

<p style="text-align: center;">Queries & Clarification Pre-Bid Meeting</p> <p style="text-align: center;">Selection of Agency to Provide, Design, Develop & Deployment with Manpower and Operation & Maintenance of Jeevika Command & Control Centre (JCCC) with Centralized Grievance Redressal Management System (CGRMS) along with required software</p> <p style="text-align: center;">e-tender(NIT) Reference No.- BRLPS/Proj-MIS/2382/24 dated 30-07-2025</p>				
SN	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Points of clarification	Clarification
1	Page 8 of RFP	EMD - Rs. 23.0 Lakh	Exempt PSUs having Average Annual Turnover greater than Rs. 500.00 crore from furnishing bid security/EMD.	Not Accepted. Same as per bid.
2	Technical Evolution Criteria	CMMi Level 4 and above	Request to amend CMMi Level 3 or above	It is clarified that CMMi Level should be 3 or above.
3	Section - 3. Scope of work (Page No - 13)	Bidder shall provide sizing and Infra requirement.	We request to clarify whether the bidder may propose cloud-native service models (e.g., PaaS, SaaS) for deployment of the solution	Clarification: - It is mentioned in the bid document that BRLPS will provide cloud servers.
4	Section - 3. vi. Scalable Architecture (Page No - 13)	Maintain performance as data volumes and users grow.	We request clarification on whether the bidder may propose a microservices architecture for deploying the proposed solution, enabling automatic handling of data and user growth	Clarification: - Bidder may propose, but it will not be final.
5	Section - 3. vii. Backup and Disaster recovery (Page No - 14)	The Agency must provide a detailed backup strategy plan, disaster recovery plan, and storage	We request clarification on whether the bidder may propose a cloud-native disaster	Clarification: - Cloud servers.

		recovery plan that ensure minimal downtime of the application while keeping the cost to be minimal.	recovery plan adhering to a cloud-native SLA that ensures 99.9% uptime. We also request BRLPS to specify the expected RPO (Recovery Point Objective) and RTO (Recovery Time Objective) for the proposed solution.	
6	Section - 3. iii. Data Integration & Transformation (Page No - 14)	The application shall enable seamless integration with external databases and APIs, allowing users to connect and sync data from various sources—including APIs, Excel files, and form-based inputs. This flexibility is required to support real-time data flow, making information readily accessible for enhanced efficiency and informed decision-making.	We request clarification on whether data migration from the existing system is required. If yes, kindly specify the size of the data to be migrated to the new system and confirm the cost implications of this activity — i.e., whether the costs will be borne by the bidder or by BRLPS.	Data migration is not in the scope of work.
7	Section - 6.2 Guiding Principles for Application Design & Development (Page No - 19)	The application should accompany a comprehensive content management system to support a variety of users ranging from Administrators to Guests. It should allow the administrator to create user roles and allow the setting up of access rights ranging from the entire solution to	We request BRLPS to specify the expected user base for the solution, the number of concurrent users connecting to the application, and the anticipated annual percentage of user growth.	It is clarified that the users will be CBO members/cadres/staffs of BRLPS.

		specific modules.		
8	Annexure 1-Form 7: Financial Proposal (Page No - 59)		We request you to clarify the BOQ. there is no line item for adding license cost, implementation cost, AMC cost.	It is clarified that bidder has to add all the required cost as per bid in the cost of personnel as per price format provided on e-Proc portal.
9	SLAs in O&M Phase		We request BRLPS to provide the complete SLA framework for the Operations & Maintenance phase, as the current SLAs for this phase are not detailed.	No Change. Same as per bid.
10	Resource Deployment		We request BRLPS to provide details of the resources to be deputed at the client location for both the Implementation phase and the Operations & Maintenance phase.	Same as per bid.
11	Additional suggestive Inclusion Dashboard clause		We request you to consider the inclusion of the following additional clause: Experience of the bidder in successfully implemented integrated Dashboard Projects involving Development, Customization, and Commissioning of Analytics Dashboard Solution package with any Central Government/State Government/ PSUs in India within last five	No change. Same as per bid.

			<p>(5) years with a single work order value of at least 10 Cr.</p> <ul style="list-style-type: none"> • One Project – 10 Marks • Two to Four Projects – 15 Marks • More than Four Projects – 20 Marks <p>Documents Required: Relevant documents – Work Order/Agreement</p>	
12	4.3.1. Pre-Qualification Eligibility criteria for the Bidder	The bidder should have Minimum Average Annual Turnover of INR 50 crores during the last three (3) financial years (2021-2022, 2022-2023 and 2023-2024).	The bidder should have Minimum Average Annual Turnover of INR 150 crores during the last three (3) financial years (2021-2022, 2022-2023 and 2023-2024).	No Change. Same as per bid.
13	4.3.1. Pre-Qualification Eligibility criteria for the Bidder	The bidder must have experience in one completed project in IT/ITES/IT manpower supply with any Government/State Government/ PSUs in India within last five (5) years with a minimum contract value of INR 10 Cr	The bidder must have experience in one completed project in IT/ITES/IT manpower supply with any Government/State Government/ PSUs in India within last five (5) years with a minimum contract value of INR 50 Cr	<p>It is clarified that bidder must have experience in IT/ITES/IT manpower supply with any Government/State Government/ PSUs/Public Banking Services.</p> <p>Rest of the requirement in Pre-Qualification and Technical Qualification criteria with regard to experience will remain the same.</p>

14	4.3.1. Pre-Qualification Eligibility criteria for the Bidder	The bidder should have the below qualitycertificates:ISO 9001:2000 and ISO 27001:2013	The bidder should have the below qualitycertificates:· CMMI Level 5 · ISO 9001:2015 · ISO 27001:2022	It is clarified that for ISO certificates, the bidder should have either ISO 9001:2015 or 9001:2000 and ISO 27001:2013 or 27001:2022
15	4.3.2. Technical Evaluation Criteria	<p>The bidder must have experience of managing and operating any Command-and-Control Centre (CCC) or Network Operating Centre (NOC) owned by the bidder.</p> <ul style="list-style-type: none"> · One CCC or NOC – 3 Marks · Two CCCs or NOCs – 5 Marks · Four CCCs or NOCs - 10 Marks 	<p>The bidder must have experience of managing and operating any Command-and-Control Centre (CCC) or Network Operating Centre (NOC) owned by the bidder.</p> <ul style="list-style-type: none"> · One CCC or NOC – 3 Marks · Two CCCs or NOCs – 5 Marks · Three CCCs or NOCs - 10 Marks 	No Change. Same as per bid.
16	<p>4.3. Criteria for Evaluation</p> <p>4.3.1. Pre-Qualification Eligibility criteria for the Bidder. Point 4</p>	The bidder should have Minimum Average Annual Turnover of INR 50 crores during the last three (3) financial years (2021-2022, 2022-2023 and 2023-2024).	<p>Proposed Modification:</p> <p>"The bidder should have Minimum Average Annual Turnover of INR 50 crores during the last three (3) financial years – 2022–2023, 2023–2024 and provisional 2024–2025 (supported by a CA-certified provisional certificate)."</p> <p>Justification/Reasoning:</p> <p>We request the authority to exclude FY 2021–2022 and consider</p>	No change. Same as per bid.

			<p>the inclusion of provisional turnover for FY 2024–2025, certified by a Chartered Accountant. Several bidders have significantly scaled operations in the past two years, and including outdated financials (from 2021–22) may not reflect current capability. Acceptance of CA-certified provisional figures for FY 2024–25 is a standard industry practice in ongoing tenders and ensures a fair and up-to date evaluation.</p>	
17	<p>4.3. Criteria for Evaluation 4.3.1. Pre-Qualification Eligibility criteria for the Bidder. Point 7</p>	<p>The bidder should have the below quality certificates: ISO 9001:2000 and ISO 27001:2013</p>	<p>Proposed Modification: Request to accept ISO 9001:2015 certification instead of ISO 9001:2000. Justification: ISO 9001:2000 has been officially withdrawn and superseded by ISO 9001:2015, which is the current and globally recognized version of the Quality Management System (QMS) standard. ISO 9001:2015 includes enhanced quality principles and</p>	<p>Same as per point no. 14 above.</p>

			is more aligned with today's business and risk management practices.	
18	<p>4.3. Criteria for Evaluation</p> <p>4.3.1. Pre-Qualification Eligibility criteria for the Bidder. Point 9</p>	<p>Manufacturer Authorization Form (MAF) from Original Equipment Manufacturer (OEM)</p> <p>The bidder has to submit MAF for Generative AI (as per format given in Annexure 2-Form 3) from the OEMs of the products/services.</p>	<p>Proposed Modification: We request its removal to ensure broader participation and innovation.</p> <p>Justification: Generative AI solutions are typically built using opensource models (e.g., LLaMA, GPT, Falcon) or cloud-based AI services (e.g., OpenAI, AWS Bedrock, Azure OpenAI) which do not follow conventional OEM licensing structures and do not issue Manufacturer Authorization Forms (MAFs) in the traditional hardware/software sense. Most AI models are either community supported or provided as APIs without direct OEM relationships or authorizations. Hence, obtaining an MAF is infeasible in the context of Gen AI implementations and may restrict participation from qualified bidders using globally accepted Gen AI tools</p>	No Change. Same as per bid.

			and frameworks.	
19	4.3. Criteria for Evaluation 4.3.1. Pre-Qualification Eligibility criteria for the Bidder. Point 11	The Generative AI OEM should have at least five (5) implementations with Central/ State /Local government / PSU / BFSI with at least One (1) order value of INR Three (3) Crore or more in the last three (3) years.	Request clarification on the definition of 'OEM' in this context. Is the OEM considered to be the developer/provider of the Generative AI model or platform (e.g., OpenAI, Meta, Cohere), or is it the bidder/integrator deploying the solution using these platforms? Justification of query: We seek clarification because most globally accepted Gen AI platforms (such as OpenAI, LLaMA, Azure OpenAI, AWS Bedrock, etc.) do not operate as traditional OEMs and do not directly implement solutions for government or PSU clients in India. They typically provide APIs or models that are consumed by system integrators or solution providers (i.e., the bidders). Therefore, meeting	It is clarified that OEM is considered as product owner.

			<p>this implementation and project value criterion may not be possible for such OEMs. Kindly clarify whether this clause is applicable to the bidder or the underlying AI platform provider.</p>	
20	<p>4.3. Criteria for Evaluation</p> <p>4.3.1. Pre</p>	<p>The OEM of Virtual Assistant should have an average turnover of INR Five (5) Crores revenue in the last three (3) financial years (2021-22, 2022-23 and 2023-24).</p>	<p>Request clear clarification on the term 'OEM' in this context.</p> <p>Does this refer to the original developer/provider of the Virtual Assistant platform or model (e.g., OpenAI, Microsoft Azure OpenAI, AWS, etc.), or the bidder/system integrator who is deploying the virtual assistant?</p> <p>Justification of Query: We seek this clarification because most Gen AI-based Virtual Assistants are built on open-source models or cloud APIs from global providers that do not follow traditional OEM frameworks and may not maintain or disclose India-specific turnover. These platforms typically license technology via APIs and</p>	<p>It is clarified that OEM is considered as product owner.</p>

			are not service providers in the conventional sense. Hence, such a turnover requirement may not be feasible or verifiable. Kindly clarify whether this requirement applies to the bidder or the underlying model provider.	
21	A4.3.2. Technical Evaluation Criteria Point A	<p>Average Annual: Turnover over the last three financial years – 2021-22, 2022-23 & 2023-24</p> <p>Turnover \geq INR 50 \leq 100Cr – 05 Marks</p> <p>☐ More than INR 100 crore – 10 Marks</p>	<p>Proposed Modification: Request to revise the turnover brackets and update the financial years considered as follows:</p> <p>Average Annual Turnover over the last three financial years – 2022–23, 2023–24, and 2024–25 (provisional audited certificate)</p> <ul style="list-style-type: none"> • Turnover \geq ₹20 Cr – 5 marks • ₹20 Cr to ₹40 Cr – 7.5 marks • Turnover \geq ₹50 Cr – 10 marks <p>Justification: This change reflects updated financial data and a more inclusive scoring structure for broader bidder participation.</p>	No Change. Same as per bid.

22	A4.3.2. Technical Evaluation Criteria Point B	Experience of the bidder in delivering ongoing or completed projects in IT/ITeS/Software domain with any Central Government/State Government/ PSUs in India within last five (5) years with a single work order value of at least 10 Cr	<p>Proposed Modification: Request to revise the work order value from ₹10 Crores to ₹5 Crores. Justification: We have successfully executed multiple AI/ML based Digital Experience Centers/Labs, Command & Control Centres for various government clients with significant technological components however, the project values typically range between ₹5–10 Crores. Lowering the threshold to ₹5 Crores will allow competent bidders with highly relevant project experience to participate while maintaining quality and domain relevance.</p>	No change. Same as per bid.
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23	A4.3.2. Technical Evaluation Criteria Point C	<p>The bidder must have experience of managing and operating any Command-and-Control Centre (CCC) or Network Operating Centre (NOC) owned by the bidder.</p>	<p>Proposed Modification: The bidder must have experience of managing and operating any Command-and-Control Centre (CCC), Network Operating Centre (NOC), AI- ML based Digital Experience Center owned by the bidder.</p> <p>Justification/Reasoning: We request inclusion of "AI- ML based Digital Experience Center" in the eligibility criteria to broaden the scope and encourage participation from innovative firms that have substantial experience in designing, managing, and operating high-tech, immersive, and centralized monitoring or control-based environments.</p> <p>AI-ML powered labs and experience centers often include real-time data processing, interactive dashboards, monitoring frameworks, and user-focused operations similar in complexity and functionality to traditional CCCs or</p>	No change. Same as per bid.
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			NOCs. This change would ensure fair opportunity for qualified bidders with equivalent capabilities in advanced technology domains while maintaining the intent of evaluating operational excellence and ownership.	
24	Fact Sheet	<p>Joint Venture/Consortium: Only sole bidders will be eligible for the bid. Consortium/Joint-Venture in any form will not be allowed. However, for the purpose of evaluation of experience of the bidders, the experience of bidders / group companies / member firms would be considered.</p>	Can JV/Consortium be allowed?	It is clarified that JV/Consortium is not allowed.

25	11 page	<p>The Agency will also set-up Centralised Grievance Redressal Management System (CGRMS) for ensuring transparency, accountability, and trust in service delivery.</p> <p>The system will serve as a centralized platform for stakeholders to register grievances, tracking, monitoring and proper closure of the grievances. CGRMS helpdesk application should be deployed with a Gen AI enabled virtual assistant for handling queries by the citizen. The agency will provide the required CRM platform along with the required resources. BRLPS will not pay or provide for software/tools separately.</p>	<p>a) Will helpdesk be only on web or would it be on mobile app also?</p> <p>B) What are the platforms on which mobiles be required?</p>	It is clarified that the provisions will be as per bid.
26	12 page	<p>Resource for operating JCCC & CGRMS Resources will be provided by the agency for ensuring smooth operations and maintenance of JCCC and CGRMS application. This team will also incorporate changes/modifications, as per emerging needs, in the dashboard/ application/ tools etc.</p>	<p>a) What are the changes expected on the</p>	Query Not Clear

		going forward and providing data to BRLPS officials as and when required other than defined frequency.		
27	21 page	<p>Project Preparation & Business Design / Blueprint</p> <p>The Agency will prepare an inception report covering the following:</p> <ul style="list-style-type: none"> · Project plan, milestones & timelines · Resource deployment plan · Project governance structure & mechanism · Responsibility matrix in discussion with BRLPS 	a) How many Blueprints would be required?	It is clarified that one final copy will be required.
28	21 page	<p>Non-Functional Requirements:</p> <p>b. Scalability: The application should be designed to scale efficiently, accommodating an increasing number of users and interactions without performance degradation.</p>	a) How much scalability would be required?	It is clarified that scalability would be Min. 2X
29	25 page	<p>5. Deliverable & Payment Terms</p> <p>3 Demo and pilot of the JCCC platform with CGRMS system</p> <p>T0 + 9 Weeks</p>	a) Will data migration be required? In case data migration is required then the timelines would change.	It is clarified that Data Migration is not included in the assignment.

30		General	Need the maximum size of write transaction per year	Same as per bid.
31		General	What is the number of transactions per day	Same as per bid.
32		General	Is there any document upload required	It is clarified that bidder has to upload all the documents as required in the RFP.
33		General	What is the file Upload size in MB	It is clarified that the file upload size would be 20 MB per file
34		General	What is the file upload per user required	It is clarified that this point will be discussed with the successful bidder.
35		General	What is the database back policy	Query and context not clear
36		General	What is database retention policy	Query and context not clear
37		General	What is Data recovery policy	Query and context not clear
38		General	What is the required recovery Point of Object	Query and context not clear
39		General	What is the Recovery Time of Object	Query and context not clear
40		General	What is the current data archival policy	Query and context not clear
41		General	What is the project Budget?	It is clarified that the minimum quote received through this tendering process would be the budget of entire assignment.

42	4.3.1 - Pre-Qualification (Point 4)	Average Annual Turnover requirement	We propose that the financial evaluation consider FY 2022–23, 2023–24, and provisional 2024–25 (auditor-certified), to reflect recent growth and operational scale of innovative companies like ours.	Not Accepted. Same as per bid'
43	4.3.1 - Pre-Qualification (Point 7) 4.3.2 - Technical Evaluation Criteria (Point D)	Quality certification requirement	In the Technical Evaluation Criteria (Clause 4.3.2, Point D), ISO 9001:2015 is accepted as a valid certification standard. However, the Pre-Qualification section (Clause 4.3.1, Point 7) still references ISO 9001:2000, which is obsolete. Kindly clarify whether ISO 9001:2015 will be uniformly accepted under both evaluation sections to ensure alignment and avoid ambiguity.	Same as per point no. 17 above.
44	4.3.1 - Pre-Qualification (Point 9)	OEM MAF requirement for Generative AI tools	Request removal of OEM MAF requirement for Gen AI, as leading providers (e.g., OpenAI, Meta) operate via open APIs and do not issue such authorizations. This will broaden inclusion for Gen AI adopters.	Not Accepted. Same as per bid'

45	4.3.1 - Pre-Qualification (Point 11)	OEM implementation track record	Kindly clarify whether the term 'OEM' refers to the technology developer or the solution integrator, since global AI providers typically don't implement projects directly for Indian PSUs or governments.	It is clarified that OEM would be the product owner.
46	4.3.1 - Pre-Qualification (Point 12)	Turnover requirement for Virtual Assistant OEM	We seek clarification on whether this refers to the API provider (e.g., Azure, AWS) or the deploying entity. Global providers do not maintain jurisdiction-specific turnover records for APIs.	It is clarified that the Turnover would be of OEM - Product Owner
47	4.3.2 - Technical Evaluation (Point A)	Turnover-based scoring	Recommend updated scoring slabs based on FY 2022–23 to 2024–25 (provisional). Suggest lowering threshold to ₹20 Cr for 5 marks to encourage competitive participation.	Not Accepted. Same as per bid'
48	4.3.2 - Technical Evaluation (Point B)	Minimum value for past project experience	We propose revising the minimum eligible project value to ₹5 Cr, considering successful delivery of complex digital command centers and AI-driven platforms by our team in this range.	Not Accepted. Same as per bid'
49	4.3.2 - Technical Evaluation (Point C)	Experience in CCC/NOC operation	Request to include AI-ML powered digital labs/experience	Not Accepted.

			centers under eligible facilities, as they offer real-time monitoring and control features similar to CCCs and NOCs.	
50	Page 13, Section 3	JCCC Application shall be using Large Language models (LLM) to create an AI Assistant which can be used to answer queries of beneficiaries and other stakeholders	What are the specific LLM requirements? Should it be cloud-based (OpenAI, Google Bard) or on-premise deployment? What is the expected query volume per day?	It is clarified that bidder to give the expertise on the proposed tools/platforms.
51	Page 11, Component 1	"The platform will be customized, deployed, operated and maintained by the Agency... BRLPS will not pay or provide for tools/software etc. separately"	Are there any restrictions on using commercial AI APIs (OpenAI, Google, Microsoft)? What is the budget expectation for AI licensing costs?	Query not relevant to the Request for Proposal (RFP)
52	Page 19, CGRMS	"Virtual Assistant should be capable of interacting in text, audio, and video"	Any technical specifications for video interaction? Should it support real-time video calls or pre-recorded video responses?	Not Change. Same as per bid.
53	Page 15-16, Table	"There are more than 50 apps and ERPs functional currently" using Java/Oracle, .NET, Odoo ERP, Android Studio	Will BRLPS provide detailed API documentation for all 40+ systems? What is the data format and frequency of integration required?	It is clarified that BRLPS will extend support in understanding the apps, database, architecture etc.
54	Page 14, Features	"JCCC Application shall consist of a robust application to integrate data on real-time basis from	What is the definition of "real-time"? Is it streaming data or batch processing at regular intervals	It is clarified that it will be Real time and Batch processing.

		various sources"	(hourly/daily)?	
55	Page 13, Scope	"All the required support APIs for existing platforms that are to be integrated with JCCC will be provided by the department"	What is the timeline for API provisioning? Are there any data security protocols or VPN requirements for API access?	It is clarified that this point will be discussed with the successful bidder
56	Page 13, 20	"The proposed solution shall need to be deployed on the cloud infrastructure procured by BRLPS. Bidder shall provide sizing and Infra requirement"	What cloud platform has BRLPS procured (AWS, Azure, GCP)? What are the current infrastructure specifications and limitations?	It is clarified that currently the cloud platform is Azure but may change later.
57	Page 22, Testing	"Application will be deployed on cloud as arranged by BRLPS. The Agency should, however, arrange for development and test environments"	Should development/test environments be on the same cloud platform as production? Are there data residency requirements?	It is clarified that BRLPS will provide cloud servers.
58	Page 20, Access Control	"The proposed solution must implement role-based access for authentication and authorization"	Should the system integrate with existing LDAP/Active Directory? What are the user authentication requirements?	It is clarified that Agency has to provide the solution.
59	Page 21, Performance	"The application should respond to user queries promptly, typically within a few seconds"	What are the specific SLA requirements for response time? What is the expected concurrent user load?	It is clarified that this point will be discussed with the successful bidder.
60	Page 25, Timelines	Project duration "36 months which may be extended for further 24 months"	What are the criteria for project extension? Is the extension automatic or requires separate evaluation?	It is clarified that for project extension will be based on performance of the agency and requirement of

				BRLPS.
61	Page 28, Note	"The number and duration of time of above manpower may be increased/decreased by the BRLPS after initial assessment within six (06) months"	What is the process for manpower changes? Will there be rate revisions for additional resources?	It is clarified that there will be no rate revision for additional resources.
62	Page 27-28, CGRMS Team	"Helpline Executives should be able to communicate in local languages like Bhojpuri, Magahi, Maithili and Angika"	Is language proficiency testing required? What is the minimum proficiency level expected?	No Change. Same as per bid.
63	Page 23, Training	"Total number of trainees including the Trainers to be trained will be 100"	What is the skill level of trainees? Is this one-time training or continuous training throughout the project?	Same as per bid.
64	Page 17, TTT	"Train The Trainer (TTT) methodology will need to be followed"	How many master trainers need to be created? What is the certification process for trainers?	Same as per bid.
65	Page 18, Call Process	Inbound and Outbound Call Process Flow diagrams provided	What is the expected call volume? What are the peak hour requirements? Is there 24/7 operation requirement?	Clarification: - To be evaluated on the user base
66	Page 19, MIS Reports	"Department wise MIS, District wise MIS, Subdivision wise MIS, Case and complaint wise MIS"	What is the frequency of these reports? Are there specific report templates or formats required?	It is clarified that successful agency to prepare and provide in discussion with BRLPS.
67	Page 13, KPIs	"KPIs based performance tracking and identification and	What are the predefined KPIs? Will BRLPS provide the KPI	It is clarified that BRLPS will provide

		sharing of delayed/gaps areas"	framework or should the agency develop it?	KPIs.
68	Page 43, Financial	"The prices, once offered, must remain fixed and will be subject to escalation of 5% during the subsequent extension"	Is the 5% escalation annual or one-time for the 24-month extension?	It is clarified that 5% annual escalation will be made on each extension.
69	Page 25, Liquidated Damages	"0.07% per day will be deducted from the quarterly payment"	Is there a cap on liquidated damages? What constitutes force majeure events?	It is clarified that Force Majeure events are clearly defined in the RFP (bid).
70	Pg. 46, Eligibility Criteria Point no 11	The Generative AI OEM should have at least five (5) implementations with Central / State / Local government / PSU / BFSI with at least One (1) order value of INR Three (3) Crore or more in the last three (3) years.	We respectfully request relaxation of the clause requiring extensive experience in Generative AI, considering it's a relatively new technology. Given its novelty, few companies or OEMs have prior experience in providing such services. This relaxation would enable innovative solutions and foster growth in this emerging field.	No change. Same as per RFP.
71	4.3.1. Pre-Qualification Eligibility criteria for the Bidder. Pg no.46	The bidder should have the below quality certificates: ISO 9001:2000 and ISO 27001:2013	We request you to accept ISO 9001:2015 and ISO 27001:2022.	Same as per point no. 17 above.
72	Training of users on Application, pg.no.23	Train The Trainer (TTT) methodology will need to be followed by the Agency, enabling BRLPS to create a	Our understanding is that training space, projectors, connectivity, and other training infrastructure will be	It is clarified that Desktops and seating will be provided by BRLPS

		pool of trainers.	provided by the department.	
73	4. Timelines no.25	The Agreement will be for an initial period of 36 months which may be extended for further 24 months based on the performance of the agency and the need of the organization.	Kindly confirm that the contract period of 36 months will include Go Live with the JCCC Platform and CGRMS system, along with the O&M period.	Same as per bid.
74	Annexure 1-Form 7: Financial Proposal no.59	Form-1 (Total Cost of the Assignment) [Total of Form-2 & 3]	As per the given Price format, the bidder can only quote for a man month rate for the required resources. Kindly update the format to allow the bidder to quote for the Gen AI CGRMS Solution.	It is clarified that all the cost related to the assignment will be included in the man-month costs.
75	JCCC Big Data Digital Platform no.11	The system to be equipped with proper alerts mechanism through SMS/WhatsApp/email .	Our understanding is cost for SMS/WhatsApp/email will be borne by the department. Kindly confirm.	It is clarified that the cost for SMS/WhatsApp/E mail will be borne by the BRLPS.
76	Dashboards. Page No-14	The Dashboards to provide comparative analytics based on KPIs provided by BRLPS time to time. The dashboard to be integrated with GIS mapping to provide the geo-coverage of the intervention in overall State.	Please elaborate the scope of Agency in GIS Integration	It is clarified that the Agency should have the expertise/experience in GIS
77	Backup and Disaster recovery, Page No-15	The Agency must provide a detailed backup strategy plan, disaster recovery plan, and storage recovery plan that	Please clarify the scope of the Agency for Disaster Recovery, and also the Disaster Recovery will be hosted with the same	Same as per bid.

		ensure minimal downtime of the application while keeping the cost to be minimal.	Cloud provided for the JCCC application at a different seismic zone.	
78	Frontend Design, Page No-15	User interface design, along with the back-end sanitization should ensure that attacks such as SQL injection, cross site scripting, buffer overflow, and any other similar attacks are ineffective against the proposed solution.	It is understood that the required Security component WAF for the mentioned Security will be provided by the dept with proposed Cloud	It is clarified that BRLPS will provide cloud servers.
79	Non-Functional Requirements, Page No-21	d. Security: Robust security measures should be implemented to protect user data and ensure compliance with privacy regulations. This includes encryption, secure authentication, and regular security audits.	It is understood that the required Security Components for hosting the application in the Cloud will be provided by the department. 2. Please clarify on the Security Audit to be provided at the time of GO-Live, including Costs and periodic security audits if required.	It is clarified that Cloud server will be provided by BRLPS but the Security Audit will be the responsibility of the successful bidder.
80	Non-Functional Requirements, Page No-22	The required software/tools etc. for JCCC and CGRMS will be provided by the agency with required licenses	It is understood that all Software/Tools will be provided by the department, including Tools like ETL. 2. Please clarify if the development Agency can use open-source tools wherever necessary with Support.	Same as per RFP (bid).
81	Scope of JCCC – Pg. 14, Data Integration	API documentation availability	Will BRLPS provide API documentation & credentials for Data	It is clarified that BRLPS will provide APIs.

			sources to be integrated?	
82	Scope of JCCC – Pg. 14, Dashboards with GIS	GIS setup	Is there an existing GIS server & spatial data store?	It is clarified that BRLPS has the GIS service and Spatial Data Source.
83	Scope of JCCC – Pg. 14, Real-time Data	Real-time Integrations for analytics	Do all Data Sources needs to be integrated for Real-time ingestion or depending on integration type and need of data, integration can be batch mode?	Same as per RFP (bid).
84	Scope of JCCC – Pg. 14–15, Data Governance	Data privacy and classification	What the Structured Policies for Data Privacy?	context not clear
85	Scope of JCCC – Pg. 14–15, Real-time Data Processing	Data ingestion limits	What is the maximum expected daily data volume (in GB/TB) from all integrated systems combined?	It is clarified that this point will be discussed with successful bidder
86	Scope of JCCC – Pg. 14–15, Scalable Architecture	Scalability parameters	What is the target user concurrency (number of concurrent sessions) expected for web and mobile platforms at peak usage?	It is clarified that this point will be discussed with successful bidder
87	Scope of JCCC – Pg. 14–15, Scalable Architecture	Throughput requirements	Are there defined transaction per second (TPS) benchmarks or data ingestion rates from integrated systems?	It is clarified that this point will be discussed with successful bidder
88	Scope of JCCC – Pg. 14–15, Scalable Architecture	Performance testing	What are the load testing benchmarks (response time, CPU/memory utilization thresholds)?	It is clarified that this point will be discussed with successful bidder

89	Scope of JCCC – Pg. 15, Backup & DR	DR architecture	Should the DR site be active-active or active-passive? Is geo-redundancy within India mandatory?	It is clarified that this point will be discussed with successful bidder
90	Guiding Principles for Application Design – Pg. 20	Security audit	Will BRLPS arrange a third-party security audit?	It is clarified that this point will be discussed with successful bidder
91	Guiding Principles for Application Design – Pg. 20	SSO	Is Single Sign-On integration with BRLPS identity management in scope?	It is clarified that this point will be discussed with successful bidder
92	Eligibility Criteria – Pg. 46	Generative AI OEM Experience	Does the Generative AI OEM need to be Make in India, or will any OEM with relevant experience be acceptable? Is there any possibility of relaxation in terms of work orders to be produced?	Same as per RFP (bid).
93	Eligibility Criteria – Pg. 46	Virtual Assistant OEM Experience	Does the Virtual Assistant OEM need to be Make in India, or will any OEM with relevant experience be acceptable? Is there any possibility of relaxation in terms of work orders to be produced?	Same as per RFP (bid).
94	Deliverables & Timelines – Pg. 25	Development of JCCC with CGRMS	The RFP specifies development of JCCC & CGRMS (including integration of 50+ data sources) within 9 weeks up to the pilot stage. Considering the time required for source data understanding and integration	No Change. Same as per RFP (bid).

			complexity, is there any possibility of timeline relaxation for this milestone?	
95	Scope of JCCC Software/Platform/Dashboards – Pg. 14	JCCC will manage the ticketing system and generate reports based on closed, pending, open, aging etc.	Kindly confirm if BRLPS has an existing ticketing platform to be integrated or if the bidder should provide a new one as part of the solution.	It is clarified that BRLPS has not existing ticketing platform to generate reports.
96	Scope of JCCC Software/Platform/Dashboards – Pg. 14	JCCC Application shall be using Large Language models (LLM) to create an AI Assistant.	Please confirm if BRLPS will provide access to any existing LLM APIs or if the bidder should propose and include the cost of LLM licensing and hosting.	Same as per RFP (bid).
97	Centralised Grievance Redressal Management System – Pg. 19	Service provider shall ensure the deployment of 1 CGRMS Helpline Supervisor and 10 Helpline Executives at BRLPS office.	Please confirm working hours, shift patterns, and if the operations are expected on weekends/public holidays. Also, clarify if additional shifts are required beyond the stated manpower.	Same as per RFP (bid).
98	Centralised Grievance Redressal Management System – Pg. 19	Virtual Assistant should be capable of interacting in text, audio, and video with multi-language support.	Please specify the expected volume of audio/video interactions and whether BRLPS will provide the speech-to-text/text-to-speech engine licenses or the bidder should provision them.	It is clarified that it should be as per global standards
99	MIS reporting through JCCC Dashboard – Pg. 19	Major MIS report which shall be generated is Department wise MIS, District wise	Please confirm if BRLPS will provide existing MIS report formats and data sources in advance for integration during	It is clarified that successful bidder has to develop in coordination with BRLPS

		MIS, etc.	development phase.	
100	Centralised Grievance Redressal Management System – Pg. 19	MIS reporting through JCCC Dashboard – major MIS reports listed.	Please clarify the expected daily, weekly, and monthly reporting volumes and whether any automated scheduling is required for these reports.	It will be discussed with the successful bidder.
101	CGRMS Call Centre Establishment – Pg. 19	The software shall have a predefined set of FAQs and a well-written knowledge base.	Please confirm if BRLPS will provide the initial FAQ/knowledge base content or if content creation is to be included in bidder scope.	It is clarified that successful bidder has to develop in coordination with BRLPS
102	CGRMS Call Centre Establishment – Pg. 19	Provision to redirect calls manually or automatically.	Please clarify the expected call routing logic (skill-based, language-based, queue-based) and whether integration with existing telephony is required.	It is clarified that it should be as per global standards
103	CGRMS Call Centre Establishment – Pg. 19	Multi-language support (English, Hindi mandatory) and ability to communicate in Bhojpuri, Magahi, Maithili, Angika, etc.	Please confirm if voice-based interpretation services should be included in scope or only native multi-lingual staff are to be deployed.	Same as per RFP (Bid).
104	CGRMS Call Centre Establishment – Pg. 19	Deployment of 1 Supervisor and 10 Executives at BRLPS office.	Please clarify if the stated manpower is minimum or fixed, and whether scaling up/down during peak seasons is expected.	Same as per RFP (Bid).
105	CGRMS Call Centre Establishment – Pg. 19	Virtual Assistant to handle text, audio, and video queries.	Please clarify if integration with WhatsApp/IVR/Video conferencing platforms is required,	It is clarified that successful bidder has to develop in coordination with BRLPS

			and if so, specify preferred vendors or APIs.	
106	CGRMS Call Centre Establishment – Pg. 19	The software shall enable call centre executives to get notifications when calls are pending too long.	Please confirm if BRLPS will specify the SLA thresholds for alerts or should bidder propose industry-standard benchmarks.	It is clarified that successful bidder has to develop in coordination with BRLPS
107	CGRMS Call Centre Establishment – Pg. 19	Interactive chat interface with auto-suggestions for queries.	Please clarify if chatbot integration should support integration with social media messaging platforms like Facebook Messenger, Telegram, etc.	Same as per RFP (bid).
108	SLA Terms – Pg. 26	1% per day penalty for service delivery delay.	Please clarify if separate SLA metrics for call centre performance (e.g., Average Handling Time, First Call Resolution, Abandon Rate) will be defined or if general SLA applies.	Same as per RFP (bid).
109	Resource Requirement – Pg. 28	Executives to have excellent writing and communication skills in multiple languages.	Please confirm if BRLPS will conduct independent language proficiency testing during onboarding or the bidder should provide certified staff.	To be discussed with successful bidder
110	Resource Requirement – Pg. 27-28	Languages known (Read, Write and Speak): Hindi, English, and local languages.	Kindly confirm if the recruitment and training cost for multi-lingual agents is to be borne entirely by the bidder or will BRLPS support with recruitment channels and which local languages are	It is clarified that successful bidder has to provide manpower including all costs.

			mandatory	
111	Section 3, Page 11; Section 6.2, Page 20	The proposed solution shall need to be deployed on the cloud infrastructure procured by BRLPS. Bidder shall provide sizing and Infra requirement.	To provide accurate infrastructure sizing, could BRLPS share the anticipated daily/monthly volume of calls, grievances, and concurrent users for the CGRMS? Additionally, could you provide specifications of the existing BRLPS-procured cloud environment (e.g., Cloud Service Provider, available resources)?	Will be discussed with the successful bidder
112	Inbound/Outbound Call Flow, Page 18	The call flow diagrams depict an IVR System and a Call Centre Dialer.	Who is responsible for procuring, implementing, and managing the telephony infrastructure, including the Toll-Free Number (if any), SIP/PRI lines, and CTI (Computer Telephony Integration) with the CRM?	It is clarified that Desktops and seating will be provided by BRLPS
113	Section 3, Page 11; Page 17	The Agency will also set-up Centralised Grievance Redressal Management System (CGRMS). The agency will provide the required CRM platform.	Does BRLPS have a preference for any specific CRM software or platform? Are there requirements for perpetual licenses, or is a subscription-based model acceptable?	It is clarified that it should be as per global standards
114	Page 17, Point 2	The Agency needs to establish a Gen AI enabled CGRMS.	Could BRLPS elaborate on the specific capabilities expected from the "Gen AI enabled"	Will be discussed with the successful bidder

			system? For example, should it include features like sentiment analysis, automated ticket categorization, or predictive analytics for grievances?	
115	Page 19	Virtual Assistant should be capable of interacting in text, audio, and video.	What are the specific use cases envisioned for video-based interaction with the Virtual Assistant? Understanding the expected volume and complexity will help in proposing a suitable solution.	Will be discussed with the successful bidder
116	Not explicitly mentioned	Data Migration	Is there an existing grievance redressal system? If so, will the scope of work include migrating historical data to the new CGRMS platform? If yes, what is the volume and format of this data?	It is clarified that at present there is no existing Grievance Redressal System.
117	11	"It will be interactive digital platform including Dashboards with bots etc. along with detailed analytical and drill-down features to facilitate monitoring of operations by providing a consolidated summary/Gaps/delays etc. of the business operations and integrating data from the different platforms/MIS systems being used	Could BRLPS provide a more detailed list or examples of the specific types of "bots" envisioned for the JCCC digital platform and their intended functionalities beyond facilitating data access?	Will be discussed with the successful bidder. Bots will be to meet the global standard

		by the department at all levels."		
119	12	"The Agency will come with their expertise tools/software/etc. for the required platform. BRLPS will not pay or provide for tools/software etc. separately."	Please clarify if this includes all underlying software, libraries, and tools required for AI/ML models, data visualization, and reporting, or if there are any core platform components (e.g., specific database licenses, commercial BI tools) that BRLPS expects to provide or approve before procurement by the Agency.	It is clarified that successful bidder has to provide.
120	13	"JCCC Application shall be using Large Language models (LLM) to create an AI Assistant which can be used to answer queries of beneficiaries and other stakeholders. Role based data access to be formulated with bots. Using language translation model, this chatbot shall be made multilingual (Hindi & English)."	What specific LLM framework or platform is preferred or recommended by BRLPS, if any? Are there any restrictions on using open-source vs. commercial LLMs? What are the expected performance metrics (e.g., response time, accuracy) for the AI Assistant?	Will be discussed with the successful bidder, but it should meet the global standards
121	13	"The proposed solution shall need to be deployed on the cloud infrastructure procured by BRLPS. Bidder shall provide	Can BRLPS specify the preferred cloud service provider (CSP) (e.g., AWS, Azure, GCP) and geographical region of	BRLPS will provide the cloud servers, currently its Azure, it might change in coming times therefore, solution

		sizing and Infra requirement."	deployment? What are the expected constraints or requirements regarding data residency and compliance on the cloud infrastructure?	not to be environment specific
122	14	"JCCC Application shall consist of a robust application to integrate data on real-time basis from various sources and applications. BRLPS will support to provide APIs from various systems to be consumed by the JCCC Application."	For real-time data integration, what are the expected data volumes and velocities from these various sources and applications? Are there any specific real-time data streaming technologies or message brokers preferred by BRLPS?	Will be discussed with the successful bidder, but it should meet the global standards
123	14	"The Dashboards to provide comparative analytics based on KPIs provided by BRLPS time to time. The dashboard to be integrated with GIS mapping to provide the geo-coverage of the intervention in overall State."	What is the source of the GIS mapping data (e.g., ESRI, OpenStreetMap, Bhuvan)? Will BRLPS provide the necessary base maps and spatial data layers for integration?	It is clarified that BRLPS will provide GIS licenses on need based but the dashboards/report s etc with GIS mapping will be the sole responsibility of agency.
124	15	The list of applications (e.g., CBO MIS, MPMG, VO, CLF Transaction, SHG Member Insurance and claim monitoring system, etc.) with their technologies/platforms. "The responsibility of Agency will also include to conduct a detailed study of the	For the detailed study, can BRLPS provide access to technical documentation (e.g., API documentation, database schemas) for these existing applications to facilitate the integration planning? Also, what is the estimated number or frequency of "any application which will	Will be discussed with the successful bidder

		above major apps, ERPs. The Agency will also work on any application which will be developed in times to come with MIS theme at BRLPS within the project tenure."	be developed in times to come" that the Agency will be required to work on?	
125	21	"Non-Functional Requirements: a. Performance: The application should respond to user queries promptly, typically within a few seconds... b. Scalability: The application should be designed to scale efficiently... c. Reliability: The application should be available and operational 24/7, with high availability and minimal downtime... d. Security: Robust security measures should be implemented..."	Can BRLPS provide specific quantitative metrics for "promptly" (e.g., average response time for common queries, maximum latency), "increasing number of users" (e.g., peak concurrent users, expected growth rate), "high availability" (e.g., target uptime percentage like 99.9%, 99.99%), and "minimal downtime"? What specific security standards or certifications (e.g., ISO 27001, OWASP Top 10) are mandatory for the application?	It is clarified that promptly means max 5 secs. Rest as per bid
127	19	"The selected bidder has to provide a CGRMS helpdesk application along with a Gen AI enabled virtual assistant for handling queries. The software will allow the CGRMS executives to login into the application as per their authorization. The software shall provide	Can BRLPS provide more specific functional requirements for the CGRMS helpdesk application, such as desired modules (e.g., case management, knowledge base, reporting dashboards, agent scripting), integration capabilities with existing	Clarification: - As per global standards. Detail discussion will be held with successful agency.

		the facility to register the grievances/calls received by the call executives."	communication channels (e.g., email, SMS), and specific workflows for grievance registration and escalation?	
128	19	"The software will provide a predefined set of FAQs and their relevant responses to the call centre... FAQs will be designed with support from BRLPS. The software shall have a well written knowledge base which will help in fast resolution of queries raised by citizens calling to the call centre."	What is the estimated initial volume of FAQs and knowledge base articles? Will BRLPS provide the content for these, or is the Agency expected to assist in content creation based on provided information? What is the expected frequency of updates to the FAQs and knowledge base?	Will be discussed with the successful bidder
129	19	"Virtual Assistant should be capable of interacting in text, audio, and video. Multiple language support (Mandatory: English, Hindi) Interactive chat interface with auto suggestions for queries... Capable of running rich media (text, image, audio, video), maps on Virtual Assistant."	For the video interaction capability of the Virtual Assistant, does BRLPS envision a virtual avatar or a simple video-based response system? What are the specific requirements for integrating with video conferencing platforms or displaying video content? Regarding "maps on Virtual Assistant," what is the expected functionality and integration depth with GIS/mapping services?	Clarification: - Video Avatar, further discussion will be held with successful agency. Rest remains as per Bid.
130	19	"Service provider shall ensure the deployment of 1 CGRMS Helpline	While manpower is mentioned, clarification is needed on the technical	It is clarified that Seat, desktops will be provided by

		Supervisor and 10 Helpline Executives at BRLPS office."	environment for these resources. Will BRLPS provide the necessary IT infrastructure (computers, headsets, internet connectivity) for the CGRMS team at their office, or is this the responsibility of the Agency?	BRLPS.
131	19	"MIS reporting through JCCC Dashboard – CGRMS Service provider has to develop the format to fetch the report as per the BRLPS requirements. Major MIS report which shall be generated is Department wise MIS... Apart from mentioned above MIS report, the provision of customization report is also there."	What is the expected frequency and format for these major MIS reports (e.g., daily, weekly, monthly; real-time dashboards vs. downloadable reports)? What is the typical turnaround time expected for developing "customization reports" that may be required by BRLPS?	Will be discussed with the successful bidder
132	21	"The selected Agency must ensure that the technology / application of the proposed software be of the latest version. The upgrades of the software to be provided by the Agency time to time during the agreement period. The Agency will select the software for data analytics, CGRMS, etc. as per the scope of work, must be globally accepted and meets standard."	What is the expected frequency for "upgrades of the software"? Will there be a maintenance window agreement for these upgrades to minimize disruption? What is the process for BRLPS's approval of the software selections for CGRMS and data analytics to ensure they meet "globally accepted and standard" criteria?	As per global standards.

133	46	"The Generative AI OEM should have at least five (5) implementations with Central / State / Local government / PSU / BFSI with at least One (1) order value of INR Three (3) Crore or more in the last three (3) years."	For the Generative AI OEM, should the five implementations necessarily be in India, or are international implementations also considered?	No Change. Same as per RFP (bid).
135	38	Right to Terminate	We request that BRLPS provides 90 days' notice in case of Termination by convenience	No Change. Same as per RFP (bid).
136	45	The bidder should have Minimum Average Annual Turnover of INR 50 crores during the last three (3) financial years (2021-2022, 2022-2023 and 2023-2024).	Considering the tentative cost and strategic importance of this project, we request the Bidder Turnover to be increased to minimum 100 Cr	No Change. Same as per RFP (bid).
137	45	The bidder must have experience in one completed project in IT/ITES/IT manpower supply with any Government/State Government/ PSUs in India within last five (5) years with a minimum contract value of INR 10 Cr.	We request the criteria to be amended and bidders to have at least one IT project of similar nature being at least 50 cr. so that similar scale experience is being brought in	No Change. Same as per RFP (bid).
138	45	The bidder should have the below quality certificates: ISO 9001:2000 and ISO 27001:2013	As RFP in TQ section any way asks for CMM level 4& 5 so PQ having no criteria is a gap . Hence, we request that in PQ also the point should be that bidder should	No Change. Same as per RFP (bid).

			have at least CMM level 5 criteria	
139	46	Grievance management system management	We request that as one of the key Project scope item is Grievance management. As this is specialized domain so we request that in PQ , a additional point be there which requires bidder to be doing or already completed at least one project of Grievance management with Central or State Govt entity and covering at least 5 Cr citizens	No Change. Same as per RFP (bid).
140		EMD	We, iSOFT Services India Pvt. Ltd, are a registered MSME and have attached our valid Udyam Registration Certificate for your reference. As per the guidelines, we kindly request exemption from submitting EMD.	Not Accepted. As per BFR, no exemption is allowed under Consultancy Services.