

Queries Received in Pre-Bid and Bapu Tower Samiti, BCD response thereof:-

Project :- Study Design, Development, Implementation and Support of web portal design and development of online Ticket generation system.

On Comprehensive mode-

S.N	RFP Document reference (s) (Section & page Number)	Content of RFP requiring clarification(s)	Queries	Bapu Tower Samiti, BCD response
1.	4.10 Earnest Money Deposit (EMD) Page No. 8	b) The EMD should be in Indian Rupees and in the form of Bank Draft or Bank Guarantee valid for six months from the last date of bid submission.	We kindly request you to permit submission of EMD through Insurance Surety Bond, as it is a secure and cost-effective alternative to traditional instruments and supports MSMEs in managing their working capital efficiently. However, in case Insurance Surety Bonds are not acceptable, we request you to share the IFSC code of your bank account branch. This will be required for processing the Bank Guarantee via the Structured Financial Messaging System (SFMS) Gateway, which facilitates secure and authenticated transmission of Bank Guarantees directly to the beneficiary's bank.	No Change. As per Tender document.
2.	5.2 Prequalification Criteria Page No. 11	The Prime bidder / Any bidder in case of Consortium should have an average annual turnover of INR 50 Crores over the last Three (3) consecutive Financial Years only derived from IT, ITES services ending on 31 March 2025.	Since audited financials statements for FY 2024-25 are currently under audit and may not be available before bid submission, We request you to kindly consider average turnover and Positive up to FY 2023-24 instead of mandating FY 2024-25.	As per Tender document.
3.	5.2 Prequalification Criteria Page No. 11	Certificate from the Statutory auditor/ CA clearly specifying the net worth of the firm of last 3 Financial Years ending 31"March, 2025.		As clarified above

4.	5. 3 Technical Evaluation Criteria Page No. 14	The Prime bidder / Any bidder Methodology in case of consortium should have average annual turnover of INR 50 Crores Over the last Three (3) consecutive Financial Year only derived from IT, ITES services ending on 31" March 2025 Marks should be allotted as given below: 50Cr to <=60 Cr-10 Marks >60Cr to <=75 Cr-15 Marks >75 + 20 Marks		As clarified above
5.	6.1.2 Online Ticket Generation (Website and Mobile Application) Page No. 16	b) An online payment gateway should provide secure transactions for purchasing tickets.	We request the authority to kindly clarify whether integration with external payment gateways (UPI/Net Banking/Credit Cards) is already planned, or if the bidder is expected to propose and implement the same.	Integrated external payment method (UPI/Net Banking/ Credit Card) should be provided with best suitable payment gateway.
6.	6.1.2 Online Ticket Generation (Website and Mobile Application) Page No. 17	d) Automated email and SMS notifications should inform users of ticket confirmations and updates.	Kindly clarify whether the department will provide the SMS gateway and email relay services, or if the bidder is expected to provision these and bear the recurring costs	Bidder have to provide the SMS gateway and email related services and no extra payment will be made for this.
7.	6.1.3 Mobile Application for Ticket Verification Page No. 17	f) Compatibility with Android should maximize accessibility.	We request the authority to kindly clarify whether mobile applications are required for both Android and iOS platforms, since the majority of users are on Android (as specifically mentioned for the verification app), but few users also use iOS. Please confirm.	As per Tender document.
8.	6.1.6 Training and Support Page No. 18	a) Comprehensive training sessions should be conducted for operators and supervisors.	Please clarify the number of resources/trainees to be covered under training, and whether training needs to be conducted in multiple batches.	Users will be trained multiple times during the each quarter, as per the requirement of the Bapu Tower.
9.	6.2 Security Audit Page No. 18	Bidder will perform the following tasks for website and the web application security to analyze and review the website/application	Please clarify the number of security audits expected during the contract period. Is it only one-time audit before Go-Live, or will there be periodic/annual audits required throughout the O&M	Annual security audit must be required during the contract period.



		security through a Cert-in empaneled agency. The Cert-In empaneled agency will have to carry out Functional Test. The Cost involved in the Security Audit shall be borne by the vendor.	period?	
10.	6.1.6 Training and Support Page No. 19	c) A dedicated helpdesk should offer 24/7 support for technical issues.	Do we need to add other resources related to helpdesk apart from the IT executive or these IT executive will handle the 24/7 support for technical issues, Please confirm.	As per Tender document.
11.	8.3 Annexure-TS (Financial Bid) Page No. 26	Deployment of 3 IT Onsite Executives for 72 Man-months	The project duration is mentioned as 1 year and 1 month (13 months). However, the requirement specifies deployment of 3 IT Onsite Executives for 72 man-months, which seems inconsistent with the project period. We request the authority to kindly clarify this discrepancy.	As per Tender document.
12.	7.1 Project Timeline Page No. 20	Annual Software Maintenance of the Application and Resource Deployment for Helpdesk - T6+1 Year	In the project timeline, annual maintenance is specified for one year, whereas in the financial bid, software support is mentioned for two years after successful implementation. We kindly request the authority to confirm the actual O&M duration, as there is a contradiction between the two section.	The project timeline for this contract is for 2 years.
13.	8.3 Annexure-TS (Financial Bid)	SoftwareSupport for Two Year aftersuccessful implementation		
14.	Section 5.2 Prequalification Criteria – Financial Profile (Page 11)	Average annual turnover of INR 50 Cr from IT/ITES services in last 3 FYs (2022–23, 2023–24, 2024–25).	Requesting modification to: Request to remove turnover criteria. Kindly have technical evaluation. We are a startup with well-qualified engineers. If given chance, we will showcase best of our technical capabilities with demo/POC.	No Change. As per Tender document.
15.	Fact Sheet (Page 4), Section 7.1 Project Timeline (Page 19)	Project start timelines mentioned with stages (T0–T7) but no specific start date provided.	Please confirm the expected project commencement date (after Lol or after agreement signing) so that resource planning and delivery schedules can be aligned.	Just after issuance of LOA.



16.	Section 5.2 Prequalification Criteria – Financial Profile (Page 11)	Average annual turnover of INR 50 Cr from IT/ITES services in last 3 FYs (2022–23, 2023–24, 2024–25).	Requesting modification to: Total turnover of INR 50 Cr in last 3 FYs instead of restricting it only to IT/ITES vertical. This will allow wider participation without diluting the qualification standards.	No Change. As per Tender document.
17.	Section 5.2 Prequalification Criteria – Technical Capability (Page 11)	At least 1 e-Governance project of INR 25 Lakhs+ in last 5 years for Govt. organizations.	Requesting relaxation: please consider relevant projects of Web/App Development or Online Ticketing Systems (not only limited to e-Governance). Also, kindly allow ongoing projects with valid work orders as proof of experience.	No Change. As per Tender document.
18.	Section 5.2 Prequalification Criteria – Technical Capability (Page 12)	At least 1 project of INR 50 Lakhs+ for any State/Central Government.	Requesting modification: kindly revise to 1 project of INR 20 Lakhs+ for any Government or Private Organization . Please also consider ongoing projects supported with valid work orders.	No Change. As per Tender document.
19.	Section 5.3 Technical Evaluation Criteria (Page 13–14)	Current marking scheme tied with high turnover & large project values.	Requesting modification of technical evaluation to balance innovation, technical expertise, and SLAs compliance , rather than being restrictive on turnover/project values. This will encourage participation of startups & emerging organizations with strong technical capabilities.	No Change. As per Tender document.
20.	Section 6.1.4 Hardware Provisioning (Page 17)	Requirement for Android tablets and thermal printers specified.	Please confirm: Will the hardware be purchased by bidder & transferred to Bapu Tower or remain bidder-owned for the duration of the contract? Also, should warranty be managed directly by OEM or through bidder?	No Change. Yes, It should be purchased by bidder and transfer to Bapu Tower and warranty must be managed by bidder.
21.	Section 6.1.5 Human Resource Deployment (Page 17)	Requirement of 3 IT Executives onsite .	Please clarify: Provide work shift? Holidays & Leaves applicable?	This will be intimated to successful bidders.
22.	Section 6.2 Security Audit (Page 18)	Security audit must be done by CERT-In empanelled agency at bidder's cost.	Please confirm: Please specify expected frequency of audits (one-time before Go-Live or annual)?	Annual Security audits must be required during the contract period.

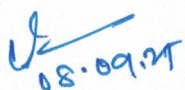
23.	Section 6.3 Application Hosting (Page 18)	Hosting to be done at State Data Centre, Patna.	Please clarify: 1) Will DC infra (VMs, storage, firewall) be provisioned by Bapu Tower or should bidder include hosting cost? 2) Is there any preference for cloud hosting (Govt. empanelled CSPs) if SDC infra not available?	Hosting on SDC (state data center) is mandatory. Bidder has to coordinate with SDC for hosting of the web portal and the application.
24.	Section 6.4 Application Maintenance (Page 18)	Enhancement, modifications, bug fixing, and user support required.	Please specify: What is the expected maximum no. of enhancement requests per year? Should bidder assume a change request mechanism beyond minor bug-fixes?	Bidder have maintain the application and fix the bug during the entire contract period and no extra payment will be mode for this.
25.	Section 7.2 Payment Terms (Page 20)	Payment linked to deployment, UAT, and training.	Please clarify: In case of delays in UAT sign-off by client , will bidder still be eligible for milestone payment post submission/delivery?	As per Tender document.
26.	Section 7.9 Penalty (Page 21)	Penalty @2% per week (max 10%) for delays.	Please confirm: Will penalties be applied only for bidder-attributable delays and not for delays caused due to dependency on Bapu Tower Samiti (approvals, infrastructure, UAT signoff)?	As per Tender document.
27.	7.1 Project Timeline Page No.20	T0 Signing of Agreement T1 System Requirement Study document signoff T0+7 Days T2 Deployment of the Website T1+7 Days T3 Deployment of Online Ticket Generation Module Offline Desktop Application T2+15 Days T4 User Acceptance Test (UAT) signoff T3+17 Days T5 Completion of training & handholding T4+20 Days T6 Security certification T5+30 Days T7 Annual Software Maintenance of the	To develop such a comprehensive solution from scratch requires extensive study and significant input gathering from the concerned officials, which is a time-intensive process. Furthermore, the development and implementation of this kind of solution also require additional time for proper execution. As per the current delivery timeline mentioned in the RFP, the schedule appears to be very stringent. Therefore, we humbly request you to kindly amend the project delivery timeline as per the following:- T0 Signing of Agreement T1 System Requirement Study document signoff	No Change. As per Tender document.



		Application and Resource Deployment for Helpdesk T6+1 year	T0+15 Days T2 Deployment of the Website T1+30 Days T3 Deployment of Online Ticket Generation Module Offline Desktop Application T2+45 Days T4 User Acceptance Test (UAT) signoff T3+50 Days T5 Completion of training & handholding T4+60 Days T6 Security certification T5+60 Days T7 Annual Software Maintenance of the Application and Resource Deployment for Helpdesk T6+1 year	
28.	Page 16, 6.1.2	Online Payment Gateway Integration	Which payment gateways are approved/supported (e.g., Razorpay, PayU, SBlePay)?	Best payment gateway should be provided which is to be Suggested by Bidder.
29.	Page 16, 6.1.2 (g)	Real-time sync between mobile app and web portal	Should this work in offline mode too? What is expected in case of network failure?	The ticketing system over the ticketing counter in Bapu Tower should work in offline mode also. Once the connectivity will be re-stored, the data should sync with the webserver immediately.
30.	Page 17, 6.1.3	Android Mobile App for Ticket Verification	Should the app be hosted on Google Play Store or App store or deployed privately?	As per Tender document.
31.	Page 17, 6.1.3	Ticket Validation with QR/Barcode	Who will provide the QR/barcode format specification?	As per Tender document.
32.	Page 18, 6.2	Security Audit via CERT-In Empaneled Agency	Who will bear the cost of the audit—agency or vendor? RFP mentions vendor, please confirm.	Bidder will bear the cost of security audit.
33.	Page 18, 6.3	Hosting Responsibility	Is vendor responsible for environment setup (VM, OS, DB installation), or just deployment?	Application will be hosted on the state data centre. The

				bidder has to coordinate with SDC and has to do the deployment.
34.	Page No. 12; 5.2 PreQualification Criteria	S. No. 1 The Prime bidder / Both the Profile partners (In case of consortium) should be in operations for a period of at least Five (5) years as on published/released date of RFP	Request Removal - The Scope of Work defined in the RFP can mostly be done by a single bidder, and allowing a consortium would require additional operational bottlenecks for the department as well. Request for removal of such Consortium, only Single Bidder to be Allowed.	No Change. As per Tender document.
35.	Page No. 13; 5.2 PreQualification Criteria	S. No. 3 The Prime bidder / Any bidder in case of Consortium should have an average annual turnover of INR 50 Crores over the last Three (3) consecutive Financial Years only derived from IT, ITES services ending on 31 March 2025.	The Scope of Work mentioned and the basic EMD to EPC ratio suggests that the Estimated Budget for this Tender shall not exceed 2.5 Crore all inclusive. Requiring for a minimum 50 Crore Turnover is 20 times the EPC, which is irregular as well as discourages competition from MSME bidders as well. Request to relax this condition to around 20 crores, which is still a fair number albeit on the higher side for allowing bidders to participate.	No Change. As per Tender document.
36.	General	--	What is the Estimated Budget of the department for this Project? A ballpark figure will help competitive bidding.	Bidder should quote as per their understanding of the scope of the work after doing due diligence.
37.	Page No. 13; 5.2 PreQualification Criteria	S. No. 5 The bidder should have successfully developed e-Governance projects value of at least INR 25 lakhs during last five (5) financial years for any Government Department/ Corporation/ Government organizations in India.	Request for Rationalization, in one condition for turnover, the asking is 50 Crores, and in relevant experience, is only 25 Lakhs, which prima facie is an inconsistent Pre Qualification Criteria. Request to increase this threshold to Rs. 1 Crore.	No Change. As per Tender document.
38.	Page No. 13; 5.2 PreQualification Criteria	S. No. 5 The Prime bidder / each partner of Consortium should have experience of designing and developing any application for any	Request for removal of this criteria, in continuation of removal of consortium and increase threshold for relevant experience.	No Change. As per Tender document.

		Department /any corporation for any state government/ Central government of Value more than 50 lacs and above in India.		
39.	Page No. 15; 5.3 Technical Evaluation Criteria	<p>The Prime bidder / Any bidder in case of consortium should have average annual turnover of INR 50 Crores Over the last Three (3) consecutive Financial Years only derived from IT, ITES services ending on 31" March 2025.</p> <p>Marks should be allotted as given below:</p> <p>Experience in The Prime bidder / Any of</p> <p>50Cr to <=60 Cr-10 Marks</p> <p>>60Cr to <=75 Cr-15 Marks</p> <p>>75 + 20 Marks</p>	<p>The Scope of Work mentioned and the basic EMD to EPC ratio suggests that the Estimated Budget for this Tender shall not exceed 2.5 Crore all inclusive. Requiring for a minimum 50 Crore Turnover is 20 times the EPC, which is irregular as well as discourages competition from MSME bidders as well. Request to relax this condition to around 20 crores, which is still a fair number albeit on the higher side for allowing bidders to participate.</p>	No Change. As per Tender document.


 08.09.21
 Dy. Director
 Bapat Tower