & Implementation Experience: The bidder or the OEM must have demonstrable experience (completed/ongoing) in the design, development, and successful deployment of AI/ML-based software solutions for Central or State Government Departments / PSUs in India. This includes the development and integration of AI/ML modules-such as anomaly detection, predictive analytics, or other intelligent features-within enterprise-level applications. The implementation may have been executed directly or through a System Integrator, with each eligible project having a minimum contract value of 50 Lakhs or more.</p> <ul style="list-style-type: none"> • 1 Successfully Completed/ongoing Projects - 10 Marks • 2 or More Successfully Completed /ongoing Projects - 15 Marks <p>The bidder shall furnish a valid work completion certificate, duly certified by the authorized/competent authority of the respective department. Any document except the above shall not be entertained.</p>	
	7	16 (a) Technical Qualificati on Parameter Descriptio n Page No.- 17 Point No.- 1	<p>The Bidder must have experience in integrating IT solutions with Human Resource Management Systems (HRMS) and/or SMS Gateways using APIs.</p>	<p>The Bidder must have experience in integrating IT solutions with Human Resource Management Systems (HRMS) and/or SMS Gateways using APIs.</p>	

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		Stage- 1: Technical Capability	The bidder shall furnish a valid work completion certificate, duly certified by the authorized/competent authority of the respective department. Any document except the above shall not be entertained.	The bidder shall furnish a valid work completion certificate/Ongoing Certificate/ Agreement/ Work Order, duly certified by the authorized/competent authority of the respective department. Any document except the above shall not be entertained.	