

**Clarifications to Queries**

**with respect to**

**Tender Document**

**for**

**DESIGN, DEVELOPMENT, HOSTING AND MAINTENANCE  
OF  
PRAAPTI WEB PORTAL  
AND  
MOBILE APPLICATION**

| S. No | Sub-Clause No.                            | Existing Provision as per Tender Document   | Bidder's Queries  | PFCCL's Response                                   |
|-------|---|---|---|--|
| 1     | Clause-2                                  | EXPERIENCE OF ORGANIZATION  | With the view of the project is very critical and it is our belief that successful execution can only be ensured by who have expertise in the power sector. This expertise is essential for addressing the unique challenges associated with the project. We have carefully reviewed your tender document, and it appears that prior experience in the power sector is not currently a requirement for participation. In light of the project's complexity, we kindly request that you amend the eligibility criteria to specify that only entities with prior experience in the power sector be considered for participation in this tender. We believe this adjustment will significantly enhance the quality and success of the project by ensuring that only those with the necessary expertise are involved. | The provisions of Tender Document shall prevail.   |
| 2     | Section 2.0                               | As an output of the upgraded portal, an exception report (On Non-Payment of Dues on trigger date) is generated on daily basis and is uploaded on the PRAAPTI Web Portal | Which system is generating the exception report?  | PRAAPTI portal is generating the exception report. |
| 3     | Overview of Existing Arrangement 3.2 (iv) | Usage/Traffic   | Since, you have mentioned the total number of active users (2000+) and daily visitors (200) is mentioned, but how many concurrent users (those accessing the portal simultaneously) need to be clarified.   | Please refer Clause 3.2 of Tender Document.        |
| 4     | 3.0 Overview of Existing Arrangement      | Benchmark of user   | Please clarify or provide an estimate of the no of users for benchmarking   | Please refer Clause 3.2 of Tender Document         |

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| 5     | 3.0 Overview of Existing Arrangement | Usage/Traffic: About 2000+ users actively use the portal. On an average 200 users visit the portal per day which also include concurrent users. Over the past year, a total of 60,000+ invoices have been raised through the PRAAPTI Portal. This number of users and traffic is expected to increase in future | We request PFCL to define the user load. The use of word 'expected' is suggestive and doesn't mandate for bidder for sizing the infrastructure for this user load.                          | User load may increase at rate of approx. 10% per annum.   |
| 6     | 5.4                                  | Scalability & Server Management   | What is the anticipated growth rate of user traffic and data volume over the three-year maintenance period and are there specific scalability benchmarks w.r.t server the Bidder must meet? | Expected Year-on-Year Data growth may be in the range of approx. 10% per annum. The sizing needs to be done keeping in view the required performance levels and auto-scalability feature for addressing peak performance requirements. |
| 7     | General                              |   | What is the year-on-year expected increase in traffic to initially plan the infrastructure or you have Pay-as-you-go model in mind  | User load may increase at the rate of approx. 10% per annum.   |
| 8     | General                              |   | What is the expected load (in terms of users, transactions, or concurrent connections) during peak operations?  | Please refer Clause 3.2 of Tender Document.  |
| 9     | General                              | Database Migration  | What is the expected increase in volumes year-on-year over the next 4 years? What is PFCL's expectation for data retention and archival?  | User load may increase at the rate of approx. 10% per annum. For data retention and archival management to be done as defined in the Tender Document and as per GIGW guidelines.   |
| 10    | Overview of Existing Arrangement 3.3 | The test environment coexists on the same servers, and the backup processes for the database and files also run on these servers.   | Kindly confirm the required backup space along with the backup policies and the backup retention period.  | Backup and Restore arrangement shall be as per Clause 5.22 of Tender Document.   |

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| 11    | Archive Management 5.19 - i and ii         | There should be an Auto Archival System to archive all Data entered through administration panel after the expiry date.  | Kindly confirm the required storage space for storing archival data and specify the retention period for the same.   | Portal to comply with GIGW Guidelines and the requirements explained in the Tender Document.   |
| 12    | Scope of work Point 4.1 (ii-c)             | Regular backup & restore of entire application as per Backup & Restore arrangement.  | Can you please clarify the specific backup and restore arrangements that should be followed for the portal and mobile application, including frequency and storage requirements?   | Backup and Restore arrangement shall be as per Clause 5.22 of Tender Document.   |
| 13    | Scope of Work 4.2 (vii)                    | After launch: Backup and Disaster Recovery Plans:  | Who will be responsible for defining and implementing these plans (e.g., frequency of backups, data retention policies)? Will the Bidder be expected to conduct restore tests periodically to ensure data integrity and system recovery? | Bidder will be responsible to manage the entire setup.   |
| 14    | Overview of Existing Arrangement 3.3       | My SQL license   | Kindly confirm whether the licenses required for the MySQL database will be provided by PFCCL or if the bidder needs to procure them.  | Bidder must procure the required licenses for completion of Scope of Work as defined in Tender Document.   |
| 15    | Overview of Existing Arrangement 3.3 - iii | Database server hosted on Amazon Web Services (AWS)  | Kindly confirm the database version and edition (Community/Enterprise) and clarify if it is an AWS Bidder lock-in database?  | The current edition is not an AWS bidder lock-in database. However, the same has no relevance with the current development solicited.                                    |
| 16    | Scope of Work ii) Phase-II                 | Hosting of newly developed Web Portal / Mobile Application along with migration of existing PRAAPTI portal's database on an appropriate MeitY empaneled Government Community Cloud (GCC) including but not limited | Who will be responsible for the migration? How will the migration process be carried out, and what is the total size of the database to be migrated?   | Bidder will be responsible to carry out migration as per the provisions of Tender Document. The approximate size of database that needs to be migrated is approx. 15 GB. |

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| 17    | Scope of work 4.1 (i)                | ERP System Integration: The specific requirements for this module will be provided by PFCCL. The financial transaction needs to be integrated to the ERP system of PFCCL through API  | Can you clarify the ERP system that the Billing and Revenue Management System will need to integrate with? Are there any existing APIs or documentation available for this integration? | Please refer Clause 5.11 of Tender Document. There are no existing APIs or documentation available for integration.   |
| 18    | 5.11 Revenue Management System (RMS) | Integration – API services  | Please clarify API services will be provide by Utility end and no of Integration point as SAP, GST portal or etc.   | Bidder must develop or arrange APIs/tools/software required for the completion of Scope of Work. Number of integration point shall be as per the requirement of scope of work defined in the Tender Document. |
| 19    | Clause 5.12 API Integration Pg 23    | <p>i) Integrate necessary APIs as per the requirements of the owner to facilitate data transfer and interoperability with other systems or platforms.</p> <p>ii) Ensure seamless integration and reliable data exchange between the PRAAPTI Portal and external entities.</p> <p>iii) Ensure error-handling and monitoring for continuous functionality and adaptability to future changes.</p> | Requesting PFCCL to kindly share the list of external systems with whom the new PRAAPTI Portal/ Mobile Application need to be integrated using APIs.                                    | The provisions of Tender Document are amply clear.  |
| 20    | 5.12 i                               | API Integration   | Mentioned data will be between the PRAAPTI and other platform, do we receive any sort of API documentation for future development?  | There are no existing APIs or documentation available for integration.  |

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| 21    | Clause 5.12 API Integration Pg 23 | iv) Ensure security of the APIs used in the entire Portal & Mobile Applications. | Kindly specify the security requirements for the APIs  | The provisions of Tender Document shall prevail.   |
| 22    | General                           |  | What is the Current Server Size and how many APIs are currently running?   | The current size of the application is 512 GB. The bidder is responsible for completion of Scope of Work as defined in the tender document and is required to develop APIs for the same.   |
| 23    | General                           | Migration  | What is the volume and format of the data that will need to be migrated from the existing portal to the new one?                       | The current size of the application is 512 GB and the approximate size of data that needs to be migrated is around 15 GB.  |
| 24    | General                           | Technology Solution  | What specific APIs need to be developed or integrated? Are there existing APIs the Bidder can use?                                     | Bidder shall be developing and integrating APIs required for the completion of Scope of Work defined in the Tender Document.   |
| 25    | 5.1                               | Third-Party Integration  | Are there any existing third-party tools or APIs that need to be integrated, and will licenses for these tools be provided by PFCCL?   | The Bidder will be responsible for development and integration of APIs required for completion of Scope of Work as defined in the Tender Document.   |
| 26    | General                           |  | Will there be any third-party software integrations such as with your internal ERP, GST Portal, Payment Gateways etc. Please elaborate | Bidder is responsible for development of required APIs for the completion of Scope of Work as defined in the Tender Document. Portal must be compatible for integration with various modules of SAP/ERP/GST Portal/Payment Gateway Portal or any other system as per the requirement of PFCCL from time to time. |

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| 27    | General                       |   | Are there any third-party systems or platforms that require integration?   | Bidder is responsible for the completion of Scope of Work defined in the Tender Document including any integration as required by the modules mentioned in the Scope of Work.  |
| 28    | General                       |   | What integrations with 3rd-party services and OEMs are expected and SAP etc. licenses shall be procured by the PFCCL or SI   | The bidder must procure the required licenses for the completion of Scope of Work as defined in the Tender Document except ERP/SAP licenses and must complete all necessary tasks required for the completion of the same.       |
| 29    | Scope of Work Point 4.1 (i)   |   | Will the email services require integration with any third-party service provider, or is the Bidder expected to set up and maintain these services independently? What are the expected volumes for email notifications? | Bidder is required to maintain auto e-mailing services to be offered by PRAAPTI as provided in Tender Document. Current monthly email volume is approx. 50,000. However, the same shall increase in future based on requirement. |
| 30    | Scope of Work 4.1             | Email services: The Bidder would be required to maintain mailing services to be offered by the Portal as per requirements instated by the owner | Kindly provide the No. of email required per day/ monthly.   | Current monthly email volume is approx. 50,000. However, the same shall increase in future based on requirement.   |
| 31    | 4.0 Scope of Work 4.1 Phase-I | Email services  | Please clarify the email services will be provided utility or Bidder   | Bidder is required to maintain auto e-mailing services to be offered by PRAAPTI as provided in Tender Document.  |
| 32    | General                       | Technology Solution   | For Transactional emails from PRAAPTI portal, would the shortlisted bidder need to provide email support or is there an existing vendor of PFCCL who provides email support?   | Bidder is required to maintain auto e-mailing services to be offered by PRAAPTI as provided in Tender Document.  |

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| 33    | Section 4.0                     | Email services   | Its not clear if PFCCCL will provide the Email Gateway or bidder needs to include the Email Service Provider tie up into the proposal. Please clarify.  | Bidder is required to maintain auto e-mailing services to be offered by PRAAPTI as provided in Tender Document.  |
| 34    | 4.1                             | Email Service Providers  | Will existing email service providers be retained, or do we need to implement new email solutions?  | Bidder is required to maintain auto e-mailing services to be offered by PRAAPTI as provided in Tender Document.  |
| 35    | 4.1 (i)                         | Email services: The Bidder would be required to maintain mailing services to be offered by the Portal as per requirements instated by the....  | We are assuming that email services will be provided by PFCCCL along with the SMS gateway. Please clarify.  | Bidder is required to maintain auto e-mailing/SMS services to be offered by PRAAPTI as provided in Tender Document.  |
| 36    | Scope of Work 4.1 (iii) h       | Bidder would assist user's authorized representative(s) in getting comfortable with the web Portal & Mobile Application and its update by providing telephonic & email support on an ongoing basis | 1. For Email and telephonic support who will provide the infra deptt./Bidder?<br>2. Please clarify that Offsite support also required for helpdesk or Onsite Resources will take care   | Email and Telephonic support are to be provided by Bidder as per the provisions of Tender Document.<br>Two manpower resources are to be deployed at PFCCCL HQ in Delhi and additional resource required can be managed remotely. |
| 37    | Scope of Work Point 4.1 (ii-a)  | Creation of Sandbox, Development, Test and Production instances on MeitY empaneled GCC considering the present performance requirements & projection of resource requirements                      | Can you clarify who will be responsible for the creation of the Sandbox, Development, Test, and Production instances on the MeitY empaneled Government Community Cloud (GCC)? Will the Bidder be required to manage the entire setup of these instances, or will PFCCCL or a third party handle the initial creation of these environments? | Bidder will be responsible to manage the entire setup.   |
| 38    | Scope of Work Point 4.1 (iii-a) | Deployment of two (2) Manpower Resources at PFCCCL HQ in Delhi for maintenance and enhancement of portal as well as for handling the technical queries   | Is it mandatory for the Bidder to provide resources at PFCCCL HQ in Delhi, or can remote support be considered as a viable option? If onsite presence is required, what is the expected working schedule and duration for these resources?  | The provisions of Tender Document shall prevail.<br>Email and Telephonic support are to be provided by Bidder as per the provisions of Tender Document.  |



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|       |                                  |  |  | Two manpower resources are to be deployed at PFCCL HQ in Delhi and additional resource required can be managed remotely.  |
| 39    | Scope of Work Point 4.1 (iii-n)  | Arranging & conducting quarterly preventive maintenance and evaluation of hosting infrastructure.  | Can you specify the exact tasks to be covered under quarterly preventive maintenance? Should the Bidder or PFCCL tasks like hardware checks, software patching, performance tuning, security audits, and backup verification?                        | The provisions of Tender Document shall prevail.  |
| 40    | Scope of Work 4.2 (v)            | To structure content of the web Portal & Mobile Application to make it disable friendly so that the available information is easily accessible to people with disability | Can you provide further details on the specific disability-friendly features and accessibility guidelines that must be implemented   | To be maintained as per GIGW guidelines.  |
| 41    | Scope of Work 4.2 (vii)          | After launch : Search Engine Optimization (SEO)  | Will the Bidder be required to provide regular SEO reports, and if so, what is the frequency of such reports (e.g., monthly, quarterly)?   | The provisions of Tender Document shall prevail.  |
| 42    | 4.7 Work Schedule Phase – II     | Cloud Services   | Pls clarify Cloud services, DC-DR Centre will be provided by Utility end or Bidder end   | All services defined under Scope of Work of the Tender Document must be provided by Bidder.<br>Cloud services and DC-DR services will be provided by Bidder.        |
| 43    | 4.0 Scope of Work                | DR Site requirement  | DR site requirement is not defined. Kindly confirm whether DR site is required and if yes then please provide required details with RTO , RPO.   | As per Clause 5.22, the Bidder shall formulate and implement an effective disaster recovery plan to ensure business continuity in case of any exigency / breakdown. |
| 44    | Hosting Infrastructure - 5.1 -iv | Follow continuous disaster recovery processes for the entire environment   | If PFCCL requires a DR site, kindly confirm whether the bidder should consider the DR site identical to the DC site or at 50% capacity of the DC site.<br>Additionally, please specify the required RPO (Recovery Point Objective) and RTO (Recovery | As per Clause 5.22, the Bidder shall formulate and implement an effective disaster recovery plan to ensure business continuity in case of any exigency / breakdown. |

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|       |  |   | Time Objective) for data replication and business continuity.  |   |
| 45    | 5.22 Backup & Restore Arrangement for Business Continuity Point- v | The Bidder would test the effectiveness of the Backup Strategy and execute the mock Disaster Recovery Drills on timely basis as per the approved plan | Kindly Clarify the frequency of DC-DR drill.   | Refer Clause 5.22, DR Drills would be as per Disaster Recovery plan formulated by Bidder and per the requirement of PFCCCL. |
| 46    | Section 5.1  | iv) Follow continuous disaster recovery processes for the entire environment  | - Is there a requirement for a DR environment?<br>- DR environment is usually setup in a geographically separate location, hence please clarify what is continuous disaster recovery process | The provisions of Tender Document shall prevail.  |
| 47    | 4.0 Scope of work<br>4.1 Phase -III<br>4.7 Work Schedule           | Operation Management given in two ways that is 3 years or 5 years   | Please clarify   | Please refer Amendment No. 3 to Tender Document.  |
| 48    | Section 4.1. iii) and<br>4.7 work schedule                         | The document mentions a 3-year Operations & Maintenance (O&M) period in one section, while the Gantt chart specifies a 5-year O&M duration.           | Please clarify the correct duration of the Operations & Maintenance phase for the PRAAPTI project.   | Please refer Amendment No. 3 to Tender Document.  |
| 49    | General  | AMC   | Is the AMC for 3 years or 5 years after implementation?  | Please refer Amendment No. 3 to Tender Document.  |
| 50    | 4.7 Work Schedule  | Refer Work Schedule table - Operations & Maintenance - Time period mentioned 5 years  | There seems to be a typo as in other places the O&M period mentioned is 3 years from the completion of Design and Development phase. Please confirm.   | Please refer Amendment No. 3 to Tender Document.  |
| 51    | 4.0 Scope of Work<br>4.1Phase-II                                   | Existing portal   | Please provide a look of your Existing portal.   | The portal has to be newly developed from scratch as per the requirement of Tender Document.                                |

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| 52    | 4.1, iii), e)             | Any changes or addition in the web pages including changes in menus, sub menus, pages of the web Portal & Mobile Application would be implemented in English as well as Hindi version. The time period for implementation/changes in Hindi version would be defined by PFCCCL | Will PFCCCL provide the Hindi translations for the portal and mobile application content, or is the Bidder responsible for content translation?  | Please refer Clause No. 5.3 of Tender Document.<br>The provisions of Tender Document shall prevail.   |
| 53    | General                   |   | Content preparation, and especially bilingual, will be responsibility of the PFCCCL or bidder?   | The bidder will be responsible for the same.  |
| 54    | Scope of Work 4.1 (iii) e | Any changes or addition in the web pages including changes in menus, sub menus, pages of the web Portal & Mobile Application would be implemented in English as well as Hindi version. The time period for implementation/changes in Hindi version would be defined by PFCCCL | Only bilingual support will be required or in future any more languages are to be implemented?   | Please refer Clause No. 5.3 of Tender Document.<br>The provisions of Tender Document shall prevail.   |
| 55    | Scope of Work 4.1 (i)     | Phase-1 Design and Development of PRAAPTI   | 1. Apart from PRAAPTI portal bidder has to develop 2 more portals i.e., Billing and Revenue Management System which will be under PRAAPTI?<br>2. Payment gateway integration will also be them? If yes who will bear the cost?<br>3. Email Services will be provided by Dept.? | Bidder is responsible for completion of Scope of Work as defined in Tender Document and all associated costs are to be borne by the Bidder. |

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| 56    | 5.4 (iv)                                       | Enabling Revenue Management System (RMS) for billing and collection from the users of PRAAPTI as per the requirement of owner.   | Revenue Management System separate portal will be developed apart from PRAAPTI portal?   | Revenue Management System will be a separate module within PRAAPTI.   |
| 57    | Functional and Technical Requirement 5.11-viii | Payment Gateway  | Could you confirm whether PFCCCL will provide a specific payment gateway provider or if the Bidder is expected to select and integrate a payment gateway?<br>If PFCCCL is selecting the provider, will the Bidder be given access to the API documentation, credentials, and integration guidelines? | Bidder is responsible for completion of Scope of Work as defined in Tender Document and all associated costs are to be borne by the Bidder.   |
| 58    | 5.11, viii)                                    | Payment Gateway:<br>a) Integrate a secure and reliable payment gateway to facilitate online transactions for users<br>b) Ensure the compliance of the payment gateway with relevant industry standards and security guidelines | Will PFCCCL bear any recurring costs (e.g., subscription fees) associated with the payment gateway, or should these be factored into the Bidder's bid?   | Bidder is responsible for completion of entire Scope of Work as defined in Tender Document and all associated costs are to be borne by the Bidder.  |
| 59    | Section 5.4                                    | User would be able to make payment for such invoices within the revenue management system  | -Please provide details of which payment gateway<br>- Please clarify if payment gateway subscription & charges will be in the scope of PFCCCL or Bidder  | Procuring any 3rd party tool/APIs/software for completion of the scope of work defined in the tender document is in the scope of Bidder.  |
| 60    | Scope of work 4.1 (ii)                         | Phase-2 Hosting of Mobile and Portal   | 1. What is the current size of App & DB which needs to be migrated?<br>2. Currently the App and DB server are hosted on different platforms?   | The current size of the application is 512 GB and the approximate size of data that needs to be migrated is approx. 15 GB. Currently, application is hosted on Windows server 2019 and DB is on Linux server. |
| 61    | General  |  | What is the size of the data to be migrated, and what formats will the data be in?   | The current data size that needs to be migrated is approx. 15 GB and data type includes Database and Files.   |

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| 62    | Section 4.0    | <p>migration of existing PRAAPTI portal's database</p> <p>Portal database and the backup processes for the database and files also run on these servers Application/File Server hosted on third party dedicated windows server</p> | <p>Please provide</p> <ul style="list-style-type: none"> <li>- database Bidder name/version</li> <li>- Size of database</li> <li>- No of tables</li> <li>- No of entities/tables</li> <li>- volume of data for each entity table</li> <li>- %age increase per year of month what these files refer to</li> <li>- size of files</li> <li>- type of files</li> <li>- are these files directly stored in File System or a DMS is used</li> </ul> <p>Will the files also require migration to the new system?</p> | <p>Currently, PRAAPTI is running on MySQL database which is hosted on Linux with approx. size of 15 GB. The Application size is 512 GB which is hosted on Window server 2019.</p> <p>The data type on portal includes database tables and files (pdf, doc, excel, jpeg, jpg, png etc.) as per requirement.</p> <p>All data / files in the existing system will be migrated to the new system.</p> |
| 63    | 5.8            | Migration Complexity   | What is the current volume and complexity of data to be migrated, and are there any anticipated challenges (e.g., data cleanup, normalization) that the bidder should account for?  | The data that needs to be migrated from existing portal is approx. 15 GB.   |
| 64    | General        |  | Data migration will be one time, or it will happen in regular intervals?  | The provisions of Tender Document shall prevail.  |
| 65    | General        |  | What is the volume of data that needs to be integrated?   | The data that needs to be migrated from existing portal is approx. 15 GB.   |
| 66    | General        | Data Migration   | What is the volume of data to be migrated, and are there performance considerations for large datasets?   | The size of database that needs to be migrated is approx. 15 GB.  |
| 67    | General        | Database Migration   | What is the size of the existing database to be migrated, and are there any specific formats or validations required for migration? Are there   | The current size of the application is 512 GB and the approximate size of data that needs to be migrated is around 15 GB.   |

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| .     |                       |  | any unsupported or legacy formats that require special handling during migration?   |  |
| 68    | Scope of work 4.2 (i) | To ensure that web Portal & Mobile Application that complies with the "Guidelines for Indian Government Website and Mobile Applications (GIGW) and the same should be certified by STQC. | Only GIGW compliance to be followed for web portal and mobile app development or STQC certificate is also required? If yes then who will bear the cost?   | Please refer sub clause (v) of Clause 5.7 of Tender Document.<br><br>Bidder is responsible for completion of Scope of Work as defined in Tender Document and all associated costs are to be borne by the Bidder. |
| 69    | General               | Financials   | Can PFCCCL clarify if costs for third-party certifications like STQC need to be included in the financial proposal, or will they be reimbursed separately?<br>Who will bear the cost for recurring security and STQC certifications during the maintenance phase? | Bidder is responsible for completion of entire Scope of Work as defined in Tender Document and all associated costs are to be borne by the Bidder.   |
| 70    | 4.4                   | Development should be compliant to audit requirements issued by GOI.   | Security Audit cost to be borne by bidder / Deptt?  | Bidder is responsible for completion of Scope of Work as defined in Tender Document and all associated costs are to be borne by the Bidder.  |
| 71    | 4.6                   | DNS services   | DNS will be provided by Dept. / bidder? With SEO or without SEO?  | The provisions of Tender Document shall prevail.   |
| 72    | Section 4.0           | Hosting of newly developed Web Portal / Mobile Application   | Is the hosting cost, like server costs, database costs and other cloud services costs to be borne by bidder and included in proposal?   | Bidder is responsible for completion of Scope of Work as defined in Tender Document and all associated costs are to be borne by the Bidder.  |
| 73    | Section 4.0           | Phase-I: Design and Development of new PRAAPTI Portal & Mobile Application (for Android & iOS)   | For mobile, is there any specific preference of native application for mobile or cross platform mobile application is acceptable?   | The provisions of Tender Document shall prevail.   |

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| 74    | General        | Database Migration   | Is pricing of Data license and other software licenses included within the scope of the bidder?  | Bidder is responsible for completion of entire Scope of Work as defined in Tender Document and all associated costs are to be borne by the Bidder. |
| 75    | General        |  | Should we determine whether the mobile application will be native or hybrid?   | The provisions of Tender Document shall prevail.   |
| 76    | Section 4.0    | appropriate MeitY empaneled Government Community Cloud (GCC)   | Not all GCC are MeitY empaneled. Just to re-confirm, both requirements GCC and MeitY empanelment needs to be met, is it correct?                               | Yes.   |
| 77    | General        |  | Can you confirm the specific MeitY - empanelled GCC services to be used for hosting? Is there any recommended Bidder or PFC will choose any MeitY GCC Service? | The provisions of Tender Document shall prevail.   |
| 78    | General        | Cloud Hosting Requirement  | Does PFCCL have a preferred MeitY- empanelled GCC provider, or is the bidder free to choose?   | The provisions of Tender Document shall prevail.   |
| 79    | Section 4.2    | Ensure a user support system to respond to Portal related technical queries through various communication channels   | Is there an expectation for a full-fledged help desk system?<br>Please list the expected communication channels  | The provisions of Tender Document shall prevail.   |
| 80    | Section 4.2    | Creation of Sandbox, Development, Test and Production instances  | Please clarify purpose of Sandbox for sizing the sandbox environment   | The provisions of Tender Document shall prevail.   |
| 81    | Section 5.1    | Creation of Sandbox, Development, Test and Production instances<br>The Bidder would be required to provide three (3) separate environments for Development, Testing and Production instances | Please clarify the no. of environments required as there is a mismatch in the proposal   | Required environments are Sandbox, Development, Testing and Production instances.  |

| S. No | Sub-Clause No. | Existing Provision as per Tender Document  | Bidder's Queries  | PFCCL's Response   |
|-------|----------------|--|---|--|
| 82    | General        |  | Test and other environments are also required during the entire course of this project. During this tenure, who would pay for this hosting spaces?  | The Bidder to pay for hosting space and other associated costs required during the period of contracts.  |
| 83    | Section 4.2    | Application/File Server hosted on third party dedicated windows server   | Is there a need for a Document Management System in the new solution?   | The provisions of Tender Document shall prevail.   |
| 84    | 5.19           | Archive Management   | are you expecting any document management system? Currently do you have any DMS in place?   | The provisions of Tender Document shall prevail.   |
| 85    | Section 4.2    | DNS services   | Are domain names available for UAT, or is the current DNS a wild card DNS?  | The current DNS is not a wildcard DNS.   |
| 86    | Section 4.1    | Phase III, Operations & Maintenance  | Please clarify if complete support and maintenance of hosting environment like OS patching, SSL Certificate Renewals, Security Patching of OS, Database backups is in the scope of bidder and need to be included in commercials? | The Bidder must procure all required licenses for completion of Scope of Work as defined in Tender Document and all associated costs are to be borne by the Bidder.  |
| 87    | Section 4.2    | Creation of Sandbox, Development, Test and Production instances<br>The Bidder would be required to provide three (3) separate environments for Development, Testing and Production instances | Please clarify the no. of environments required as there is a mismatch in the proposal.   | Required environments are Sandbox, Development, Testing and Production instances.<br>The Production environment (Application & Database servers) would be deployed in High Availability active-active mode. Each of these instances would have separately accessible database of suitable sizes as per the instance specific operational requirements. The sizing needs to be done keeping in view that the required performance levels and auto-scalability feature for addressing peak performance requirements. |



| S. No | Sub-Clause No.                           | Existing Provision as per Tender Document  | Bidder's Queries   | PFCCL's Response                                 |
|-------|--|--|--|--|
| 88    | 4.2 vi                                   | Browser Version  | What are the minimum version of browser support we are expecting to provide in all browser?  | As per latest industry standards.                |
| 89    | 4.1 i                                    | Minimum mobile OS support  | What are the minimum version of Android & IOS we are expecting to provide support on?  | As per latest industry standards.                |
| 90    | 4.0 Scope of Work; Clause 4.1 (ii) Pg 10 | "Phase-II: Hosting of newly developed Web Portal / Mobile Application along with migration of existing PRAAPTI portal's database on an appropriate MeitY empaneled Government Community Cloud (GCC) including but not limited to:" ... | As mentioned in clause 3.3, the existing portal is hosted on Amazon Web Services (AWS) which is classified as "Public Cloud"/ "Virtual Private Cloud" as per MeitY, GoI. Hence, would strongly request PFCCL to kindly allow the Bidders to host the new application on "Public Cloud"/ "Virtual Private Cloud" through MeitY approved CSPs.<br><br>Furthermore, hosting the new application exclusively on a GCC platform would significantly increase development costs for the PRAAPTI Portal. Restricting hosting to only GCC platforms would exclude widely accepted MeitY-approved CSPs like AWS, Azure, Oracle, and Google, which offer a broader range of services and capabilities. Request that PFCCL consider these platforms to ensure scalability, flexibility, and cost-effectiveness, while aligning with government standards. | The provisions of Tender Document shall prevail. |
| 91    | 4.0 Scope of Work; Clause 4.1 (i) Pg 10  | Phase-I: Design and Development of new PRAAPTI Portal & Mobile Application (for Android & iOS) for implementation of LPS Rules 2022 and subsequent standard operating procedures (SoPs) issued by MoP.                                 | Need clarification on the environment to be used for design and development of the new PRAAPTI Portal. Kindly confirm whether to use Bidder's environment or to use the same hosting platform as mentioned in Phase-II of the project. This will have an impact on the cost towards the design and development of the portal.  | The provisions of Tender Document shall prevail. |

| S. No | Sub-Clause No.                         | Existing Provision as per Tender Document   | Bidder's Queries   | PFCCL's Response  |
|-------|--|---|--|---|
| 92    | 4.0 Scope of Work                      | Network Segmentation  | Are there any specific requirements for network segmentation?  | The provisions of Tender Document shall prevail.  |
| 93    | Clause 4.7 Work Schedule Vs Clause 5.1 | Clause 4.7: Phase II Provisioning of Cloud instances Sandbox, Development & Test on MeitY empanelled GCC.<br>Clause 5.1: The Bidder would be required to provide three (3) separate environments for Development, Testing and Production instances. | In one clause it is mentioned that 3 environments required are Sandbox, Development and test. While in another clause it is mentioned that required environments are Development, Test and Production. Pls clarify the same. | Required environments are Sandbox, Development, Testing and Production.   |
| 94    | Hosting Infrastructure - 5.1 -iv       | Follow continuous disaster recovery processes for the entire environment  | Kindly confirm the number of DR drills to be performed in a year.  | Refer Clause 5.22, DR Drills would be as per Disaster Recovery plan formulated by Bidder as per the requirement of PFCCL.   |
| 95    | General                                |   | What is the required Recovery Point Objective (RPO) and Recovery Time Objective (RTO)?   | As per Clause 5.22, the Bidder shall formulate and implement an effective data back-up strategy & disaster recovery plan to ensure business continuity in case of any exigency / breakdown. |
| 96    | General                                |   | Should backups be stored on the same GCC servers, or is offsite storage preferred?   | As per Clause 5.22, the Bidder shall formulate and implement an effective data back-up strategy & disaster recovery plan to ensure business continuity in case of any exigency / breakdown. |
| 97    | General                                |   | Are there any specific tools or technologies mandated for backups and disaster recovery?   | As per Clause 5.22, the Bidder shall formulate and implement an effective data back-up strategy & disaster recovery plan to ensure business continuity in case of any exigency / breakdown. |
| 98    | Security - 5.7 -I                      | Implement robust security measures, including SSL certificates, Virtual Firewall,   | Kindly confirm the required throughput for the WAF, Firewall, and Load Balancer.   | The provisions of Tender Document shall prevail.  |

| S. No | Sub-Clause No.                                 | Existing Provision as per Tender Document   | Bidder's Queries   | PFCCL's Response  |
|-------|--|---|--|---|
|       |  | Sandbox, Intrusion Prevention System, Intrusion Detection System, Anti-virus for servers, WAF, ADC etc., to safeguard user data and protect against unauthorized access   |  |   |
| 99    | Security - 5.7 -I                              | Implement robust security measures, including SSL certificates, Virtual Firewall, Sandbox, Intrusion Prevention System, Intrusion Detection System, Anti-virus for servers, WAF, ADC etc., to safeguard user data and protect against unauthorized access | For role-based access, please specify if IAM, PIM, PAM, SSO, or MFA is required. If yes, kindly share the total user count required the IAM, PIM/PAM.  | The Bidder shall determine the hosting & security arrangements based on the Tender Document requirements & current / anticipated future needs of the portal/application.  |
| 100   | Security - 5.7 -I                              | Implement robust security measures, including SSL certificates, Virtual Firewall, Sandbox, Intrusion Prevention System, Intrusion Detection System, Anti-virus for servers, WAF, ADC etc., to safeguard user data and protect against unauthorized access | Kindly confirm the type and quantity of SSL certificates required.   | Provisions of Tender Document shall prevail.  |
| 101   | Functional and Technical Requirements 5.12 - I | Integrate necessary APIs as per the requirements of the owner to facilitate data transfer and interoperability with other systems or platforms  | Are there any third-party services or internal systems with which the portal must interact? Will the Bidder be required to develop new APIs, or are the existing APIs available for integration? | Bidder is responsible for developing required APIs for the completion of Scope of Work as defined in the Tender Document. Portal must be compatible for integration with various modules of SAP/ ERP/ GST Portal/ Payment Gateway Portal or any other system as per the requirement of PFCCL. |

| S. No | Sub-Clause No.                                    | Existing Provision as per Tender Document   | Bidder's Queries  | PFCCL's Response  |
|-------|---|---|---|---|
| 102   | 5.7 Security vi)                                  | Secure Socket Layer (SSL)   | Pls clarify SSL certification count in O&M and Implementation period  | Vendor to determine.  |
| 103   | General   | SSL Certificate   | What is the validity period of the SSL certificates, and is there a process in place for timely renewal?                            | Please refer to Clause 5.7(vi) of the Tender Document.  |
| 104   | 5.18 High Performance and Uptime:                 | OS & database   | Please clarify who will provide the License of OS & database - Bidder or the Utility  | The bidder must procure and provide any required license for the completion of Scope of Work defined in the Tender Document.  |
| 105   | Clause 5.8 Database Management and Data Migration | Design the database architecture to handle high data churn with real-time data loading expectations.... | We assume that Data Base License shall be provided by PFCCL. Please clarify the same.   | The bidder must procure and provide any required license for the completion of Scope of Work defined in the Tender Document.  |
| 106   | 5.21(vi) Documentation                            | Guideline either Hard copy/Soft copy  | Please give clarification of User Manual must be submitted in Hard copy or in Soft copy. & no of quantities must be submitted.      | All manuals/ documents would be submitted in soft copy and hard copy.<br>Approximate 50 hard copies of user manual are to be submitted at PFCCL office.   |
| 107   | 5.14 Training & Support                           | Training session  | No. of training sessions must be conducted for the training of the personnels   | Around 10 physical training sessions to be conducted with approximately 50 participants in each session.<br>Additionally, online sessions to be conducted as per requirement from time to time. |
| 108   | 5.14  | Training & Support  | Please clarify the number of training sessions, participants, and the expected duration for each session during the training phase. | Around 10 physical training sessions to be conducted with approximately 50 participants in each session.<br>Additionally, online sessions to be conducted as per requirement from time to time. |
| 109   | General   | Training  | Kindly provide details on the number of training sessions and intended audience for the comprehensive training strategy?            | Around 10 physical training sessions to be conducted with approximately 50 participants in each session.<br>Additionally, online sessions to be conducted as per requirement from time to time. |

| S. No | Sub-Clause No. | Existing Provision as per Tender Document  | Bidder's Queries  | PFCCCL's Response   |
|-------|----------------|--|---|---|
| 110   | General        | Training   | Are all trainings to be done face-2-face or can online trainings be implemented?  | Trainings shall be conducted in both mode. (Offline and Online).  |
| 111   | General        | Training   | Is PFCCCL open to use a self-learning LMS option for training?  | Yes.  |
| 112   | General        | Training   | Does training material need to be in hard copy or will soft copy suffice?   | Training materials shall be in hard copy as well as in soft copy. Online training manuals are to be uploaded on the PRAAPTI website both in video as well as in document format.  |
| 113   | General        | Documentation  | Are there any preferred formats or tools for creating SRS, manuals, and training materials?   | No.   |
| 114   | 5.2 (ii) c     | Mobile Application development   | 1. Mobile application development which AI properties are expected from the application?<br>2. License to develop & use - please clarify? | The bidder must procure and provide the required licenses for completion of entire Scope of Work as defined in Tender Document and all associated costs are to be borne by the Bidder. Bidder shall be responsible to carry out a thorough analysis of the portal and suggest AI solutions to improve the portal. |
| 115   | 5.4 (iii)      | Enable automated mailers for each step of the invoice cycle in accordance with the SOP issued by MoP & implementation of LPS Rules 2022 along with OTP verification as an additional layer of security during the registration and authentication processes. | For OTP based service, it will provide by dept. / bidder?   | Bidder must procure and provide all the required licences/services/tools for completion of Scope of Work as defined in Tender Document.   |
| 116   | Section 5.4    | OTP verification   | Please clarify if SMS Gateway needs to take care by bidder both in commercial aspects as well as tie up with provider                     | Bidder will be responsible for procurement of SMS Gateway.  |

| S. No | Sub-Clause No.                             | Existing Provision as per Tender Document  | Bidder's Queries   | PFCCL's Response   |
|-------|--|--|--|--|
| 117   | General                                    | SMS Gateway  | Will an SMS gateway be required for features such as user notifications, transaction alerts, or OTP verification as part of the PRAAPTI portal and mobile application?   | The provisions of Tender Document shall prevail.   |
| 118   | 5.4 (vii)                                  | Special Day Themes: The special theme for homepage is to be implemented on special days like Republic Day, Independence Day, Rajbhasha Day, etc. by the Bidder.            | Themes will be given by Deptt / bidder has to design & develop, please clarify?  | To be maintained as per GIGW Guidelines and PFCCL's requirement.   |
| 119   | 5.5  | Centralized query redressal & monitoring system  | 1. It is currently running, or new development has to be done?<br>2. Dedicated support will be required, or the same onsite resources will be used?  | The bidder has to develop new portal as defined in the Tender Document.<br>Two manpower resources are to be deployed at PFCCL HQ in Delhi and additional resources required for completion of scope of work as defined in tender document can be managed remotely. |
| 120   | 5.11(v)-> Revenue Management System (RMS): | Portal must be compatible for integration with various modules of SAP/Oracle ERP or any other leading ERP (including the Customer, Invoicing and Payment information etc.) | Please clarify that Is there need to SAP/ERP License also & who will bear the cost for it, if it is required.  | Procurement of SAP/ ERP license is not under Bidder's scope.   |
| 121   | 5.2  | Technology   | Technology Stack that proposed technology should be a leading Low Code/ No Code Platform or ASP.NET Core with Oracle/MS SQL database. Do you have Oracle database licenses available? If not, will PFC procure the required database licenses? | The Bidder must procure all required licenses for completion of entire Scope of Work as defined in Tender Document and all associated costs are to be borne by the Bidder.   |

| S. No | Sub-Clause No. | Existing Provision as per Tender Document  | Bidder's Queries   | PFCCL's Response  |
|-------|----------------|--|--|---|
| 122   | Section 5.6    | MIS Reports  | Should a BI tool like Power BI, Tableau be included in the solution?   | Vendor shall decide on using BI tools, Tableau etc.   |
| 123   | Section 5.6    | Implement performance measuring and reporting tools for data analysis.   | Please clarify the performance measuring refers to performance of what? Infrastructure, application or business process.   | The provisions of Tender Document shall prevail.  |
| 124   | Section 5.11   | Portal must be compatible for integration with various modules of SAP/Oracle ERP or any other leading ERP (including the Customer, Invoicing and Payment information etc.) | Please provide list and details of integrations for estimation purposes  | The provisions of Tender Document shall prevail.  |
| 125   | Section 5.19   | Archive Management   | Please provide more details about public data. Is this content?<br>What does this data describe?<br>What is the source of this data?<br>How was it added to the Praapti Portal and as part of which use case?                  | Existing PRAAPTI workflow is provided in Tender Document. Further, PRAAPTI Portal has been explained in detail during the pre-bid meeting.                    |
| 126   | Section 5.19   | Public Archives: - Should be available to general public   | Rest of the proposal refers to only users like Suppliers, Discoms, Government officials.<br>What is the role of public in this Portal?<br>What are the use cases for the public?<br>What is the data they are going to access? | Existing PRAAPTI workflow is provided in Tender Document. Further, PRAAPTI Portal has been explained in detail during the pre-bid meeting.                    |
| 127   | Section 5.20   | Within Site Search Module  | Please clarify why invoice and billing data require site search features   | The Bidder is responsible for implementing search functionality modules to enable efficient retrieval of information and data relevant to PRAAPTI operations. |
| 128   | Section 5.21   | To track the completeness and accuracy of Content and Data Migration,  | Does content here refer to Content maintained in a Content Management System? If yes, please provide full details about the CMS, nature of content, size of content like no of pages, sitemap, images, media, pdfs             | The provisions of Tender Document shall prevail.  |

| S. No | Sub-Clause No.  | Existing Provision as per Tender Document                  | Bidder's Queries   | PFCCL's Response   |
|-------|---|--|--|--|
| 129   | Section 5.24  | Video clips, Animation                                     | Video clips, animations require streaming capable servers else a service like YouTube needs to be used. Is PFCCL ok with YouTube for hosting Video clips and animations? | All portal related videos to be hosted on the PRAAPTI.   |
| 130   | 5.6   | Data Visualization Tools                                   | Are there pre-approved data visualization tools or libraries to be used for analytical dashboards?   | No.  |
| 131   | 5.2 c   | AI Properties  | "Capability to infuse AI properties into the Application", what kind of AI feature we are expecting to have in the application?  | AI features like Chatbot, etc. may be explored. Proposed developmental technology shall be capable for integration of such features.                                 |
| 132   | General   | Chatbot  | Will a chatbot be required as part of the PRAAPTI web portal and mobile application for providing user support, handling queries, or assisting with navigation?          | As per Clause 5.2, Bidder can propose the capability to infuse AI properties such as Chat box etc. and may incorporate into the Application.                         |
| 133   | 5.0 Functional and Technical Requirements;<br>5.2 Technology Stack (ii) | c) Capability to infuse AI properties into the Application | Please provide specific details on the expected AI capabilities to be integrated into the application, including any preferred technologies or frameworks                | The bidder is responsible for carrying out a thorough analysis of the PRAAPTI and then identifying areas where the AI capabilities to be used to improve the system. |
| 134   | point 5.2   |  | what are the expectations/roadmap to integrate AI in the application   | Bidder is responsible to carry out a thorough analysis of the portal and suggest and develop any AI solutions to improve the portal.                                 |
| 135   | 5.19 iii  | Public & Private Data                                      | If we publish a data as Public it will expose to search engines, but if we toggle it to Private again, the URL will still remain to Public. Are we okay with it?         | The provisions of Tender Document shall prevail.   |
| 136   | 5.20 ii   | Search   | Search will be performed on behalf of which kind of data? like post, module, user?   | The Bidder is responsible for implementing search functionality modules to enable efficient retrieval of information and data relevant to PRAAPTI operations.        |



| S. No | Sub-Clause No.  | Existing Provision as per Tender Document   | Bidder's Queries   | PFCCL's Response   |
|-------|---|---|--|--|
| 137   | 5.3 (ii) User-friendly Web Portal & Mobile Application  | Ensure compatibility with the latest versions of chosen web servers, backend programming languages, web frameworks, and database servers for backward and forward compatibility   | Please clarify the Technology Preferences for Mobile App & Web App.  | The provisions of Tender Document shall prevail.           |
| 138   | 5.11 Revenue Management System (RMS) Point V  | Portal must be compatible for integration with various modules of SAP/Oracle ERP or any other leading ERP (including the Customer, Invoicing and Payment information etc.   | 1. We would request you to please confirm the existing ERP system.<br>2. We seek clarity whether integrating the web portal with existing/any upcoming ERP system will be in bidder's scope.   | Integration of PRAAPTI with ERP/ SAP is in Bidder's Scope. |
| 139   | 5.0 Functional and Technical Requirement;<br>5.13 Web Portal & Mobile Application Response time and loading time: | i) Page Load Time: The web Portal & Mobile Application /app pages, including the homepage and major landing pages, should load within 2-3 seconds or less.<br>ii) First Contentful Paint (FCP): FCP, measuring the time it takes for the first visual element to appear on the screen, should occur within 1.5 seconds or less.<br>iii) Time to Interactive (TTI): TTI, indicating when the web Portal & Mobile Application/app becomes fully interactive for users, should be achieved within 2-4 seconds or less. | We understand that the response time would be measured as the time difference between business transactions entering the gateway/port on the Application Server and the time Application Server delivers the response from the gateway/port. The response time includes processing time within the application server and processing time of database transactions initiated by the application server.<br><br>There might be a few pages where maintaining this SLA timeline will be impossible. We suggest reframing the clause as Pages load time for 90% of pages. | The provisions of Tender Document shall prevail.           |

| S. No | Sub-Clause No.  | Existing Provision as per Tender Document   | Bidder's Queries  | PFCL's Response   |
|-------|---|---|---|---|
| 140   | 5.0 Functional and Technical Requirements;<br>5.6 MIS Reports (iii) | Implement performance measuring and reporting tools for data analysis.  | Please elaborate on the specific performance measuring and reporting tools required for data analysis, including any preferred metrics or reporting formats.  | The provisions of Tender Document shall prevail.  |
| 141   | Deliverables & Timelines<br>6.1 - f                                 | Web Portal & Mobile Application STQC audit & Functional audit reports by CERT-In empanelled IT audit firm. (After development, before deployment)                     | Kindly confirm whether the VAPT audit will fall under the scope of ESDS or the Client.  | The bidder is responsible for completion of Scope of Work defined in the Tender Document. |
| 142   | 6.1 Deliverables, Clause (c)Page 28                                 | The ownership of all source code of web Portal & Mobile Application/Mobile apps/database/software used for the purpose of hosting on the server would rest with PFCL. | There are various Cloud Service Providers (CSP) who have their own terms and conditions on licensing, usage etc. If the cloud and associated licences needs to be procured in the name of PFCL then PFCL needs to accept and sign on terms and conditions of the CSP. This is a standard practice which was followed by other Government Organisations too. Please confirm. | The provisions of Tender Document shall prevail.  |
| 143   | 8.2   | The Bidder would submit the Pre-Award Integrity Pact on non-judicial stamp paper of Rs. 100/- each duly purchased from the National Capital Territory of Delhi.       | Kindly accept non-judicial stamp paper duly purchased from bidders Territory also.  | The provisions of Tender Document shall prevail.  |
| 144   | 8.1 (6)<br>Submission of Bid and Bid Formats                        | Bidder must have an average annual turnover of Rs. 5 crores during the last three financial years (i.e., FY 2021-22, 2022-23 & 2023-24).                              | Kindly consider rephrasing the clause as "Bidder must have an average annual turnover of Rs. 100 crores during the last three financial years (i.e., FY 2021-22, 2022-23 & 2023-24)."<br>Minimum Average Annual Turnover (MAAT) requirement be enhanced to at least ₹100 crore. This adjustment will enable larger and more   | The provisions of Tender Document shall prevail.  |

| S. No | Sub-Clause No.                                    | Existing Provision as per Tender Document   | Bidder's Queries   | PFCCCL's Response                                |
|-------|---|---|--|--|
|       |   |   | established companies to participate, fostering a competitive Tender environment and ensuring the selection of capable entities with substantial financial stability.  |  |
| 145   | 9.2 Technical Proposal Evaluation; Clause A (vi)  | Bidder must have an average annual turnover of Rs. 5 crores during the last three financial years (i.e., FY 2021-22, 2022-23 & 2023-24).  | The average annual turnover mentioned in this criterion is very low. The bidders in the technology space should have enough financial capability for carrying out large IT implementation projects. Hence, we suggest PFC to increase the average annual turnover of the bidder during the last three financial years to at least INR 25 Crores considering the scope of this large technology project.  | The provisions of Tender Document shall prevail. |
| 146   | 9.2 Technical Proposal Evaluation; Clause B, Sl 4 | <p>Average Annual turnover during last three (03) Financial Years (i.e., FY 2021-22, 2022-23 &amp; 2023-24)</p> <p>i) Avg. annual turnover of Rs. 5 Crore in last three FY: 10 marks<br/> ii) For every increase of avg. annual turnover by Rs. 1 Crore over and above of Rs 5 Crore, 1 mark will be allotted subject to maximum of 10 Marks: Proportionate increase for every Rs. 1 crore. (Ex.: For avg. annual turnover of Rs. 8.6 Crore, total marks given will be 13 (10+3))</p> | <p>The average annual turnover mentioned in this criterion is very low. The bidders in the technology space should have enough financial capability for carrying out large IT implementation projects. Hence, we suggest PFCCCL to increase the average annual turnover of the bidder during the last three financial years to atleast INR 25 Crores considering the scope of this large technology implementation project.</p> <p>Hence, would request to kindly amend the criteria as:</p> <p>i) Avg. annual turnover of Rs. 25 Crore in last three FY: 10 marks<br/> ii) For every increase of avg. annual turnover by Rs. 10 Crore over and above of Rs 25 Crore, 1 mark will be allotted subject to maximum of 10 Marks</p> | The provisions of Tender Document shall prevail. |

| S. No | Sub-Clause No.   | Existing Provision as per Tender Document  | Bidder's Queries   | PFCCL's Response                                 |
|-------|--|--|--|--|
| 147   | 9.2 Technical Proposal Evaluation  | For satisfactorily completing "Similar Work" costing not less than Rs 40 Lakh during the last three Financial Years (i.e., FY 2021-22, 2022-23 & 2023-24) & till Bid Submission Date                                 | Please clarify the completion meaning would be Go-Live certificate or the project completion certificate.  | The provisions of Tender Document shall prevail. |
| 148   | Clause- V  | No consortium/Joint Venture (JV) is allowed.   | Kindly request your reconsideration of allowing consortium/Joint-Venture participation for jointly meeting the qualification criteria for this project. We express our gratitude for the opportunity to participate in the tender process and appreciate the comprehensive guidelines outlined in the tender document.<br>Further, we have also attached request letter for the same | The provisions of Tender Document shall prevail. |
| 149   | 9.2->Technical Proposal Evaluation->A) Responsiveness check->Point No.(VII)                | Bidder should have satisfactorily completed at least two (2) "Similar Work" costing not less than Rs 40 Lakh each during the last three Financial Years (i.e., FY 2021-22, 2022-23 & 2023-24) & till Bid Submission. | Request to amend as Bidder should have satisfactorily completed/Executing/Maintaining/Go Live at least two (2) "Similar Work" costing not less than Rs 40 Lakh each during the last three Financial Year (i.e., FY 2021-22, 2022-23 & 2023-24) & till Bid Submission.  | The provisions of Tender Document shall prevail. |
| 150   | 9.2->Technical Proposal Evaluation->B) Evaluation criteria for technical bids-> Point No.1 | For satisfactorily completing "Similar Work" costing not less than Rs 40 Lakh during the last three Financial Years (i.e., FY 2021-22, 2022-23 & 2023-24) & till Bid Submission Date                                 | Request to amend as for satisfactorily completing/Executing/Maintaining/Go Live "Similar Work" costing not less than Rs 40 Lakh during the last three Financial Years (i.e., FY 2021-22, 2022-23 & 2023-24) & till Bid Submission Date   | The provisions of Tender Document shall prevail. |
| 151   | 9.2->Technical Proposal Evaluation->B)   | For satisfactorily completing one "Similar Work" costing not less than Rs 40 Lakh during the last  | Request to amend as for satisfactorily completing/Executing/Maintaining/Go Live one "Similar Work" costing not less than Rs 40 Lakh  | The provisions of Tender Document shall prevail. |

| S. No | Sub-Clause No.   | Existing Provision as per Tender Document  | Bidder's Queries  | PFCCL's Response                                 |
|-------|--|--|---|--|
|       | Evaluation criteria for technical bids-> Point No.2  | three Financial Years (i.e., FY 2021-22, 2022-23 & 2023-24) & till Bid Submission Date for PSUs/Govt. Departments/Govt. Organizations (The Assignment considered by bidder for S. No. 1 can be considered for S. No. 2 also)   | during the last three Financial Years (i.e., FY 2021-22, 2022-23 & 2023-24) & till Bid Submission Date for PSUs/Govt. Departments/Govt. Organizations (The Assignment considered by bidder for S. No. 1 can be considered for S. No. 2 also)  |  |
| 152   | Sl. No. 9.2->Technical Proposal Evaluation->B) Evaluation criteria for technical bids-> Point No.3 | For satisfactorily completing work pertaining to development of Revenue/ Fund/ Billing management system (either as a separate Portal or as an integral part of a web Portal)  | Request to amend as for satisfactorily completing/Executing/Maintaining/Go Live work pertaining to development of Revenue/ Fund/ Billing management system (either as a separate Portal or as an integral part of a web Portal)   | The provisions of Tender Document shall prevail. |
| 153   | Evaluation Criteria  | For satisfactorily completing one "Similar Work" costing not less than Rs 40 Lakh during the last three Financial Years (i.e., FY 2021-22, 2022-23 & 2023-24) & till Bid Submission Date for PSUs/Govt. Departments/Govt. Organizations (The Assignment considered by bidder for S. No. 1 can be considered for S. No. 2 also) | We propose the inclusion of following clause "For satisfactorily completing one "Similar Work" costing not less than Rs 40 Lakh during the last three Financial Years (i.e., FY 2021-22, 2022-23 & 2023-24) & till Bid Submission Date for PSUs/Govt. Departments/Govt. Organizations in Power and Utility Sector (The Assignment considered by bidder for S. No. 1 can be considered for S. No. 2also) | The provisions of Tender Document shall prevail. |
| 154   | Evaluation Criteria  | For satisfactorily completing "Similar Work" costing not less than Rs 40 Lakh during the last three Financial Years (i.e., 2021-22, 2022-23 & 2023-24) & till Bid Submission Date  | we propose the inclusion of following terminology: We propose the inclusion of following clause "For satisfactorily completing/Ongoing "Similar Work" costing not less than Rs 40 Lakh during the last Seven (7)  | The provisions of Tender Document shall prevail. |

| S. No | Sub-Clause No.                                    | Existing Provision as per Tender Document  | Bidder's Queries  | PFCL's Response                                  |
|-------|---|--|---|--|
|       |   |  | Financial Years (i.e., 2018-19 to 2023-2024) & till Bid Submission Date.  |  |
| 155   | General   |  | The current tender does not provide preference to Bidders who have worked extensively for Power sector, especially for PSUs. It would be ideal to give more points and weightage to entities who have prior work experience in power sector, that too for a long period of time. So that they understand this domain well and effectively develop such a critical project for power sector  | The provisions of Tender Document shall prevail. |
| 156   | 9.2 Technical Proposal Evaluation; Clause A (vii) | <p>Bidder should have satisfactorily completed at least two (2) "Similar Work" costing not less than Rs 40 Lakh each during the last three Financial Years (i.e., FY 2021-22, 2022-23 &amp; 2023-24) &amp; till Bid Submission.</p> <p>Notes:<br/>"Similar Work" means that the bidder has successfully designed, developed, and implemented Web Portal Project having data base driven dynamic content.</p> | <p>The Indian power sector, policies and regulatory framework is unique and very complex. PRAAPTI portal (including Mobile Application) will be highly customised software and this software requires deep understanding of the Indian power sector, policies, regulatory framework, ground realities, operational processes and strong ability to translate them into a credible software.</p> <p>As per the Central Public Procurement guidelines, PFCL must incorporate the experience of the Bidder as per the following in the pre-qualification criteria:<br/>One similar completed works costing not less than the amount equal to 80% of the estimated cost of the project. Or,<br/>Two similar completed works costing not less than the amount equal to 50% of the estimated cost of the project. Or,</p> | The provisions of Tender Document shall prevail. |

| S. No | Sub-Clause No.                                    | Existing Provision as per Tender Document   | Bidder's Queries   | PFCCL's Response                                 |
|-------|---|---|--|--|
|       |   |   | <p>Three similar completed works costing not less than the amount equal to 40% of the estimated cost of the project.</p> <p>Similar pre-qualification criteria has been adopted in recent Tender Documents by GRID-INDIA, BEE and other power sector organisations.</p> <p>Hence, we would request to kindly amend the criteria as mentioned below to encourage the serious bidders for this project: Bidder should have satisfactorily completed at least two (2) "Similar Work" costing not less than Rs 04 Crores each during the last three Financial Years (i.e., FY 2021-22, 2022-23 &amp; 2023-24) &amp; till Bid Submission.</p>   |  |
| 157   | 9.2 Technical Proposal Evaluation; Clause B, Sl 1 | <p>For satisfactorily completing "Similar Work" costing not less than Rs 40 Lakh during the last three Financial Years (i.e., FY 2021-22, 2022-23 &amp; 2023-24) &amp; till Bid Submission Date...</p> <p>i) Four (04) Assignments: 50 marks<br/> ii) Three (03) Assignments: 40 marks<br/> iii) Two (02) Assignments: 30 marks</p> | <p>The areas mentioned in software are very wide and the threshold value of INR 40 lakhs set for experience in this clause is very low. So, any bidder with an experience of developing a IT tool for INR 40 Lakh is being treated equally with a bidder having experience of implementing large projects. So, we suggest keeping the threshold of at least INR 04 Crore (excluding GST) for each of the projects.</p> <p>As PFCCL is adopting QCBS method for selection, it is important that PFC ensure the bidder with power sector knowledge, experience of implementing large-scale portals and experience of working with power sector organisations to cross the technical stage.</p> <p>Requesting PFCCL to amend the criteria as:<br/> The bidder should have experience for satisfactorily completing "Similar Work" costing</p> | The provisions of Tender Document shall prevail. |

| S. No | Sub-Clause No.                                    | Existing Provision as per Tender Document   | Bidder's Queries   | PFCCCL's Response                                |
|-------|---|---|--|--|
|       |   |   | not less than INR 04 Crores (excluding GST) during the last three financial years & till Bid Submission Date for power sector organisations.   |  |
| 158   | Multiple Clauses in the Tender Document           | Definition of "Similar Work" in this Tender Document: "Similar Work" means that the bidder has successfully designed, developed, and implemented Web Portal Project having data base driven dynamic content.  | Kindly confirm if the meaning of the present definition of "Similar Works" includes the following:<br>"Similar Work" means that the bidder has successfully designed, developed and implemented Web Portal/Web-based Application/Comprehensive Software or an Online Platform Solution linked to an on-premise database or cloud-hosted database infrastructure with functionalities such as user registration/ user login management/ request submission / Approval workflow/reporting/ analytics/ energy accounting/ fees & charges/ payment gateway/ payment reconciliation etc.<br>Please confirm. | The provisions of Tender Document shall prevail. |
| 159   | 9.2 Technical Proposal Evaluation; Clause B, Sl 2 | For satisfactorily completing one "Similar Work" costing not less than Rs 40 Lakh during the last three Financial Years (i.e., FY 2021-22, 2022-23 & 2023-24) & till Bid Submission Date for PSUs/Govt. Departments/Govt. Organizations<br>(The Assignment considered by bidder for S. No. 1 can be considered for S. No. 2 also)<br>i) Two (02) Assignments: 20 marks<br>ii) One (01) Assignment: 10 marks | As mentioned above, the threshold limit should be kept of atleast INR 04 Crores considering the scope of work of this project. Requesting PFCCCL to amend the criteria as:<br><br>For satisfactorily completing one "Similar Work" costing not less than Rs 04 Crores (excluding GST) during the last three Financial Years (i.e., FY 2021-22, 2022-23 & 2023-24) & till Bid Submission Date for PSUs/Govt. Departments/Govt. Organizations  | The provisions of Tender Document shall prevail. |



| S. No | Sub-Clause No.                          | Existing Provision as per Tender Document  | Bidder's Queries  | PFCCL's Response   |
|-------|---|--|---|--|
| 160   | 9                                       | Bid Evaluation   | What is the process for resubmission in case of errors or changes identified post-submission?   | No changes or request of resubmission will be accepted after the deadline of bid submission.                           |
| 161   | 9.2 (iii) Technical Proposal Evaluation | The Bidder must be a company registered under the Companies Act, 2013 (or 1956) and in operation as on the date of submission of bid and should have its registered office in India.   | Only professional Consultants, legally established in India to offer consulting services are eligible to bid (submit their Proposal in response to Tender Document). The Consultant should be a registered entity in India under the Companies Act, 1956, 2013 or LLP Act (Self-Attested Copy of Certificate of Registration, documentary evidence of GST registration, Income Tax Registration Number (PAN) to be enclosed with Technical Proposal).   | Please refer Amendment No. 3 to Tender Document.   |
| 162   | General                                 |  | We notice that only private limited companies are allowed to participate. As per the standard procurement norms across major PSUs tenders, it's a humble request to please allow LLP, Partnerships firms and proprietorship firms to participate.   | Please refer Amendment No. 3 to Tender Document.   |
| 163   | 9.2 Technical Proposal Evaluation       | 9.2 (A)(vi) Bidder must have an average annual turnover of Rs. 5 crore during the last three financial years (i.e., FY 2021-22, 2022-23 & 2023-24).<br>9.2 (A)(vii) Bidder should have satisfactorily completed at least two (2) "Similar Work" costing not less than Rs 40 Lakh each during the last three Financial Years (i.e., FY 2021-22, 2022-23 & 2023-24) & till Bid Submission.<br>9.2 (B) Sl 1: For satisfactorily completing "Similar Work" | The Technical Proposal Evaluation criteria in its present shape will allow almost all the bidders and there would not be any differentiator for the Bidders with experience of large-scale technology implementation experience particularly in power sector organisation. Hence, we would request PFC to kindly amend the following Technical Proposal Evaluation to capture the essence in the following criteria:<br>9.2 (A)(vi): Requesting to increase the average annual turnover of the bidder to at least Rs. 25 crore during the last three financial years (i.e., FY 2021-22, 2022-23 & 2023-24). | The provisions of Tender Document shall prevail.<br>Please refer Amendment No. 3 to Tender Document for clarification. |

| S. No | Sub-Clause No. | Existing Provision as per Tender Document   | Bidder's Queries   | PFCCL's Response |
|-------|----------------|---|--|------------------|
|       |                | <p>costing not less than Rs 40 Lakh during the last three Financial Years (i.e., FY 2021-22, 2022-23 &amp; 2023-24) &amp; till Bid Submission Date</p> <p>9.2 (B) Sl 2: For satisfactorily completing one "Similar Work" costing not less than Rs 40 Lakh during the last three Financial Years (i.e., FY 2021-22, 2022-23 &amp; 2023-24) &amp; till Bid Submission Date for PSUs/Govt. Departments/Govt. Organizations (The Assignment considered by bidder for S. No. 1 can be considered for S. No. 2 also)</p> <p>9.2 (B) Sl 3: For satisfactorily completing work pertaining to development of Revenue/ Fund/ Billing management system (either as a separate Portal or as an integral part of a web Portal)</p> <p>9.2 (B) Sl 4: Average Annual turnover during last three (03) Financial Years (i.e., FY 2021-22, 2022-23 &amp; 2023-24)</p> | <p>9.2 (A)(vii): Requesting to increase the threshold for satisfactorily completed at least two (2) "Similar Work" costing to atleast Rs 04 Crores each during the last three Financial Years and suggestion to define the threshold limits for experience of "Similr Work" by the bidder as per the Central Public Procurement guidelines</p> <p>9.2 (B) Sl 1: Requesting to increase the threshold for satisfactorily completed "Similar Work" to atleast Rs 04 Crores in power sector organisations</p> <p>9.2 (B) Sl 2: Requesting to increase the threshold for satisfactorily completed "Similar Work" to atleast Rs 04 Crores</p> <p>9.2 (B) Sl 3: Requesting to consider satisfactorily completing work pertaining to development of Revenue/ Fund/ Billing management system (either as a separate Portal or as an integral part of a web Portal) in the power sector organisations ONLY including in the areas of Fees &amp; Charges/ Energy Accounting/ Deviation Settlement Management.</p> <p>9.2 (B) Sl 4: Requesting to increase the Average Annual turnover during last three (03) Financial Years (i.e., FY 2021-22, 2022-23 &amp; 2023-24) to Rs 25 Crores for marking criteria and additional proportional marking with increase of each Rs 10 Crores</p> <p>Additional criteria to be considered:<br/>         -Inclusion of valid ISO 27001 (Information Security Management), ISO 9001 (Quality Management System) and CMMi Level 3 certifications in pre-qualification criteria</p> |                  |

| S. No | Sub-Clause No. | Existing Provision as per Tender Document | Bidder's Queries   | PFCCL's Response                                 |
|-------|----------------|---|--|--|
|       |                |   | -Consideration of additional marks for valid ISO 20000-1 (Information Technology Service Management) and CMMi 5 Level certifications in Technical Proposal Evaluation criteria   |  |
| 164   | General        |   | Any preference given to SIs who has delivered 3+ projects related to power and finance   | The provisions of Tender Document shall prevail. |
| 165   | General        | CMMI-5,3                                  | pls add CMMI Level 5 requirement as a mandatory qualifying criterion   | Please refer Amendment No. 3 to Tender Document. |
| 166   | General        | ISO- 27001/9001                           | pls add the requirement of ISO27001 and ISO 9001 (It's compulsory to the portal)   | The provisions of Tender Document shall prevail. |
| 167   | General        |   | In order to ensure the highest standards of quality and process maturity for the project, we would like to request the addition of a new clause in the Pre-Qualification Criteria for this tender. We would like to request you to please add clause in Pre-Qualification Criteria "Bidder should have valid CMMI DEV - Level 3 or above level certifications". and it will be verified from the website of CMMI Appraisal System Website i.e. cmmiinstitute.com | Please refer Amendment No. 3 to Tender Document. |
| 168   | General        | Pre-qualification (PQ) Criteria           | Request you please add Bidder should be CMMI Level 5 for Dev and verified from CMMI Institute website along with office in Delhi NCR   | Please refer Amendment No. 3 to Tender Document. |
| 169   | General        |   | Please consider the clause: "Bidder should be CMMI Level 5 certified" As we understand that the proposed portal of National Importance, we propose the inclusion of CMMI Level 5 certification as one of the key qualification criteria to ensure the highest standards of quality, efficiency, and reliability in   | Please refer Amendment No. 3 to Tender Document. |

| S. No | Sub-Clause No.                              | Existing Provision as per Tender Document                                     | Bidder's Queries   | PFCCL's Response                                 |
|-------|---|---|--|--|
|       |   |   | software development processes. It also reflects the Bidder's commitment to continuous improvement and excellence  |  |
| 170   | General                                     | project being software/Portal development                                     | Request to kindly consider the Valid CMMI Level-5 Certification (CMMI Institute Verified) and ISO Certification 9001, 27001 etc.   | Please refer Amendment No. 3 to Tender Document. |
| 171   | 9.2 Technical Proposal Evaluation; Clause A | Inclusion of Certifications in pre-qualification criteria                     | We suggest PFCCL to include at least the following standard certifications in technology space in the pre-qualification criteria:<br>The Bidder should have the following valid certifications at the time of submission of the Bid:<br>1. ISO 27001 (Information Security Management)<br>2. ISO 9001 (Quality Management System)<br>3. CMMi Level 3<br>This criterion will encourage technically sound and bidders with minimum technical capabilities shall qualify to participate in this tender. | Please refer Amendment No. 3 to Tender Document. |
| 172   | 9.2 Technical Proposal Evaluation; Clause B | Inclusion of advance Certifications in Technical Proposal Evaluation criteria | We understand PFCCL is expecting quality product and delivery from bidders for this project. PFCCL should consider inclusion of advance certification in the Technical Proposal Evaluation criteria to encourage experienced bidders from the technology space for this project. The following criteria can be added and allotted additional marks in the marking criteria:<br>1. ISO 20000-1 (Information Technology Service Management):<br>2 marks<br>3. CMMi Level 5: 2 marks                    | Please refer Amendment No. 3 to Tender Document. |

| S. No | Sub-Clause No.                                    | Existing Provision as per Tender Document  | Bidder's Queries  | PFCCL's Response                                 |
|-------|---|--|---|--|
| 173   | 9.2 Technical Proposal Evaluation; Clause B, Sl 3 | <p>For satisfactorily completing work pertaining to development of Revenue/ Fund/ Billing management system (either as a separate Portal or as an integral part of a web Portal)</p> <p>i) Two (02) Assignments: 20 marks<br/>ii) One (01) Assignment: 10 marks</p>  | <p>The criteria in its present shape will allow the bidders to qualify this criterion in case of experience of software implementation in any sector other than power sector. Since power sector has its own complexities due to regulatory mandates, operational timelines, process flows for commercial settlements, etc., hence we request PFCCL to amend this clause as:</p> <p>For satisfactorily completing work pertaining to development of Revenue/ Fund/ Billing management system (either as a separate Portal or as an integral part of a web Portal) in the power sector organisations ONLY including in the areas of Fees &amp; Charges/ Form 26AS TDS Reconciliation/ Energy Accounting/ Deviation Settlement Management.</p> <p>i) Two (02) Assignments: 20 marks<br/>ii) One (01) Assignment: 10 marks</p> | The provisions of Tender Document shall prevail. |
| 174   | Clause 9.3; Pg 33 and 34                          | <p>9.3 Those bidders whose Technical Score is 60 or above will be considered as technically qualified bidder. The financial bids of technically qualified bidders will be opened. Final selection of Bidder will be based on QCBS (Quality and Cost Based System) method as per methodology defined in clause 9.6.</p> | <p>The Technical Evaluation Criteria to score the minimum Technical Score of 60 marks is very low. This effectively could mean that all the bidders will be evaluated for the price. So, the efforts of PFCCL to develop a marking scheme is negated due to the lower thresholds.</p> <p>The successful implementation of this portal is crucial for PFCCL in its role as a new nodal agency. Given the tight timeframe for execution, it is imperative to select a Bidder with strong technical competence. Additionally, poor performance by the Bidder could severely disrupt PFCCL's programs and objectives. It would be extremely challenging to change Bidders, potentially leaving PFCCL committed to</p>   | The provisions of Tender Document shall prevail. |

| S. No | Sub-Clause No.                                  | Existing Provision as per Tender Document  | Bidder's Queries  | PFCCL's Response                                    |
|-------|---|--|---|---|
|       |   |  | <p>an underperforming Bidder for 3-4 years. Therefore, PFCCL should prioritize the technical quality of bidders and place greater emphasis on technical scoring to ensure the selection of a Bidder with robust technical capabilities.</p> <p>So, we suggest that 'Quality' should be increased to 80%, thereby placing greater emphasis on the technical experience of the bidder. There have been many examples of in power sector adopting a 80:20 QCBS e.g. GRID-INDIA, SLDC in SAMAST tenders.</p> <p>Hence, we suggest PFCCL to kindly amend the QCBS weightage to 80% for technical evaluation and 20% for financial evaluation with minimum Technical Score of 75 marks in the technical evaluation. This adjustment will ensure that the evaluation process prioritizes technical competence and experience, ultimately leading to higher-quality project outcomes.</p> |   |
| 175   | 9.2 Technical Proposal Evaluation; Clause A (v) | No consortium/Joint Venture (JV) is allowed  | We understand that subcontracting is not prohibited under the Tender Document and a bidder may use third party [E.g. Cloud Service Provider (CSP)] / third party resources to provide services under the ensuing contract. Please confirm if our understanding is correct.  | The provisions of Tender Document shall prevail.    |
| 176   | 10.2  | Original copy of banker's cheque or demand draft or Bank Guarantee on a/c of bid guarantee (EMD) should reach at PFC Consulting Ltd. | Request you to confirm Validity (in days) of Bid Guarantee (EMD) if submitted in the form of Bank Guarantee.  | Please refer to Amendment No. 3 to Tender document. |
| 177   | (10) Earnest Money Deposit (EMD)                | Relaxations if applicable for MSME for submission of EMD   | Please clarify that Earnest Money Deposit (EMD) Exemption will be given to MSME/MSE bidders.  | Please refer to Amendment No. 3 to Tender document. |

| S. No | Sub-Clause No.   | Existing Provision as per Tender Document   | Bidder's Queries   | PFCCL's Response                                     |
|-------|------------------|---|--|--|
|       |                  | would be as per Government orders.  |  |  |
| 178   | 10.6             | Relaxations if applicable for MSME for submission of EMD would be as per Government orders.   | Please clarify that Earnest Money Deposit (EMD) Exemption will be given to MSME/MSE bidders.   | Please refer to Amendment No. 3 to Tender document.  |
| 179   | General          |   | The existing tender document does not provide any specifics of the relaxations that will be given in this tender. Usually, it is noticed that a relaxation of upto 100% is also provided to the MSMEs. Kindly provide details w.r.t current tender for<br>a. how much relaxation will be given towards EMD amount?<br>b. how much relaxation towards the turnover requirement?<br>c. how much relaxation towards work experience?<br>d. how much relaxation towards L1 selection criteria for the MSMEs? | Please refer Amendment No. 3 to Tender Document.     |
| 180   | General          | EMD and MSME Relaxations:   | Are MSME bidders required to submit a formal exemption request for the EMD, or is the MSME certification sufficient?   | Please refer Amendment No. 3 to the Tender Document. |
| 181   | 13               | Waiver for External Delays  | Will penalties be waived if delays occur due to factors outside our control, such as dependencies on third-party audits?   | The provisions of Tender Document shall prevail.     |
| 182   | 20.0 Sub-letting | The Bidder would not sub-let, transfer, or assign any part of this order without the prior written consent of the owner. Copies of sub-contract order | We understand that subcontracting is not prohibited under the Tender Document and a bidder may use third party [E.g. Cloud Service Provider (CSP)] / third party resources to provide services under the ensuing contract. Please confirm if our understanding is correct.   | The provisions of Tender Document shall prevail.     |

| S. No | Sub-Clause No. | Existing Provision as per Tender Document | Bidder's Queries  | PFCCCL's Response  |
|-------|----------------|---|---|--|
|       |                | would be forwarded to the owner.          |   |  |
| 183   | General        |   | We request you also to provide JV / consortium or at least allow for sub-contracting so that efficient teams can be deployed during execution   | The provisions of Tender Document shall prevail.   |
| 184   | General        |   | We request your consideration for the inclusion of a provision that allows the formation of a consortium for this bid, and kindly request the associated guidelines and requirements for consortium participation.  | The provisions of Tender Document shall prevail.   |
| 185   | Annexure I     | Existing arrangement on PRAAPTI           | Can Page 69, 70 and 71 be considered as providing all the use cases related to the functionality of the new portal?   | The Annexure I of the Tender Document demonstrates the major functionalities of the existing portal. |
| 186   | General        | User Interface Preferences                | Are there any specific design styles, color schemes, or UI patterns preferred?  | To be maintained as per GIGW guidelines and requirement of PFCCCL.                                   |
| 187   | General        |   | PFCCCL already has a running PRAAPTI portal. Is this tender for upgrading using existing code base OR a complete rewrite will be required, and will the old application be sunset after the new one is functional?  | The provisions of Tender Document shall prevail.   |
| 188   | General        |   | What will be the timelines for data migration?  | The provisions of Tender Document shall prevail.   |
| 189   | General        |   | Under commercials details, it mentions that the development fees cannot exceed 50% of the total project cost. Is there any lower limit towards this development fees as well? Or can it effectively be as low as 0? | The provisions of Tender Document shall prevail.   |



| S. No | Sub-Clause No. | Existing Provision as per Tender Document | Bidder's Queries  | PFCCL's Response  |
|-------|----------------|---|---|---|
| 190   | General        |   | Other than scoring 60 or more points for clearing the technical criteria, are there any other mandatory qualifying criteria as well? Please specify if there are any mandatory criteria which can lead to rejection even after scoring 60 or more points by a bidder? | The provisions of Tender Document shall prevail.  |
| 191   | General        |   | What is the duration of warranty required post successful implementation of this phase1?  | The provisions of Tender Document shall prevail.  |
| 192   | General        |   | Is tele support and WhatsApp support also required during the Phase3 of Operation and maintenance?  | The provisions of Tender Document shall prevail.  |
| 193   | General        |   | Will we receive knowledge transfer (KT) on the existing portal and database, or will the Bidder need to conduct their own KT?   | Existing PRAAPTI workflow is provided in Tender Document and the same is explained in detail during the pre-bid meeting. The new portal has to be developed by the bidder based on provisions of Tender Document. |
| 194   | General        |   | Should the documentation include video tutorials, or would text-based guides be sufficient?   | Documentation will include video tutorials and text-based user guides.  |
| 195   | General        |   | What are the expected performance benchmarks for the development, testing, and production environments (e.g., CPU, RAM, storage requirements)?  | The provisions of Tender Document shall prevail.  |
| 196   | General        |   | What are the timelines for completing the data migration?   | The provisions of Tender Document shall prevail.  |
| 197   | General        |   | Should the Bidder implement dedicated firewalls, WAFs, or IDS/IPS solutions?  | The Bidder shall determine the hosting & security arrangements based on the Tender Document requirements & current / anticipated needs of the portal/application.   |

| S. No | Sub-Clause No. | Existing Provision as per Tender Document   | Bidder's Queries   | PFCCCL's Response  |
|-------|----------------|---|--|--|
| 198   | General        | The Tender Document specifies that the mobile application should be available on Play Store and App Store | Please clarify who will be responsible for purchasing and maintaining the Play Store and App Store accounts—PFCCCL or the Bidder.  | The bidder must procure the required licenses or tools for the completion of Scope of Work as defined in the Tender Document and all associated costs are to be borne by the Bidder. |
| 199   | General        | Mobile App hosting on Google Play and App Store   | We believe that the PFCCCL will provide the Google Play and App store accounts for publishing the mobile application.  | The bidder must procure all the required licenses or tools for the completion of Scope of Work as defined in the Tender Document.  |
| 200   | General        | Requirements  | Kindly provide specific functional and technical requirements for the Revenue Management System (RMS) module, including integration expectations with the ERP system so that we can do an appropriate estimation | The provisions of Tender Document shall prevail.   |
| 201   | General        | Requirements  | Kindly provide a Read only login access to the PRAAPTI portal for bidders to understand the existing functionality   | Existing PRAAPTI workflow is provided in Tender Document. Further, PRAAPTI Portal has been explained in detail during the pre-bid meeting.   |
| 202   | General        | Requirements  | Is PFCCCL providing content (including Bilingual content) for the portal or does the Bidder need to arrange for this?  | The provisions of Tender Document shall prevail.   |
| 203   | General        | Cloud Hosting Requirement   | Are there specific metrics for scalability and performance expected by PFCCCL?   | The provisions of Tender Document shall prevail.   |
| 204   | General        | Cloud Hosting Requirement   | Can PFCCCL clarify specific security compliance expectations (e.g., SSL certificate provider preferences, encryption methods)?   | The Bidder shall be responsible for ensuring the security compliances for the portal as defined in the Tender Document.  |
| 205   | General        | Technology Solution   | Are there predefined SLAs for server downtime during maintenance activities or unforeseen circumstances?   | The provisions of Tender Document shall prevail.   |
| 206   | General        | Contract Performance Guarantee (CPG)  | Does the CPG requirement of 5% apply only to the lump sum value or include annual fees for operations and maintenance?   | Please refer Clause 11.0 of the Tender Document.   |

| S. No | Sub-Clause No. | Existing Provision as per Tender Document | Bidder's Queries  | PFCCL's Response   |
|-------|----------------|---|---|--|
| 207   | General        | Maintenance:                              | Does maintenance include adding new features beyond bug fixes and compliance updates? Normally there is a threshold of effort included in maintenance and anything above that is a Change request with commercials involved.  | The provisions of Tender Document shall prevail.   |
| 208   | General        | Maintenance:                              | Is remote working acceptable for the technical resources during maintenance, or is physical presence mandatory at PFCCL HQ? Can PFCCL provide clarification on the tools and licenses required for resources?   | The provisions of Tender Document shall prevail.   |
| 209   | General        |   | 3 years support and maintenance should include only enhancements or new features as well, and if the latter, please share policies to proceed with the CRs raised   | The provisions of Tender Document shall prevail.   |
| 210   | General        | Change Request Management process         | Any new development/ enhancement post go-live shall be considered as Change Request and need to be handled through proper Change Request Management process. We would request PFCCL to kindly define the change request process and manpower rates in this tender.  | Post Go-Live, bidder has to undertake any changes/development on PRAAPTI including its QA and Testing at no additional cost to PFCCL during Phase-III as defined under the Scope of Work of the Tender Document. |
| 211   | General        | IPR and Confidentiality                   | Are there specific restrictions on using any open-source tools or libraries for development?<br>Is the Bidder allowed to reuse parts of the codebase for non-competing projects?  | The provisions of Tender Document shall prevail.   |
| 212   | General        | Development Support from PFCCL            | During development, will PFCCL provide a single point of contact for timely resolution of queries for smooth development and implementation so that schedules are not impacted. PFCCL Domain experts support will be required for<br>a. Compliance<br>b. Documentation reviews and Signoff<br>c. UAT and timely signoff | The provisions of Tender Document shall prevail.   |

| S. No | Sub-Clause No. | Existing Provision as per Tender Document | Bidder's Queries   | PFCCL's Response                                   |
|-------|----------------|---|--|--|
|       |                |   | d. Coordination between external API providers and the Bidder  |  |
| 213   | General        |   | Do bidder need to give support to existing portal & develop the new portal parallely?  | The provisions of Tender Document are amply clear. |
| 214   | General        |   | Total user based is 1500 which comprised of Suppliers, DISCOM, top level officers of State & central? Please clarify                     | Please refer Clause 3.2 of the Tender Document.    |
| 215   | General        |   | Does Dept. want any Dashboarding visualization tool to be incorporated? If yes then any proprietary tool or open source, please clarify? | The provisions of Tender Document shall prevail.   |
| 216   | General        |   | Do currently PFC has mobile app?   | At present, there is no mobile application.        |
| 217   | General        |   | The SI is expected to develop application from scratch or can any existing components be used or have access to                          | Bidder will develop the application from scratch.  |