

**Annexure A**

**Pre-bid queries for RFP for Selection of Technology partner for Rajasthan Integrated Tax Management System (R-ITMS)**

<b>S. No.</b>	<b>RFP Page No.</b>	<b>RFP Rule No.</b>	<b>Rule Details</b>	<b>Query / Suggestion / Clarification</b>	<b>RISL Response</b>
1	12	Financial Turnover from IT/ITeS:	Annual Average Turnover of the bidder from IT/ ITeS for the last three financial years i.e. (from 2018-19 to 2020-21 or from 2019-20 to 2021-22) as per the last published audited balance sheets), should be at least INR 10.00 Crores.(excluding hardware)	The authorities are requested to amend the clause as below mentioned:  Annual Average Turnover of the bidder from IT/ ITeS/Consulting/ Advisory Services for the last three financial years i.e. (from 2018-19 to 2020-21 or from 2019-20 to 2021-22) as per the last published audited balance sheets), should be at least INR 10.00 Crores. (Excluding hardware)	Refer Final RFP
2	42	General Conditions of the Bid (Clause 4)	Consortium: Consortium in any form is not allowed	The authorities are requested to kindly allow Joint Venture / Consortium for up-to 2 members to enable associations to participate in the process and allow the RFP to be more responsive.	As per RFP
3	12	PRE Qualification/ Eligibility Criteria	Technical Capability: The bidder should have executed/executing at least three work orders of providing the software for TDS (IT) Compliances (similar to nature of work defined in this RFP) to at least 5000 branches/units for any central/ state government department/ parastatal	The authorities are requested to amend the clause as below mentioned: The bidder should have executed/executing at least three work orders of providing the software for TDS (IT) Compliances (similar to nature of work defined in this RFP) to at least 2000 branches/units for any central/ state government department /parastatal organization/ nationalized Banks in India in last 5 financial years (i.e. 2017-18, 2018-19, 2019-20, 2020-21, 2021-22).	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Response
			organization/ nationalized Banks in India in last 5 financial years (i.e. 2017-18, 2018-19, 2019- 20, 2020-21, 2021-22)		
4	12	Clause 3. PRE-QUALIFICATION Point 04	The bidder should have executed/executing at least three work orders of providing the software for TDS (IT)Compliances (similar to nature of work defined in this RFP) to at least 5000 branches/units for any central/ state government department/ parastatal organization/ nationalized Banks in India in last 5 financial years (i.e. 2017-18, 2018- 19,2019-20,2020-21,2021-22).	We have experience of providing similar solutions to Government organisation. Therefore, we request you to kindly change the criteria to "The bidder should have executed/executing at least One work orders of IT/ITeS project for Rs. 100 Crore for any government organisation in India and at least one work order for automation of Finance related services for any central/ state government organisation in India in last 5 financial years (i.e. 2017-18, 2018- 19, 2019-20, 2020-21, 2021-22).	As per RFP
5	16	i) Technological Assistance & Facility Management System:	Envisage parameterization, historical data management, verifying data quality, migrating data, user acceptance testing, documentation, training, knowledge transfer, MIS, and continuous support.	a) Will there be data cleansing required? b) How much historical data is there to be migrated ?	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Response
6	16	i) Technological Assistance & Facility Management System:	Solution upgradation/enhancement/ any changes required to comply with all the TDS guidelines mentioned/ stipulated by Income Tax Department/GST Department/State Government/ RBI/ CBDT or Any statutory body as amended from time to time.	What are the software used for the application ?	As per RFP
7	15	ii) Workflow Description :	API for TDS Calculation under R-ITMS for accurate deduction of taxes	Will all the required APIs be provided by the department ?	As per RFP
8	18	4.2.2. Integration of other framework/ modules	ITMS integration with IFMS and other following framework/ modules of DoITC/ RISL/ GoI <ul style="list-style-type: none"> <li>• RajSSO</li> <li>• Rajasthan Payment Platform</li> <li>• Raj SewaDwaar</li> <li>• SMS and email Gateway</li> <li>• eSign</li> <li>• Tax treasury management</li> <li>• Income tax portal (GoI)</li> <li>• GST Portal</li> <li>• Any other application/ module</li> </ul>	Hope the department will provide all the necessary APIs for integration.	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Response
9		ii) Dedicated Help Desk:	<p>Onsite support during office hours on all working days &amp; as and when required in case of exigencies beyond the above-mentioned working days/ hours.</p> <ul style="list-style-type: none"> <li>· Logical resolution to the complaints raised/ escalated by the Offices/ other stakeholders through various platforms viz., Service Desk, emails, letters etc. within the accepted time limit.</li> <li>· Correction request management tool in application to address requests raised by various platforms viz. Offices/ other stakeholders etc.</li> <li>· Weekly and monthly status reports of the complaints received through different platforms.</li> </ul>	<p>a) How many helpdesk resources are required ?            B) What would be their working hours ?            C) What is their qualification required ?            D) Will there be a compensation available if work time is extended ?            E) What are the languages to be known by HD staff ?</p>	As per RFP
10.	15	4.1.A.i	<p>Tax Return Preparation Module- Various returns like 26Q (Non-Salary), 24Q (Salary), 27EQ (TCS), GSTR-7 &amp; Others as applicable under TDS (IT &amp; GST) law to be prepared in accurate manner.</p>	<p>1. How many TANs are held by RISL for which TDS returns needs to be filed?            2. How many monthly transactions are undertaken by RISL wherein TDS is applicable per TAN?            3. What are the nature of payments made by RISL (foreign &amp; Indian) and the relevant sections of TDS that are attracted? Are all types of returns i.e 26Q, 27Q, 27EQ &amp; 24Q filed by RIL and is assistance required for all such</p>	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Response
				<p>types?</p> <p>4. Is obtaining lower withholding certificates part of the services envisaged from bidders? If yes, how many such certificates need to be obtained in a FY on an average. Further, request you to let us know details of withholding certificates obtained in the past such as issue involved, quantum involved, etc.</p> <p>5. Is calculation of monthly TDS liability part of the scope?</p> <p>6. We understand that there are 30,000 DDOs. Request you to confirm. Further, request you to kindly clarify if co-ordination for compilation of data for TDS liability (if required) and TDS returns is expected to be by bidder or will the same be undertaken by RISL.</p>	
11	15	4.1.A.ii	Monthly Reconciliation of Deductee records with Challan remittance.	<p>1. Quantum of entries to be included in the reconciliation on an average every month?</p> <p>2. We understand that there are 30,000 DDOs. Request you to confirm. Further, request you to kindly clarify if co-ordination for compilation of data for such monthly reconciliation is expected to be by bidder or will the same be undertaken by RISL.</p>	As per RFP
12	17	4.1.C	TDS Compliances of DDO's/Unit	<p>We understand that there are 30,000 DDOs / TDS units for which services are required. Request you to confirm.</p>	As per RFP
13	17	4.1.C	TDS compliances of Queries/show-cause notice (except personal hearings) by the Income Tax Department &	<p>1. By the term attending to notices, we understand that the same pertains to responding to the same over the TRACES / other portal and does not cover hearing / representation before TDS officer. Request you to confirm.</p>	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Response
			GST pertaining to TDS till contracted terms.	2. How many notices are received in a year based on past experiences.	
14	17	4.1.C	Virtually attending to queries, communications, and complaints from offices of the Government and responding the same.	<p>1. In this connection as per Sr. No 4 above, personal hearings are not required. However, is the hearing expected to be attended by way of virtual hearings? In essence, request you to confirm if representation services in relation to TDS are covered in the scope of work. In case yes, request you to us know how many queries / complaints are received in a year based on past experiences.</p> <p>2. Further, is it expected that queries of past TDS returns also be handled by the bidder?</p>	As per RFP
15	19	4.2.4.2	Monthly Remittance of TDS amount- TDS Challan Details containing Challan Number and Date and Last date of payment.	<p>Request you to elaborate on the scope. Is the expectation a monthly report containing alongside data? In relation to tax payable and monthly TDS challan, who will be responsible for depositing the amount?</p> <p>We understand that challan preparation is included in the scope of work. Request you to you confirm.</p> <p>Who shall be responsible for co-ordinating with banker for the processing / code generation of challan?</p> <p>Is challan tracker expected to be made and maintained by bidder or shall RISL do the same?</p>	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Response
16	20	4.2.5.a	The successful bidder shall provide training to respective stakeholders on the upgraded ITMS and shall provide the user manual.	<ol style="list-style-type: none"> <li>1. Who will be the stakeholders / recipients of the training?</li> <li>2. How many trainees &amp; at what scale will the training need to be conducted?</li> <li>3. For how long is the expected training duration? When will the training be considered as complete?</li> </ol>	As per RFP
17	21	4.3	Minimum Manpower Required	<ol style="list-style-type: none"> <li>"1. Number of personnels to be present onsite and duration for which such presence is required with respect to tax perspective out of the 75 people required to be deputed?</li> <li>2. Please confirm the location where onsite presence is required.</li> <li>3. Further, please specify the duration for which 75 personnel are required to be deputed"</li> </ol>	As per RFP
18	29	5.12	The selection method is Least Cost Based Selection (LCBS or L1). The L1 bidder shall be evaluated on the base of the Composite rate of all the items in BoQ.	Will only L-1 / LCBS criteria be used to select bidders or whether other factors such as quality, reputation in the market, etc. will be taken into consideration for the selection?	As per RFP
19	52	7.2	"The entire process is divided into two stages. Phase 1 would involve implementation of ITMS Application as per scope of work mentioned in this RFP for a period of six (6) months & its FMS for a period of two (2) years.	We understand that, TDS compliance process will start only after successful implementation of software i.e. post go live stage of the software & there is no requirement of doing such compliances during the design & implementation stage of the software. Please confirm. In case the TDS related assistance is required in the interim (i.e., while the software is being developed), we understand that the	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Response
				<p>payment shall be made quarterly as per milestone Page No. 56 of the bid document (irrespective of the milestones for development of software). Request you to confirm.</p> <p>Further, in case of unexpected delay in launch of software, who shall undertake the compliances in the interim?</p> <p>We understand that 2 years and 6 months is provided for software development. However, request you to let us know the duration for which TDS compliances is expected to be done post completion of such 2 years and 6 months. In essence, for how long is the TDS compliance related service expected (i.e. post software development).</p> <p>Further, please specify the duration for which 75 personnel are required to be deputed</p>	
20			General income tax related queries	<p>"1. Is assistance in filing of annual income-tax returns part of the scope? If yes, how many income tax returns need to be filed?</p> <p>2. Also, how many revisions are done in a year based on past experiences."</p> <p>"1. Are past rectifications, assessments, pending refunds from an income-tax perspective covered under the scope of work. If yes, request you to provide the details including details such as assessment year, forum / authority before which issue is pending, issue under rectification /</p>	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Response
				<p>assessment / refund in brief, quantum of tax liability / exposure involved.</p> <p>2. Request you to let us know an estimated number of such new applications opened by tax department (based on past experience / average) in a year."</p> <p>Is form 15CA and 15cb included in bidders scope? If yes, How many times Form 15CA and 15CB certificates shall be required during a financial year?</p> <p>We understand that notice is covered on Page 17, Para 4.1.c are of routine nature and TDS or income-tax litigation is not part of the scope</p> <p>Is TDS advisory i.e., whethex tax ought to be deducted on a transaction, appropriate rate of tax as per law is part of scope?</p>	
21	15	4.A.i	Helpdesk support - requirement	<p>They want to have a helpdesk which will provide support to DDOs in deducting TDS/ making payments and issuing the required form to their employees</p> <p>Is this helpdesk support required only in case of TDS queries while making salary payments to employees</p> <p>Is the helpdesk support required to be provided to 30,000 DDOs separately</p> <p>Number of employees under 30,000 DDO's in total?</p>	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Response
				<p>is the helpdesk support required throughtout the year or for few months in a year.</p> <p>Based on clients expereince, number of queries in a month which may need to be addressed through the helpdesk per DDO.</p>	
22	15	4.A.i	Mobile application - requirement	<p>Mobile application is required to develop for employees where they can report their investments and other required details for the purpose of deduction of TDS by employers</p> <p>The mobile application is required for employees to report their investments and upload the investment proofs as well?</p> <p>Number of employees per DDO</p> <p>Each DDO's employees to have a separate mobile application?</p> <p>Whether each DDO have separate TAN</p> <p>we understand the purpose of the application will only be to report investments for the purpose of deductions to be provided by the employer. The same is not expected to address payroll related queries of the employees</p> <p>we understand that you will not prepare withholding tax computations. Please confirm.</p> <p>Please advise whether TDS calculations are required for employees</p>	Refer the final RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Response
				Please confirm whether litigation support against any TDS notice is part of this scope? If yes, please share list of outstanding cases for our reference.	
23	14	4.1	4. Scope of Work -4.1 Brief Scope of Work --Brief Scope of the Work	<p>-The RFP states compliances would need to be undertaken for 'various departments'. Please elaborate the number and names of departments under Government of Rajasthan for which compliances would need to be automated under Integrated Tax Management System (ITMS)</p> <p>- Whether the GST compliances would be done by bidders employee seconded to RISL using the technology tool (ITMS) or can it be done at the backend by bidder</p> <p>- Who would be responsible for pulling out the data from the ERP system-Manpower resources or RISL ?</p> <p>- Please confirm that bidder will only be responsible for generating payment advise and punching of data on the portal. tax payments would be done by RISL/ Government of the State of Rajasthan or its concerned ministry/ department and only assistance would be provided while filing TDS returns by bidder. Please confirm the responsibility for co-ordination with various departments for TDS Payment and reconciliation issues arising out of TDS returns filed under GST</p>	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Response
24	15	4.1.A	<p>4. Scope of Work</p> <p>-Overall Scope</p> <p>--A. Rajasthan Integrated Tax Management System (R-ITMS) – Software Application design, development, customization, deployment</p>	<p>-Please elaborate the number of TDS returns (GSTR-7) to be filed through the Tax Return Preparation Module monthly and the number of certificates to be generated in any given month. We understand that generation of TDS Certificate under GST is within the ambit of GST Portal. The ITMS envisaged would not be able to generate TDS Certificate. We understand that the bidder's scope would be limited to raising a grievance with the GST Helpdesk for the same.</p> <p>-The scope requires the module to send a communication to "registered stakeholders " for TDS certificate. How is the process of registration of stakeholders be conducted? Please clarify the number of such stakeholders to be on-boarded on the ITMS Portal. In case if there is a conflict of interest of the bidder with the vendor. Please clarify the process of resolution of such conflict.</p>	As per RFP
25	15	4.1.B	<p>4. Scope of Work</p> <p>-Overall Scope</p> <p>--B. FMS- Upgradation, Customization, testing, implementation and Maintenance including O&amp;M of R-ITMS Application:</p>	<p>-The scope as mentioned envisages updating of algorithm of ITMS basis legislative changes. Is the same expected to be real time basis or with some delay. Can the system updating take place periodically? Please understand that changes in IT system will take time to reflect. In case of multiple interpretations of legislative changes or juridical disputes, this would require assessment on case to case basis.</p>	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Response
26	16	4.1.B	4. Scope of Work -Overall Scope --B. FMS- Upgradation, Customization, testing, implementation and Maintenance including O&M of R-ITMS Application:	-How is the ITMS expected to track GST Compliance status of vendors or collate reasons for non-compliance.	As per RFP
27	17	4.1.B	4. Scope of Work -Overall Scope --C. TDS Compliances of DDO's/Unit	-Please elaborate on the average number of transaction for which TDS under GST to be deducted each month -Please confirm if the scope includes responsibility to determine if the TDS under GST has been correctly deducted in each case and would the same involve review of contract value with vendor. -In case there is a scope revision/ price revision/ cost escalation in vendor contracts at the respective DDO level, how will the bidder keep track of such amendments in contracts. Such amendments will impact TDS compliances under GST. -Please explain if there are any other indirect tax compliances other than TDS under GST which are presently done by IFMS/ ITMS/ DDO. Is the proposed ITMS expected to incorporate such compliances presently or in future -We understand that a single GSTR-07 is filed and the liability of payment of TDS under GST pertaining to the state of Rajasthan is discharged through a single return. Else, please clarify the number of such returns filed in a month generally.	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Response
				<p>-Please confirm the average number of transactions in a typical GST-07 filed in a month</p> <p>-Please confirm the responsibility for finalizing the format of analytical reports to be generated for TDS under GST</p>	
28	20	4.2.4	<p>4. Scope of Work</p> <p>-4.2 R-ITMS Application</p> <p>--4.2.4 Operations &amp; Maintenance Reports</p> <p>---Activities in TDS (GST)</p>	<p>-Please confirm the responsibility for finalizing the format of GST TDS Default Statistics Report to be generated</p>	As per RFP
29	21	4.3	<p>4. Scope of Work</p> <p>-4.3 Minimum Manpower Required</p>	<p>Whether separate resources for direct tax and indirect tax can be deputed for the execution of tax related scope of work or is it total that every single individual should have knowledge/ experience of both income tax and GST TDS compliance.</p> <p>Please clarify that a graduate with CA qualification or a law graduate would also qualify for on-site deputation.</p> <p>Further, whether the work of deputed employee would be reviewed by RISL directly or at the backend by the bidder.</p> <p>Is the onsite presence of manpower absolutely necessary provided the bidder manages the execution by assisting remotely and is present on need basis.</p> <p>We understand that in case any manpower so deployed by the bidder is on a leave of absence after taking due approval, the bidder may</p>	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Response
				<p>deploy alternative resource in the interim.</p> <p>Number of personnel to be present onsite and duration for which such presence is required with respect to tax perspective out of the 75 people required to be deputed?</p> <p>Please confirm the location where onsite presence is required.</p>	
30	23	4.3.A	<p>4. Scope of Work</p> <p>-4.3 Minimum Manpower Required</p> <p>--General Clauses for manpower deployed</p>	<p>It is mentioned that in case the bidder has better leave privileges for its employees. Will the bidder be expected to compensate for such excess absence, if in case a resource opts to avail the entire balance in the leaves account with the bidder. We understand that in case any manpower so deployed by the bidder is on a leave of absence after taking due approval, the bidder may deploy alternative resource in the interim and in such an event penalty clauses as mentioned in the draft RFP would not be attracted.</p>	As per RFP
31	52	7.2.	<p>7.Special Terms And Conditions Of Tender &amp; Contract</p> <p>-Project Duration and Time Schedule</p> <p>--Phase 2</p>	<p>-It is mentioned that the bidder is required to initiate GST/TDS compliances post approval of User Requirement Specification Report (SRS Report). SRS Report is to be submitted within 15 days of the date of signing of agreement. During the time between the submission and approval of SRS Report, please clarify who will have responsibility of submission of TDS Returns.</p> <p>-Please confirm if there is any time extension</p>	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Response
				allowed in reasonable cases for SLA resolution time of 48 hours of grievance redressal.	
32	12	Eligibility Criteria_Sr. No. 4	The bidder should have executed/executing at least three work orders of providing the software for TDS (IT) Compliances (similar to nature of work defined in this RFP) to at least 5000 branches/units for any central/ state government department/ parastatal organization/ nationalized Banks in India in last 5 financial years (i.e. 2017-18, 2018-19,2019-20,2020-21,2021-22).	Kindly clarify & elaborate the meaning of "similar to nature of work defined in this RFP".	Refer the Final RFP
33	58	Penalty for Non-Availability of deployed Resources_ Table 2_Sr No. 3	Interest/penalty cost on account of delay/non-compliance to be borne by selected bidder	If Delay/non-compliance beyond defined time limit is due to non-receipt of data or any specific confirmation from DDO's/Unit side, Interest/penalty cost will be borne by the bidder or DDO/Unit, please clarify.	Refer the Final RFP
34	66	Financial Bid Format_Sr. No. 4	Total estimated Quantity for TDS Compliances of DDO's/Unit as per scope of work mentioned in this RFP	It is stated that for the purpose of L1 calculation, the DDO's/Unit has been assumed 30,000 for entire 2-year contract period. Kindly clarify cases where the reason for delay/noncompliance is beyond the control of the selected bidder.	Refer the Final RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Response
35	12	3	<p>PQ.4 Technical Capability</p> <p>The bidder should have executed / executing at least three work orders of providing the software for TDS (IT) Compliances (similar to nature of work defined in this RFP) to at least 5000 branches/units for any central/ state government department/ parastatal organization/ nationalized Banks in India in last 5 financial years (i.e. 2017-18, 2018 -19,2019-20,2020-21,2021-22).</p>	<p>Suggestion:</p> <p>The essence of this project and its vision leading to smooth operation of Tax Management covering entire ecosystem of Department to standardize Tax/TDS collection and mapping with other necessary compliance modules like GST/PAN.</p> <p>In order to achieve project success and its desired outcome; we would recommend to calibrate technical capability of Implementation Agency (IA) on basis of versatile experience in Software Development across domain and not only limited to project experiences with similar nature as per clause definition.</p> <p>Eventually, the success of project is depending on Implementation Agency (IA's) technical domain knowledge and hands-on project experience.</p> <p>Therefore we would request to kindly consider the project experiences of any software project with minimum user base of 1 Lakh and including best technology uses.</p>	As per RFP
36	12	Chapter 3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA Point No 2- Financial	<p>Annual Average Turnover of the bidder from IT/ ITeS for the last three financial years i.e. (from 2018-19 to 2020-21 or from 2019-20 to 2021-22) as per the last published audited balance sheets), should be at least INR 10.00 Crores. (excluding hardware)</p>	<p>Considering the size of the assignment and Guidelines provided in RTPP Act 2013 &amp; MEITY Guidelines we request to increase the required Annual Average Turnover of the bidder from IT/ ITeS for the last three financial years from 10.00 Crores to 200.00 Crores</p>	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Response
		Turnover from IT/ ITeS			
37	13	Chapter 3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA Point No 4- Technical Capability	The bidder should have executed/executing at least three work orders of providing the software for TDS (IT) compliances (similar to nature of work defined in this RFP) to at least 5000 branches/units for any central/ state government department/ parastatal organization/ nationalized Banks in India in last 5 financial years (i.e. 2017-18, 2018-19,2019-20,2020-21,2021-22).	We request to revise this technical capability clause as follows:  The bidder should have experience in development of e-Governance application in finance domain for any State/ Central Government of India and implemented at multiple locations with minimum order value of Rs.15 Crore during last 5 financial years. (i.e. 2017-18, 2018-19,2019-20,2020-21,2021-22).	
38	13	Chapter 3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA Point No 5-	Bidder should have valid “CMMI level 3 or ISO 9001:2015” certificate as on last date of bid submission.	Considering the criticality and size of the assignment more importance should be given to technical capability of the bidder. So, we request to revise Technical Capability criteria as follows:  Bidder should have valid “CMMI level 5” certificate as on last date of bid submission.	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Response
		Technical Capability			
39	29	Chapter 5, Instruction to Bidder, Point 12- Selection Method	The selection method is Least Cost Based Selection (LCBS or L1). The L1 bidder shall be evaluated on the base of the Composite rate of all the items in BoQ.	Considering the criticality and size of the assignment importance should be given to quality. So, we request to change the selection method to Quality cum Cost Based Selection (QCBS) with evaluation ratio of 80:20 to ensure importance is given to quality.	As per RFP
40	11	Vision, fifth bullet point	A grievance helpdesk of Tax & Technology experts to handle & manage all stakeholder Grievances	We assume that the grievances would be only pertaining to the proposed ITSM applications and not on any statutory guidelines or provisions pertaining to Income Tax or GST	As per RFP
41	-	- Additional Query	Integration with third party systems	It is assumed that RISL shall facilitate integration with all third party applications as may be needed for completing the scope of work under this RFP. The bidder shall not be responsible for any delay in work completion timelines on account of delay in integration with third party applications or for delay in sharing of information from external sources	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Response
42		Last Date & Time of Submission of Bid	Last Date & Time of Submission of Bid: 18.10.2022 at 03.00PM	We request to extend the last date & time of submission of bid to minimum 3 weeks after decision on submitted queries/ suggestions.	Refer Final RFP
43	12	Eligibility criteria:	The bidder should have executed/executing at least three work orders of providing the software for TDS (IT) Compliances (similar to nature of work defined in this RFP) to at least 5000 branches/units for any central/ state government department/ parastatal organization/ nationalized Banks in India in last 5 financial years (i.e. 2017-18, 2018-19, 2019- 20, 2020-21, 2021-22)	Kindly allow experience of providing the software for accounting including TDS instead of software for TDS (IT) alone. Also, allow experience in Central/ State Government PSUs along with the afforested institutions.	As per RFP
44	12	Eligibility criteria:	The bidder should have executed/executing at least three work orders of providing the software for TDS (IT) Compliances (similar to nature of work defined in this RFP) to at least 5000 branches/units for any central/ state government department/ parastatal organization/ nationalized Banks in India in last 5 financial years (i.e. 2017-18,	Given that the experience of around 5000 branches/ units is asked and also given the size of the project, it is requested to include the clause relating to minimum manpower on roll to ensure and ascertain that requisite manpower is readily available with the bidder. Hence, it is requested that bidder shall have minimum 2000 manpower on its roll as on the due date of submission of tender. EPF Challan & ECR can in this regard can be asked as a proof for the same.	As per RFP

<b>S. No.</b>	<b>RFP Page No.</b>	<b>RFP Rule No.</b>	<b>Rule Details</b>	<b>Query / Suggestion / Clarification</b>	<b>RISL Response</b>
			2018-19, 2019- 20, 2020-21, 2021-22)		
45	12	Eligibility criteria:	Documents Required for technical capability  Work Order + Self Certificate of Completion mentioning nature of activity performed, number of unit/Branches and period of assignment  (Certified by the Statutory Auditor/CA)}	It is requested to delete this requirement and not allow self-certification for experience, since at various instances is observed that bidders provide false information in the same	As per RFP
46	42	General Conditions of the Bid	4. Consortium: Consortium in any form is not allowed.	Kindly allow consortium/ joint venture for this RFP (1+1 parties)	As per RFP