

Response of Department of Tourism on Pre-Bid Queries for Selection of an agency for Redesign, Redevelopment, Augmentation and Operation &

1) Akal Information Systems Ltd.

Sl. No	Clause No / Page No	Query / Modifications Requested	Remark / Reason	Response of DoT
1	Clause 2.1.VII(b), Page 7	Please confirm whether monthly security audits (VAPT, code review, compliance checks) are to be carried out by the selected agency, or if DoT will arrange them through an empaneled auditor.	To clarify responsibility and cost implications for recurring security audits.	This will be a yearly activity and vendor has to do it.
2	Clause 2.1.III(a), Page 6	For the Virtual Tour Module, will DoT provide 360-degree images/videos of destinations, or should the agency include creation/production of such assets (photography, stitching, hosting) within the project scope?	To determine scope of content production efforts and cost provisioning.	DoT will provide 360-degree and virtual tour vidoes and agency need to integrate the same in the website
3	Clause 2.1.III(d), Page 6	For the AI-driven itinerary planner, kindly clarify whether the agency can integrate a third-party AI engine (e.g., Google ML, Azure AI, AWS ML) or if custom development is expected within the project scope.	To assess technical feasibility, development time, and associated licensing costs.	As per RFP
4	Clause 2.1.IV(b), Page 6	For the multilingual chatbot, will DoT provide translated training data in Odia and other required languages, or should the agency include NLP model training and localization for multiple languages?	To clarify scope of work for chatbot training and localization effort.	Vendor will provide the content and DoT will approve it
5	Table 2 – Technology Stack, Page 7	Please confirm whether Adobe Experience Manager (AEM), Adobe Analytics, and Adobe Target licenses will be provided by DoT, or if the selected agency is expected to procure them and include associated costs in the financial proposal.	These are enterprise-grade licensed products; clarification is required to avoid double costing and ensure proper budgeting.	Adobe related licenses are valid upto November 2025. Post that vendor has to provision for licensing of the platform.

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2) ESDS Software Solution Ltd.				
1	Section VI – Scope of Work, Page 5–6	Please confirm if there is any preferred technology stack for development or if the Agency is free to propose open-source solutions .	Ensures alignment with Department's IT policy, scalability, and cost-effectiveness.	Vendor has to provide Open source technology with Enterprise support
2	Section VI – Scope of Work, Page 6	Please clarify the total number of APIs expected to be developed/consumed as part of the Odisha Tourism Portal and Mobile App.	To assess integration effort, resource allocation, and cost estimation.	External application or communication APIs are about 10
3	Section VI – Scope of Work, Page 6	Please specify the expected number of concurrent users and peak load users the system should be designed to handle.	To determine correct system architecture, cloud sizing, and performance optimization.	Baseline: 1,000–1,500 Seasonal Peak: 3,000–5,000 Event Spike: 10,000–15,000
4	Section VI – Scope of Work, Page 6	Please clarify who will bear the cost of 3rd party integrations (e.g., WhatsApp, Odisha Yatri, Book Odisha, payment gateways, SMS/Email gateways).	To distinguish between development effort (by Agency) vs. subscription/transaction costs (by Department).	It will be Vendor's responsibility
5	Section VI – Scope of Work, Page 7	Please confirm the approximate size of data migration (volume of records, file storage size, etc.) from existing systems to the new portal.	Helps bidders estimate effort, tools, timelines, and risks for data migration.	200 GB
6	Section VI – Scope of Work, Page 7	Please clarify who will bear the cost of data migration (e.g., licenses for ETL tools, DB migration tools, storage, etc.).	To avoid ambiguity and ensure fair costing in financial proposal.	It will be Vendor's responsibility
7	Clause 2.1 (II) Change of Platform – Migration / Page No.6	Kindly specify the estimated size and volume of data that needs to be migrated from the existing AEM platform to the new	Essential for bidders to accurately plan migration effort, tools, timelines, and associated costs.	200 GB
8	Clause 2.1 (X) Book Odisha Portal – Admin Panels / Page No.7	Please specify the expected number of admin users and role categories to be provisioned for the RBAC	Required to size RBAC design, licensing (if applicable), and ensure proper security controls.	Vendor need to find this out during System Study phase.
9	Clause 2.1 (X) Book Odisha Portal – Database / Page No.7	The RFP mentions MySQL and PostgreSQL as supported databases. Kindly specify the required version and edition (e.g., MySQL 8.x Community/Enterprise, PostgreSQL 13/14/15).	Important for ensuring compatibility with the DB services	Latest Stable - In Support Version
10	Clause 2.1, Section IX Cloud Subscription / Page No.8	The RFP mentions hosting on secure, scalable cloud infrastructure (e.g., AWS, Azure). Can the bidder propose hosting on MeitY-empanelled Indian CSPs as an alternative, provided they meet scalability, availability, and security requirements?	Ensures compliance with Government of India cloud-first policy and supports local CSP ecosystem.	Vendor need to provide MeitY empanelled major CSPs only such as AWS, GCP, Azure as these leading CSPs provide a rich ecosystem of AI/ML, analytics, and communication APIs, which can be natively leveraged to accelerate development and reduce costs along with having required international level security & compliance certifications for catering to international tourists relying on GDPR.

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11	Clause 2.1, Section IX Cloud Subscription / Page No. 8	Kindly specify the RPO (Recovery Point Objective) and RTO (Recovery Time Objective) requirements for disaster recovery of the portals.	Helps bidders design compliant DR strategy and cloud architecture.	RPO: ≤ 15 minutes RTO: ≤ 1 hour
12	Clause 2.1, Section IX Cloud Subscription / Page No.8	The existing system uses CDN. Is it acceptable to use global CDN provider like cloudflare.	Clarification required for performance vs. compliance in CDN selection.	Yes.
13	Clause 2.1 (VII) Interim O&M Scope – Data Backup and Recovery / Page No. 8	Please specify the backup policy and retention period required for critical data.	Required to accurately plan backup storage capacity, cloud costs, and compliance alignment with DoT's data protection policies.	As per government IT policy
14	Clause 2.1 (XI) Email Subscription / Page No. 8	Please clarify whether the bidder's scope is limited to integration only with email platforms (e.g., SendGrid, Mailchimp) or also includes procurement and subscription management of the email service. If Yes, kindly specify the estimated number of transactional and marketing emails per month expected from the system.	Required to determine whether bidder should provision the email subscription or only integrate, and to size subscription costs based on expected monthly email volume.	Only integration at this point.
15	Clause 2.1, Security Maintenance / Page No. 9	The RFP mentions "monthly security audits". Please confirm if this implies monthly VAPT (Vulnerability Assessment & Penetration Testing).	Important for aligning with PCI DSS and Gov security audit norms.	Critical security patches and updates to protect against vulnerabilities, particularly for booking and payment systems to be done monthly. But security audit will be a yearly activity.
16	Clause 2.1, Security Maintenance / Page No. 9	Please confirm whether the bidder should provision DDoS protection (cloud-native or third-party).	Public-facing portal + payment system - high DDoS risk; needs explicit confirmation.	Bidder should provision DDoS protection
17	Clause 2.1 (XIII) Server Standards / Page No.9	The RFP states " <i>Apache Server should be compatible with Amazon web-based cloud server standards</i> ". Please confirm whether this requirement is only indicative of general cloud compatibility, and that bidders may host the solution on other MeitY-empanelled Indian CSPs or equivalent cloud providers.	Needed to clarify that AWS hosting is not mandatory and bidders can use alternate compliant cloud platforms.	This is only indicative. MeitY empanelled major CSPs only such as AWS, GCP, Azure
18	Clause 2.1 L. Technical Requirement for Book Odisha Website is mentioned in Table 4 / Page No. 13	Please clarify whether the bidder's scope is limited to integration only with the National SMS Gateway or also includes procurement and subscription management of SMS services. Additionally, kindly specify the estimated number of SMS messages per month (transactional and promotional) to be sent through the system.	Required to determine responsibility (integration vs subscription) and to size SMS costs accurately.	Limited to integration only
19	Clause II. Back-end server-side Technologies / Page No. 14	Kindly specify the type of SSL/TLS certificate required for the Odisha Tourism and Book Odisha portals (e.g., single-domain, wildcard, multi-domain, EV, DV, OV).	Required to ensure correct procurement and cost estimation for SSL certificates as per DoT's security and compliance needs.	Wildcard

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20	3. Resources Deployment / Page No. 14	Amendment Requested: to Clause 3.1 (Resources Deployment) to allow the Project Manager to be deployed offsite with provision for periodic onsite visits as required by DoT. Remote deployment can be effectively managed using online collaboration tools, with assured availability of the Project Manager for physical meetings during key phases (Requirement Gathering, UAT, Go-Live, Quarterly Reviews).	A full-time onsite Project Manager increases project costs and restricts the pool of qualified resources. Allowing offsite deployment with scheduled onsite presence will ensure efficient resource utilization, reduce costs, and still provide the Department with adequate support during all critical milestones.	As per RFP
21	4. Deliverables, Timelines and Payment Schedule / Page No 15	Amendment Requested: in Clause 4 (Deliverables, Timelines and Payment Schedule) to extend the timeline for Website Go-Live and Mobile App Beta Release from the current T + 90 Days to T + 180 Days (6 months) .	Considering the extensive scope of work (complete redesign, development, migration, integrations, AI-driven features, multilingual support, security, and testing), a 90-day timeline is highly aggressive. Extending the Go-Live to 6 months will ensure sufficient time for quality development, comprehensive testing, stakeholder reviews, and smooth roll-out without compromising stability or user experience.	As per RFP
22	III. Financial Eligibility Criteria / Page No. 17	Amendment Requested: in the Financial Eligibility Criteria (Clause 5 – Minimum Eligibility Criteria) to revise the requirement of Minimum Average Annual Turnover from INR 10 Crore to INR 50 Crore for the last 3 financial years (FY 2021-22, FY 2022-23, FY 2023-24).	A higher turnover requirement will ensure that only financially strong agencies with proven capacity and stability can participate. This will reduce execution risk, ensure availability of resources, and align with the large project scale, long-term O&M responsibilities, and financial commitment expected in this engagement.	As per RFP
23	II. Technical Evaluation / Page No. 19	Amendment Requested: in Clause 7 (Bid Evaluation Criteria – Technical Evaluation) to revise the Quality Certification requirement from “CMMI Level 3 and above – 3 Marks” to “CMMI Level 5 – 3 Marks” .	Given the criticality, scale, and complexity of this project (covering website, mobile app, booking portal, O&M, cloud, AI chatbot, security, and large public user base), it is essential that only agencies with the highest process maturity (CMMI Level 5) are eligible	As per RFP
24	II. Technical Evaluation / Page No. 19	Amendment Requested : “The Agency must have a work order for at least 1 project with either (a) an AI-based chatbot that engages users in conversations OR (b) 1 software development project related to website or web portal. ”	To broaden eligibility for bidders with relevant experience in large-scale website or portal development, while still recognizing chatbot implementation as an added capability. This ensures more qualified agencies can participate without restricting evaluation to chatbot projects only.	As per RFP

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25	II. Technical Evaluation / Page No. 19	Amendment Requested : “Experience in developing government led IT projects / applications / DBT led scheme solutions OR software development projects related to web portals and websites = 3 Marks. ”	To broaden the scope of eligible experience to include agencies with demonstrated expertise in software development for large-scale websites and web portals, ensuring wider participation and fair evaluation.	As per RFP
26	II. Technical Evaluation / Page No. 19	Amendment Requested: Request to amend the clause to: “The Agency must have successfully executed at least 1 (One) similar project of Website/ Web Portal/ Web Application where end users Government/ PSU/ Corporation having project cost at least INR 3 Crore during the last 5 years, preceding the proposal submission due date.” - 1 Mark	The requirement of minimum INR 3 Crores project cost is restrictive and may exclude capable agencies that have executed impactful but lower-value projects. Reducing the threshold to INR 1 Crore ensures wider participation while still demonstrating sufficient capability and experience.	As per RFP
27	General	Since the tender scope is directly aligned with handling Citizen Data and ensuring compliance with the Digital Personal Data Protection (DPDP) Act, 2023, we respectfully suggest that instead of seeking generic ISO certifications, the RFP may specifically mandate data privacy–focused certifications such as ISO 27018 (Protection of Personally Identifiable Information in Public Clouds) or ISO 27701 (Privacy Information Management System) , to ensure citizen information is safeguarded with globally recognized standards.	Please suggest on this point and looking for authority attention.	As per RFP
28	General	The bidder must comply with the provisions of the Digital Personal Data Protection Act, 2023, along with applicable guidelines under OGFR and GFR. The bidder shall ensure appropriate data protection and information security mechanisms are in place, must submit the valid ISO 27018 and ISO 27701 certifications, to safeguard citizen data and ensure compliance with national data protection policies.	The Same should be inline at Pre-Qualification Criteria. Request to Authority for their Kind attention on said matter.	As per RFP

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3) CSM Technologies Pvt. Ltd.				
1	Page 05 Introduction Clause 1.4	Odisha Tourism currently has the following two websites a. www.odishatourism.gov.in b. www.bookodisha.com	a) Kindly provide the technology stack of the Book Odisha Portal and details of its integrations. b) Additionally, please clarify the dependencies between the Book Odisha Portal and the Odisha Tourism Portal.	As per RFP
2	Page 05 Scope of work Clause 2.1	d. SEO and Performance Optimization: Implementation of search engine optimization techniques (e.g., keyword optimization, meta tags) and performance enhancements (e.g., fast load times, caching) to improve visibility and user satisfaction.	Could you please clarify if there are specific SEO keywords or optimization strategies that need to be implemented for the website and mobile app, or should the bidder propose an SEO plan?	As per RFP
3	Page. 05 Introduction	1.3. Accordingly, DoT intends to appoint an agency (hereinafter referred to as "Agency") for Selection of an agency for Redesign, Redevelopment, Augmentation and Operation & Maintenance of Odisha Tourism website, Mobile App and Book Odisha Portal & App over a period of three years (hereinafter referred to as "contract duration").	We assume that the development period is 90 days and operation and maintenance is for 3 years . Kindly confirm the same.	As per RFP
4	4. Deliverables, Timelines and Payment Schedule. Pg.No - 15 Sl.No. - 1, 2, & 3 [SRS, UAT & Go-Live]	Sl.No. - 1, 2, & 3 [SRS, UAT & Go-Live] - T + 90 Days	Considering the complexity and extensive scope of the project, we request you to kindly extend the software development timeline from 90 days to 180 days (6 months) to ensure thorough development, testing, and quality delivery.	As per RFP
5	Page 08 B. Relevance	a. The 6-month O&M plan ensures the existing platforms remain functional and reliable during the transition, maintaining user trust and engagement (Best Practices for Tourism Websites).	There are two periods mentioned—6 months and 3 years. Kindly confirm the exact duration for Operation & Maintenance (O&M).	Corrigendum to be issued
6	Page 15 4. Deliverables, Timelines and Payment Schedule	Submission of Project Completion Report and Subsequent Approval of DoT - T + 03 years	There are two periods mentioned—6 months and 3 years. Kindly confirm the exact duration for Operation & Maintenance (O&M).	3 months O&M for existing platform and 3 years for newly developed website and mobile application
7	Page 6, Clause 2.1 II. Change of Platform	Migration: Transition from the existing platform to an open-standard, enterprise-grade Content Management System (CMS) or Digital Experience Platform (DXP), such as Drupal, Liferay etc.	Clarification required on the platform migration to open-standard CMS/ DXP. Is there a preferred CMS/ DXP for this migration, or is it left to the bidder's discretion?	Bidder to propose but has to be open source and with Enterprise Support

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8	Page 6, Clause 2.1 II. Change of Platform	Data Preservation: Ensuring all legacy data (e.g., user profiles, booking history) is preserved and existing services are seamlessly re-integrated.	Could you please provide the estimated volume of data to be migrated, along with the current user count and any associated data storage details for the existing platforms?	Total DB Data size - 3 Gb User count - 79000+

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9	Page 6, Clause III Augmentation of Portal Features	Virtual Tour Module: Integration of 360-degree virtual experiences for key Odisha destinations (e.g., Jagannath Temple, Konark Sun Temple), allowing users to explore attractions remotely.	1. Please clarify whether the 360-degree virtual experiences for key Odisha destinations require real-time updates, or is it a one-time integration? 2. By experiences, is the reference made to a still image in 3D or a 360-degree video? How many such destinations have been identified? Who will provide the content for the experience (image/video)?	1. It will be integrated as when required 2. DoT to provide
10	Page 6, Clause III Augmentation of Portal Features	d. AI-Driven Itinerary Planner: A system leveraging artificial intelligence to generate customized travel plans based on user preferences (e.g., interests, budget) and travel history.	Requesting to provide more details on the AI-driven itinerary planner? Is there a preferred algorithm or data source for this feature?	As per RFP
11	Page 6, Clause III Augmentation of Portal Features	Personalized Dashboard: A user-specific interface to store preferences, save itineraries, and receive booking reminders, tailored to individual travel needs.	Does this mean that users will be able to log into Odisha Tourism and sign up for an account? Kindly clarify.	Yes
12	Page 6, Clause III Augmentation of Portal Features	Interactive Map: An exploration tool with filters for attractions, hotels, and amenities, enabling users to plan trips efficiently.	Kindly clarify below questions: 1. Is there a cap on how many attractions, hotels, and amenities are to be added? 2. Will those be simple markers or does a profile needs to be shown for each marker?	1. There is no cap 2. simple markers
13	Page 6, Clause VI. Third-Party Integrations	Odisha Yatri: Synchronization of travel bookings and ticketing data for a unified experience.	Could you please clarify the scope and mechanism of integration with Odisha Yatri? Specifically, how will travel bookings and ticketing data be synchronized to ensure a unified experience across the portal and mobile app?	Integration with Odisha Yatri through API
14	Page 6, Clause VI. Third-Party Integrations	b. WhatsApp: Integration of a conversational interface for real-time updates and user interaction.	Is there an existing WhatsApp account of OT? If yes, what purpose is it intended to serve on the website since we already have an AI chatbot being planned? Or will it be used to send promotional messages and notifications/updates?	No existing account. It will be used for promotional messages, notifications and updates.
15	Clause 2.1.VII, Pages 7-8 Technology Stack for Existing Odisha Tourism website is mentioned in Table 2	Infrastructure: Microsoft Azure Cloud (Hosting), Content Delivery Network (CDN)."	Requesting to kindly confirm if any existing Azure service subscriptions (VMs, CDN, databases) will be transferred to bidder's management or must be newly provisioned.	It will be transferred to preferred bidders

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16	Page-8 Section 2.2 Scope of Work	B. Relevance: a. The 6-month O&M plan ensures the existing platforms remain functional and reliable during the transition, maintaining user trust and engagement (Best Practices for Tourism Websites).	Does the bidder has to consider the O&M cost of existing platform for 6-months?	Yes
17	Clause 2.1.VII, Pages 7-8 Technology Stack for Existing Odisha Tourism website is mentioned in Table 2 Page No 14, Technologies	Infrastructure: Microsoft Azure Cloud (Hosting), Content Delivery Network (CDN)." II.Back-end server-side Technologies: h. Apache Server should be compatible with Amazon web-based cloud server standards	1. There is mention of two types of cloud services. Could you please confirm which cloud service platform is currently in use? 2. Kindly confirm who will be responsible for providing the cloud infrastructure. 3. Are we allowed to propose an alternative cloud service that is empaneled under MeitY?	1. Both is use. 2. Bidder will be responsible. 3. No
18	Clause 2.1.IX.a, Cloud Subscription, Page 8	Hosting: Deployment on a secure, scalable cloud infrastructure (e.g., AWS, Azure) to ensure reliability and performance.	1. There is mention of two types of cloud services. Could you please confirm which cloud service platform is currently in use? 2. Kindly confirm who will be responsible for providing the cloud infrastructure. 3. Are we allowed to propose an alternative cloud service that is empaneled under MeitY?	Both is use. Preferred Bidder will be responsible.
19	Clause 2.1.IX.b,Cloud Subscription, Page 8	Backup and Disaster Recovery: Implementation of robust backup solutions and disaster recovery mechanisms to safeguard data.	1. Please confirm if backup frequency (daily, weekly) and retention period (e.g., 30 days, 90 days) are fixed or can be proposed by bidder. 2.For disaster recovery, is an active-active DR setup required or active-passive and What will be the RTO & RPO for this?	1. Bidder to Propose 2. Bidder has to propose the Disaster Recovery. RPO - RTO already responded above.
20	Clause 2.1.X, Platform Subscription Page 8	Enterprise-Level Platform: Subscription to an open-standard platform, including licensing, enterprise support, and regular updates."	For enterprise platform subscription, please confirm if cloud service licensing (e.g., managed database, load balancer) is included under this or needs to be quoted separately.	Included
21	Page 11, Section 2.2 C. Online Ordering	Ordering and home delivery of Food and Beverages from the new booking portal	Could you kindly clarify whether for the online ordering of food, beverages, and merchandise, we should integrate with third-party systems for delivery, or will the agency be responsible for managing the logistics?"	Only Integrate with third party vendor

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22	Page 11, Section 2.2 Intuitive MIS Reports	Intuitive MIS Reports	Could you clarify the format and frequency of the MIS reports? Should they include detailed analytics for all activities, or focus on key performance metrics?	As per RFP
23	3. Resources Deployment Pg. no - 14 3.1 DEPLOYED Key Personnel at DoT:	3.1 DEPLOYED Key Personnel at DoT: a. The Agency should deploy a Project Manager at Department of Tourism having qualification in BE/B.Tech/ME/M.Tech (Computer Science/ IT)/ MCA and preferably MBA with minimum 10 years of experience in implementation of IT projects out of which minimum 3 years of experience as a Project Manager. He/ She should have experience in implementing full lifecycle (end-to-end) at least one Web Application/ Web Portal/Website/Mobile app project as Project Manager. (The Agency shall submit the CV of the key personnel proposed as per Annexure- VIII)	Please clarify at what stage or milestone in the project is the Project Manager expected to be deployed on-site or made available for the project?	Within one week from the date of signing of Agreement
24	Pages 15-16, Section 4: Deliverables, Timelines and Payment Schedule Note (iii)	Platform Subscription, Cloud Subscription, Email Subscriptions or any other License Subscriptions will be as per actuals upon submission of invoice along with appropriate documentation.	Kindly confirm whether the cost of all the Subscriptions mentioned in the Clause 4, under section-Note (iii) will be quoted in the financial bid under Phase-I & II or it will be quoted separately?	To be quoted in the financial bid under Phase-I & II
25	Page No: 21 Clause No: 10	Force Majeure For the Purpose of this contract, "Force Majeure" means an event which is beyond the reasonable control of the DoT. The terms "Force Majeure" as implied here in shall mean an act of God, War, Civil riots, fire directly affecting the performance of the contract, floods and Acts and Regulations of respective Government of the two parties, namely the DoT and the Agecny. Both upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid, shall within seventy two hours of the alleged beginning and ending thereof intimate the other party giving full particulars and satisfactory evidence in support of its claim. If deliveries are suspended by force majeure conditions lasting for more than 2 (two) months, the Organization shall have the option of cancelling this contract in whole or part at its discretion without any liability on its part. Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.	Whether the payment will be made for the work already completed and approved till the date of termination?	payment will be made for the work already completed and approved till the date of termination

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26	Pg. No - 21 11. Termination of the Contract.	I.In case of deficiency or non-fulfilment of obligations as per the scope of work or quarterly deliverables, DoT shall serve a notice to the concerned agency to rectify / fulfil the obligations within a specified period of not more than 60 days to rectify or fulfil the deliverables assigned by DoT, failing which DoT shall be at the liberty to execute the work through any other agency at the cost of the selected agency. DoT also reserves the right to cancel the contract.	Kindly confirm whether the 60-day cure period shall always be provided to the Agency before any termination is considered, and whether partial compliance within the said period shall be taken into account. Further requesting clarification on the scope of “cost of the selected agency” in case DoT engages an alternate agency. Would this be limited to the differential cost actually incurred or could it include consequential/indirect costs?	As per RFP
27	Pg. No - 21 11. Termination of the Contract.	II.DoT reserves the right to terminate the agreement in case of deficiency in services or poor performance of the agency for any subsequent month/ quarter/ year. For this, DoT shall intimate the agency in the quarterly review meeting of the corresponding year. In this respect, the view of DoT about the performance is final and binding.	Since terms like “deficiency in services” and “poor performance” can be subjective, we request clarification on whether specific measurable KPIs or SLAs shall be shared and agreed upon for the purpose of assessment. We also request confirmation whether the Agency shall be given an opportunity to represent or provide justification before DoT takes a final decision, considering the clause mentions that the “view of DoT is final and binding	As per RFP

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28	Pg. No - 21 11. Termination of the Contract.	III. DoT reserves the right to drop or remove any or all scope of work deemed not suitable or in line with the objectives for DoT which may necessitate termination of contract. However, in such scenario DoT shall provide a maximum time period of 3 months to the agency to terminate the contract and complete all the requisite formalities and responsibilities assigned.	1. There is no clarity on how scope additions, major changes, or out-of-scope work will be managed after the contract is signed. Could you please clarify whether any reduction in scope would entitle the agency to an adjustment in the contract value or compensation for the curtailed portion? 2. Kindly clarify whether in cases where DoT chooses to drop or remove any portion of the scope of work for reasons not attributable to the Agency, the Agency shall be compensated for investments already made, transition costs, or unamortized expenses. Please also confirm if the 3-month period provided to terminate the contract would include completion of handover activities as well as settlement of outstanding payments due to the Agency.	1. For additional work (if any), payment will be made on mutually agreed rates. 2. For deletion of scope of work (if any), no deduction from the amount quoted in the financial proposal shall be made.
29	Page 21 9. EMD (Earnest Money Deposit)	The Proposal shall be accompanied with separate Earnest Money Deposit (EMD) in the form of DD or Bank Guarantee for INR 20,00,000/- (Rupees Twenty Lakhs Only)	As per the provisions set forth via Office Letter No.PT15-FIN-COD-MISC-0007-2019 issued by the Ministry of Finance, Government of Odisha, on 06th June 2025, permitting the use of insurance surety bonds as an acceptable form of security in public procurement, we kindly request your approval to submit the Earnest Money Deposit (EMD) in the form of an insurance bond.	As per RFP
30	Page 25 26. Performance Security and Agreement	Within 15 days of issuance of LoA from DoT to the selected Agency, the selected Agency is required to submit a Performance Security in the form of Bank Guarantee for an amount equivalent to 5% of the total quoted financial bid for three (3) years and enter into an agreement with DoT.	As per the provisions set forth via Office Letter No.PT15-FIN-COD-MISC-0007-2019 issued by the Ministry of Finance, Government of Odisha, on 06th June 2025, permitting the use of insurance surety bonds as an acceptable form of security in public procurement, we kindly request your approval to submit the performance security in the form of an insurance bond.	As per RFP

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31	Page 25 Clause No: 26	Performance Security and Agreement DoT shall issue a Letter of Award (LoA) along with the Draft Agreement to the selected Agency post opening of the financial proposals. Within 15 days of issuance of LoA from DoT to the selected Agency, the selected Agency is required to submit a Performance Security in the form of Bank Guarantee for an amount equivalent to 5% of the total quoted financial bid for three (3) years and enter into an agreement with DoT. The performance security shall be retained by the DoT till the completion of project or 3 years from the date of enforcement of agreement. The performance security shall be forfeited at the sole discretion of DoT towards any liquidated damages that may be payable by the selected agency, under the Terms of the Agreement. The validity of Performance Security should be up to 90 days beyond the end of all contractual obligation of the Agency	Provides further that bid validity shall not exceed 60 days beyond the completion of all contractual obligations of the agency. We therefore request you to retain the security validity in line with the provision.	As per RFP
32	Page 14, 3.1 DEPLOYED Key Personnel at DoT:	a. The Agency should deploy a Project Manager at Department of Tourism having qualification in BE/B.Tech/ME/M.Tech (Computer Science/ IT)/ MCA and preferably MBA with minimum 10 years of experience in implementation of IT projects out of which minimum 3 years of experience as a Project Manager. He/ She should have experience in implementing full lifecycle (end-to-end) at least one Web Application/ Web Portal/Website/Mobile app project as Project Manager. (The Agency shall submit the CV of the key personnel proposed as per Annexure- VIII)	Kindly share the resource replacement clause	The Agency shall ensure continuity of key resources (including the Project Manager) throughout the contract period. Replacement will be allowed only under unavoidable circumstances (resignation, illness, unsatisfactory performance, etc.) with prior written approval of DoT. Any substitute resource must have equal or higher qualifications and experience as prescribed in the RFP, and proper knowledge transfer shall be ensured. Unauthorized replacement or deployment of unqualified personnel will attract penalties as per contract terms.

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4) E Square System & Technologies				
1	5.III - Financial Eligibility Criteria - INR 10 crore turnover in last 3 FY	The turnover criteria should be within 15–20 crore given the project value deduced from EMD value of INR 20 lakhs.	Based on the EMD value of ₹20 lakhs, the estimated project value is in such a range that as per GFR 2017 provisions and CVC guidelines, turnover criteria is generally 2–3x the project value. A 15–20 crore turnover ensures bidder capacity, stronger financial health, continuity, quality delivery, and risk mitigation.	As per RFP
2	7. Bid Evaluation Criteria - Technical Score	The Agency must have executed at least 1 similar project (Website/Web Portal/Web Application) with Govt./PSU/Corporation having project cost ≥ INR 3 Cr in last 5 years → 1 mark per project of ≥ INR 1 Cr, up to 5 marks.	Experience with Cloud Subscription and platform licensing should be considered at eligibility stage, not in technical scoring. Scoring should focus on execution capability and delivery track record.	As per RFP
3	7. Bid Evaluation Criteria - Technical Score	Mobile Apps developed by Agency should have minimum 10,000 downloads – 5 marks. Suggested change: 10,000 downloads – 2 marks; 25,000 downloads – 3 marks; 50,000+ downloads – 5 marks.	To align with the vision of making tourism accessible to more users, higher weightage should be given to vendors with proven large-scale adoption and scalability.	As per RFP
5) PAIRALABS				
Sl. No	Clause No / Page No	Query / Suggested Enhancement	Remark / Justification	
1	5.III – Financial Eligibility Criteria – Turnover of INR 10 crore in last 3 FY	The turnover requirement may be revised to INR 15–20 crore in line with the project size indicated by the EMD value of INR 20 lakhs.	As per GFR 2017 and CVC guidelines, turnover is generally set at 2–3x the estimated project value. A higher benchmark ensures only financially sound agencies with risk-bearing capacity participate, guaranteeing quality delivery and continuity.	As per RFP
2	7. Bid Evaluation Criteria – Technical Score	Clause: “The Agency must have successfully executed at least 1 similar project of Website/Web Portal/Web Application with Cloud Subscription and platform licensing for Govt./PSU/Corporation of at least INR 3 Cr.” → Suggested: Remove Cloud Subscription and licensing from technical scoring.	Experience in Cloud Subscription/licensing should be an eligibility condition, not part of scoring. Scoring should focus on project execution and track record.	As per RFP
3	7. Bid Evaluation Criteria – Technical Score	Clause: “Mobile Apps developed by Agency should have minimum 10,000 downloads – 5 marks.” → Suggested: Use a tiered scoring system: 10,000 downloads – 2 marks; 25,000 downloads – 3 marks; 50,000+ downloads – 5 marks.	A tiered method aligns with the vision of wider accessibility. It ensures qualified agencies remain eligible while rewarding proven adoption and scalability, strengthening the framework.	As per RFP

Sl. No	Clause No / Page No	Query / Modifications Requested	Remark / Reason	Response of DoT
6) Nexus Technoware Solution Private Limited				
Sl. No.	Clause No. / Page No.	Query / Modifications Requested	Remark / Reason	
1	Clause 5-II-a and c / Page No. 17	The Agency must have successfully executed at least 1 similar project of Website / Web Portal / Web Application along with Cloud Subscription and platform licensing where end users are Government / PSU / Corporation having project cost at least INR 3 Crores during the last 5 years preceding the proposal submission due date. Query: Does the word “Corporation” include well-known multinational companies, Limited companies, large private companies as well? If not, please include our experiences of international projects and projects with well-reputed Indian companies like Vedanta, Aditya Birla Group, Jindal, etc., that are Public Limited or Private Limited.	Vendors carrying experience in international and large national projects in the non-government sector would bring internationally acclaimed quality, knowledge, competitiveness, and skills to the government sector projects in Odisha. A tourism website is meant for the world and should be entrusted to the most competitive and qualified vendors experienced from around the world.	As per RFP
2	Technical Certification	The Bidder must have a valid CMMi Level 3 (SVC & DEV) or above, ISO 27001 and ISO 9001 certifications as on the date of submission of this RFP. Query: We have the certification of CMMI Level 3 Dev . Can a 3 months period be given for addition of SVC in CMMI Level 3?	We do have services experience and can showcase many projects for various services including Operations & Maintenance in applications. It is only a matter of time to get the service audit and certification for CMMI Level 3 SVC completed.	As per RFP
3	Table 5 / Page No. 20	Agency should have a registered office in Odisha – 5 marks . Query: Can this be done after getting the order and before starting the project?	This would allow wider participation from across the country and new companies registering in the state of Odisha.	As per RFP

Sl. No	Clause No / Page No	Query / Modifications Requested	Remark / Reason	Response of DoT
7) Gemini Consulting & Services India Pvt. Ltd.				
1	5.III – Financial Eligibility Criteria – Turnover of INR 10 crore in last 3 FY	The turnover requirement may be revised to INR 15–20 crore in line with the project size indicated by the EMD value of INR 20 lakhs .	As per GFR 2017 and CVC guidelines , turnover is generally set at 2–3 times the estimated project value to ensure bidder capacity without being restrictive. A higher turnover benchmark will ensure that only financially sound agencies with adequate strength and risk-bearing capacity participate. This will help guarantee quality delivery, continuity, and successful execution of this high-importance project.	As per RFP
2	7. Bid Evaluation Criteria – Technical Score	Clause: “The Agency must have successfully executed at least 1 (One) similar project of Website / Web Portal / Web Application with Cloud Subscription and platform licensing for Government / PSU / Corporation having project cost at least INR 3 Crore ... ” Suggested: Remove Cloud Subscription and platform licensing from the technical scoring requirement.	Experience in Cloud Subscription and licensing is better treated as an eligibility condition to ensure agencies have the required resources and capability. However, retaining it as part of the technical scoring may unfairly limit competition . The focus of scoring should remain on overall project execution capability and track record in similar large-scale implementations.	As per RFP
3	7. Bid Evaluation Criteria – Technical Score	Clause: “Mobile Apps developed by Agency should have minimum 10,000 downloads – 5 marks.” Suggested: Use a tiered scoring system : 10,000 downloads – 2 marks 25,000 downloads – 3 marks 50,000+ downloads – 5 marks.	A tiered scoring method better aligns with the mission of creating a tourism portal accessible to the widest number of tourists . It ensures all qualified agencies remain eligible, while agencies with a proven record of higher adoption and scalability are given appropriate weightage. This strengthens the evaluation framework and supports the project’s vision of maximum outreach and impact .	As per RFP

Sl. No	Clause No / Page No	Query / Modifications Requested	Remark / Reason	Response of DoT
8) BOURNTEC				
1	5.III – Financial Eligibility Criteria – Turnover of INR 10 crore in last 3 FY	The turnover requirement may be revised to INR 15–20 crore in line with the project size indicated by the EMD value of INR 20 lakhs .	As per GFR 2017 and CVC guidelines , turnover is generally set at 2–3 times the estimated project value to ensure bidder capacity without being restrictive. A higher turnover benchmark will ensure that only financially sound agencies with adequate strength and risk-bearing capacity participate. This will help guarantee quality delivery, continuity, and successful execution of this high-importance project.	As per RFP
2	7. Bid Evaluation Criteria – Technical Score	Clause: “The Agency must have successfully executed at least 1 (One) similar project of Website / Web Portal / Web Application with Cloud Subscription and platform licensing for Government / PSU / Corporation having project cost at least INR 3 Crore ... ” Suggested: Remove Cloud Subscription and platform licensing from the technical scoring requirement.	Experience in Cloud Subscription and licensing is better treated as an eligibility condition to ensure agencies have the required resources and capability. However, retaining it as part of the technical scoring may unfairly limit competition . The focus of scoring should remain on overall project execution capability and track record in similar large-scale implementations.	As per RFP
3	7. Bid Evaluation Criteria – Technical Score	Clause: “Mobile Apps developed by Agency should have minimum 10,000 downloads – 5 marks.” Suggested: Use a tiered scoring system : 10,000 downloads – 2 marks 25,000 downloads – 3 marks 50,000+ downloads – 5 marks.	A tiered scoring method better aligns with the mission of creating a tourism portal accessible to the widest number of tourists . It ensures all qualified agencies remain eligible, while agencies with a proven record of higher adoption and scalability are given appropriate weightage. This strengthens the evaluation framework and supports the project’s vision of maximum outreach and impact .	As per RFP

Sl. No	Clause No / Page No	Query / Modifications Requested	Remark / Reason	Response of DoT
9) Suyog Computech Pvt Ltd				
1	5.II Technical Eligibility Criteria. A, Page 17	Relaxation requested for MSE to ₹2 Crores for 1 project and exemption in Cloud Subscription and platform licensing.	Request for relaxation/exemption for Start-up/MSE firms .	As per RFP
2	5.II Technical Eligibility Criteria. C, Page 17	Exemption requested for MSE in project cost at least ₹30 Lakhs .	Request for relaxation for Start-up/MSE firms .	As per RFP
3	5.II Technical Eligibility Criteria. D, Page 17	Relaxation requested for MSE for CMMi Level 3 (Dev) .	Request for relaxation for Start-up/MSE firms .	As per RFP
4	7.II Technical Evaluation A – Technical Score, Sectoral & Financial Capabilities, Page 18	Request to increase the scoring for Start-up/MSE firms to 20 Marks . The Agency should have an Average Annual Turnover of ₹10 Crores for the last 3 financial years (FY 2021-22, FY 2022-23, FY 2023-24).	Request to increase scoring for Start-up/MSE firms to 20 Marks .	As per RFP
5	7.II Technical Evaluation A – Technical Score, Quality Certification, Page 19	CMMI Level 3 (DEV) – 3 Marks.	Request for relaxation for Start-up/MSE firms CMMI Level 3 (DEV) .	As per RFP
6	7.II Technical Evaluation A – Technical Score, Page 19	The Agency must have successfully executed at least 1 similar project of Website/Web Portal/Web Application where end users are Government/PSU/Corporation having project cost at least ₹2 Crores during the last 5 years, preceding the proposal submission due date – 2 Marks . For each additional similar project of minimum ₹1 Crore value – 1 Mark .	Request for relaxation for Start-up/MSE firms .	As per RFP
7	7.II Technical Evaluation A – Technical Score, Page 19	The Bidder should have experience of mobile application development and providing application support for minimum 2 years as on bid submission date where end users are Government/PSU/Corporation with project cost at least ₹30 Lakhs – 5 Marks .	Request for relaxation for Start-up/MSE firms .	As per RFP
8	7.II Technical Evaluation A – Technical Score, Page 19	The Agency must have a work order for at least 1 project with an AI-based chatbot that engages users in conversations – 5 Marks .	Request for exemption for Start-up/MSE firms .	As per RFP
9	7.II Technical Evaluation A – Technical Score, Page 20	Agency should have project experience in cloud infrastructure provisioning and management: 1 Project – 2.5 Marks 2 Projects – 5 Marks	Request for exemption for Start-up/MSE firms .	As per RFP

Sl. No	Clause No / Page No	Query / Modifications Requested	Remark / Reason	Response of DoT
10) Positive Mantra Consulting Pvt Ltd				
1	5 (II) a, Page 17	Change clause to: “At least one project of website/web portal/web application for Government/PSU/Corporation having a project cost of at least ₹3 Crores. ”	Current clause bundles development + cloud subscription costs, which is not a true measure of technical expertise. This amendment enables wider participation and fair competition.	As per RFP
2	5 (II) c, Page 17	Change minimum project cost requirement for mobile app development from ₹50 Lakhs to ₹25 Lakhs.	Project cost doesn’t always reflect complexity. Lowering the threshold promotes fairer evaluation based on technical merit.	As per RFP
3	7 (II), Table 5, Page 19	Change clause to: “At least one project of website/web portal/web application for Government/PSU/Corporation with project cost of at least ₹3 Crores – 1 mark; for each additional project of ₹1 Crore – 1 mark.”	Current clause incorrectly bundles development + licensing costs, impacting fair evaluation.	As per RFP
4	7 (II), Table 5, Page 19	Lower minimum project cost for mobile app experience scoring from ₹1 Crore to ₹25 Lakhs.	Ensures technical merit is valued more than high project cost inflated by non-developmental expenses.	As per RFP
5	24, Page 25	Allow consortium participation.	Enables organizations to pool complementary strengths and deliver innovative, high-quality solutions.	As per RFP
6	2, 2.1-II, Page 6	Clarification on CMS/DXP preferences (Drupal, Liferay, etc.) and licensing responsibilities.	Needed to plan accurate costing and platform recommendations.	As per RFP
7	2, 2.1-III, Page 6	Clarifications requested on virtual tours, multimedia assets, AI-driven itinerary planner, and GIS integration.	Required to estimate development scope and content requirements accurately.	As per RFP
8	2, 2.1-IV, Page 6	Clarifications on current chatbot tech stack, API availability, and usage volume.	Needed for seamless chatbot enhancement planning.	As per RFP
9	2, 2.1-V, Page 6	Queries regarding mobile app augmentation and availability of existing source code.	Determines redevelopment feasibility and scope.	As per RFP
10	2, 2.1-VI, Page 6	Clarifications requested on third-party integration protocols, API documentation, and agreements with partners.	Ensures smooth integration with platforms like Odisha Yatri, WhatsApp, and Book Odisha.	As per RFP
11	2, 2.1-VII, Page 7	Clarification on expected transition period between old and new platforms.	Important for planning O&M schedules effectively.	As per RFP
12	2, 2.1-XIV, Page 10	Clarification on availability of historical analytics data and reporting tool preferences.	Ensures proper migration and dashboard implementation.	As per RFP
13	2, 2.1-Table-2, Page 7	Clarification on technology stack preferences — whether to recommend new or retain existing tech.	Required for backend, database, and hosting decisions.	As per RFP
14	2, 2.2-A, D, Pages 10–11	Clarification on preferred payment gateways, multi-currency support, and priority currencies.	Ensures smooth integration and usability for international tourists.	As per RFP
15	2, 2.1-IX, Page 8	Clarification on cloud infrastructure documentation and cost expectations.	Helps in planning suitable hosting and deployment solutions.	As per RFP

Sl. No	Clause No / Page No	Query / Modifications Requested	Remark / Reason	Response of DoT
11) Escalates Tech India				
1	5. Minimum Eligibility Criteria/II. Technical Eligibility Criteria/ Page No 17	a.The Agency must have successfully executed at least 1 (One) similar project of Website/ Web Portal/ Web Application along with Cloud Subscription and platform licensing where end users Government/ PSU/ Corporation having project cost at least INR 3 Crores during the last 5 years, preceding the proposal submission due date.	As per our understanding, not all Government projects mandate cloud subscription and platform licensing. We therefore request that these requirements be made optional.	As per RFP
2	5. Minimum Eligibility Criteria/II. Technical Eligibility Criteria/ Page No 17	d.Technical Certification: The Bidder must have a valid CMMi Level 3 (SVC & DEV) or above, ISO 27001 and ISO 9001 certifications as on date of submission of this RFP.	Requesting to remove CMMi Level 3 (SVC/DEV) and Make it CMMi Level 3 (DEV) or above	As per RFP
3	II. Technical Evaluation/Page No 19	The Agency must have successfully executed at least 1 (One) similar project of Website/ Web Portal/ Web Application along with Cloud Subscription and platform licensing where end users Government/ PSU/ Corporation having project cost at least INR 3 Crores during the last 5 years, preceding the proposal submission due date- 1 mark For each additional similar project of minimum INR 1 Crore value – 1 mark	As per our understanding, not all Government projects mandate cloud subscription and platform licensing. We therefore request that these requirements be made optional.	As per RFP

Sl. No	Clause No / Page No	Query / Modifications Requested	Remark / Reason	Response of DoT
12) Aashdit Technologies				
1	Pg. No.21, (9), EMD	The Proposal shall be accompanied with separate Earnest Money Deposit (EMD) in the form of DD or Bank Guarantee for INR 20,00,000/- No exemption from submission of EMD is allowed	We kindly request you to amend the clause as follows: The Proposal shall be accompanied with separate Earnest Money Deposit (EMD) in the form of DD or Bank Guarantee for INR 20,00,000/-. However, bidders registered under MSME/Startups, upon submission of valid documentary proof , shall be exempted from submission of EMD as per Odisha General Financial Rules (OGFR) and related MSME policies.	As per RFP
2	Pg. No.17, 5. (3)	The Agency should have Minimum Average Annual Turnover of INR 10 Crore for the last 3 (Three) financial years (i.e. FY 2021-22, FY 2022-23, FY 2023-24).	We kindly request you to amend the clause as follows: The Agency should have Minimum Average Annual Turnover of INR 5 Crore for the last 4 (Four) financial years (i.e. FY 2021-22, FY 2022-23, FY 2023-24 & FY 2024-25).	As per RFP
3	Pg. No.18, 7. (2)	The Agency should have an Average Annual Turnover of INR 10 Crore for the last 3 (Three) financial years (i.e. FY 2021-22, FY 2022-23, FY 2023-24) - 10 marks For each additional INR 5 Crore – 2 marks Full marks- 20	We kindly request you to amend the clause as follows: The Agency should have Minimum Average Annual Turnover of INR 5 Crore for the last 4 (Four) financial years (i.e. FY 2021-22, FY 2022-23, FY 2023-24 & FY 2024-25)- 8 marks For each additional INR 3 Crore- 4 marks Full marks- 20	As per RFP
4	Pg. No.20, 7. (2.A)	Agency should have project experience in cloud infrastructure provisioning and management 1 Project – 2.5 Marks 2 Projects – 5 Marks	We kindly request you to amend the clause as follows: Agency should have project experience in private cloud/ State Data Centre infrastructure provisioning and management 1 Project – 2.5 Marks 2 Projects – 5 Marks	As per RFP

Sl. No	Clause No / Page No	Query / Modifications Requested	Remark / Reason	Response of DoT
Cybernetics Pvt. Ltd				
1	B. Online Reservation , 11	The Application should have an inherent feature for seamless integration of the Panthanivas reservation system. In addition to Panthanivas reservation, a user-friendly interface must be there for users to book rooms at various registered hotels, leased hotels and heritage homes. The booking portal should be equipped with the right set of tools to support the booking of the spectrum of services rendered by Odisha Tourism's Eco Retreat. Booking of Adventure Activities, Water Sports Activities along with booking of concerts should be facilitated through the portal.	a) Will it be the responsibility of the bidder to integrate with different hotels in the area ? B) If the hotels do not have an app then would it be for the bidder to develop an app for that linked hotel ? C) Will government and private hotels be included ? d) How will the payment structure vary for room booking during season and off season ?	a) No b) No c) Yes d) NA
2	D. Payment Gateway Integration, 11	The new booking portal must have a robust mechanism for payment gateway integration. The payment gateway should have the facility for linking multiple merchant IDs with it.	a) Will the department share the payment gateway for integration ?	Yes
3	G. Online Ticket, 11	Visitors should be able to choose and buy tickets for visiting places of historical, cultural or religious importance. It may include religious places like temples, Buddhist sites and monuments, Recreational places like Museums, Zoos, National Parks, Wildlife Safari, etc. Booking tickets online for premium services by the Odisha Tourism like entry to the Blue Flag Beach, Puri should also be made available through the new booking portal.	a) Will refund of tickets be required ?	As per RFP
4	Admin Panels:, 12	d. Management of Events, their types, timings, pricing, etc.	a) Will the department share or update the changing price of events ?	Yes
5	Web Portal , 13	4. Should have online ordering system for merchandise, food and catering services.	a) Should food be displayed on the website or will it be integration only ?	As per RFP
6	Communication , 13	System should have support for notifications using: 1. SMS through a National SMS gateway 2. Emailing through an international mail gateway	a) Will the department share the SMS gateway ?	As per RFP
7	Phase- 1: Website - Redevelopment & Mobile App – Augmentation or Redevelopment, 15	1 Website – Wireframe & SRS Mobile App – Requirement Finalization for Augmentation/Redevelopment T + 15 Days 10% (one time) System design and planning phase for both Website and Mobile App	a) How many wireframes would be required for mobile app and website ? B) T+15 is very less for SRS and wireframe development. Need this to be T+30 days.	As per RFP

Sl. No	Clause No / Page No	Query / Modifications Requested	Remark / Reason	Response of DoT
8	3.1 DEPLOYED Key Personnel at DoT:, 14	a. The Agency should deploy a Project Manager at Department of Tourism having qualification in BE/B.Tech/ME/M.Tech (Computer Science/ IT)/ MCA and preferably MBA with minimum 10 years of experience in implementation of IT projects out of which minimum 3 years of experience as a Project Manager. He/ She should have experience in implementing full lifecycle (end-to-end) at least one Web Application/ Web Portal/Website/Mobile app project as Project Manager. (The Agency shall submit the CV of the key personnel proposed as per Annexure- VIII)	a) suggest the qualification of the Project manager to be any Graduate or Postgraduate with Project Management experience and certification.	As per RFP

Sl. No	Clause No / Page No	Query / Modifications Requested	Remark / Reason	Response of DoT
14) Ipsator Analytics Private Limited				
1	General Eligibility Criteria ,17	Manpower: The Bidder must as on 31 March 2025, have on its payrolls a minimum of 75 Professionals. Ipsator requests to ammend this clause. Manpower: The Bidder must as on 31 March 2025, have on its payrolls a minimum of 50 Professionals.	Ipsator request to kindly relax criteria as we are keen to participate in the bid. We have experience in developing a platform for DoT Karnataka and IRCTC and several state governments with users more than 5 million	As per RFP
2	Financial Eligibility Criteria, 17	The Agency should have Minimum Average Annual Turnover of INR 10 Crore for the last 3 (Three) financial years (i.e. FY 2021-22, FY 2022-23, FY 2023-24) Ipsator requests to ammend this clause. The Agency should have Minimum Average Annual Turnover of INR 9 Crore for the last 3 (Three) financial years (i.e. FY 2021-22, FY 2022-23, FY 2023-24) or The Agency should have Minimum Average Annual Turnover of INR 10 Crore for the last 3 (Three) financial years (i.e. FY 2022-23, FY 2023-24, FY 2024-25)	Ipsator request to kindly relax criteria as we are keen to participate in the bid. We have experience in developing a platform for DoT Karnataka and IRCTC and several state governments. Request to reduce turnover by 1cr or Request to include FY 2024-25. This will help us participate in the tender.	As per RFP

Sl. No	Clause No / Page No	Query / Modifications Requested	Remark / Reason	Response of DoT
15) Silicon Techlab Pvt Ltd				
1	5. Minimum Eligibility Criteria, II- Technical Eligibility Criteria, Page 17.	a. The Agency must have successfully executed at least 1 (One) similar project of Website/ Web Portal/ Web Application along with Cloud Subscription and platform licensing where end users Government/ PSU/ Corporation having project cost at least INR 3 Crores during the last 5 years, preceding the proposal submission due date.	We request you to amend: - The Agency must have successfully executed at least 1 (One) similar project of Website/ Web Portal/ Web Application along with Cloud Subscription and platform licensing where end users Government/ PSU/ Corporation having project cost at least INR 1 Crores during the last 5 years, preceding the proposal submission due date.	As per RFP
2	5. Minimum Eligibility Criteria, II- Technical Eligibility Criteria, Page 17.	c. The Bidder should have experience of mobile application development and providing application support for minimum 2 years as on bid submission date where end users Government/ PSU/ Corporation where the project cost should be at least INR 50 Lakhs.	We request you to amend: - c. The Bidder should have experience of mobile application development and providing application support for minimum 2 years as on bid submission date where end users Government/ PSU/ Corporation where the project cost should be at least INR 10 Lakhs.	As per RFP
3	7. Bid Evaluation Criteria, II- Technical Evaluation, Serial A, Page-19	The Agency must have successfully executed at least 1 (One) similar project of Website/ Web Portal/ Web Application along with Cloud Subscription and platform licensing where end users Government/ PSU/ Corporation having project cost at least INR 3 Crores during the last 5 years, preceding the proposal submission due date- 1 markFor each additional similar project of minimum INR 1 Crore value – 1 mark	We request you to amend: - The Agency must have successfully executed at least 1 (One) similar project of Website/ Web Portal/ Web Application along with Cloud Subscription and platform licensing where end users Government/ PSU/ Corporation having project cost at least INR 1 Crores during the last 5 years, preceding the proposal submission due date- 1 mark For each additional similar project of minimum INR 1 Crore value – 1 mark	As per RFP
4		The Agency must have a work order for at least 1 project with an AI based chatbot that engage users in conversations -	We request you to amend: - The Agency must have a work order for at least 1 project with an FAQ based chatbot that engage users in conversations -	As per RFP
5		Mobile Apps developed by Agency should have minimum 10 thousand downloads	We request you to amend: - Mobile Apps developed by Agency should have minimum 5 thousand downloads	As per RFP
6	9. EMD (Earnest Money Deposit),	Earnest Money Deposit (EMD) in the form of DD or Bank Guarantee for INR 20,00,000/- (Rupees Twenty Lakhs Only)	We request you to waive off this EMD for MSME & NSIC Registered Company.	As per RFP