राष्ट्रीय सहकारी विकास निगम
NATIONAL COOPERATIVE DEVELOPMENT CORPORATION
सहकारिता मंत्रालय, भारत सरकार
MINISTRY OF COOPERATION, GOVERNMENT OF INDIA
सामान्य प्रशासन / General Administration

International Year of Cooperatives
2025
Cooperatives Build a Better World

Tel. No.: 011-46956565
Email: vikas.ncdc@nic.in

4, Siri Institutional Area,
Hauz Khas, New Delhi – 110016
Website: www.ncdc.in

NCDC:2-3/2025-GA

Dated: 09.06.2025

CORRIGENDUM AND ADDENDUM

RFP No.: Tender Reference No.- 2-3/2025-GA dated 09.05.2025
Tender ID- 2025_NCDC_859536_1

With Reference to RFP No. NCDC: 2-3/2025-GA dated 09.05.2025 uploaded on NCDC's website https://www.ncdc.in and Central Public Procurement Portal for eProcurement at https://eprocure.gov.in for design, development, implementation and operations of an online cab aggregation solution for Sahkar Taxi project, following amendments are being issued.

The bidders are advised to take into account the following amendments before submission of their bids against this RFP. This Addendum and Corrigendum shall be the integral part of the RFP document and will be submitted duly signed and stamped along with bid. Content specified in this Corrigendum and Addendum supersede relevant content to that effect as provided in the original RFP documents. All other specifications, terms and conditions of the original RFP document shall remain unchanged.

The last date for above mentioned tender is **extended upto 3.00 PM on 30/06/2025.** All other terms & conditions of the RFP document will remain unchanged.

S.No.	Section / Reference Clause No.	Existing Clause	To be read as
1.	RFP Page No. 14, Annexure III-Functional Specifications of Online Cab and KYC App, Frictionless Map & Navigation Experience	**Real-Time GPS Integration:** Seamlessly integrated with leading and accurate GPS navigation apps like **Google Maps** for the most accurate and up-to-date route information.	**Real-Time GPS Integration:** Seamlessly integrated with leading and accurate GPS navigation apps to be used are **Google Maps/ Olamaps/ MapMyIndia/ Openstreet** for the most accurate and up-to-date route information. **Further the third party cost will be borne by the Technical partner.**
2.	RFP Page No. 8, Regulatory & Compliance Management	AI-based fraud detection for ride anomalies and financial transactions.	AI Driven Systems (Fraud detection, Conflict Resolution and Driver Scoring): GPS spoofing, unusual trip patters, Fake or coordinated cancellations, multiple accounts from same device/IP.
3.	Legal Entity RFP Page No. 27, S.No. 14 Pre- Qualification Bid Eligibility Criteria, S.No. 2.a RFP Page No.3 S.No. 2.i	The bidder should be a company registered legal entity in India under Companies Act 1956 or 2013 or Proprietorship/ Partnership Firm or Joint Ventures (JV)/ Consortium. **Supporting document** Certificate of incorporation/ Partnership Deed/ LLP Deed/ Company Registration Certificate or any other Relevant document to be enclosed	The bidder should be a company registered legal entity in India under Companies Act 1956 or 2013 or Proprietorship/ Partnership Firm or Joint Ventures (JV)/ Consortium **or Cooperative Society.** **Supporting document** Certificate of incorporation/ Partnership Deed/ LLP Deed/ Company Registration Certificate or any other Relevant document to be enclosed.

			In case of cooperative society, **Registration Certificate from Registrar of Cooperative Societies and bye laws of the society to be enclosed.**
4.	Legal Entity RFP Page No. 27, S.No. 14 Pre- Qualification Bid Eligibility Criteria, S.No. 2.b RFP Page No.3 S.No. 2.i	The bidder (Sole Bidder /Consortium) should be a registered legal entity in India with their registered office in India and in operation for at least 3 years as on the date of submission of the bid.	The bidder (Sole Bidder / Consortium) should be a registered legal entity in India with their registered office in India and in operation for at least 3 years as on the date of submission of the bid. **In case company/ entity is formed after business transfer from parent company/ entity, criteria of the parent company/ entity will be considered provided that Parent company/ entity is in same line of activity. Bidder is required to submit business transfer agreement from Parent to successor company/ entity.**
5.	Experience Criteria RFP Page No. 3, S.no. 2.VII RFP Page No. 28, S.no. 6 Pre-Qualification Bid Eligibility Criteria RFP Page No. 38, S.No. 3. Technical qualification criteria	The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/ software project in India, costing not less than Rs.2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization. • One Mobile Application in Mobility domain or **five** mobile application/ software = 12 Marks • Two Mobile Application in Mobility domain or more than **five** and **upto ten** mobile application/ software = 15 Marks • Three Mobile Application in Mobility domain or more than **ten** mobile application/ software = 20 Marks	The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any **three** mobile application/ software project in India, costing not less than Rs.2.00 crore **each** during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization. • One Mobile Application in Mobility domain or **three** mobile application/ software = 12 Marks • Two Mobile Application in Mobility domain or more than **three** and **upto five** mobile application/ software = 15 Marks • Three Mobile Application in Mobility domain or more than **five** mobile application/ software = 20 Marks **In case company/ entity is formed after business transfer from parent company/ entity, Experience of parent company/ entity will be considered provided that Parent company/ entity is in same line of activity. Bidder is required to submit business transfer agreement from Parent to successor Company/ entity.**
6.	Experience Criteria RFP Page No. 28, S.No. 6 Pre-Qualification Bid Eligibility Criteria	The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/ maintaining mobile application/ software (Android and iOS both) in handling large volume of users at least having - • >=100000 to <500000 unique users = 12 Marks	The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/ maintaining mobile application/ software (Android and iOS both) in handling large volume of users at least having - • >=100000 to <500000 unique users = 12 Marks

	RFP Page No. 38, S.No. 3. Technical qualification criteria	• >=500000 to <1000000 unique users = 15 Marks • >=1000000 unique users = 20 Marks Auditor certified Declaration on number of registered users with proof from Play Store or App Store to be enclosed. Details of the assignments as per Annexure V	• >=500000 to <1000000 unique users = 15 Marks • >=1000000 unique users = 20 Marks **Cert In empaneled IT Auditor** certified Declaration on number of registered users with proof from Play Store or App Store to be enclosed. Details of the assignments as per Annexure V **In case Company/ entity is formed after business transfer from parent company/ entity, Experience of parent company/ entity will be considered provided that Parent company/ entity is in same line of activity. Bidder is required to submit business transfer agreement from Parent to successor Company/ entity.**

7.	Turnover Criteria
	RFP Page No. 3, S.No. 2.V
	
	RFP Page No. 27, S.No. 14 Pre-
	Qualification Bid Eligibility Criteria
	
	RFP Page No. 38, S.No. 2. Evaluation & Award Criteria
		The bidder (Lead Bidder in case of consortium/ Sole Bidder) should have minimum average annual turnover of **Rs. 20.00 crore** and positive net worth for the three consecutive audited financial years 2021-22, 2022-23, 2023- 24. Turnover from mere supply of Hardware shall not be considered. Turnover from services such as software application development & implementation, mobile application development, customer care, IT infrastructure services related only.
		    >= 20 Cr. and < 30Cr . = 09 Marks
		    > =30 Cr. and < 40 Cr. = 12 Marks
		    >=40 Cr = 15 Marks
		
		NOTE: Turnover of only the bidding entity will be considered. The Turnover of any **Parent**, subsidiary, associated or other related entity will not be considered.
			The bidder (Lead Bidder in case of consortium/ Sole Bidder) should have minimum average annual turnover of **Rs. 10.00 crore** and positive net worth for the three consecutive audited financial years 2021-22, 2022-23, 2023- 24. Turnover from mere supply of Hardware shall not be considered. Turnover from services such as software application development & implementation, mobile application development, customer care, IT infrastructure services related only.
			    >= 10 Cr. and < 20Cr . = 09 Marks
			    > =20 Cr. and < 30 Cr. = 12 Marks
			    >=30 Cr = 15 Marks
			
			NOTE: Turnover of only the bidding entity will be considered. The Turnover of any subsidiary, associated or other related entity will not be considered.
			
			In case of a Company/ entity is formed after business transfer from parent company/ entity, Turnover of the parent company/ entity will be considered provided that Parent company/ entity is in same line of activity. Bidder is required to submit business transfer agreement from Parent to Successor Company/ entity.

8.	Net worth Criteria RFP Page No. 3, S.No. 2.V RFP Page No. 27, S.No. 14 Pre- Qualification Bid Eligibility Criteria RFP Page No. 38, S.No. 2. Evaluation & Award Criteria	The Bidder (Lead Bidder in case of consortium/ Sole Bidder) should have positive net worth for the three consecutive audited financial years (FY 2021- 22, 2022-23 & 2023-24) NOTE: Net-worth of only the bidding entity will be considered. Net-Worth of any **Parent**, subsidiary, associated or other related entity will not be considered.	The Bidder (Lead Bidder in case of consortium/ Sole Bidder) should have positive net worth for the three consecutive audited financial years (FY 2021- 22, 2022-23 & 2023-24) NOTE: Net-worth of only the bidding entity will be considered. Net-Worth of any subsidiary, associated or other related entity will not be considered.

			In case of a Company/ entity is formed after business transfer from parent company/ entity, Net worth of the parent company/ entity will be considered provided that Parent company/ entity is in same line of activity. Bidder is required to submit business transfer agreement from Parent to Successor Company/ entity.
9.	Certification Criteria RFP Page No. 3, S.No. 2.VIII RFP Page No. 29, S.No. 7 Pre-Qualification Bid Eligibility Criteria RFP Page No. 39, S.No. 4. Evaluation & award Criteria	The Bidder (Sole Bidder /Consortium) should have a valid CMMi level 3 or above certification. - Level 5 = 5 Marks - Level 4 = 4 Marks - Level 3 = 3 Marks A valid CMMi **certificate on or before the date of publication of the RFP.**	The Bidder (Sole Bidder /Consortium) should have a valid CMMi level 3 or above certification/ **ISO 27001:2015 certification.** - CMMi Level 5 = 5 Marks - CMMi Level 4 = 4 Marks - CMMi Level 3/ **ISO 27001:2015** = 3 Marks A valid CMMi / **ISO 27001:2015 certificate on or before the last date of submission of the bid.**
10.	RFP Page No: 29 Partnership and Sub-Contracting:	Partnership and Sub-contracting are not allowed for this engagement. The bidding entity must be a single entity duly registered under the applicable laws of the country.	Sub-contracting is not allowed for this engagement.
11.	RFP Page No. 31 S.No. 22 Suspension of Work.	NCDC shall at any time and from time to time by providing a prior **written notice to the company** to delay or suspend the progress of the work or any part of the work due to any other adequate reasons and on receipt of such notice the company shall forthwith suspend further progress of the work until further notice from NCDC. The company shall recommence work immediately after receiving a notice to do so from NCDC. The whole or any part of the time lost for such delay or suspension shall, if NCDC in its absolute discretion thinks fit, but not otherwise, be added to the time allowed for completion.	NCDC shall at any time and from time to time by providing a prior **written notice of 30 days to the successful bidder** to delay or suspend the progress of the work or any part of the work due to any other adequate reasons and on receipt of such notice the company shall forthwith suspend further progress of the work until further notice from NCDC. The company shall recommence work immediately after receiving a notice to do so from NCDC. The whole or any part of the time lost for such delay or suspension shall, if NCDC in its absolute discretion thinks fit, but not otherwise, be added to the time allowed for completion.
12.	RFP Page No 59. Format for Financial Bid. Note section	The per ride rates for rides more than estimated trips, i.e. 42,00,000 shall be as per **slab 4**.	The per ride rates for rides more than estimated trips, i.e. 42,00,000 shall be as per **slab 5**.
13.	RFP Page No. 35 Terms & Condition S.No. 46 Performance Security	The successful bidder shall deposit the performance security with NCDC within fifteen (15) working days from the date of notice of award of the contract/ work order, or at the time of signing/ issuing of the contract/ Work order whichever is earlier. The performance security should be from a scheduled commercial bank, in the form of Fixed Deposit Receipt or Bank Guarantee/ Demand Draft drawn in favour of ""National Cooperative Development Corporation" payable at New Delhi, for the due performance and fulfilment of the contract/ work order by the agency. The	The successful bidder shall deposit the performance security with NCDC within fifteen (15) working days from the date of notice of award of the contract/ work order, or at the time of signing/ issuing of the contract/ Work order whichever is earlier. The performance security should be from a scheduled commercial bank, in the form of Fixed Deposit Receipt or Bank Guarantee/ Demand Draft drawn in favour of ""National Cooperative Development Corporation" payable at New Delhi, for the due performance and fulfilment of the contract/ work order by the agency. The

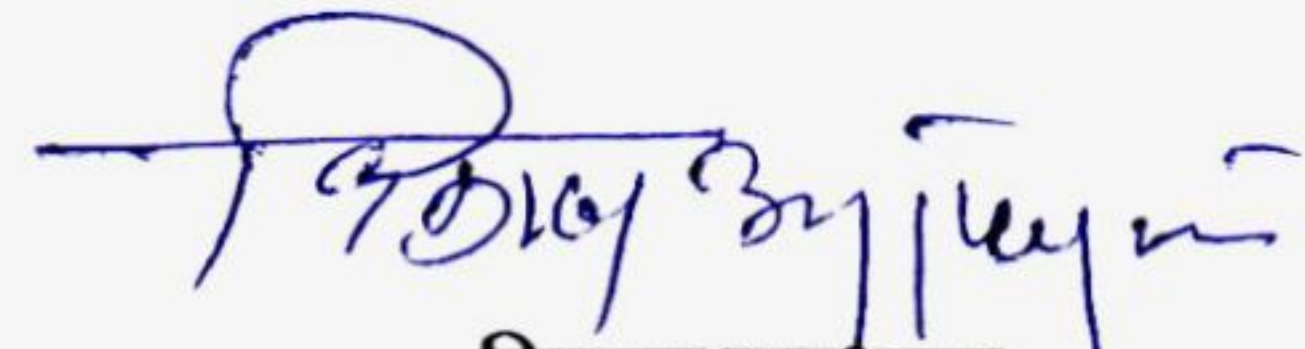| S.No.			
		performance security shall be denominated in Indian Rupees only. This **performance security will be equivalent to 5% of the contract value** rounded off to the nearest thousand Indian Rupees. All charges whatsoever such as premium, commission etc. with respect to the performance security shall be borne by the agency.	performance security shall be denominated in Indian Rupees only. This **performance security will be equivalent to 3% of the value (Fixed cost and variable cost for one year as quoted in financial bid)** rounded off to the nearest thousand Indian Rupees. All charges whatsoever such as premium, commission etc. with respect to the performance security shall be borne by the agency.
14.	RFP Page No. 54 Annexure-XVII Format of Agreement Para.3	AND WHEREAS the 2nd party shall furnish a refundable performance security of of ₹15.00 lakh at the time of signing contract agreement, in the form of Fixed Deposit Receipt or Bank Guarantee/ Demand Draft payable or Pledge of FDR to NCDC at New Delhi.	AND WHEREAS the 2nd party shall furnish a refundable **performance security equivalent to 3% of the value (Fixed cost and variable cost for one year as quoted in financial bid)** rounded off to the nearest thousand Indian Rupees at the time of signing contract agreement, in the form of Fixed Deposit Receipt or Bank Guarantee/ Demand Draft payable or Pledge of FDR to NCDC at New Delhi.
15.	RFP Page No. 10 Website Maintenance & Support	Provide user support channels.	Provide user support channels. **Technical support to users including website admin, publisher etc. Phone, email, live chat, social media support to customers, users and drivers.**
16.	RFP Page No. 12 Deployment of resources	The technical partner will have to deploy human resources in hybrid mode as per requirement.	The technical partner will have to deploy human resources in hybrid mode **as per requirement during various phases of app development and implementation.**
17.	RFP Page No. 37 Penalty for not completing the work in time	System Bug Resolution - Time 8 hours cumulative downtime	System Bug Resolution - Time 8 hours cumulative downtime **per year**

Addendum:

S.No.	Section / Reference Clause No.	Additional Clause/ Condition
1.	Page No.14 Annexure- III Functional Specifications of Online Cab and KYC App	1. **Voice Activated booking**: Increasing accessibility. 2. **Multimodal Transit Integration**: Syncing with public transport schedules. 3. **Open AI and developer Ecosystem**: Provision for integration with partners and govt. authorities.
2.	RFP Page No.8 Third Party Integration	Technical partner will be responsible for procuring the APIs as per requirement. The cost of APIs will be borne by the Technical Partner/ vendor.
3.	RFP Page No.10 Website Maintenance & Support	Website will be bilingual (English and Hindi)
4.	RFP Page No.10 App Store Submissions:	App store login details and payment will be provided by NCDC or any other entity authorized by NCDC.
5.	Page No. of RFP:14 SOS Safety Feature	Technical Partner/ Vendor is required to handle the backend of SOS alert and integrate with state Police authorities (100,112, etc.) and call center both.
6.	RFP Page No. 9 Support and Communication	Technical partner/ vendor will bear the cost of Telephony and Messaging Services. All communication channels need to be supported in Hindi, English and all regional languages. IVR should support inbound and outbound campaigns.

7.	RFP Page No. 8 Infrastructure Deployment:	Technical partner/ vendor is required to setup Cloud Infra, Backup, load balancer, security firewall etc. as per requirement in compliance of MEITY guidelines and bear the cost of the same.
8.	RFP Page No. 7 Application Design & Architecture	Techology Stack: The app should have native/near native experience.
9.	RFP Page No. 8 Security & Compliance	Technical partner is required to bear the costs of PCI-DSS compliance and audits.
10.	RFP Page No - 22 Block - F. Website	Website will be developed in compliance of Motor Vehicle Aggregator guidelines. Additional information will be provided to successful bidder during requirement gathering phase.
11.	RFP Page No – 9 Database Maintenance	Technical partner requires to follow MeiTY/ Cert In/ RBI / Cab aggregator extant guidelines for database backups and retention policies. Detailed information will be provided during requirement gathering phase.
12.	RFP Page No – 9 RTO	Recovery Time of Object (RTO) Critical features ~ 3 mins Non critical features ~10 mins. RPO: Near zero data loss
13.	RFP Page No – 9 Platform Deployment and Maintenance	Security Compliance & Audit Frequency: The security audits need to be conducted as per extant GIGW guidelines and CERT In guidelines. The bidder is required to consider all the factors and quote accordingly.
14.	Terms and Conditions of RFP	NCDC may at its sole discretion and without prior intimation transfer, assign either wholly or in part any or all the obligations to any other entity as deemed necessary by NCDC. In such a situation any or all rights and/or obligations arising out of this RFP document or any subsequent agreement entered in furtherance of this RFP document shall be borne by such transferee entity and no obligation shall be cast on NCDC on and from the date of such transfer.

विकास उपाध्याय
निदेशक (सामान्य प्रशासन)

Copy to:

1. Chief Director (MIS): With request to upload corrigendum on the website of NCDC & CPP Portal of Government of India.

Replies to Pre-Bid Queries

In response to the RFP floated by NCDC on website of NCDC & CPP Portal, NCDC has received several queries from various agencies. The queries and the responses of NCDC on the same are as under. The prospective bidders are requested to please note the queries and responses before submitting their bids.

S.No.	Company	RFP Section	RFP Point	Question / Clarification Required	Reason for Ammendment/Additional Points Recevied	Remarks/ Clarification
1	M/s. Corporate Infotech Pvt Ltd. (CIPL)	Point no 14.5 of PQ at page no 28 in RFP	The bidder (Sole Bidder/Consortium) should have experience in developing/operating/ maintaining mobile applications(Android and iOS both) in handling large volume of registered users with at least 1,00,000 unique users.	Requesting to give an experience option of either Mobile Application or Software Application both. Or To consider the experience of Mobile application where number of users are projected to 100000 in place of existing users. >> Accordingly the required experience certificate is to be modified.	We have an experience of developing Mob App for a NIC project in addition to Web and Desktop Application. The backend Data pool is Common for all and having more that 5 Lakh users. But it is under NIC/MeITY prerogative to make this Mobile application available for Ministry / User wise in phase wise manner.	No Change.
2	M/s. Corporate Infotech Pvt Ltd. (CIPL)	Point NO 1 of TEC (Annex IV) at page no 38 in RFP	The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/maintaining mobile application/ software (Android and iOS both) in handling large volume of users at least having - • >=100000 to <500000 unique users = 12 Marks • >=500000 to <1000000 unique users = 15 Marks • >=1000000 unique users = 20 Marks	Assuming that experience of developing Software Application will be considered also for the evaluation based on the number of users.	Assuming that experience of developing Software Application will be considered also for the evaluation based on the number of users.	No Change.
3	RV Solutions Private Limited	Page No. of RFP:7	Application Design & Architecture: Development of Android, iOS, and Web-based applications for both the taxi-hailing app and KYC platform.	Mobile apps should be native mobile app or Hybrid Mobile app		Refer Corrigendum.
4	RV Solutions Private Limited	Page No. of RFP:7	Core Functionalities: Real-time GPS & Navigation	Which GPS provider is preferred or allowed (Google Maps, MapMyIndia, pen StreetMap)? Who will bear the third party cost.		Refer Corrigendum.
5	RV Solutions Private Limited	Page No. of RFP:7	Automated fare calculation based on distance and dynamic pricing models	Are there any city-specific regulations on fare caps, minimum charges, or waiting time surcharges? How is surge pricing determined — by time, area, demand-supply ratio? Are these parameters configurable via dashboard? Will fare negotiation be allowed for specific trip types (e.g., intercity, local packages)?		Information will be provided during requirement gathering phase to the successful bidder.
6	RV Solutions Private Limited	Page No. of RFP:7	Multiple payment options including UPI, wallets, credit/debit cards	Who will be responisbles for providing payment gateway APIs. Who will bear the cost of the gateway? Should payment settlements be made directly to drivers or routed through cooperative society wallets?		Payment gateway APIs will be provided by technical partner however NCDC or any other entity authorized by NCDC will assist in integration of APIs. The cost of gateway will be borne by technical partner. Payment settelement will be made directly to drivers but feature for routing the payment through NCDC or any other entity authorized by NCDC needs to be provided for wallet transactions also.

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7	RV Solutions Private Limited	Page No. of RFP:7	KYC Platform Functionalities: Integration with Aadhaar, PAN, and RTO databases for identity verification	Who will be responisble for providing APIs. Who will bear the cost of the API's ? Should biometric validation (fingerprint, facial recognition) be real-time using Aadhaar e-KYC or device-based?		Technical partner will be responsible for procuring the APIs as per requirement. The cost of APIs will be borne by the technical partner. Realtime authentication and validation through app.
8	RV Solutions Private Limited	Page No. of RFP:7	Approval and rejection workflows managed by cooperative societies	Are workflows the same for all cooperative societies or configurable per society/state?		Detailed workflow rules and variations (if any) can be finalized during the requirements gathering phase to the successful bidder.
9	RV Solutions Private Limited	Page No. of RFP:8	Third-Party Integrations: Telephony services: for real-time notifications.	Is this SMS service or anything else. Please clarify.		This includes SMS, in-app notifications,messages and in-app calls.
10	RV Solutions Private Limited	Page No. of RFP:8	Compliance with Indian transport regulations and Aggregator guidelines.	Who will provide the Data for the compliance. Is there any APIs for the same or just the validations we have to put.		The technical partner will provide the Data for compliance. Bidder is required to implement validations based on the extant rules and regulations and guidelines applicable to the domain.
11	RV Solutions Private Limited	Page No. of RFP:8	APIs for integration with government regulatory bodies.	Who will be responisble for providing APIs. Who will bear the cost of the API's ?		Technical partner will be responsinble for procuring the APIs as per requirement. The cost of APIs will be borne by the technical partner.
12	RV Solutions Private Limited	Page No. of RFP:8	Security & Compliance: PCI-DSS compliance	This is for the payment transactions or any thing else.		The application to be PCI-DSS compliant as per RFP page 8.
13	RV Solutions Private Limited	Page No. of RFP:8	Continuous Integration/Continuous Deployment (CI/CD)	Who will provide required DevOps tools and who will bear the cost of required DevOps to old? Please clarify.		Technical partner will use the required DevOps tools and proposed technical stack needs to be submitted in detailed technical proposal. Technical partner will bear the cost of required tools.
14	RV Solutions Private Limited	Page No. of RFP:9	Deployment Automation: Implement blue-green or canary deployment strategies for gradual rollout of updates	Please provide clarification on blue-green or canary implementation.		With the reference of RFP page 9 Deployment Automation section , deployment and testing methodologies must be clearly detailed in the technical proposal.
15	RV Solutions Private Limited	Page No. of RFP:10	website design and development	Website will be Single language or Bilingual (English and Hindi)		Refer Corrigendum
16	RV Solutions Private Limited	Page No. of RFP:10	Website Maintenance and Support: Provide user support channels	What types of user support channels are required, and what are their functionalities?		Refer Corrigendum
17	RV Solutions Private Limited	Page No. of RFP:10	App Store Submissions	who will be responsible for the app store login details and the payment.		Refer Corrigendum
18	RV Solutions Private Limited	Page No. of RFP:10	Unique features to be included: · Taxi booking through WhatsApp.	we have to develop whatsapp chatbot for this or how department is thinking to implement this.		Technical partner is required to submit proposed technical stack in detailed technical proposal. It will be reviewed and determined during requirement gathering phase.
19	RV Solutions Private Limited	Page No. of RFP:12	Deployment of resources: The technical partner will have to deploy human resources in hybrid mode as per requirement.	How many human resources will be deployed, and at which locations? Please provide clarification.		Refer Corrigendum

20	RV Solutions Private Limited	Page No. of RFP:12	Deployment of resources: Call centers for support services to be setup in Tier-3 cities only in each state.	How many call center executives will be required at each call center, and how many call centers will be set up in Tier-3 cities? Please clarify.		For pilot rollout in two states, 50 thousand drivers are expected to be onboarded initially . Subsequently call centres are required to be setup in concurrence to the requirements and the number of executives may increase based on volume of customers/drivers. Call centers for support services to be setup in Tier-3 cities only in each state.
21	RV Solutions Private Limited	Page No. of RFP:12	ONDC Compliant application	What is the ONDC-compliant application process? Please explain.		The mobile apps developed should be ONDC compliant as per RFP. APIs for ONDC integration will be provided during requirement gathering phase to successful bidder.
22	RV Solutions Private Limited	Page No. of RFP:14	Customer and Driver App: Ride Cancel Request	Is a ride cancellation functionality required in customer & driver app? Please provide clarification		Cancel Rides feature is required for both driver and customer. The feature should include ability to specify reasons for cancellation.
23	RV Solutions Private Limited	Page No. of RFP:14	SOS Safety Feature	Who handles the backend of the SOS alert — internal call center or integration with emergency services (e.g., 112)?		Refer Corrigendum
24	RV Solutions Private Limited	Page No. of RFP:19	Real-time Customer & Driver Metrics:	Is there BI tool (Power BI, Tableau) will require for tracking & moniting total trip, users and current activities of application. Please provide clarification for the same.		Reference page 19 of the RFP has details. The bidder is required to determine the detailed requirement in the requirement gathering phase.
25	RV Solutions Private Limited	General	Document management	Will OCR be used to auto-extract fields from documents? If yes, which languages? Who will be responsible for the third party API and who will bear the cost.		Yes,OCR needs to be provided in Hindi, English and all Indian regional languages. Technical partner will be reposnible for third party API integrations. Cost to be borne by technical partner.
26	RV Solutions Private Limited	General	Telephony and Messaging Services	Will the department fund the telephony services or is it to be bundled into the vendor's cost? Do all communication channels (calls/SMS/WhatsApp) need to support regional languages? Should IVR support both inbound and outbound campaigns (e.g., driver onboarding calls)?		Refer Corrigendum
27	RV Solutions Private Limited	Page No. of RFP:15	Call and In-App Chat:	Calling feature need to be integrated through any third party API. If yes then who will bear the cost.		Yes. Technical partner will bear the cost.
28	RV Solutions Private Limited	Page No. of RFP:15	Help and Support: 24/7 Customer Support:	Call centre solution and team will be deployed by the vendor. If yes then how many seats and who will bear the setup cost including all hardware required.		Technical partner will bear the cost of manpower, setup cost including hardware and software. For pilot rollout in two states, 50 thousand drivers are expected to be onboarded initially . Subsequently call centres are required to be setup in concurrence to the requirements and the number of executives may increase based on volume of customers/drivers.

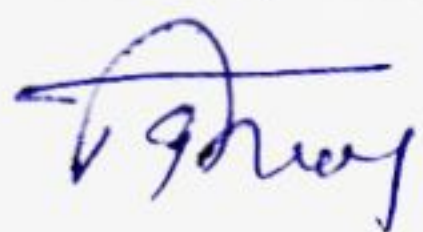| #						
29	RV Solutions Private Limited	Page No. of RFP:17	Benefits & Educational Programs	how we are going to provide this. Through any LMS or any other medium.		Both Online (LMS platform) and Offline training needs to be provided as per requirement.
30	RV Solutions Private Limited	Page No. of RFP:20	Collaboration with Police & Traffic Departments:	who will provide the API.		Technical partner will be responsinble for procuring the APIs as per requirement. The cost of APIs will be borne by the technical partner.
31	RV Solutions Private Limited	General	Operational Scope and responsibilities	Will physical infrastructure support be provided by the department for setting up call centers? Is the training content for drivers and agents to be created by the vendor or department? Should support operations be multilingual? If yes, which languages are required region-wise? What are the SLAs for ticket handling by customer support (e.g., chat, email, call) Should field agents support onboarding for drivers who lack smartphones? Should chatbot systems answer all FAQs or only high-frequency issues?		No physical infrastructure support will be provided by NCDC or entity authorized by NCDC for setting up call centers. Vendor will create the training content for drivers and agents,subject to approval from NCDC or entity authorized by NCDC. Yes, support operations should be in Hindi, English and Indian regional languages. SLAs for ticket handling by customer support (e.g., chat, email, call) will be provided during requirement gathering phase to successful bidder. Online onboarding only to be
32	RV Solutions Private Limited	Page No. of RFP:8	Customer support setup including human resources with 24/7 helpline & chatbot integration.	Chatbot need to developed by Agency or any third party chatbot need to integrate. In cased of third party who will bear the cost of it.		Bidder needs to submit proposed technical stack in detailed technical proposal. Hence during requirement gathering it must be reviewed and determined. Cost to be borne by technical partner
33	RV Solutions Private Limited	General	NA	How many type of users will be there in the system.		Information will be provided to successful bidder during requirement gathering phase.
34	RV Solutions Private Limited	General	NA	What will be the approximate number of users and concurrent users.		For pilot rollout in two states, 50 thousand drivers are expected to be onboarded initially. Approx. concurrent users may be 12000 users per hour. Users may increase over time and necessary upgradations in app needs to be done to accommodate them.
35	RV Solutions Private Limited	General	Cloud server	Who will provide the clound infra, Backup, load balancer, security firewall, antivirus etc. and who will bear the cost		Technical partner is required to setup cloud infra, Backup, load balancer, security firewall, antivirus etc. as per requirement and bear the cost of the same.
36	RV Solutions Private Limited	General	Security audit certification	How many security audit certificates required		One for each interface (apps and website)
37	RV Solutions Private Limited	General	STQC Certficate	STQC Certification required or not for the website		Information will be provided during requirement gathering phase.
38	RV Solutions Private Limited	General	Email and SMS Integration	Who will be responsible for providing the APIs and who will bear the cost of the same.		Technical partner will be responsinble for procuring the APIs. The cost of APIs will be borne by the technical partner.
39	RV Solutions Private Limited	General	Migration of old data from existing application to new application	Is there any migration required of the old system. If yes then what is the data size.		No data to be migrated

40	RV Solutions Private Limited	General	Resource Deployment	Is there any resource need to be deployed at the implementation phase or in maintenance phase.		Human resources required to be deployed as per requirement during various phases of app development and implementation.
41	RV Solutions Private Limited	Page No. of RFP:30	Licenses and Permits	What types of licenses will be required? Please explain, and who will bear the cost?		As stated in Section 18, page 30, The selected bidder shall at their own expense, obtain all necessary permits and license and pay all fees and taxes required by the law, except the cab aggregator license which shall be procured and retained by entity recommended by NCDC. Technical partner will bear the cost of licenses other than aggregator license.
42	RV Solutions Private Limited	Page No. of RFP:35	Timelines for the Work	Development timeline is too short and needs to be extended		No change.
43	RV Solutions Private Limited	General	Techology Stack	Technology stack is not mentioned in the tender document. Is there any specific technology required? Please clarify."		Bidder is required to submit proposed technical stack in detailed technical proposal. The app should have native/near native experience.
44	RV Solutions Private Limited	page no.28 point no.6	The bidder (Sole Bidder/Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/ software project in India, costing not less than Rs. 2.00 crore during the last 7 financial years in Central/State Govt. department/ Autonomous Bodies/Public Sector Undertakings/ Reputed Listed Private organization.	We kindly request the department to confirm the number of software projects executed and to consider revising the cost from ₹2 crore to ₹1 crore for projects undertaken during the last seven financial years in Central/State Government departments, Autonomous Bodies, Public Sector Undertakings, or reputed listed private organizations.s		No change.
45	RV Solutions Private Limited	page no.39 point no.3	The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/ software project in India, costing not less than Rs 2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization.s • One Mobile Application in Mobility domain or five mobile application/ software = 12 Marks • Two Mobile Application in Mobility domain or more than five and upto ten mobile application/ software = 15 Marks • Three Mobile Application in Mobility domain or more than ten mobile application/ software = 20 Marks	We kindly reqsuest the department to amend the clause as follows: "The bidder (Sole Bidder/Consortium) should have prior experience of successfully developing and maintaining/operating at least one mobile application in the mobility domain, or any five mobile sapplications/software projects in India, each costing not less than ₹50 lakhs, during the last seven financial years in Central/State Government departments, Autonomous Bodies, Public Sector Undertakings, or reputed listed private organizations." This amendment would enable the participation of several skilled and qualified bidders.		No change.
46	Ride Hailing Platform - Ellantec Pvt. Ltd.	NA	NA	Request for demonstration of application		Demonstration of application may be provided during technical presentation.
47	Madras Security Printers	Experience of the bidder	The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/ maintaining mobile applications (Android and iOS both) in handling large volume of registered users with at least 1,00,000 unique users. Supporting Document Auditor certified Declaration on number of registered users with proof from Play Store or App Store to be enclosed. Details of the assignments as per Annexure V	The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/ maintaining web/mobile egovernance applications in handling large volume of registered beneficiaries with at least 1,00,000 beneficiaries		No change.

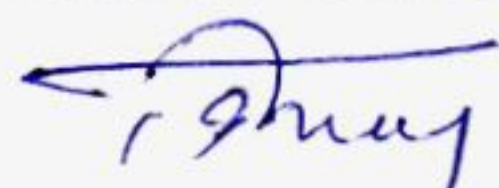| #	Bidder	Clause	Section	Query/Original		Remarks
48	Madras Security Printers	Experience of the bidder -	The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/ software project in India, costing not less than Rs. 2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Supporting Document a. Details of the assignments as per Annexure XIII b. Copy of Work order or contract to be enclosed. c. Completion/ performance Letter from client containing project value completed/ executed by the bidder. In case of non-availability of completion/ performance certificate from client, the certificate regarding proof of timely/ regular payments received against the rendered services	The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one web / Mobile Application in Mobility / Healthcare / Egovernance domain or any 3 web / mobile application/ software project in India, cumulatively costing not less than Rs. 1.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/Public Sector		No Change
49	Madras Security Printers		The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/maintaining mobile application/ software (Android and iOS both) in handling large volume of users at least having - • >=100000 to <500000 unique users = 12 Marks • >=500000 to <1000000 unique users = 15 Marks • >=1000000 unique users = 20 Marks Supporting Document Auditor certified Declaration on number of registered users with proof from Play Store or App Store to be enclosed. Details of the assignments as per Annexure V	The bidder (Sole Bidder/ Consortium) should have experience in developing / operating/maintaining Web / mobile application / software in handling large volume of users / Beneficiaries at least having - • >=100000 to <500000 Beneficiaries = 12 Marks • >=500000 to <1000000 Beneficiaries = 15 Marks • >=1000000 Beneficiaries = 20 Marks		No Change
50	Madras Security Printers		The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/ software project in India, costing not less than Rs.2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization. • One Mobile Application in Mobility domain or five mobile application/ software = 12 Marks • Two Mobile Application in Mobility domain or more than five and upto ten mobile application/ software = 15 Marks • Three Mobile Application in Mobility domain or more than ten mobile application/ software = 20 Marks	The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Web / Mobile Application in Mobility domain / Healthcare / Egovernance domain or any 3 Web / mobile application/ software project in India, cumulartively costing not less than Rs.1.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization. • One Web / Mobile Application in Mobility / Healthcare / Egovernance domain or Two Web / mobile application/ software = 12 Marks • Two Web / Mobile Application in Mobility / Healthcare / Egovernance domain or more than Three Web/ and upto ten mobile application/ software = 15 Marks • Three Web / Mobile Application in Mobility /Healthcare / Egovernance domain than Four Web / mobile application/ software = 20 Marks		Refer Corrigendum
51	Silver Touch	Page 20 Backend Platform	Scope of Work	Please confirm the preferred technology stack for mobile, backend, and web platforms (e.g., Flutter, Node.js, etc.).		Bidder is required to submit proposed technical stack in detailed technical proposal. The app should have native/near native experience.
52	Silver Touch	Page 11 Localization:	Scope of Work	Is there a requirement for multilingual voice support in the chatbot, in addition to text-based support?		Multilingual voice support is required in app,calls,chatbot and all other support channels.

53	Silver Touch	Page 12 ONDC Compliant application	ONDC Compliance	Please confirm whether ONDC-compliant ride-hailing API specs are available or to be developed.		The mobile apps developed should be ONDC compliant as per RFP. APIs for ONDC integration will be provided during requirement gathering phase to successful bidder.
54	Silver Touch	Page 14 Functional Specifications of Online Cab and KYC App	KYC Integration	Are cooperative societies expected to access the KYC system through a separate dashboard, or will it be role-based access in a unified dashboard?	.	Information will be provided to successful bidder during requirement gathering phase.
55	Silver Touch	Page 8 Third-Party Integrations:	Third-party Integrations	Is there a preferred list of payment gateways and telephony services for integration?		No
56	Silver Touch	Page 10 App Store Submissions:	App Stores	Will the client provide developer accounts for publishing on the Play Store and App Store, or should the vendor use their own?		Refer Corrigendum
57	Silver Touch	Page 12 Deployment of resources	Call Center Setup	Are call centers to be set up state-wise simultaneously or phased? Please provide a phased rollout plan.	.	Call centers for support services to be setup in Tier-3 cities only, in each state. Call center needs to be setup in phased manner. For pilot rollout in two states, 50 thousand drivers are expected to be onboarded initially. Subsequently call centres are required to be setup in concurrence to the requirements based on volume of customers/ drivers.
58	Silver Touch	Page 23 KYC Application	Document Verification	Will the client provide APIs for Aadhaar and Vahan site verification, or should the bidder procure access?		Technology partner is required to procure the access.
59	Silver Touch	Page 11 Technical platform for Customer Support:	Operations	Is the support team (for customer and driver) to be fully managed by the bidder, including staffing?		Yes, the support team (for customer and driver) is required to be fully managed by the bidder, including staffing.
60	Silver Touch	Page 8 Security &	Compliance	Who will bear the cost of PCI-DSS compliance and audits?	.	Refer Corrigendum
61	Silver Touch	Page 10 App and Play Store Deployment and Maintenance:	App Deployment	Are there any specific accessibility standards or certifications (e.g., WCAG) required for differently abled users?		GIGW (Guidelines for Indian Government Websites and Apps) under MEITY (Ministry of Electronics and Information Technology) or any other prevalent guidelines for specially abled users to be followed.
62	Silver Touch	Page 19 Real Time Monitoring	Reporting	Please confirm whether real-time analytics dashboards are to be developed in-house or integrated with external tools like Power BI/Tableau.	.	Bidder may use real-time analytics dashboards developed in-house or integrated with external tools like Power BI/Tableau, however the details are required to be submitted in proposed technical stack in detailed technical proposal. It will be reviewed and determined during requirement gathering.
63	Silver Touch	Page 23 MIS Report	MIS Reports	Can the client provide a sample or template for expected MIS reports for societies?		Information will be provided to successful bidder during requirement gathering phase.

64	Silver Touch	Page 30 . Ownership of the developed application	Ownership	Will the source code be delivered only post-completion, or in phases after each milestone?		Source code is required to be delivered after completion of each milestone.
65	Silver Touch	Page 12 Deployment of resources	Resource Deployment	Please clarify the exact number of resources expected to be deployed during development, pilot, and national rollout.		Human resources required to be deployed as per requirement during various phases of app development and implementation.
66	Silver Touch	Page 35 TIMELINES FOR THE WORK	Timeline	Will pilot cities be nominated by NCDC, or should the bidder propose based on feasibility?		NCDC or any entity authorized by NCDC will nominate the cities for pilot rollout.
67	Silver Touch	Page 26 Consortium Bids	Consortium	If applying in a consortium, can both partners bid for separate components, or must all responsibilities be joint?		In case of consortium, only single bid is required to be submitted by members of the consortium. Please refer RFP clause no. 13 for consortium terms and conditions.
68	Silver Touch	General	User Base	What is the estimated user load for Day 1 and scale-up expectation in 1st year?		For pilot rollout in two states, 50 thousand drivers are expected to be onboarded initially .
69	Silver Touch	Page 8 Infrastructure Deployment:	Server	Will hosting accounts (AWS/Azure/GCP) be provided by the client, or procured by the bidder?		Refer Corrigendum
70	Silver Touch	Page 30 Licenses and Permits	Legal	Who will hold the Aggregator License — the bidder or an entity designated by NCDC?		NCDC or any other entity authorized by NCDC.
71	Silver Touch	Pre Qualification Criteria Page 28	The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/ maintaining mobile applications (Android and iOS both) in handling large volume of registered users with at least 1,00,000 unique users Auditor certified Declaration on number of registered users with proof from Play Store or App Store to be enclosed. Details of the assignments as per Annexure V	We request to add mobile application/Web Based software with minimum 1 lac user base or registration. Proof: Auditor certified Declaration on number of registered users with proof from Play Store or App Store to be enclosed/ Dashboard view with number of user/ any proof that showcase number of users base or registration		Refer Corrigendum
72	Silver Touch	Technical Qualification Page 38	The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/maintaining mobile application/ software (Android and iOS both) in handling large volume of users at least having - ● >=100000 to <500000 unique users = 12 Marks ● >=500000 to <1000000 unique users = 15 Marks ● >=1000000 unique users = 20 Marks Auditor certified Declaration on	We request to add mobile application/Web Based software with user base or registration as mentioned. Proof: Auditor certified Declaration on number of registered users with proof from Play Store or App Store to be enclosed/ Dashboard view with number of user/ any proof that showcase number of users base or registration		Refer Corrigendum

73	Coforge Limited	14. Pre-Qualification Bid Eligibility Criteria: Page No 27 / 60	The bidder (Lead Bidder in case of consortium/ Sole Bidder) should have minimum average annual turnover of Rs. 20.00 crore during the audited financial years 2021-22, 2022-23, 2023- 24. Turnover from mere supply of Hardware shall not be considered. Turnover from services such as software application development & implementation, mobile application development, customer care, IT infrastructure services related only. NOTE: Turnover of only the bidding entity will be considered. The Turnover of any parent, subsidiary, associated or other related entity will not be considered.	We request to Amend/modify the said qualification as follow: The bidder (Lead Bidder in case of consortium/ Sole Bidder) should have minimum average annual turnover of Rs. 20.00 Rs. 500.00 crore during the audited financial years 2021-22, 2022-23, 2023- 24. Turnover from mere supply of Hardware shall not be considered. Turnover from services such as software application development & implementation, mobile application development, customer care, IT infrastructure services related only. NOTE: Turnover of only the bidding entity will be considered. The Turnover of any parent, subsidiary, associated or other related entity will not be considered. Justification: A large bidder would be better positioned to deliver large-scale, long-term projects without financial risk or disruption. That will ultimately get financially strong bidders.		Refer Corrigendum
74	Coforge Limited	14. Pre-Qualification Bid Eligibility Criteria: Page No 28 / 60	4. Net worth *The Bidder (Lead Bidder in case of consortium/ Sole Bidder) should have positive net worth for the three consecutive audited financial years (FY 2021- 22, 2022-23 & 2023-24) NOTE: Net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered.*	We request to Amend/modify the said qualification as follow: *The Bidder (Lead Bidder in case of consortium/ Sole Bidder) should have positive net worth and profitable for the three consecutive audited financial years (FY 2021- 22, 2022-23 & 2023-24) NOTE: Net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered.* Justification: Including profitability ensures the bidder is not only financially stable (positive net worth) but also operationally sustainable. A consistently profitable bidder is better positioned to deliver large-scale, long-term projects without financial risk or disruption. That will ultimately get financially strong bidders.		No Change
75	Coforge Limited	14. Pre-Qualification Bid Eligibility Criteria: Page No: 28/60	The bidder (Sole Bidder/Consortium) should have experience in developing/ operating/ maintaining mobile applications (Android and iOS both) in handling large volume of registered users with at least 1,00,000 unique users.	We request to amend/modify the supporting document clause as follows : The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/ maintaining mobile applications (Android and OR iOS both) in handling large volume of registered users with at least 1,00,000 unique users.	We request to amend/modfy the said criteria as follow: The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/ maintaining mobile applications (Android and iOS both) in handling large volume of registered users with at least 1,00,000 unique users. Mobile Applications refers to a application designed and developed for public transport services. It must include any three of the following four core functionalities: live vehicle status tracking, journey planning, ticket booking, and ETA/ETD (Estimated Time of Arrival/Departure), thereby enhancing commuter experience and operational efficiency in India. This criteria can also be met by OEM for solution stack. The OEM mandatorily will have transfer source code to the department. Justification: To ensure bidders have relevant and scalable experience aligned with the Sahkar Taxi Project, it is essential to define "Mobile Applications" in the context of public transport services. By requiring at least three out of four core functionalities—live tracking, journey planning, ticket booking, and ETA/ETD—the clause ensures that bidders have built solutions that address real-time commuter needs and operational complexities. This filters out generic app experience and aligns bidder capabilities with the functional scope of the proposed mobility platform.	No Change.
76	Coforge Limited	14. Pre-Qualification Bid Eligibility Criteria: Page No 28 / 60	5 The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/ maintaining mobile applications (Android and iOS both) in handling large volume of registered users with at least 1,00,000 unique users. Supporting Document: Auditor certified Declaration on number of registered users with proof from Play Store or App Store to be enclosed. Details of the assignments as per Annexure V	We request to amend/modify the supporting document clause as follows : Supporting Document: Auditor / Authorized Signatory certified Declaration on number of registered users with proof from Play Store or App Store to be enclosed to ensure the number of downloads. Details of the assignments as per Annexure V Justification: App stores show only download estimates, not exact registered users. So, backend data with auditor certification gives accurate proof, while app store info can support it.		Refer Corrigendum

77	Coforge Limited	14. Pre-Qualification Bid Eligibility Criteria: Page No: 28/60	Auditor/CA certified Declaration on number of ~~registered~~ users ~~with proof from Play Store or App Store~~ to be enclosed. Details of the assignments as per Annexure V	We request to amend/modify the supporting document clause as follows : Auditor/CA certified Declaration on number of ~~registered~~ users ~~with proof from Play Store or App Store~~ to be enclosed. Details of the assignments as per Annexure V		Refer Corrigendum
78	Coforge Limited	14. Pre-Qualification Bid Eligibility Criteria: Page No 28 / 60	The bidder (Sole Bidder/Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/ software project in India, costing not less than Rs. 2.00 crore during the last 7 financial years in Central/State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization.	We request to amend/modify the supporting document clause as follows : The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any ~~five~~ Two mobile application/ software project in India, costing not less than Rs. 2.00 crore of Total Project Value during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization. Note: Any project which has gone-live or under O&M or completed during last 7 years will be considered.	We request to amend/modify the following Criteria as follows: "The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating at least one Mobile Application in Mobility domain ~~or any five mobile application/ software project in India~~, project costing not less than Rs. 2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ ~~Reputed Listed Private~~ organization Mobility Domain refers any government public transportation in India which includes City/State/Urban Local Bodies. In such domain, the solution should be implemented using the official brand name and logo of the end-user, ensuring full alignment with the identity and service delivery standards of the government entity. This criteria can also be met by' OEM for solution stack. The OEM mandatorily will have transfer source code to the department. Justification: Given the scale and complexity of this mobility-centric project involving nationwide deployment, deep domain expertise is essential. The clause allowing experience in any five unrelated applications dilutes the relevance and risks suboptimal delivery. Replacing it with specific experience in the Mobility Domain ensures bidders understand critical aspects like real-time tracking, driver-customer coordination, regulatory integration, and public service alignment. The added definition clarifies the domain scope and reinforces the need for tailored, government-branded mobility solutions.	Refer Corrigendum
79	Coforge Limited	14. Pre-Qualification Bid Eligibility Criteria: Page No 28 / 60	a. Details of the assignments as per Annexure XIII b. Copy of Work order or contract to be enclosed. c. Completion/ performance Letter from client containing project value completed/ executed by the bidder. In case of non-availability of completion/ performance certificate from client, the certificate regarding proof of timely/ regular payments received against the rendered services duly certified by CA and authorized signatory.	We request to amend/modify the supporting document clause as follows : a. Details of the assignments as per Annexure XIII b. Copy of Work order or contract to be enclosed. c. Completion/ performance Letter from client / CA containing project value completed/ executed by the bidder. In case of non-availability of completion/ performance certificate from client, the certificate regarding proof of timely/ regular payments received against the rendered services duly certified by ~~CA and~~ authorized signatory.		No change.
80	Coforge Limited	14. Pre-Qualification Bid Eligibility Criteria: Page No 29 / 60	Certification of the Bidder The Bidder (Sole Bidder /Consortium) should have a valid CMMi level 3 or above certification on the Bidder's name.	We request to amend/modify the said qualification as follow: "Certification of the Bidder The Bidder (Sole Bidder /Consortium) should have a valid CMMi level ~~3~~ 5 or above certification on the Bidder's name. The CMMi Certificate must be validated on https://cmmiinstitute.com website. Failure to which bidder will be disqualified during bid evaluation stage. Justification: Validating the CMMi certificate on the official https://cmmiinstitute.com website ensures the authenticity of the certification and prevents submission of fabricated or expired credentials. This will ensure bidders who have capabilities of software development and process adherence can qualify for the bid.		Refer Corrigendum

81	Coforge Limited	14. Pre-Qualification Bid Eligibility Criteria: Page No 28 / 60	Request for addition of new experience criteria	We request to add the following Experience Criteria in Pre-Qualification Criteria: "The bidder must have successfully executed at least one project in India, valued at a minimum of INR 2 Crores of the project, for a Government Department or Public Sector Entity, involving the development of a mobile application (part of overall project) / backend system integrated with Machine Learning capabilities for making predictive insights or intelligent recommendations" Supporting Documents: a. Details of assignments as per Annexure XIII b. Copy of the work order or contract to be enclosed c. Completion/ performance Letter from client containing project value completed/ executed by the bidder. In case of non-availability of completion/ performance certificate from client, the certificate regarding proof of timely/ regular payments received against the rendered services duly certified by CA and authorized signatory. Justification: This project requires intelligent, data-driven decision-making features such as predictive analytics for demand forecasting, dynamic pricing, and fraud detection. Requiring prior experience in mobile applications integrated with Machine Learning ensures that the bidder has hands-on expertise in implementing advanced technologies. It also guarantees their ability to deliver scalable, smart solutions aligned with the evolving needs of a nationwide, AI-enabled mobility ecosystem.		No Change
82	Coforge Limited	14. Pre-Qualification Bid Eligibility Criteria: Page No 28 / 60	Request for addition of new experience criteria	We request to add the following Experience Criteria in Pre-Qualification Criteria: "The bidder must have implemented vehicle tracking solutions for an aggregate of more than 50,000 vehicles across one or multiple projects maximum up to 3 in India for Government Departments or Public Sector Entities. This criteria can also be met by OEM for solution stack. The OEM mandatorily will have transfer source code to the department.." Justification: Given the scale and operational complexity of the Sahkar Taxi Project, large-scale experience in vehicle tracking is critical. Requiring implementation across 50,000+ vehicles ensures that the bidder has the proven capability to manage real-time data processing, high system availability, and geo-location accuracy. It also validates their readiness to handle fleet-wide coordination, regulatory compliance, and service reliability in a government-led public transport environment.		No Change
83	Coforge Limited	Technical Evaluation Criteria Page No: 39/60	Request for addition of new experience criteria	We request to add the following Experience Criteria in Tech- Qualification Criteria: The bidder must have successfully executed at least one project in India, valued at a minimum of INR 2 Crores of the project, for a Government Department or Public Sector Entity, involving the development of a mobile application/backend system integrated with Machine Learning capabilities for making predictive insights or intelligent recommendations One Project - 5 Marks Two or More Project - 10 Marks Justification: This project requires intelligent, data-driven decision-making features such as predictive analytics for demand forecasting, dynamic pricing, and fraud detection. Requiring prior experience in mobile applications integrated with Machine Learning ensures that the bidder has hands-on expertise in implementing advanced technologies. It also		No Change
84	Coforge Limited	Technical Evaluation Criteria Page No: 39/60	Request for addition of new experience criteria	We request to add the following Experience Criteria in Tech- Qualification Criteria: The bidder should have implemented vehicle tracking solutions for an aggregate vehicle of more than 50,000 vehicles across one or multiple projects maximum up to 3 projects in India for Government Departments or Public Sector Entities. 50,000 vehicles - 5 marks 50,001 to 60,000 vehicles - 7 marks 60,000 vehicles+ - 10 marks This criteria can also be met by OEM for solution stack. The OEM mandatorily will have transfer source code to the department. Justification: Given the scale and operational complexity of the Sahkar Taxi Project, large-scale experience in vehicle tracking is critical. Requiring implementation across 50,000+ vehicles ensures that the bidder has the proven capability to manage real-time data processing, high system availability, and geo-location accuracy. It also validates their readiness to handle fleet-wide coordination, regulatory compliance, and service reliability in a government-led public transport environment.		No Change

85	Coforge Limited	14. Pre-Qualification Bid Eligibility Criteria: Page No 29 / 60	a) An undertaking as per the Annexure XI of this RFP, duly signed (with Organization seal), by the HR Head of the Organization. b) Copy of EPF Combined challan for the month of April- 2025, or latest.	We request to amend/modify the said pre-qualification criteria as follow: a) An undertaking ~~as per the Annexure XI of this RFP, duly signed (with Organization seal),~~ by the HR Head of the Organization. b) Copy of EPF Combined challan for the month of April- 2025, or latest.		No Change
86	Coforge Limited	Technical Evaluation Criteria Page No: 38/60	The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/maintaining mobile application/ software (Android and iOS both) in handling large volume of users at least having - • >=100000 to <500000 unique users = 12 Marks • >=500000 to <1000000 unique users = 15 Marks • >=1000000 unique users = 20 Marks	We request to modify the Tech-Evaluation Criteria as follows: The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/maintaining mobile application/ software (Android ~~and~~ OR iOS both) in handling large volume of users at least having - • >=100000 to <500000 ~~unique~~ users = 12 Marks • >=500000 to <1000000 ~~unique~~ users = 15 Marks • >=1000000 ~~unique~~ users = 20 Marks	We request to Amend the said qualification as follow: "The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/maintaining mobile application/ software (Android and iOS both) in handling large volume of users at least having - • >=100000 to <500000 unique users = 12 Marks • >=500000 to <1000000 unique users = 15 Marks • >=1000000 unique users = 20 Marks Mobile Applications refers to a application designed and developed for public transport services. It must include any three of the following four core functionalities: live vehicle status tracking, journey planning, ticket booking, and ETA/ETD (Estimated Time of Arrival/Departure), thereby enhancing commuter experience and operational efficiency in India. This criteria can also be met by OEM for solution stack. The OEM mandatorily will have transfer source code to the department. Justification: To ensure bidders have relevant and scalable experience aligned with the Sahkar Taxi Project, it is essential to define "Mobile Applications" in the context of public transport services. By requiring at least three out of four core functionalities—live tracking, journey planning, ticket booking, and ETA/ETD—the clause ensures that bidders have built solutions that address real-time commuter needs and operational complexities. This filters out generic app experience and aligns bidder capabilities with the functional scope of the proposed mobility platform.	No Change
87	Coforge Limited	Technical Evaluation Criteria Page No: 38/60	Point no 1 The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/maintaining mobile application/ software (Android and iOS both) in handling large volume of users at least having - • >=100000 to <500000 unique users = 12 Marks • >=500000 to <1000000 unique users = 15 Marks • >=1000000 unique users = 20 Marks Supporting Document: Auditor certified Declaration on number of registered users with proof from Play Store or App Store to be enclosed. Details of the assignments as per Annexure V	We request to amend the supporting document clause as follows : Supporting Document: Auditor / Authorized Signatory certified Declaration on number of registered users with proof from Play Store or App Store to be enclosed to ensure the number of downloads. Details of the assignments as per Annexure V Justification: App stores show only download estimates, not exact registered users. So, backend data with auditor certification gives accurate proof, while app store info can support it.		Refer Corrigendum
88	Coforge Limited	Technical Evaluation Criteria Page No: 38/60	Auditor certified Declaration on number of registered users with proof from Play Store or App Store to be enclosed. Details of the assignments as per Annexure V	We request to amend/modify the supporting document requirement of Tech-Evaluation Criteria as follows: Auditor/CA certified Declaration on number of ~~registered~~ users ~~with proof from Play Store or App Store~~ to be enclosed. Details of the assignments as per Annexure V		Refer Corrigendum

89	Coforge Limited	Technical Evaluation Criteria Page No: 38/60	The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/software project in India, costing not less than Rs.2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization. ◻ One Mobile Application in Mobility domain or five mobile application/ software = 12 Marks ◻ Two Mobile Application in Mobility	We request to amend/modify the Tech-Evaluation Criteria as follows: The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any ~~five~~ two mobile application/ software project in India, costing not less than Rs.2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization. ◻ One Mobile Application in Mobility domain or ~~five~~ two mobile application/ software = 12 Marks ◻ Two Mobile Application in Mobility domain or more than ~~five~~ two and upto ~~ten~~ four mobile application/ software = 15 Marks ◻ Three Mobile Application in Mobility domain or more than ~~ten~~ four mobile application/ software = 20 Marks ~~Note: Any project which has gone-live or under O&M or completed during last 7 years will be considered.~~	We request to Amend the said qualification as follow: The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating at least one Mobile Application in Mobility domain ~~or any five mobile application/ software project~~ in India, costing not less than Rs.2.00 project value during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ ~~Reputed Listed Private organization.~~ ◻ One - Two Mobile Application in Mobility domain = 12 Marks ◻ Three- Four Mobile Application in Mobility domain or more than five and up to ten mobile application/ software = 15 Marks ◻ More than Five Mobile Application in Mobility domain or more than ten mobile application/ software = 20 Marks Mobility Domain refers any government public transportation in India which includes City/State/Urban Local Bodies. In such domain, the solution should be implemented using the official brand name and logo of the end-user, ensuring full alignment with the identity and service delivery standards of the government entity. This criteria can also be met by OEM for solution stack. The OEM mandatorily will have transfer source code to the department. Justification: Given the scale and complexity of this mobility-centric project involving nationwide deployment, deep domain expertise is essential. The clause allowing experience in any five unrelated applications dilutes the relevance and risks suboptimal delivery. Replacing it with specific experience in the Mobility Domain ensures bidders understand critical aspects like real-time tracking, driver-customer coordination, regulatory integration, and public service alignment. The added definition clarifies the domain scope and reinforces the need for tailored, government-branded mobility solutions.	Refer Corrigendum	
90	Coforge Limited	Technical Evaluation Criteria Page No: 38/60	a. Details of the assignments as per Annexure XIII b. Copy of Work order or contract to be enclosed. c. Completion/ performance Letter from client containing project value completed/ executed by the bidder. In case of non-availability of completion/ performance certificate from client, the certificate regarding proof of timely/ regular payments received against the rendered services duly certified by CA and authorized signatory.	We request to amend/modify the supporting document requirement of Tech-Evaluation Criteria as follows: a. Details of the assignments as per Annexure XIII b. Copy of Work order or contract to be enclosed. c. Completion/ performance Letter from client / CA containing project value completed/ executed by the bidder. In case of non-availability of completion/ performance certificate from client, the certificate regarding proof of timely/ regular payments received against the rendered services duly certified by ~~CA and~~ authorized signatory.	No Change	

91	Coforge Limited	Technical Evaluation Criteria Page No: 39/60	a) An undertaking as per the Annexure XI of this RFP, duly signed (with Organization seal), by the HR Head of the Organization. b) Copy of EPF Combined challan for the month of April- 2025, or latest.	We request to amend/modify the Tech-Evaluation Criteria as follows: a) An undertaking as per the Annexure XI of this RFP, duly signed (with Organization seal), by the HR Head of the Organization. b) Copy of EPF Combined challan for the month of April- 2025, or latest.		No Change
92	Coforge Limited	14. Pre-Qualification Bid Eligibility Criteria: Page No 27 / 60	a) A certificate duly certified by the Statutory Auditor of the bidder mentioning the average annual audited turnover in the audited financial years (FY 2021-22, 2022-23 & 2023-24). b) Copy of audited Balance Sheets and Profit & Loss Statements for the financial years (FY 2021-22, 2022-23 & 2023-24) duly certified by statutory auditor. Annexure X of this RFP	We request to amend/modify the Pre-Qualification Criteria as follows: a) A certificate duly certified by the Statutory Auditor/CA of the bidder mentioning the average annual audited turnover in the audited financial years (FY 2021- 22, 2022-23 & 2023-24). b) Copy of audited Balance Sheets and Profit & Loss Statements for the financial years (FY 2021-22, 2022- 23 & 2023-24) duly certified by statutory auditor/CA. Annexure X of this RFP	We request to amend/modify the Pre-Qualification Criteria as follows: a) A certificate duly certified by the Statutory Auditor/Chartered Accountant of the bidder mentioning the average annual audited turnover in the audited financial years (FY 2021- 22, 2022-23 & 2023-24). b) Copy of audited Balance Sheets and Profit & Loss Statements for the financial years (FY 2021-22, 2022- 23 & 2023-24) duly certified by statutory auditor/Chartered Accountant. Annexure X of this RFP	No Change
93	Coforge Limited	14. Pre-Qualification Bid Eligibility Criteria: Page No 28/ 60	Copy of audited Balance Sheets and Profit & Loss Statements for the last 3 financial (FY 2021-22, 2022-23 & 2023-24) duly certified by statutory auditor & a certificate duly certified by the Statutory Auditor of the bidder. Annexure X of this RFP	Copy of audited Balance Sheets and Profit & Loss Statements for the last 3 financial (FY 2021-22, 2022-23 & 2023-24) duly certified by statutory auditor & a certificate duly certified by the Statutory Auditor/CA of the bidder. Annexure X of this RFP	Copy of audited Balance Sheets and Profit & Loss Statements for the last 3 financial (FY 2021-22, 2022-23 & 2023-24) duly certified by statutory auditor & a certificate duly certified by the Statutory Auditor/Chartered Accountant of the bidder. Annexure X of this RFP	No Change
94	Coforge Limited	Partnership and Sub-Contracting: Page No: 29/60	Partnership and Sub-contracting: Partnership and Sub-contracting are not allowed for this engagement. The bidding entity must be a single entity duly registered under the applicable laws of the country.	In the said RFP Consortium is allowerd therefore request you to modify the criteria as given under: 16. Partnership and Sub-contracting: Partnership and Sub-contracting are is not allowed for this engagement. The bidding entity must be a single/multiple entity(ies) duly registered under the applicable laws of the country.		Refer Corrigendum
95	Coforge Limited	16. Partnership and Sub-contracting & Page no. 29	Partnership and Sub-contracting: Partnership and Sub-contracting are not allowed for this engagement. The bidding entity must be a single entity duly registered under the applicable laws of the country.	In the said RFP Consortium is allowerd therefore request you to modify the criteria as given under: 16. Partnership and Sub-contracting: Partnership and Sub-contracting are is not allowed for this engagement. The bidding entity must be a single/multiple entity(ies) duly registered under the applicable laws of the country.		Refer Corrigendum
96	Coforge Limited	16. Partnership and Sub-contracting & Page no. 29	In the said RFP Consortium is allowerd therefore request you to modify the criteria as given under: 16. Partnership and Sub-contracting: Partnership and Sub-contracting are is not allowed for this engagement. The bidding entity must be a single/multiple entity(ies) duly registered under the applicable laws of the country.	Suggest revision of this clause: Partnership and Sub-contracting are not allowed for this engagement. The bidding entity must be a single entity duly registered under the applicable laws of the country. However, sub-contracting may be allowed in exceptional cases, subject to prior written consent from NCDC.		Refer Corrigendum

97	Coforge Limited	17. Limitation of Liability & Page no. 29	Except conditions enumerated in Indemnity Clause, the damage caused by the Agency to NCDC under any work order issued pursuant to this agreement, the Agency shall be liable to NCDC for damage and loss to the maximum extent of the work order value. Agency shall be liable for all acts of omission and commission by its employees deployed under this agreement and NCDC stands insulated against aggrieved third-party complaints against any civil or criminal actions of the Agency or its employees. In case of a default on bidder's part or other liability, NCDC shall be entitled to	Suggest revision of this clause: ~~Except conditions enumerated in Indemnity Clause, The damage caused by the Agency to NCDC under any work order issued pursuant to this agreement,~~ 1. The aggregate ~~Agency shall be~~ liability of Agency/ Bidder to NCDC or to any third party for damage and losses shall be limited to the maximum extent of the work order value. 2. Agency shall be liable for all grossly negligent acts of omission and commission by its employees deployed under this agreement and NCDC stands insulated against aggrieved third-party complaints against any civil or criminal actions of the Agency or its employees. 3. In case of a default on bidder's part or other liability, NCDC shall be entitled to recover damages from the bidder. ~~In each such instance, regardless of the basis on which NCDC is entitled to claim damages from the bidder (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), bidder shall be liable for no more than: : As to any other actual damage arising in any situation involving non-performance by bidder pursuant to or in any way related to the subject of this Agreement, the charge paid by NCDC for the individual product or Service that is the subject of the claim.~~		No Change
98	Coforge Limited	19. Ownership of the developed application & Page no. 30	The intellectual property rights of the applications developed (including the source code) under this contract shall solely belong to NCDC. NCDC shall have the full right to modify the application at its discretion and use it for any purpose and in any location, within or outside India, as determined by NCDC.	Suggest revision of this clause: Except for any pre-existing or third party intellectual property rights, the intellectual property rights of the applications developed ~~(including the source code)~~ under this contract shall solely belong to NCDC. NCDC shall have the full right to modify the application at its discretion and use it for any purpose and in any location, within or outside India, as determined by NCDC.		No Change
99	Coforge Limited	22. Suspension of work & Page no. 31	NCDC shall at any time and from time to time by providing a prior written notice to the company to delay or suspend the progress of the work or any part of the work due to any other adequate reasons and on receipt of such notice the company shall forthwith suspend further progress of the work until further notice from NCDC. The company shall recommence work immediately after receiving a notice to do so from NCDC. The whole or any part of the time lost for such delay or suspension shall, if NCDC in its absolute discretion thinks fit, but not otherwise, be added to the time allowed for completion.	Suggest deletion of this clause: ~~NCDC shall at any time and from time to time by providing a prior written notice to the company to delay or suspend the progress of the work or any part of the work due to any other adequate reasons and on receipt of such notice the company shall forthwith suspend further progress of the work until further notice from NCDC. The company shall recommence work immediately after receiving a notice to do so from NCDC. The whole or any part of the time lost for such delay or suspension shall, if NCDC in its absolute discretion thinks fit, but not otherwise, be added to the time allowed for completion.~~		Refer Corrigendum
100	Coforge Limited	25. Termination for default & Page no. 31	NCDC may without prejudice to any other remedy or right of claim for breach of contract by written notice of default sent to the company, terminate the order in whole or in part.	Suggest revision of this clause: NCDC may without prejudice to any other remedy or right of claim for material breach of contract by written notice of default sent to the company, terminate the order in whole or in part, by providing the company with a written notice of default. allowing a period of 30 days to rectify the breach before termination takes effect.		No Change
101	Coforge Limited	34. Indemnity Clause & Page no. 33	The Technology Partner shall fully indemnify, defend, and hold harmless the National Cooperative Development Corporation (NCDC),) from and against any and all claims, demands, losses, liabilities, damages, costs, and expenses (including reasonable legal fees and court costs) arising from: ▯ Any breach of the terms and conditions of this RFP or subsequent contract by the Technology Partner;	Suggest revision of this clause: The Technology Partner shall ~~fully~~ indemnify, defend, and hold harmless the National Cooperative Development Corporation (NCDC),) from and against any and all third party claims, demands, losses, liabilities, damages, costs, and expenses (including reasonable legal fees and court costs) arising from: ▯ Any material breach of the terms and conditions of this RFP or subsequent contract by the Technology Partner;		No Change

102	Coforge Limited	52. PENALTY FOR NOT COMPLETING THE WORK IN TIME & Page no. 37	The penalty amount, if any, shall be recovered from any amount due for payment to the company. However, the penalty shall not exceed 10% of the contract value.	Suggest revision of this clause: The penalty amount, if any, shall be recovered from any amount due for payment to the company. However, the penalty shall not exceed 5% 10% of the contract value.		No Change
103	M/s Sparrow Softech Pvt. Ltd.	Page No. 27 14. Pre-Qualification Bid Eligibility Criteria Sl no. 3. Financial Turnover	The bidder (Lead Bidder in case of consortium/ Sole Bidder) should have minimum average annual turnover of Rs. 20.00 crore during the audited financial years 2021-22, 2022-23, 2023- 24. Turnover from mere supply of Hardware shall not be considered. Turnover from services such as software application development & implementation, mobile application development, customer care, IT infrastructure services related only.	We request you to consider revising average annual turnover requirement to a lower threshold, such as Rs. 10.00 crore for (Sole Bidder/ Consortium), to encourage wider participation from experienced technology providers, especially MSMEs, who may have relevant domain expertise but operate at a smaller scale.		Refer Corrigendum
104	M/s Sparrow Softech Pvt. Ltd.	Page No. 28 14. Pre-Qualification Bid Eligibility Criteria Sl no. 5. Experience of the bidder	The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/ maintaining mobile applications (Android and iOS both) in handling large volume of registered users with at least 1,00,000 unique users. Auditor certified Declaration on number of registered users with proof from Play Store or App Store to be enclosed. Details of the assignments as per Annexure V.	We request you to kindly consider amending the criteria to: "The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/ maintaining web and mobile applications with significant user engagement, with at least 1,00,000 unique users/account." We also request you to consider Client Certificate on number of registered users/accounts.		Refer Corrigendum
105	M/s Sparrow Softech Pvt. Ltd.	Page No. 28 14. Pre-Qualification Bid Eligibility Criteria Sl no. 6. Experience of the bidder	The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/ software project in India, costing not less than Rs. 2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization.	We request you to consider revising the criteria as: - "The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/web-based software project in India, costing not less than Rs. 2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization."		No Change

| 106 | M/s Sparrow Softech Pvt. Ltd. | Page no. 38 Technical Qualification Criteria Sl.No. 1 | The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/maintaining mobile application/ software (Android and iOS both) in handling large volume of users at least having –

•
>=100000 to <500000 unique users = 12 Marks

•
>=500000 to <1000000 unique users = 15 Marks

•
>=1000000 unique users = 20 Marks
Auditor certified Declaration on number of registered users with proof from Play | We request you to consider revising the experience in developing/ operating/ maintaining mobile application/ software (Android and iOS both)/ web-based software in last 7 years in handling large volume of users/accounts.
We also request you to consider Client Certificate on number of registered users/accounts. | | No Change |

107	M/s Sparrow Softech Pvt. Ltd.	Page no. 38 Technical Qualification Criteria Sl.No. 2	Financial Parameter: The bidder (Lead Bidder in case of consortium/ Sole Bidder) should have minimum average annual turnover of Rs. 20.00 crore during the audited financial years 2021-22, 2022-23, 2023 - 24 : • >= 20 Cr. and < 30Cr . = 09 Marks • > =30 Cr. and < 40 Cr. = 12 Marks • >=40 Cr.= 15 Marks	We request you to kindly consider amending the criteria to: "Financial Parameter: The bidder (Sole Bidder/ Consortium) should have minimum average annual turnover of Rs. 10.00 crore during the audited financial years 2021-22, 2022-23, 2023 - 24 : >= 10 Cr. and < 20 Cr . = 09 Marks >= 20 Cr. and < 30 Cr. = 12 Marks >= 30 Cr. = 15 Marks"		Refer corrigendum
108	M/s Sparrow Softech Pvt. Ltd.	Page no. 38 Technical Qualification Criteria Sl.No. 3	The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/ software project in India, costing not less than Rs. 2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization. One Mobile Application in Mobility domain or five mo-bile application/ software = 12 Marks Two Mobile Application in Mobility domain or more than five and upto ten mo-bile application/ software = 15 Marks Three Mobile Application in Mobility domain or more than ten mobile applica-tion/ software = 20 Marks	We request you to consider revising the criteria as: - "The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/ web-based software project in India, costing not less than Rs. 2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization. One Mobile Application in Mobility domain or five mo-bile application/ web-based software application = 12 Marks Two Mobile Application in Mobility domain or more than five and upto ten mo-bile application/ web-based software application = 15 Marks Three Mobile Application in Mobility domain or more than ten mobile application/ web-based software appli-cation = 20 Marks"		Refer Corrigendum
109	M/s Sparrow Softech Pvt. Ltd.	Page no. 39 Technical Qualification Criteria Sl.No. 3	The bidder (Sole Bidder/ Consortium) should have in its rolls, a staff of at least 30 technically qualified. (Minimum BE/ B.Tech/ MCA or Graduate qualification) personnel with relevant experience in high-end Mobile application Design, Development, Maintenance & Operation services. >=30 < 100 = 12 marks >=100 < 150 = 15 marks More than 150 = 20 marks	We request you to consider experience of technically qualified on role staffs in high-end Mobile application/web-based software application Design, Development, Maintenance & Operation services.		No Change
110	Clues Network Private Limited	Clause no., Page no 12	Clause under Scope of Work Call centres for support services to be setup in Tier-3 cities only in each state	We propose to remove this obligation under scope as the project is a digital online platform and any concerns related to support services can be resolved telephonically/ chat process/ email from one centralized location or 4 Metro Cities across PAN India. Also, it will optimize the cost of the bid.		No Change
111	Clues Network Private Limited	Clause no., Page no 28	Prequalification Criteria Clause: Bidder (Lead Bidder in case of consortium/ Sole Bidder) should have positive net worth for the three consecutive audited financial years (FY 2021- 22, 2022-23 & 2023-24) NOTE: Net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered.	There are cases where a company operates multiple businesses and all revenues are consolidated under a single entity, resulting in a non-positive net worth. However, on a division-wise P&L basis, our technology division meets the criteria and caters to multiple external clients with a positive net worth. We kindly request to allow bidders to submit a division-wise CA certified P&L statement as a proof of profitability of technology division. OR Request exemption/relaxation in this prequalification and evaluation criterion		No Change

#	Bidder	Page/Clause	Clause	Query		Response
112	Clues Network Private Limited	Clause no., Page no 28	Prequalification Criteria Clause: The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/ software project in India, costing not less than Rs. 2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization.	We have 14 years of past experience of development and maintenance of several websites and mobile applications along with self-ecommerce portal (Shopclues.com having including setting up of customer care/ helpdesk, logistics and marketing). For Shopclues.com, we have an operational capacity of handling approx. 1 lakh daily transactions and have a lifetime registered vendor base of around 1 million, catering to customer base of around 10 million users pan India. Assuming that above self-experience of development of website/ mobile app and maintenance of the same will be considered for the evaluation and consideration of bid. (It's a fully matured ecosystem that we have developed over last 14 years.) We request you to modify the clause as "The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/ software project in India, costing not less than Rs. 2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Public Listed Organization/ Reputed Private organization.		No Change
113	Clues Network Private Limited	Clause no., Page no 29	Prequalification Criteria Clause: The Bidder (Sole Bidder /Consortium) should have a valid CMMi level 3 or above certification on the Bidder's name	We request you to exempt this criteria for healthy participation and effective proposal submission		No Change
114	Clues Network Private Limited	Clause no., Page no 22	Scope of Work Clause under Open Data Dashboard : Implement data connectors, APIs, or ETL processes to collect and aggregate data.	It is assumed that the cost of any third party APIs and Licenses but not limited to Whatsapp, Google Map, Aadhar, Vaahan etc. will be borne by NCDC only. Please clarify.		Refer Corrigendum Technical partner will procure the API's, setup and bear the costs
115	Clues Network Private Limited	General	General	It is assumed that the server will provided by NCDC only. Please clarify		Refer Corrigendum
116	Clues Network Private Limited	General	General	Please share the expected traffic details of the platform		For pilot rollout in two states, 50 thousand drivers are expected to be onboarded initially . Subsequently in concurrence to the requirements necessary upgradations in app needs to be done.
117	Clues Network Private Limited	General	General	Please clarify that the driver details will be provided by NCDC or bidder has to identify, approach and onboarding of drivers on the platform. Also, Please clarify the vehicle will be of the driver OR bidder has to provide the same to the driver or NCDC will provide the same to driver?		The driver details will be provided by NCDC or any other entity authorized by NCDC however the onboarding procedure needs to be done by technical partner. Vehicle provisioning is not part of the scope of work of technical partner.
118	Clues Network Private Limited	General	General	Please clarify the estimated budget for the project.		Query does not pertain to scope of work.
119	NCDEX e Markets Ltd	Page 35 & 36	NA	Need more elaboration on the scope of PILOT (T+90) solution vs scope of solution rolled out in states(T+240).		The pilot launch will be done in two states. The scope of solution remains the same during full rollout as per RFP.
120	NCDEX e Markets Ltd	Page 15	NA	Number of languages - Need elaboration of the number of languages the solution is expected to support		Hindi, English and all Indian regional languages.

121	NCDEX e Markets Ltd	Page 8	NA	Number of Third-Party Integrations expected? Less than 10 , 10 -20 , 20+.		The information will be provided during the requirement gathering phase.
122	NCDEX e Markets Ltd	NA	NA	How many real time vs batch system integrations are required ? Please elaborate		The information will be provided during the requirement gathering phase.
123	NCDEX e Markets Ltd	NA	NA	Elaboration on the Non Functional Requirements (Response Time in milliseconds)?		Bidder needs to submit proposed technical stack in detailed technical proposal. Hence during requirement gathering it must be reviewed and determined.
124	NCDEX e Markets Ltd	NA	NA	Do we need to build an AI based Fraud Monitoring system or is it available with the customer? Please clarify		Refer corrigendum.
125	NCDEX e Markets Ltd	Page 8	NA	Can you elaborate regarding the scope of "Regulatory & Compliance Management". Is there a clear RACI matrix for the responsibilities distribution to handle any escalation issue from customer or driver end.		The information will be provided to successful bidder during the requirement gathering phase.
126	NCDEX e Markets Ltd	Page 25	NA	What is the EMD amount ? Please clarify		Bid security declaration as per annexure XII of RFP is required to be submitted.
127	CIPL	Point no 14.5 of PQ at page no 28 in RFP	The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/ maintaining mobile applications (Android and iOS both) in handling large volume of registered users with at least 1,00,000 unique users.	Requesting to give an experience option of either Mobile Application or Software Application both. Or To consider the experince of Mobile application where nuber of users are projected to 100000 in place of existing users. >> Accordingly the required experice certificate is to be modified.	We have an experience of developing Mob App for a NIC project in addition to Web and Desktop Application. The backend Data pool is Common for all and having more that 5 Lakh users. But it is under NIC/MeITY prerogative to make this Mobile application available for Ministry / User wise in phase wise manner.	No change.
128	CIPL	Point NO 1 of TEC (Annex IV) at page no 38 in RFP	The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/maintaining mobile application/ software (Android and iOS both) in handling large volume of users at least having - • >=100000 to <500000 unique users = 12 Marks • >=500000 to <1000000 unique users = 15 Marks • >=1000000 unique users = 20 Marks	Assuming that Experince of developing Software Application will be considered also for the evaluation based on the number of users.		No change.

129	Radiant Info Systems Pvt.Ltd.	Section 14, page 27	Financial Turnover - The bidder (Lead Bidder in case of consortium/ Sole Bidder) should have minimum average annual turnover of Rs. 20.00 crore during the audited financial years 2021 22, 2022-23, 2023 24. Turnover from mere supply of Hardware shall not be considered. Turnover from services such as software application development & implementation, mobile application development, customer care, IT infrastructure services related only. NOTE: Turnover of only the bidding entity will be considered. The Turnover of any parent, subsidiary, associated or other related entity will not be considered.	We request to reduce the minimum average annual turnover to Rs. 10.00 crore during the audited financial years 2021-22, 2022-23, 2023- 24.	.	Refer Corrigendum
130	Global Logic	F.Website	Page No - 22 Block - F. Website	What functionalities would be provided by "F.Website"? Pls provide details on the scope of this section		Refer Corrigendum
131	Global Logic	C. Operations Dashboard	Page No - 18 Block - C. Operations Dashboard Section - Update Driver Information: Document Managementl	How Documentation verification, Background Checks, Verification on Vehicle information will be done? is there any third party integration to be done or external agency will do this Verification?		Upon registration of driver, an email should be triggered with driver details to state authorities like Police department ,RTO etc. for verification. Third-party integration needs to be done by Technical partner.
132	Global Logic	G. Open Data Dashboard	Page No - 22 Block - G. Open Data Dashboard	is there any requirements to expose Open Data Dashboard via public APIs (accessed via API keys)?		Open data Dashboard needs to be developed by technical partner.
133	Global Logic	H.KYC Application	Page No - 23 Block - H.KYC Application Section - Society Registration Module	how verification of Co-operative Society will be done?		Not a part of the scope of work.
134	Global Logic	General	Page No - 22 Block - F. Website	Web Application will support only English language. Please confirm - C.Operations Dashboard - D.Real Time Monitoring - H.KYC Application - F.Website - Open Data Dashboard		The website will be developed in bilingual language (English and Hindi). Applications defined in RFP needs to be developed.
135	Global Logic	A. Development Phase	Page No - 7 Block - A. Development Phase Section - Application Design & Architecture:	Design System & Component Library: Will NCDC provide an existing design system or UI component library, or is our team expected to create one from scratch? If we're creating a design system, what is the process for review and approval of the components and guidelines? Are there any existing brand assets (logos, color palettes, fonts) or style guides that need to be integrated into the design system?		The information will be provided to successful bidder during the requirement gathering phase.
136	Global Logic	Driver Provisioning	Page No - 23 Block - H.KYC Application Section - Driver/Owner /Vehicle Registration Portal	What is the scope of Driver's background checks? Who will own this responsibility?	.	Upon registration of driver, a mail should be triggered with driver details to state authorities like Police department ,RTO etc. for verification. Entity authorized by NCDC will own the responsibility.

#	Bidder	Clause	Tender Clause	Query/Remarks		Response
137	Namma Yathri - Moving Tech Innovations Private Limited	Tender Page No. 27-29 Clause No. 14 Pre-Qualification Bid Eligibility Criteria	Entry No. 2 (Legal Entity) of the Table provides that: "The bidder (Sole Bidder/Consortium) should be a registered legal entity in India with their registered office in India and in operation for at least 3 years as on the date of submission of the bid." Entry No. 3 (Financial Turnover) of the Table provides that: "The bidder (Lead Bidder in case of consortium/ Sole Bidder) should have minimum of Rs. 20.00 crore during the audited financial years 2021-22, 2022-23, 2023- 24. Turnover from mere supply of Hardware shall not be considered. Turnover from services such as software application development & implementation, mobile application development, customer care, IT infrastructure related services only. NOTE: Turnover of only the bidding entity will be		.	Refer Corrigendum
138	Namma Yathri - Moving Tech Innovations Private Limited	Tender Page No. 27-29 Clause No. 14 Pre-Qualification Bid Eligibility Criteria	Entry No. 2 (Financial Parameter) of Table under "Technical Evaluation Criteria) provides that: "The bidder (Lead Bidder in case of consortium/ Sole Bidder) should have minimum average annual turnover of Rs. 20.00 crore during the audited financial years 2021-22, 2022-23, 2023-24: o >= 20 Cr. and < 30Cr . = 09 Marks	The Bidder was part of the Former Entity and ran its mobility business. In February 2024, it became a separate legal entity through a business transfer. We request permission to use the Former Entity's audited financials and operational history to meet the turnover, net worth, and 3-year existence criteria. We can provide all supporting documents and seek your kind consideration due to restructuring.	.	Refer Corrigendum
139	Namma Yathri - Moving Tech Innovations Private Limited	Tender Page No. 27-29 Clause No. 14 Pre-Qualification Bid Eligibility Criteria	Entry No. 4 (Net Worth) of the Table provides that: "The Bidder (Lead Bidder in case of consortium/ Sole Bidder) should have positive net worth for the three consecutive audited financial year (FY 2021-22, 2022-23 & 2023-24). NOTE: Net-worth of only the bidding entity will be considered. Net worth of any parent, subsidiary, associated or other related entity will not be considered."		.	Refer Corrigendum
140	Namma Yathri - Moving Tech Innovations Private Limited	Tender Page No. 29 Clause No. 14 Pre-Qualification Bid Eligibility Criteria	Entry No. 7 (Certification of the Bidder) of the Table provides that: "The Bidder (Sole Bidder /Consortium) should have a valid CMMI Level 3 or above certification on the Bidders name."			
141	Namma Yathri - Moving Tech Innovations Private Limited	Tender Page No. 38 Annexure IV Pre- Certification of the Bidder	Entry No. 4 (Certification of the Bidder) of Table under "Technical Evaluation Criteria) provides that: Certification of the Bidder: The Bidder (Sole Bidder /Consortium) should have a valid Capability Maturity Model Integration (CMMI) level 3 or above certification on the Bidders name: o Level 5=5Marks o Level 4=4Marks o Level 3=3Marks	We request ISO 27001 to be considered, as it reflects capability in line with the CMMI requirement. We also request that bidders who have applied for the certification be allowed to participate with an undertaking to submit it within 30 days of bid submission. We request ISO 27001 to be accepted as equivalent to CMMI Level 3 for evaluation purposes.	.	Refer corrigendum

142	Canarys Automations Limited	Pg no 28, Clause No/S.No 5	The bidder (Sole Bidder/Consortium) should have experience in developing/operating/ maintaining mobile applications (Android and iOS both) in handling large volume of registered users with at least 1,00,000 unique users.	The bidder (Sole Bidder/Consortium) should have experience in developing/operating/ maintaining mobile applications (Android and iOS both) in handling large volume of registered users with at least 10k unique users.		No Change
143	Canarys Automations Limited	Pg no 38, Clause No/S.No 1	The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/maintaining mobile application/ software (Android and iOS both) in handling large volume of users at least having - • >=100000 to <500000 unique users = 12 Marks • >=500000 to <1000000 unique users = 15 Marks • >=1000000 unique users = 20 Marks	The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/maintaining mobile application/ software (Android and iOS both) in handling large volume of users at least having - • <5000 unique users = 12 Marks • >=5000 to <10000 unique users = 15 Marks • >=10000 unique users = 20 Marks		No Change
144	Oasys Cybernetics Pvt. Ltd	Page Number 8 . Third-Party Integrations:	o Payment gateways: Major Third party payment integrators o Telephony services: for real{time notifications. o Compliance with endian transport regulations and Aggregator guidelines.	a) It is understood that the department will share all the APIs required for integrations. Hope our understanding is correct ?		Technical partner needs to procure and integrate APIs as per requirement.
145	Oasys Cybernetics Pvt. Ltd	Page Number 10 .Documentatio n and Training	Provide comprehensive documentation for key stakeholders. o Offer training session or resources for application since inception and for new feature rollouts.	a) How many resources are to be trained ? B) Will training be an ongoing process ?		Initially , 50,000 drivers are expected to be onboarded for pilot rollout. So training needs to be provided in concurrence to the requirements and increase in the volume of drivers. Training is going to be an ongoing process as per increase in driver's onboarding .
146	Oasys Cybernetics Pvt. Ltd	Page Number 10 .Website Maintenance and Support:	. Select a reliable web hosting provider with high uptime and scalability options	a) Hope the hosting of the website would be the responsibility of the Bidder. B) What type of cloud is required ? Public or private cloud ?		Yes, Hosting of the website will be the reponsibility of the technical partner as per page 8 of RFP . Cloud Services need to be procured from MEITY. Empanelled vendors as per MEITY guidelines. Detailed requirement can be defined in Information gathering phase.
147	Oasys Cybernetics Pvt. Ltd	Page Number 10 Version Updates:	. Develop and release regular updates to the app to introduce new features, enhancements, and bug fixes	a) Would there be major enhancements required ?		It will be determined during the requirement gathering phase. Please refer page 8 of RFP for upgradations based on customer feedback and technological advancements as per requirement.
148	Oasys Cybernetics Pvt. Ltd	Page Number 12 Driver Benefits and Rewards:	. Create a rewards program as per instruction from relevant stakeholders in the app where drivers can earn points, discounts, or bonuses based on their performance and loyalty.	a) How are reward programs calculated ?		It will be determined during the requirement gathering phase.

149	Oasys Cybernetics Pvt. Ltd	Page Number 14 Functional Specifications of Online Cab and KYC App	o Prepaid Booth Rides: Supports booking and taking rides from prepaid booths across the city -railway stations, airports etc.	a) How are prepaid fare adjusted if ride is cancelled in-between ?	·	Cancel Rides feature is required for both driver and customer. The feature should include ability to specify reasons for cancellation. Further the charges for same will be determined during the requirement gathering phase.
150	Oasys Cybernetics Pvt. Ltd	Page Number 15 Help and Support:	241/7 Customer Support: Access round the-clock customer support through the app for any queries, concerns, or assistance required during customer ride. Call or chat support with additional features to track issues.	a) How many resources are required for customer support ? B) Can the resource be located remotely ?	·	For pilot rollout in two states, 50 thousand drivers are expected to be onboarded initially . Subsequently call centres are required to be setup in concurrence to the requirements and the number of executives may increase based on volume of customers/drivers. Call centers for support services to be setup in Tier-3 cities only in each state. It will be determined during the requirement gathering phase.
151	Oasys Cybernetics Pvt. Ltd	General	No of Concurrent Users	How many concurrent users are there. What is it in Mille sec, Micro sec etc.		For pilot rollout in two states, 50 thousand drivers are expected to be onboarded initially. Approx. concurrent users may be 12000 users per hour. Users may increase over time and necessary upgradations in app needs to be done to accommodate them.
152	Oasys Cybernetics Pvt. Ltd	General	Max Transaction per Day	What is the number of transactions per day	·	Approx. 20,000 per day initially. This will increase as the no. of drivers/ customers increase over time.
153	Oasys Cybernetics Pvt. Ltd	General	Max Size of Write /Transaction year	Need the maximum size of write transaction per year		Bidder needs to submit proposed technical stack in detailed technical proposal. Hence during requirement gathering it must be reviewed and determined.
154	Oasys Cybernetics Pvt. Ltd	General	Any Document Upload Permitted	Is there any document upload required		Yes, please refer to the scope of work in RFP , page 18 for the details.
155	Oasys Cybernetics Pvt. Ltd	General	Max Size of File in MB	What is the file Upload size in MB	·	The maximum size for upload will be 25 MB.
156	Oasys Cybernetics Pvt. Ltd	General	Max Files per User	What is the file upload per user required		Please refer to the scope of work in RFP , page 18 for the details.

157	Oasys Cybernetics Pvt. Ltd	General	Database Backup Policy	What is the database back policy	.	Backups to be taken: Full backups of databases ,Incremental backup , Differential backup and Transactional log backup . Detailed information will be provided during requirement gathering phase.Technical partner requires to follow MeiTY/ Cert In/ RBI / Cab aggregator extant guidelines for database backups and retention policies.
158	Oasys Cybernetics Pvt. Ltd	General	Database Retention Policy	What is database retention policy		Refer Corrigendum
159	Oasys Cybernetics Pvt. Ltd	General	DC - DR Policy	What is Data recovery policy		Once in a month
160	Oasys Cybernetics Pvt. Ltd	General	RPO -- Recovery Point of Object	What is the required recovery Point of Object	.	Near zero data loss
161	Oasys Cybernetics Pvt. Ltd	General	RTO -- Recovery Time of Object	What is the Recovery Time of Object		critical features ~ 3 mins Non critical features ~10 mins.
162	Oasys Cybernetics Pvt. Ltd	General	Data Archival Policy	What is the current data archival policy		Technical partner requires to follow MeiTY/ Cert In/ RBI / Cab aggregator extant guidelines for database backups and retention policies. Detailed information will be provided during requirement gathering phase.
163	Oasys Cybernetics Pvt. Ltd	General	Budget	What is the Project Budget ?	.	Query does not pertain to scope of work.
164	Compunnel Digital	General	NA	We request you to consider the overseas experience as well for apps and web-applications		No change
165	Compunnel Digital	General	NA	We request to include ISO27001 in parallel to CMMI Lv3 for the evaluation		Refer Corrigendum
166	Ipsator Analytics Pvt. Ltd	Page No. 27 14 Pre-Qualification PQ 3 - Financial Turonver	Average Annual Turnover: The bidder (Lead Bidder in case of consortium/ Sole Bidder) should have minimum average annual turnover of Rs. 20.00 crore during the audited financial years 2021-22, 2022-23, 2023-24.Turnover from mere supply of Hardware shall not be considered. Turnover from services such as software application development & implementation, mobile application development, customer care, IT infrastructure related only services NOTE: Turnover of only the bidding entity will be considered. The Turnover of any parent, subsidiary,associated or other related entity will not be considered.	Ipsator requests to ammend this clause. Average Annual Turnover: The bidder (Lead Bidder in case of consortium/ Sole Bidder) should have minimum average annual turnover of Rs. 9.00 crore during the audited financial years 2021-22, 2022-23, 2023- 24.Turnover from mere supply of Hardware shall not be considered. Turnover from services such as software application development & implementation, mobile application development, customer care, IT infrastructure related only services NOTE: Turnover of only the bidding entity will be considered. The Turnover of any parent, subsidiary,associated or other related entity will not be considered.	Ipsator request to kindly relax criteria from 20 cr to 9 crore as we are keen to participate in the bid. We are MSME and have exprience of travel and toursim sector. We have worked for PSU's likem IRCTC for solving travel tourism related problems to working with state governments to increase tourism.	Refer Corrigendum

167	Ipsator Analytics Pvt. Ltd	Page No. 28 14 Pre-Qualification PQ 6 - Experience of Bidder	The bidder (Sole Bidder/Consortium) should have the prior experience of successfully developing,maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/ software project in India, costing not less than Rs. 2.00 crore during the last 7 financial years in Central/ State Govt. departmen Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organizations	Ipsator requests to ammend this clause. The bidder (Sole Bidder/Consortium) should have the prior experience of successfully developing,maintaining/ operating atleast one Mobile Application in Mobility/Travel/Tourism domain or any five mobile application/ software project in India, costing not less than Rs. 2.00 crore during the last 7 financial years in Central/ State Govt. departmen Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organizations	Ipsator request to kindly relax criteria from Mobility to Mobility/Travel/Tourism. We have developed IRCTC eCatering Platform where passengers can book food and food gets delivered on Train berth. It is a robust platform as daily train travellers are more than 24 million.	Refer Corrigendum
168	Ipsator Analytics Pvt. Ltd	Page No. 29 14 Pre-Qualification PQ 7 - Certification of Bidder	The Bidder (Sole Bidder /Consortium) should have a valid CMM| level 3 or above certification on the Bidde/s name. A valid CMM| certificate on or before the date of publication of the RFP.	Ipsator requests to ammend this clause A valid CMM| certificate on or before the date of submission of the proposal.	Ipsator requests to amend clause to - On date of submission as we have received CMMI after date of publication of RFP	Refer Corrigendum
169	GOAMILES	Page 59 Tender Notice	Tender Objective	Being Coop Model, why is the need to pay fixed fees to the successful bidder for creating the Mobile App ?, Ideally it should be on pure co-op model, bidder to create application with zero cost to government & generate revenue from transactions only		No change
170	GOAMILES	Page 7 Annexure II, Objective	"The objective of this bid is to onboard a qualified Technology partner for Design, Development, Implementation & technical operations of a secure, scalable, & high-performance taxi-hailing application."	Could you please provide specific target metrics for "high-performance" in terms of response times, concurrency & transaction throughput for the application?		Initially , 50 thousand drivers are expected to be onboarded for pilot rollout. So approx. concurrent users may be 12000 users per hour. Users may increase over time and necessary upgradations in app needs to be done to accommodate them.Detailed information will be provided during Requirement gathering phase.
171	GOAMILES	Page 7 Annexure II, Objective	"Design, Development, implementation & technical operations of a nationwide KYC platform for drivers & vehicle owners, managed by cooperative societies across India."	What is the anticipated scale (number of drivers, vehicle owners, cooperative societies) for the KYC platform in the initial phase & the projected growth over the next 3-5 years?		For pilot rollout in two states, 50 thousand drivers are expected to be onboarded initially. Approx. concurrent users may be 12000 users per hour. Users may increase over time and necessary upgradations in app needs to be done to accommodate them.
172	GOAMILES	Page 7 Annexure II, Objective A. Development Phase, Application Design & Architecture	"Secure authentication with OAuth 2.0, biometric verification, & multi-factor authentication."	Can you provide details on the preferred methods for biometric verification (e.g., fingerprint, facial recognition) & the types of multi-factor authentication to be supported (e.g., OTP via SMS, authenticator app)?		Bidder needs to submit proposed technical stack in detailed technical proposal. Hence during requirement gathering it must be reviewed and determined.
173	GOAMILES	Page 7 Annexure II, A. Development Phase, Core Functionalities	"Real-time ride tracking with GPS integration."	Our understanding is that GPS will be leveraged from the Driver mobile app, please clarify if our understanding is correct? , Additionally will there be a need of integrating pre installed GPS devices in the cabs ? If so, who will enable integration with them		Technical partner will enable GPS integration to provide more accuracy and safety.

174	GOAMILES	Page 7 Annexure II, A. Development Phase, Core Functionalities	"Real-time ride tracking with GPS integration."	Who is going to provide the GPS Hardware, if not provided in the aggregated vehicles of the project?		Not in the scope of Technical partner
175	GOAMILES	Page 7 Annexure II, A. Development Phase, Core Functionalities	"Automated fare calculation based on distance & dynamic pricing models."	What will be the permissible surge-charge to be considered to derive the operational cost ?		Information will be provided to successful bidder during requirement gathering phase.
176	GOAMILES	Page 7 Annexure II, A. Development Phase, Core Functionalities	"Automated fare calculation based on distance & dynamic pricing models."	Could you provide the detailed logic & parameters for the automated fare calculation, including the factors that will influence the dynamic pricing models (e.g., time of day, garage distance , traffic)?		Information will be provided to successful bidder during requirement gathering phase.
177	GOAMILES	Page 7 Annexure II, A. Development Phase, Core Functionalities	"Multiple payment options including UPI, wallets, credit/debit cards."	Platform fees to payment gateway charges keep changing, as seen over the times, recently leading payment gateway providers has started charging additional platform fees, if such scenarios arises in future, how will be incorporate the same in the pricing structure?		The bidder needs to consider all the factors and quote accordingly.
178	GOAMILES	Page 7 Annexure II, A. Development Phase, Core Functionalities	"SOS safety feature with emergency contacts & law enforcement integration."	Can you provide details on the required workflow for the SOS feature, including how emergency contacts & law enforcement agencies will be alerted & what information will be shared? Are there any specific APIs or protocols for this integration?, any specific expectation or pink helpline or dial 100 integration, etc, to be done ?		Refer Corrigendum
179	GOAMILES	Page 7 Annexure II, A. Development Phase, KYC Platform Functionalities	"Integration with Aadhaar, PAN, & RTO databases for identity verification."	What are the specific APIs or methods to be used for integrating with Aadhaar, PAN, & RTO databases? What are the security protocols & data privacy requirements for accessing & processing this sensitive information?		Bidder needs to procure relevant APIs from the authorities and integrate as per requirement.
180	GOAMILES	Page 7 Annexure II, A. Development Phase, KYC Platform Functionalities	"Approval & rejection workflows managed by cooperative societies."	Can you describe the detailed workflows for the approval & rejection of driver & vehicle owner registrations by the cooperative societies, including the roles involved, decision-making processes, & notification mechanisms?		Bidder needs to determine and submit detailed technical proposal for this for review.
181	GOAMILES	Page 8 Annexure II, A. Development Phase, Third-Party Integrations	"Payment gateways: Major Third party payment integrators Telephony services: for real-time notifications."	Please specify the preferred or automated third-party payment integrators & telephony service providers. What are the requirements for their integration with the platform in terms of APIs, security, & reliability? Also What will be the impact on the pricing to be quoted, please clarify for us to get these inputs to quote like wise		Bidder needs to procure relevant APIs from the authorities and integrate as per requirement. The bidder needs to consider all the factors and quote accordingly.

182	GOAMILES	Page 8 Annexure II, A. Development Phase, Third-Party Integrations	"Compliance with Indian transport regulations & Aggregator guidelines. APIs for integration with government regulatory bodies."	Could you specify the key Indian transport regulations & aggregator guidelines that the platform must comply with? Which government regulatory bodies need to be integrated with via APIs, & what is the nature of the data exchange required?	Bidder needs to comply with extant Motor Vehicle aggregator guidelines and State Transport department guidelines. For API integration, technical partner needs to procure and integrate as pre requirement.
183	GOAMILES	Page 8 Annexure II, A. Development Phase, Security & Compliance	"End-to-end encryption for data security. DPDP & Indian IT Act 2000 compliance."	What specific encryption algorithms & key management practices are required for end-to-end data security? Can you provide specific guidelines or requirements for compliance with the Digital Personal Data Protection (DPDP) Act & the Indian IT Act 2000?	All the applicable guidelines of Government of India to be complied. More Information will be provided to successful bidder during requirement gathering phase.
184	GOAMILES	Page 8 Annexure II, B. Implementation Phase, Infrastructure Deployment	"Cloud-based hosting on AWS/Azure/GCP, etc. with auto-scaling. Deployment of a high-availability architecture with multi-region redundancy."	Are there any specific preferences or requirements for the cloud hosting provider (AWS, Azure, GCP, or others)? What are the requirements for the auto-scaling mechanisms (e.g., triggers, scaling limits) & the high-availability/multi-region redundancy architecture (e.g., RTO, RPO)?	Cloud Services need to be procured from MEITY Empanelled vendors as per MEITY guidelines Detailed requirement can be defined in Information gathering phase. RTO : critical features ~ 3 mins Non critical features ~10 mins. RPO:Near zero data loss
185	GOAMILES	Page 8 Annexure II, B. Implementation Phase, Onboarding & Training	"Driver onboarding via the KYC platform with background verification & training modules."	Could you provide detailed requirements for the scope & process of driver background verification? What are the key topics & delivery methods expected for the training modules?	Upon registration of driver, an email should be triggered with driver details to state authorities like Police department ,RTO etc. for verification.
186	GOAMILES	Page 8 Annexure II, C. Operations & Maintenance Phase, 24/7 Customer & Driver technical Support	"Establishment of an AI-powered chatbot for automated query resolution. Multi-lingual support in app for drivers & customers."	What are the expected functionalities & the scope of queries that the AI-powered chatbot should have ? Which languages need to be supported within the application for drivers & customers?	The information for functionalities will be provided during requirement gathering and the languages will be Hindi, English and all Indian regional languages, .
187	GOAMILES	Page 9 Annexure II, Operations & maintenance of the online cab app, Platform Deployment & Maintenance	"Implement auto-scaling mechanisms to be increased traffic during peak hours. Set up load balancers to ensure there is no impact on service levels / quality."	What are the anticipated peak traffic patterns & volumes? What are the specific requirements for the auto-scaling mechanisms & load balancers to maintain service levels & quality during peak loads? What are the expected service level agreements (SLAs) for application availability & performance? metrics based on which evaluation & commercials are to be inline	For pilot rollout in two states, 50 thousand drivers are expected to be onboarded initially . Subsequently call centres are required to be setup in concurrence to the requirements and the number of executives may increase based on volume of customers/drivers.

188	GOAMILES	Page 9 Annexure II, Operations & maintenance of the online cab app, Platform Deployment & Maintenance	"Implement real-time monitoring for application performance, server health, & security. Configure alerts for critical issues & performance degradation."	What specific monitoring tools or platforms are preferred or managing? What are the key performance indicators (KPIs) to be monitored for application performance, server health, & security? What are the requirements for configuring alerts, including notification channels & escalation procedures?			Bidder needs to submit proposed technical stack in detailed technical proposal. Hence with the requirement gathering it must be reviewed and determined.
189	GOAMILES	Page 11 Annex II, User Engagement Strategies	Develop strategies to engage users within the app, including push notifications, promotions, and loyalty programs.	What would be the nature of promotional offers and loyalty programs? Need to understand the requirement in detail, This is coop model which are the agencies to b roped in for marketing purpose, for example: who will invest into lets say 1st ride free, such kind of promotional programs, please clarify			The information will be provided to successful bidder during requirement gathering phase.
190	GOAMILES	Page 12 Annex II, Unique features to be included	Women passengers should be able to select female drivers for the ride.	User profiling parameters, Do we need to collect gender while registering user, what will be the authentication mechanism for the same, please clarify, if that is lets say Aadhar based or any other mechanism ?			Yes, Gender data needs to be collected while registering user. Detailed information will be provided to successful bidder during requirement gathering phase.
191	GOAMILES	Page 16 Annex III, Mobile Platform, Customer App, Rating & Feedback System	In-App Tipping: Express appreciation for good service by tipping drivers.	Need to understand more about tipping mode. (Online/Cash, will it be in account for driver earning.			Feature needs to be provided in app. Detailed information will be provided to successful bidder during requirement gathering phase.
192	GOAMILES	Page 16 Annex III, Mobile Platform, Driver App, Ride & Customer Discover	Ride Profile: View detailed ride profiles with estimated earning, pickup distance, trip distance, source and destination address and customer profile information including additional information like tip	Do we need to ask for tip even before pushing the ride to driver for acceptance			No.
193	GOAMILES	Page 16 Annex III, Mobile Platform, Driver App, Frictionless Map & Navigation Experience	Real-Time Traffic Updates: Receive real-time traffic data and alternative route suggestions for faster, congestion-free navigation	If alternate route is provided enroute, will there be any impact on preplanned fare.			Information will be provided to successful bidder during requirement gathering phase.
194	GOAMILES	Page 17 Annex III, Mobile Platform, Driver App, In-App Engagement	Social Engagement: Ability to like /share messages from the driver app	Need detailed content share policy. i.e. what kind of data can be shared apart from normal text messages			Information will be provided to successful bidder during requirement gathering phase.

195	GOAMILES	Page 17 Annex III, Mobile Platform, Driver App, Benefits & Educational Programs	Driver Benefits Portal: Explore a benefits portal, offering information on insurance, healthcare, and other driver-related requirements	Do we need to implement payment gateway to driver application to allow driver to make in-app purchase for such benefits ? Or is there any other way to provide these benefits to drivers		With the requirement gathering it must be reviewed and determined.
196	GOAMILES	Page 17 Annex III, Mobile Platform, Driver App, Trip-Level Driver Additions	Custom Trip Requests: Drivers can specify preferences or requirements for each trip including the ability to increase or reduce price over and above base fare	is that the bidding model you are hinting or to be made of, Need more elaboration on this requirement. Which stage of trip the fare can be modified? After accepting the ride or during active timer. What are the pricing decision a driver can take which will be impacting the billing and at what stages? Is there any limit for driver to manipulate price		Information will be provided to successful bidder during requirement gathering phase.
197	GOAMILES	Page 17 Driver App	In-App Engagement: --Social Engagement: Ability to like /share messages from the driver app. --In-App Contests & Rewards: Participate in gamified engagement programs to earn rewards, discounts, and recognition.	Need to understand the engagement and gamification part in detail		With the requirement gathering it must be reviewed and determined.
198	GOAMILES	Page 20 individual Trip Tracking for Enhanced Safety:	Safety Alerts: Set up alerts for unusual trip behavior to ensure passenger and driver safety	What qualifies as *unusual*? (e.g., long stoppage, off-route deviations, sudden speed changes, unexpected trip cancellations) Will there be fixed thresholds or will the system learn from trip patterns (i.e., rule-based vs. AI/ML-based)? please specify exact notifications approach. How will passengers and drivers be notified in-app about safety alerts? Will the system auto-escalate unresolved alerts to customer care or emergency services? Do we need a configurable escalation workflow?		Bidder needs to submit proposed technical stack in detailed technical proposal. Hence with the requirement gathering it must be reviewed and determined.
199	GOAMILES	Page 23 Annex III, KYC Application, Driver/Owner /Vehicle Registration Portal	Driver/Owner /Vehicle Registration Portal	What kind of relation vehicle/owner will have with co-operative societies. What if any owner wanted to get associated with another co-operative society.		The query doesn't pertain to scope of work .

200	GOAMILES	Page 23 Annex III, KYC Application, Society Registration Module	Accounting module for Managing the revenue from taxi operations	Need more clarity on payment settlement to driver/owner. Does cooperative society plays active role for payment collection and distribution?			Feature for payment collection through online mode needs to be provided. Detailed information will be provided to successful bidder during requirement gathering phase.
201	GOAMILES	Page 58-60 Financial Bid	"Please quote your fees as per the format provided."	Are there any specific guidelines or instructions for filling out the financial bid format that bidders should be aware of?			As per the provided format in the BOQ of the tender.
202	GOAMILES	Page 58-60 Financial Bid	"Please quote your fees as per the format provided."	Multiple variables costing controlled by external agencies (For ex. PG Charges, Infra Charges, tech, If there is any drastic changes in pricing, how the impact will be absorbed into variable cost for consecutive year calculations			The bidder needs to consider all the factors and quote accordingly.
203	GOAMILES	Page 26 , 13. Consortium Bids (13.2)	"The Lead Consortium Member shall meet minimum financial requirement criteria and experience requirement criteria are to be collectively (clubbed together) met by the JV/ Consortium members."	In the interest of successful bidding , we request to consider parent company expertise & turnover in case of holding more than 50% into the subsidiary company?.			No Change
204	GOAMILES	Page 26 , 13. Consortium Bids (13.2)	"The Lead Consortium Member shall meet minimum financial requirement criteria and experience requirement criteria are to be collectively (clubbed together) met by the JV/ Consortium members."	This project requires mammoth efforts, being PAN India rollout , keeping this fact & to ensure the success of implementation, we will request you to consider minimum 3 consortium partners to bring the required capabilities in holistic manner & make this as rock solid project foundation.			No Change
205	GOAMILES	Page 26 , 13. Consortium Bids (13.2)	"The Lead Consortium Member shall meet minimum financial requirement criteria and experience requirement criteria are to be collectively (clubbed together) met by the JV/ Consortium members."	For the "experience requirement criteria" that are to be collectively met, is there a minimum % or specific type of experience that each consortium member must contribute, or can one member fulfill the majority while others contribute minimally?			No Change
206	GOAMILES	Page 30 , 18. Licenses and Permits	"The selected bidder shall at their own expense, obtain all necessary permits and license and pay all fees and taxes required by the law, except the cab aggregator license which shall be procured and retained by organization recommended by NCDC."	What is the process for NCDC to "recommend" an organization for the cab aggregator license, & what are the implications for the bidder if the recommended organization fails to secure or retain this crucial license?			The selected bidder shall at their own expense, obtain all necessary permits and license and pay all fees and taxes required by the law, except the cab aggregator license which shall be procured and retained by organization recommended by NCDC.
207	GOAMILES	Page 30 ,19. Ownership of the developed application	"The intellectual property rights of the applications developed (including the source code) under this contract shall solely belong to NCDC. NCDC shall have the full right to modify the application at its discretion and use it for any purpose and in any location, within or outside India, as determined by NCDC."	our understanding is that during operations, NCDC will not bring any modification, on it's own, please clarify			Please refer page 8 of RFP for upgradations based on customer feedback and technological advancements as required from time to time. NCDC or entity authorized by NCDC will recommend the modifications to technical partner.
208	GOAMILES	Page 4 ,7. Duration of Contract	50 Months (8 Months of Development & Rollout)	The contract period stated for 36 months, for such mammoth project, to handover the project to society. To have implementation on PAN india level , do you think 36 months is sufficient, to have sustainable long term implementation across the country			No Change

#	Company	Reference	Clause/Description	Query		Response
209	GOAMILES	Page 58 ,7. Duration of Contract	50 Months (8 Months of Development & Rollout)	What will be scenarios if the scope of the work is being changed during the 3 year implementation, what will be the process for cost change with time duration & scope of work for additional changes suggested, please clarify		Please refer page 8 of RFP for upgradations based on customer feedback and technological advancements.The bidder needs to consider all the factors and quote accordingly.
210	GOAMILES	Page 38 ,Annexure-IV Evaluation & Award Criteria (3)	The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/ software project in India, costing not less than Rs.2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization	The criteria for INR 2.0 crore as eligibility which states that you need to have such kind of 5 projects to be executed worth those, but we as company have successfully developed on co-op model for state govt. where in we haven't charged them for any software development, yet made a turnover of more than 100 crores which is far more than the specified eligibility criteria of NCDC		Refer Corrigendum
211	GOAMILES	Page 39 ,Annexure-IV Evaluation & Award Criteria (3)	*One Mobile Application in Mobility domain or five mobile application/ software = 12 Marks; Two Mobile Application in Mobility domain or more than five and upto ten mobile application/ software = 15 Marks; Three Mobile Application in Mobility domain or more than ten mobile application/ software = 20 Marks*	The passenger app in android & iOS developed on different platform are practically different applications so please clarify if these can be considered as 2 separate applications.		An app performing similar operations on android and ios will be considered as single application/project.
212	GOAMILES	Page 30 ,Terms & Conditions, Service Level Agreements (Slaps)	*The successful bidder will be required to adhere to the agreed-upon Slaps for system availability & performance.*	Can you provide a draft of the Service Level Agreements (Slaps) that the bidder will be expected to meet?		Kindly refer S.no. 52 of terms and conditions of RFP, PENALTY FOR NOT COMPLETING THE WORK IN TIME.
213	GOAMILES	Page 3 ,Tender Notice	Tender Objective	With vision & ethos of co-op model to implemented across our great nation for passenger mobility transportation, isn't it recommendable to form a SPV (Special Purpose Vehicle) to ensure the success of this project to have sustainable transport economy on longer term basis		The query doesn't pertain to scope of RFP.
214	CSM Technologies	Onboarding & Training, Page No.08	Customer support setup including human resources with 24/7 helpline & chatbot integration	Please specify the number of human resources (support agents) expected to be deployed for 24/7 customer and driver support.		For pilot rollout in two states, 50 thousand drivers are expected to be onboarded initially . Subsequently call centres are required to be setup in concurrence to the requirements and the number of executives may increase based on volume of customers/drivers.
215	CSM Technologies	Onboarding & Training, Page No.08	AI-powered chatbot for automated query resolution	The RFP mentions the integration of a chatbot, but no cost line item is included in the BOQ. Kindly confirm whether the bidder should include the cost of chatbot development and licenses in the commercial bid.		The bidder is required to consider all the factors and quote accordingly.
216	CSM Technologies	Operations Dashboard Page No.18	Admin/Super Admin to monitor and manage platform operations	Please clarify the level of data filters and control expected in the Admin/Super Admin operations dashboard (e.g., filters by location, ride type, user type, cooperative society, etc.).		During the requirement gathering phase it must be reviewed and determined.

217	CSM Technologies	Dynamic Dashboard Page No.19	Real-time metrics display	Kindly specify the expected level of granularity and filters required in the dynamic dashboards (e.g., state-wise, city-wise, cooperative-wise KPIs).		During the requirement gathering phase it must be reviewed and determined.
218	CSM Technologies	KYC Application, Page No.23	Driver/owners can register under cooperative societies	Please provide the list or type of cooperative societies expected to be integrated or onboarded under this system.		During the requirement gathering phase it must be reviewed and determined.
219	CSM Technologies	Integrations, Page No.07, 14	Third-party integrations mentioned but without detailed cost or API references	Please confirm whether the cost of third-party APIs like Google Maps, payment gateway, SMS gateway, Cloud, other goverment API's and telephony services should be included in the financial bid, and provide indicative usage volumes for concurrent users estimation on monthly basis.		Initially , 50,000 drivers are expected to be onboarded for pilot rollout.This may increase over time. The bidder is required to consider all the factors and quote accordingly.
220	CSM Technologies	Not specified	Change request or enhancement management	The RFP does not mention a Change Request Management Process And SLA. Kindly clarify if a formal CRM/change control mechanism/SLA will be followed during the development and maintenance phases.		The bidder is required to consider all the factors and quote accordingly.
221	CSM Technologies	App Store & Play Store Optimization, Page No.11	App maintenance and support including user review handling	Will a separate resource be required to monitor and respond to app reviews and ratings? Please clarify if this is part of the scope.		Yes, this is a part of the scope of work and the technical partner needs to provide resources as per requirement.
222	CSM Technologies	App Store Optimization (ASO) (Web & App Store), Page No.11	App Store Optimization (ASO) for enhanced discoverability	Kindly specify the expected number of keywords for App Store Optimization (ASO) . Additionally, please share insights into the target demographics, preferred regions, and user age groups to guide the bidder's SEO and ASO strategy.		During the requirement gathering phase it must be reviewed and determined.
223	CSM Technologies	Mobility Application Development Page No.Not specified	Development of Android and iOS apps for customers and drivers, Mobile app to be developed for drivers and customers	Can the bidder propose a hybrid mobile development approach using React Native or Flutter, or is the development of fully native apps (Java/Kotlin and Swift) mandatory? Please confirm technology flexibility. What is the minimum Android and iOS version support expected for both customer and driver mobile applications?		Bidder needs to submit proposed technical stack in detailed technical proposal. The app should have native/near native experience.
224	CSM Technologies	General Scope – Hosting & Infra Page No.10	Under provisioning of cloud, telephony, and SMS usage at national scale	Kindly clarify the estimated peak concurrency and data volumes to provision SMS, telephony, cloud storage, and compute resources adequately. Will detailed usage assumptions be shared to avoid commercial underestimation or over estimation?		Initially , 50,000 drivers are expected to be onboarded for pilot rollout.This may increase over time. The bidder is required to consider all the factors and quote accordingly.

225	CSM Technologies	Security Compliance & Audit Frequency Page No.10	Regular security audits and vulnerability assessments	Please confirm the required frequency of security audits (e.g., annual/bi-annual) and whether the audit cost should be included in the bidder's commercial proposal or will it be reimbursed separately by the department?		Refer Corrigendum
226	CSM Technologies	Deployment Model – Resource Planning Page No.12	Ambiguity regarding deployment of human resources in hybrid mode	Kindly specify the minimum number and type of resources expected to be deployed onsite during each phase: development, stabilization, and maintenance, to ensure proper team planning and compliance with expectations.		Human resources deployment will be as per requirement of scope of work during various phases of app development and implementation.
227	CSM Technologies	Hosting & Deployment Location, Page No.10	Reliable web hosting provider with high uptime and scalability	Please clarify if the deployment is to be done on SDC/NIC or any other MeiTY empanelled cloud provider. Also, confirm whether Disaster Recovery is required in Active-Active or Active-Passive mode. Should the proposed solution be cloud-agnostic, or do you prefer a specific provider (e.g., AWS, Azure, NIC Cloud, on-prem)?		Cloud Services need to be procured from MEITY Empanelled vendors as per MEITY guidelines. Detailed requirement can be defined in Information gathering phase.
228	CSM Technologies	Customer Support Services, Page No.12	Call center services to be set up in Tier-3 cities across states	Request clarification on whether the bidder has the flexibility to propose centralized hybrid call center models (e.g., regional hubs + Tier-3 support agents) for cost optimization and quality assurance, or if state-wise Tier-3 city presence is mandatory.		No Change. Call centers for support services to be setup in Tier-3 cities only in each state
229	CSM Technologies	WhatsApp, Google Maps, and Real-Time Navigation, Page No.12	Use of WhatsApp, GPS, traffic updates, alternative routing, and SMS integration	Please confirm if licensing/subscription costs for Google Map APIs, WhatsApp Business API, and high-volume SMS delivery must be factored into the financial bid, or if any of these will be provisioned centrally by the department.		The bidder needs to consider all the factors and quote accordingly.
230	CSM Technologies	Multi-language Support, Page No.15	Multilingual support including English, Hindi, and regional languages	Please specify the number of languages required in the initial rollout and confirm whether Google Translate (AI-based) is acceptable, or if professionally translated (human-generated) content is expected for all supported languages.		Hindi, English and all Indian regional languages,. Human generated content is expected for all supported languages..
231	CSM Technologies	Preferred Technology Stack, Page No.Not Specified	Proposed solution to be on .NET/Java/NodeJS	Please clarify the preferred backend stack for this project. Since .NET is not fully open-source and may involve licensing, would the department prefer Java/NodeJS-based stacks to ensure alignment with open-source and cost-effective deployment environments?		Bidder is required to submit proposed technical stack in detailed technical proposal.. Hence during the requirement gathering phase it will be reviewed and determined.
232	CSM Technologies	Development Timeline, Page No.35	Development and rollout timeline defined in days (T+30, T+90, etc.)	Please confirm whether the timeline mentioned includes buffer time for third-party approvals (e.g., App Store, Security Audit, ONDC onboarding), or if extensions may be allowed.		No change.
233	CSM Technologies	ONDC Compliant application, Page No.12	ONDC compliance is mandated for the mobility platform	Request detailed technical specifications or documentation related to ONDC ride-hailing protocols to ensure accurate implementation planning.		The mobile apps developed should be ONDC compliant and adhere to ONDC protocols like standard interoperability,etc. APIs for integration will be provided during requirement gathering phase.
234	CSM Technologies	Security Compliance, Page No.10	IT Security Audit and DPDP compliance mentioned	Please confirm if the bidder must engage a CERT-IN empanelled agency for the security audit, and specify any preferred audit checklist (e.g., OWASP Top 10, STQC).		Yes, Comply with the guidelines mentioned in the RFP. Cert In empanelled agency for audits needs to be engaged.
235	CSM Technologies	KYC Platform, Page No.14	Nationwide KYC module for onboarding drivers and cooperatives	Kindly confirm if integration with DigiLocker, eKYC, and RTO services is expected via NIC-provided APIs or if mock/test environments will be provided for development.		Integration needs to be done with NIC-provided APIs.

| 236 | CSM Technologies | App Store & Play Store Deployment, Page No.11 | Mention of app deployment and ASO (App Store Optimization) | Please confirm if separate Android and iOS applications are required for drivers and customers or if a unified app is acceptable with role-based access. | | Refer RFP (Page10). As per RFP technical partner is required to Develop separate versions of the Ride-hailing app for iOS (App Store) and Android (Play Store). |

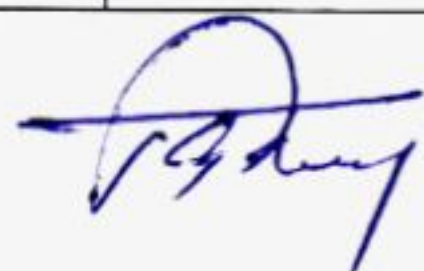| #	Bidder	Reference	Clause/Description	Query		Response
237	CSM Technologies	Page No.-22 (Open Data Dashboard)	Develop interactive data visualization components to represent key metrics and Insights	Are you looking for any BI Tools for this dashboard or generic dashboard is good enough.		The bidder is required to determine the detailed requirement in the requirement gathering phase.
238	CSM Technologies	Page No.– 9 (Platform Support)	Continuously monitor and optimize application performance to ensure fast response times and efficientresource utilization.	Would you be open to exploring enterprise-grade tools, or would you prefer to continue with open-source solutions?		Bidder needs to submit proposed technical stack in detailed technical proposal. Hence during the requirement gathering it will be reviewed and determined.
239	CSM Technologies	General	Kubernetes-based deployment not mentioned	Kindly confirm if there is a preference for Kubernetes-based architecture for scalability and container orchestration.		Bidder needs to submit proposed technical stack in detailed technical proposal. Hence during the requirement gathering it will be reviewed and determined.
240	CSM Technologies	General	Scope overview provided	Can you confirm if the functional specifications provided are exhaustive or if additional modules are expected post-award?		As per RFP, please refer page no. 8 for upgradations based on customer feedback and technological advancements as required from time to time.
241	CSM Technologies	General, Page No.14	KYC application and onboarding referenced	Could you please share detailed technical documentation or API specifications for KYC application integration?		Bidder is required to submit proposed technical stack in detailed technical proposal. Hence during the requirement gathering it will be reviewed and determined.
242	CSM Technologies	General	Offline support not explicitly mentioned	Are there any specific features expected to function in offline mode (e.g., ride logs, KYC drafts)?		Bidder is required to submit proposed technical stack in detailed technical proposal. Hence during the requirement gathering it will be reviewed and determined.
243	CSM Technologies	General	Push notification required	Do you have a preferred service for push notifications (e.g., Firebase), or can we propose a suitable one?		Bidder is required to submit proposed technical stack in detailed technical proposal. Hence during the requirement gathering it will be reviewed and determined.
244	CSM Technologies	General	Real-time tracking and maps required	Should we use Google Maps SDK, or are open-source/alternate solutions acceptable considering licensing and cost concerns?		Refer Corrigendum
245	CSM Technologies	General	Real-time navigation required	Will the client provide subscription access for live traffic APIs such as Google Maps Premium or TomTom?		Technical partner will be responsinble for procuring the APIs as pre requirement. The cost of APIs will be borne by the technical partner.
246	CSM Technologies	General	SOS functionality and safety mentioned	Will the SOS feature integrate with local emergency services, or should it send alerts only to trusted contacts/in-app support?		Details mentioned in RFP page 14. The bidder is expected to integrate with state Police authorities(100,112 ,etc.) and call center both. Notifications for trusted contacts need to be sent
247	CSM Technologies	General	Data privacy and location tracking mentioned	Are there specific legal frameworks (e.g., IT Act, DPDP, GDPR) that must be followed for live tracking and user location data?		As per the compliance of scope of work of RFP page no. 8.

248	CSM Technologies	General	Backend technology unspecified	Do you have any preferences or restrictions regarding backend technologies (e.g., Java Spring Boot, Node.js)?		There are no preferences or restrictions regarding backend technologies.
249	CSM Technologies	General	Dashboard for admins and support team	Could you kindly share a role matrix defining access levels for admin, support, and operations users?	.	Information will be provided during requirement gathering phase to successful bidder.
250	CSM Technologies	General	Real-time dashboard required	Should the real-time dashboard be custom-built, or can we use third-party tools like Power BI for reporting?		The bidder is required to determine the detailed requirement in the requirement gathering phase.
251	CSM Technologies	General	Integration with payment/SMS/telephony tools needed	Are there any pre-approved vendors or technology stacks that must be used for payments, SMS, telephony, or video KYC?	.	There are no pre-approved vendors or technology stacks. However Bidder is required to submit proposed technical stack in detailed technical proposal. Hence during requirement gathering phase it will be reviewed and determined.
252	CSM Technologies	General	No specific user volume mentioned	Kindly share expected number of concurrent users and daily trip volumes to plan infrastructure sizing appropriately.		For pilot rollout in two states, 50 thousand drivers are expected to be onboarded initially. Approx. concurrent users may be 12000 users per hour. Users may increase over time and necessary upgradations in app needs to be done to accommodate them.
253	CSM Technologies	Pre-Qualification Bid Eligibility Criteria, Page No.28	The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/ software project in India, costing not less than Rs. 2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization.	The bidder (Sole Bidder/ Consortium) should have prior experience of successfully developing, maintaining, and operating at least one mobile application in the Mobility / Education / Public Utility / Mining domain, or any five mobile application/software development projects in India, with each project costing not less than Rs. 1.00 crore, executed during the last 7 financial years for any Central / State Government Department, Autonomous Body, Public Sector Undertaking, or Reputed Listed Private Organization.	.	Refer Corrigendum
254	CSM Technologies	Pre-Qualification Bid Eligibility Criteria, Page No.28	The bidder (Sole Bidder/Consortium) should have experience in developing/ operating/ maintaining mobile applications (Android and iOS both) in handling large volume of registered users with at least 1,00,000 unique users.	The bidder (Sole Bidder/Consortium) should have experience in developing, operating, or maintaining mobile applications (both Android and iOS) capable of handling a large volume of registered users, with a minimum of 10,000 unique users.	.	No Change

255	NITCON LTD	14. Pre-Qualification Bid Eligibility Criteria Page No. 27 3. Experience of the bidder Page no. 27	The bidder (Lead Bidder in case of consortium/ Sole Bidder) should have minimum average annual turnover of Rs. 20.00 crore during the audited financial years 2021-22, 2022-23, 2023- 24. Turnover from mere supply of Hardware shall not be considered. Turnover from services such as software application development & implementation, mobile application development, customer care, IT infrastructure services related only.	We request you to amend this criterion: "The bidder (Sole Bidder/ Consortium) should have a minimum average annual turnover of Rs. 10.00 crore during the audited financial years 2021-22, 2022-23, 2023- 24. Turnover from the mere supply of Hardware shall not be considered. Turnover from services such as software application development & implementation, mobile application development, customer care, IT infrastructure services related only."	Refer Corrigendum
256	NITCON LTD	14. Pre-Qualification Bid Eligibility Criteria Page No. 27 5. Experience of the bidder Page no. 28	The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/ maintaining mobile applications (Android and iOS both) in handling large volume of registered users with at least 1,00,000 unique users. Auditor certified Declaration on number of registered users with proof from Play Store or App Store to be enclosed. Details of the assignments as per Annexure V.	We request you to amend this criteria: "The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/ maintaining web and mobile applications in handling large volume of registered users/profile with at least 1,00,000 unique user/profiles." "Auditor certified Declaration/Client Certificate on number of registered users/profiles to be enclosed. Details of the assignments as per Annexure V."	Refer Corrigendum
257	NITCON LTD	6. Experience of the bidder Page no. 28	The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/ software project in India, costing not less than Rs. 2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization.	We request you to amend this criteria: "The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/web-based software project in India, costing not less than Rs. 2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization."	Refer Corrigendum
258	NITCON LTD	Technical Evaluation Criteria Page no. 38 Technical Qualification Criteria Sl.No. 1 Page no. 38	The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/maintaining mobile application/ software (Android and iOS both) in handling large volume of users at least having – • >=100000 to <500000 unique users = 12 Marks • >=500000 to <1000000 unique users = 15 Marks • >=1000000 unique users = 20 Marks Auditor certified Declaration on number of registered users with proof from Play Store or App Store to be enclosed. Details of the assignments as per Annexure V	We request you to amend this criteria: "The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/maintaining mobile application/ web-based software in last 7 years in handling large volume of users/profiles at least having – • >=100000 to <500000 unique users/profiles = 12 Marks • >=500000 to <1000000 unique users/profiles = 15 Marks • >= 1000000 unique users/profiles = 20 Marks" "Auditor certified Declaration/Client Certificate on number of registered users/profiles to be enclosed. Details of the assignments as per Annexure V."	Refer Corrigendum

259	NITCON LTD	Technical Evaluation Criteria Page no. 38 Technical Qualification Criteria Sl.No. 2 Page no. 38	Financial Parameter: The bidder (Lead Bidder in case of consortium/ Sole Bidder) should have minimum average annual turnover of Rs. 20.00 crore during the audited financial years 2021-22, 2022-23, 2023 - 24 : •>= 20 Cr. and < 30Cr . = 09 Marks •> =30 Cr. and < 40 Cr. = 12 Marks •>=40 Cr.= 15 Marks	We request you to amend this criteria: "Financial Parameter: The bidder (Sole Bidder/ Consortium) should have minimum average annual turnover of Rs. 10.00 crore during the audited financial years 2021-22, 2022-23, 2023 - 24 : •>= 10 Cr. and < 20 Cr . = 09 Marks •>= 20 Cr. and < 30 Cr. = 12 Marks •>= 30 Cr.= 15 Marks"		Refer Corrigendum
260	NITCON LTD	Technical Evaluation Criteria Page no. 38 Technical Qualification Criteria Sl.No. 3 Page no. 38	The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/ software project in India, costing not less than Rs. 2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization. •One Mobile Application in Mobility domain or five mobile application/ software = 12 Marks •Two Mobile Application in Mobility domain or more than five and upto ten mobile application/ software = 15 Marks •Three Mobile Application in Mobility domain or more than ten mobile application/ software = 20 Marks	We request you to amend this criteria: "The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/ web software project in India, costing not less than Rs. 2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization. •One Mobile Application in Mobility domain or five mobile application/ web-based software application = 12 Marks •Two Mobile Application in Mobility domain or more than five and upto ten mobile application/ web-based software application = 15 Marks •Three Mobile Application in Mobility domain or more than ten mobile application/ web-based software application = 20 Marks"		Refer Corrigendum
261	NITCON LTD	Technical Evaluation Criteria Page no. 38 Technical Qualification Criteria Sl.No. 5 Page no. 39	The bidder (Sole Bidder/ Consortium) should have in its rolls, a staff of at least 30 technically qualified. (Minimum BE/ B.Tech/ MCA or Graduate qualification) personnel with relevant experience in high-end Mobile application Design, Development, Maintenance & Operation services. •>=30 < 100 = 12 marks •>=100 < 150 = 15 marks •More than 150 = 20 marks	We request you to amend this criteria: "The bidder (Sole Bidder/ Consortium) should have in its rolls, a staff of at least 30 technically qualified. (Minimum BE/ B.Tech/ MCA or Graduate qualification) personnel with relevant experience in high-end Mobile application/web-based application Design, Development, Maintenance & Operation services. •>=30 < 100 = 12 marks •>=100 < 150 = 15 marks •More than 150 = 20 marks"		No Change
262	AMNEX	SCOPE OF WORK , Page No 7/60	o Automated fare calculation based on distance and dynamic pricing models.	We reuquest authority to amend this clausea as dynamic pricing models are non-lucrative for government based initiatives which is meant for citizens, "o Automated fare calculation based on distance and dynamic pricing models."		No Change
263	AMNEX	49. TIMELINES FOR THE WORK, Page No - 35/60	3 Pilot Roll out of application in selected cities/states in pilot mode T +120 days	We kindly request your guidance to define the following in order to achieve the stated milestone: 1. Could you please specify the variables for the pilot rollout - for example, the estimated number of vehicles, geographic scope, etc.? This information is necessary to accurately estimate the compute and other technical requirements for planning the pilot. Please provide these parameters to facilitate smooth acceptance of the developed system.		For pilot rollout in two states, 50 thousand drivers are expected to be onboarded initially. Users may increase over time and necessary upgradations in app needs to be done to accommodate them.
264	AMNEX	49. TIMELINES FOR THE WORK, Page No 35/60	4 Full roll out across India T + 240 Days	We request your guidance to define the following in order to achieve the stated milestone: 1. What are the activities and processes involved for the full rollout across India? 2. Is it expected to launch a single app operating on a PAN India basis, or will it be a multi-tenant system?		1. Detailed information will be provided during Information gathering phase. 2. The proposed technology stack must be clearly detailed in the technical proposal. Hence during the requirement gathering phae it must be reviewed and determined.

| 265 | AMNEX | Format for Financial Bid , Page No 59/60 | 1. The per ride rates for rides more than estimated trips, i.e. 42,00,000 shall be as per slab 4 | We understand since 5 slabs is given this point is beyond slab 5. Please amend this as follows, *1. The per ride rates for rides more than estimated trips, i.e. 42,00,000 shall be as per slab 5 slab 4* | | Refer Corrigendum |

(विकास उपाध्याय)
निदेशक (सामान्य प्रशासन)

9/6/2025